

Manchester's State of the City Report

Manchester City Council 2013/2014



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Executive summary

Context

The State of the City provides an annual snapshot of the city's progress towards our vision for a world-class city by 2015 as set out in the Community Strategy¹. The format of the report has been refreshed in 2014 to allow both for an analysis of our progress within individual areas and an opportunity to reflect on what this means for the city. This will inform the work that is underway to develop a successor to the current Community Strategy and a vision for the city in the future.

Our vision for Manchester, set out in the refreshed Community Strategy (Strategic Narrative) is a world-class city as competitive as the best international cities:

- that stands out as enterprising, creative and industrious
- with highly skilled and motivated people
- with successful neighbourhoods whose prosperity is environmentally sustainable
- where all our residents are valued and secure, and can meet their full potential.

To achieve this vision the city's refreshed objectives are shaped around the priorities of Growth, People and Place, and the State of the City Report reviews progress under each of these headings.

Growth

Manchester is an engine of growth and has enormous potential to grow further, and to continue to create jobs and economic wealth. We will continue to build on our economic assets and strengths in financial and professional services: creative, digital and new

media; advanced manufacturing; and life sciences. We will also continue to support Manchester residents to develop the skills they need to access jobs, and to benefit from the economic success of the city.

People

Our priorities around growth will be linked to our ambitions to support and invest in people through the reform of public services. We will deliver services that foster aspiration, independence and resilience, and that open up pathways into employment through education and skills. This will help to reduce the demand on expensive, reactive services.

Place

We will continue to create and maintain neighbourhoods that attract, support and retain working people and offer a good-quality of life for residents. We will have a focus on the needs of our different communities, ensuring that across the city our residents have access to clean, safe neighbourhoods with an attractive housing offer and the high-quality range of services and facilities critical to the fabric of successful neighbourhoods.

¹ Progress against Community Strategy targets is reported in the Community Strategy Performance Dashboard (see http://www.manchester.gov.uk/manchesterpartnership/downloads/file/313/community_strategy_dashboard_q4_1314) and the Authority Monitoring Report (see http://www.manchester.gov.uk/downloads/download/972/authority_monitoring_report)

Our objectives for the city sit within the wider context of Greater Manchester's ambition to drive economic growth and deliver public service reform. The city is continuing to operate within a challenging economic and political context, with rising demand and costs coupled with reductions in public sector budgets. During the past year the refreshed Greater Manchester Strategy and Growth and Reform Plan have set out these priorities and outlined the ambition for Greater Manchester to become a net contributor to the UK economy by 2020 by eliminating the gap between public spending and tax generated.

Growth

Manchester was the fastest-growing city in the country between 2001 and 2011, with the population rising by three times the national average. The 2013 mid-year population estimate suggests that our population has increased by a further 0.7% over the past year. As we enter the final year of the Community Strategy we have exceeded our target for population growth by 34,000 (7%). Our growing population is indicative of the city's vibrancy and confidence, and the diversity of our people reflects the spirit of Manchester. Population forecasts suggest

that the city will continue to grow and that the infrastructure needs to be in place to drive, facilitate and accommodate this growth.

Assessments of the city's economy have demonstrated increased optimism over the past year. Manchester's economy has continued to recover from the impacts of the recession, and businesses are reporting increased levels of confidence. The number of residents in employment has also increased year on year, and the city's economic activity rate appears to be keeping pace with population growth. Forecasts for future economic growth are positive, with the Greater Manchester Forecasting Model anticipating that the city region will generate an additional £17billion GVA per year over the next ten years.

There are a number of major projects across the city that will underpin continued economic and employment growth, including Airport City, the Etihad Campus, and Sharp Futures. A major driver of this growth is the city centre, which is home to the largest concentration of commercial and retail floor space in the UK outside London. Some of the major projects that have been taking shape over the past year

include NOMA, First Street (including HOME), Citylabs, the National Graphene Institute, and the MMU Birley Fields campus at the city centre fringe. The city centre is also indicative of the success of the visitor economy, with 2013 demonstrating the strongest performance in city centre hotel occupancy yet recorded.

One of the key drivers of the city's growth is an effective transport infrastructure, which enables business connectivity as well as ensuring that residents within the city have access to the employment opportunities available. Recent investment in transport improvements – including the completion of Metrolink lines to Rochdale and Ashton-under-Lyne over the past year – has supported a rising trend in public transport patronage and a continuation of the modal shift in peak commuting patterns into the city centre. The city continues to support large scale transport investment that can transform our economy, including rail improvements through the Northern Hub and the High Speed Rail stations at Piccadilly and the Airport, which will become catalysts for regeneration as well as key transport connections. The Cycle City Ambition Grant, awarded in 2013 to support the first

phase of the Velocity programme, is supporting major investment in cycling infrastructure in the short term, and road safety has been seen to improve over the past 12 months.

One of the city's major growth priorities is to continue to attract and retain economically active people through the provision of a good-quality housing offer for both rent and owner-occupation. Accelerating the rate of housing construction is essential to prevent a housing supply shortage that could constrain economic growth. While house-building fell during the recession, the number of new homes under construction is now beginning to increase, and over the next three years the city is confident that a target of 5,000 new homes will be delivered.

During the past year, there has also been particular progress in reducing the number of empty properties in the city. There is an increasing focus on the private rented sector, in view of the high proportion of households within this sector and the fragmentation of the market. Now that the economy is entering a period of predicted growth, the challenge will be to attract the substantial levels of private

investment needed to deliver the housing growth required to support the projected economic and population growth in the years to come. An important element of this will be the delivery of high-density developments in the city centre and fringe, which are closely located to the regional centre and sustainable transport links.

People

Despite Manchester's economic resilience and potential for future growth, the city continues to face major economic challenges – not least that many residents are disconnected from the economic opportunities created by the city's wealth. Levels of worklessness in the city remain above the national average, and progress made to close this gap has slowed notably since the recession. The levels of youth unemployment are a particular cause for concern, with long-term youth unemployment substantially higher than prerecession levels. One of the key mechanisms for supporting the progression of young people into employment is through apprenticeships, which provide an essential springboard to many under-19s in the city. For those residents in work, a disproportionately large number of people

are employed within lower-end jobs, with lower levels of pay and in many cases part-time contracts.

Poor skill levels, worklessness and benefit dependency therefore continue to characterise a number of the city's communities, and many of these issues increase the risk that residents may be living in poverty. Consequently, one of the priorities for the city is to address the particularly high levels of out-of-work poverty by focusing on employment and skills. Work and skill partners within the city are continuing to target provision in those neighbourhoods with the highest levels of family poverty and where welfare reform impacts are anticipated to be the greatest.

During the past year the Greater Manchester Combined Authority has developed and commissioned a new Working Well service, which will provide intense support for Employment Support Allowance claimants who have left the Work Programme without moving into sustainable employment. An early evaluation of this programme will be used to make the case for further devolution relating to welfare and skills.

The city's approach to skills is illustrative of the Manchester and Greater Manchester's leadership on the Growth and Reform agenda. This is based on the principle that sustainable economic growth can only be achieved if it is accompanied by supporting and investing in people through the reform of public services, in order to reduce dependency and improve productivity and skills. Manchester's approach is informed by learning from the Community Budget pilot and a focus on tackling complex dependency through the Troubled Families programme.

As a city we are taking a public service reform approach to many other areas of service delivery, including the integration of health and social care. Despite recent improvements, the health of people living in Manchester remains among the worst in England. Life expectancy, although showing minor improvements, continues to be among the worst in the country, and despite a downward trend the city is an outlier in terms of the number of preventable deaths. Levels of child obesity are a particular cause for concern. Over the past year the new governance arrangements for health have become established, including a leadership

role for Clinical Commissioning Groups, the Council's responsibility for Public Health, and the creation of a single Council directorate for Children's, Families and Public Health. Looking ahead, an integrated approach will also need to drive the health and work agendas closer together. The voluntary sector will continue to play a critical role in improving the health and wellbeing of Manchester residents, not only through service provision but also by generating employment and offering volunteering opportunities that help to develop skills and reduce social isolation.

An integrated approach will support many of the city's priorities, including improved outcomes for children, young people and their families. One of the main areas of progress on which to build from the past year is around educational attainment. At Key Stage 2 the recent trend of improved attainment has continued to the point where Manchester's results are now on a par with the national average. The percentage of pupils achieving five or more A*–C grades at Key Stage 4 including English and Maths is, however, still below the national average, and improvements have levelled off during the past few years. A priority

for the city is to ensure that children are ready for school and have the confidence and self-esteem for the best start. This focus on early years will continue during the year ahead.

Place

The city's priorities around Growth and Reform are underpinned by a focus on place, in which we are working to create and maintain neighbourhoods that attract and retain economically active residents and offer a good quality of life. This includes a good housing offer, high-quality schools, transport connections and green spaces, as well as fundamentals such as clean streets and community safety.

An important measure of progress on Place is the way residents feel about the things that affect their lives and neighbourhoods. Once again this year, the residents' survey found that the majority of Manchester residents are satisfied with their area as a place to live. Community cohesion and perceptions of antisocial behaviour are notable factors in resident satisfaction. The survey also found an association with deprivation, with those living in the city's more deprived wards scoring lower for happiness and satisfaction with life.

Resident concerns about community safety are mirrored by the city's objectives for reducing crime and antisocial behaviour. While Manchester has in general made significant reductions in crime and antisocial behaviour over recent years, the past year has seen an increase in reports of a number of crimes, and in particular acquisitive crime. It is thought that this might be related to the financial and economic climate, and the impacts of welfare reform. Reports of antisocial behaviour are, however, continuing to decrease. One of the priorities for this area is to work towards reducing demand for public services by changing behaviour, engaging with individuals and communities, and supporting the most vulnerable.

The city's focus on Place is also influenced by Manchester's priorities relating to environment and climate change. As a city we are collectively working towards a reduction in carbon emissions of 41% by 2020, and to date good progress has been made despite a growing population. Active programmes to support a reduction in emissions over the past year include carbon literacy training, investment in energy-efficiency measures for housing, and

eco schools. A further priority for the Council is to reduce levels of waste and increase recycling, which supports the maintenance of clean neighbourhoods for residents. There has been good progress on reducing waste and improving recycling rates in recent years, and during the past year the Clean City programme has been launched to enable local residents and communities to apply for funding to tackle the environmental problems that are impacting on their neighbourhoods.

Summary

As a city Manchester is performing well economically and has shown resilience in the face of a difficult financial and economic climate. However, we continue to face major challenges in terms of the health and wealth of many of our residents, and in connecting people to the economic opportunities available. With the prospect of continued reductions in public sector resources, Manchester will need to continue to pursue an ambitious agenda of Growth and Reform in order to tackle these challenges in the years ahead and to continue to grow the city.

The city is now coming to the end of its current Community Strategy, which runs to 2015, and the Manchester Partnership's focus over the coming months will be to set new priorities for the decade ahead. This will involve all the city's partners and will be led at a strategic level by the Manchester Leaders Forum, which met for the first time this year. At the same time our work with the Greater Manchester Combined Authority and LEP will be crucial to achieving our shared goals on Growth and Reform, and to equipping Manchester with the tools the city needs to be able to deliver a world-class city that can compete on a global stage.

Economic growth and regeneration

Strategic overview

It is now widely accepted that cities drive economic growth in the UK and will continue to do so in the future. Manchester is at the forefront of this urban revolution and is working as part of the Greater Manchester (GM) Combined Authority with the other seven Core Cities in England to make the case for further devolution of power and budgets to cities to allow them to reach their full economic potential.

Manchester's economy has been transformed from one reliant on heavy industry to an economy that generates higher-skilled knowledge-based service sector jobs. The city has enormous potential to create jobs and economic wealth for the benefit of our residents and the wider subregion, at a scale that would have significant impact on the national economy.

The city is home to the largest concentration of commercial and retail floorspace in the UK outside London, as well as the Airport City Enterprise Zone, Manchester Airport and Corridor Manchester. Manchester is now recognised as a major international centre for

creative, cultural and digital industries, and has benefited from investment in the Sharp Project and the new Home cultural hub being developed at First Street. Manchester also continues to attract a growing number of domestic and international visitors who boost the economy and come to take advantage of the city's multiple cultural, sporting and retail assets.

To create more jobs we need to respond to changing global patterns of growth, positioning ourselves to trade in new and growing markets, such as China, India, Brazil and the Middle East, and create links that result in greater inward investment. Further international connections through Manchester Airport are needed and businesses must be equipped to exploit overseas markets. This includes securing, as part of our aim to become a Top 20 Digital City, a step change in our broadband connectivity, with superfast broadband connecting more of our businesses. This will mean getting fibre connections to business premises, starting in the Corridor, East Manchester and the Enterprise Zone. Alongside this, a more structured approach to working with SMEs and our largest businesses is needed that will promote the support being provided by the

Business Growth Hub. We need to continue to develop our knowledge economy, building on the strengths we have in digital and creative industries, biomedical and health sectors, advanced manufacturing, finance, and professional services.

The GM Growth and Reform Plan sets out our shared objectives for growing the wider economy, with the objective that Greater Manchester becomes a net contributor to the UK economy by 2020. To achieve this target Manchester must create the conditions for continued economic growth to enable the business tax base to grow; it must also spread the benefits to residents living in the city while attempting to decouple economic growth from increasing CO₂ emissions. A major source of funding for some of these strategic growth initiatives will be via the Single Local Growth Fund. A recent bid by the GM Local Enterprise Partnership totalled £399.1million and requested funding for highways and transport programmes, skills, expansion of the Growth Hub, and the public sector contribution to the construction of the Graphene Engineering and Innovation Centre.

Analysis of progress

Manchester's economy has shown great resilience throughout the recession and has demonstrated that the economic foundations of the city are much stronger than in the past, with no overreliance on any single employment sector¹. As the UK economy has moved into positive growth following the recession, Manchester's performance during the second half of 2013/14 was particularly strong, with the GM Quarterly Economic Survey (QES) reporting record UK sales and UK order-book figures from GM service-sector companies.

Manchester's return to economic growth has also helped to restore commercial confidence, leading to major new investments, such as the announcement of the £800million Airport City joint venture, the completion of the first phase of NOMA, the start of major cultural and leisure developments at First Street, the One St Peter's Square development, and further office and retail investment at Spinningfields. This renewed confidence has helped to create a resurgent jobs market in the city, leading to a drop of 4,990 Manchester Jobseekers Allowance claimants between April 2013 and April 2014

(ONS and Nomis). The total number of people employed in Manchester also increased as the city centre continues to play a pivotal role in the region's economy. The Manchester median weekly workplace wage also increased by £19 between 2012 and 2013 and now stands at £452.90, which is the highest wage of all England's Core Cities (ONS, ASHE 2013). The challenge for the next 12 months will be sustaining this economic growth while maximising the benefit for Manchester residents.

In order to review Manchester's economic growth and regeneration in more detail, this chapter will provide case studies of key projects and further details on the following:

- Gross Value Added
- Employment growth
- Sector analysis
- Wages in Manchester
- Strategic projects
- Visitor economy
- Low-carbon economy.

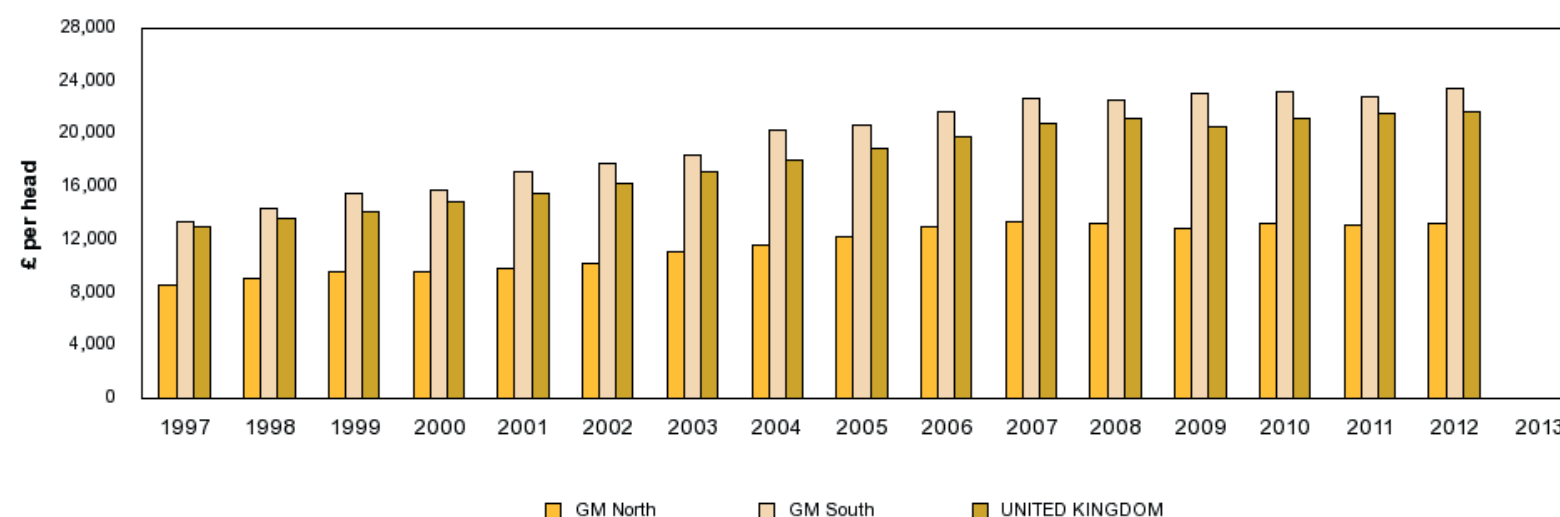
¹ Progress against Community Strategy targets is reported in the Community Strategy Performance Dashboard (see http://www.manchester.gov.uk/manchesterpartnership/downloads/file/313/community_strategy_dashboard_q4_1314) and the Authority Monitoring Report (see http://www.manchester.gov.uk/downloads/download/972/authority_monitoring_report)

Gross Value Added

Gross Value Added (GVA) is a measure of the value of goods and services produced by an area, reflecting its economic performance. Although there is some debate about the effectiveness of GVA as a true measure of economic performance, it remains the most widely used indicator available. Figures for 2012 show that GVA per head in GM South, which comprises Manchester, Salford, Stockport, Tameside and Trafford, has risen by 3% since 2011 (ONS, Regional Gross Value Added, December 2013). GM South continues to outperform national and regional comparators as shown in figure 1.1. In 2012, Manchester's economy, combined with that of the four other GM South districts, generated an economic output of £34.8billion – over a quarter of the region's output. This is an increase of 3.8% on the previous year, indicating the strong performance of the economy (ONS, Regional Gross Value Added, December 2013).

Figure 1.1

Gross Value Added per head (2001 to 2012)

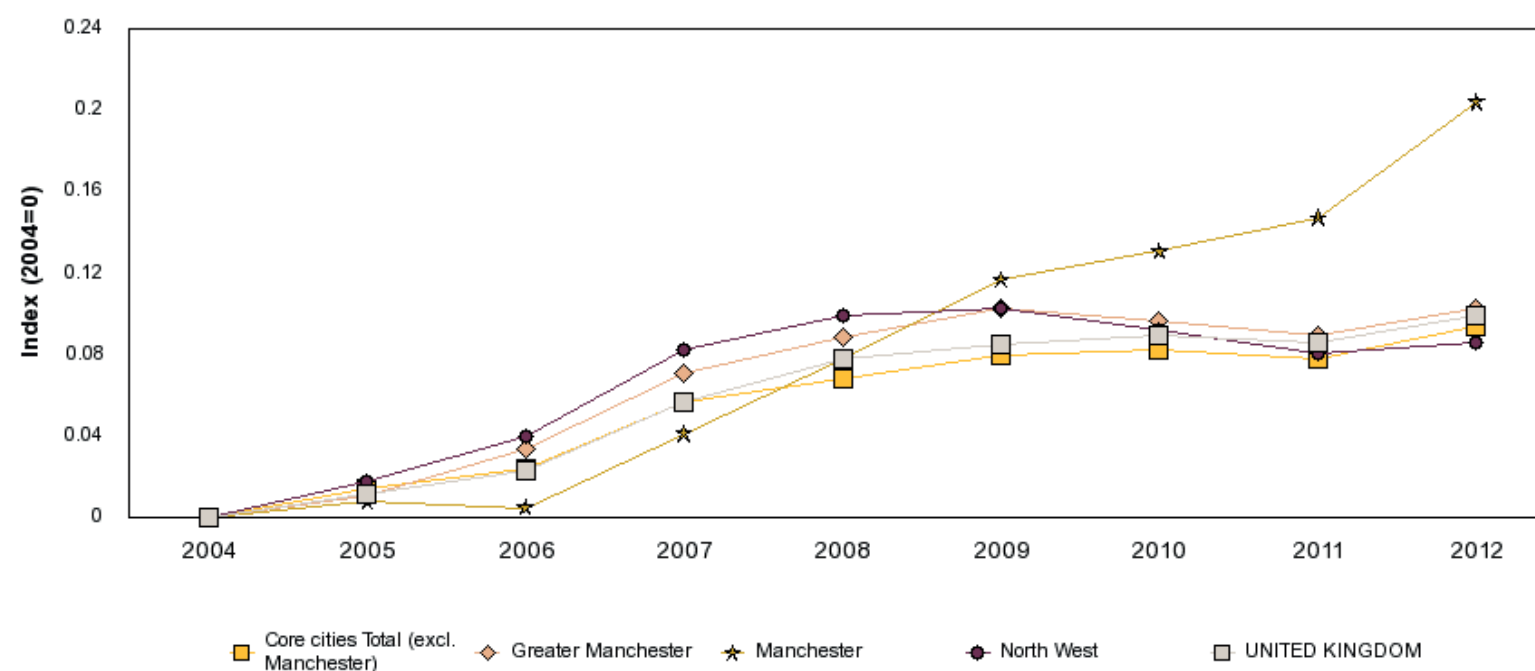


Source: ONS, Regional Gross Value Added (December 2013), Crown Copyright.
Analysis by Public Intelligence (PRI)

Consistent with the city's GVA growth is the increase in the number of Manchester businesses over recent years. Figure 1.2 indicates that, since 2009, business growth in Manchester has outpaced that of other areas. Overall, between 2004 and 2012, the number of businesses active in Manchester grew by approximately 20% compared to around 10% for GM, Core Cities and the North West region (ONS, Business Demography, 2013).

Figure 1.2

Growth in the number of active enterprises (indexed, 2004=0)



Source: ONS, Business Demography 2013, Crown Copyright.
Analysis by Public Intelligence (PRI)

Business growth in the city is also accompanied by a higher rate of churn. There is also some indication of the gap between the Manchester business birth rate and those of other areas continuing to widen, reflecting the growing level of entrepreneurial activity in the city.

Clearly, an improvement to the business death rate would increase the sustainability of business growth and the creation of employment opportunities across the city. A number of measures are being undertaken to improve business survival rates: at Greater Manchester level through the Growth Hub and the Blue Orchid post-start business support services, and at Strategic Regeneration Framework (SRF) area level through services such as enterprise clubs, business-to-business networking and Meet the Buyer events. A number of initiatives are also targeting district centres in the city, including the High Street Innovation Fund, events and business networks.

Employment growth

Business growth in the city has led to an increase in the number of employment opportunities, especially within the city centre, which is the main employment centre for the region. In 2012, the number of people employed in Manchester rose to 326,200 (ONS, Business Register and Employment Survey, 2012), which is an increase of 3.2% on the previous year. The sectors that have contributed most to this growth are:

- Professional, scientific and technical activities (13,500 additional jobs)
- Health and social work (12,700 additional jobs)
- Administrative and support service activities (8,100 additional jobs).

Manchester continues to pursue foreign direct investment to contribute to jobs growth as part of its Internationalisation Strategy. This involves strengthening Greater Manchester's links with priority markets and ensuring the business environment has increased commercial connectivity. During the past year there has been a particular focus on China, with the launch of the Manchester-China Forum. The launch coincided with the announcement of a

joint venture comprising Manchester Airport Group, Beijing Construction Engineering Group, Carillion, and Greater Manchester Pension Fund, which plans to build an £800million business park at Airport City. This has since been followed by the announcement that a new direct flight to Hong Kong will start from Manchester Airport in December 2014.

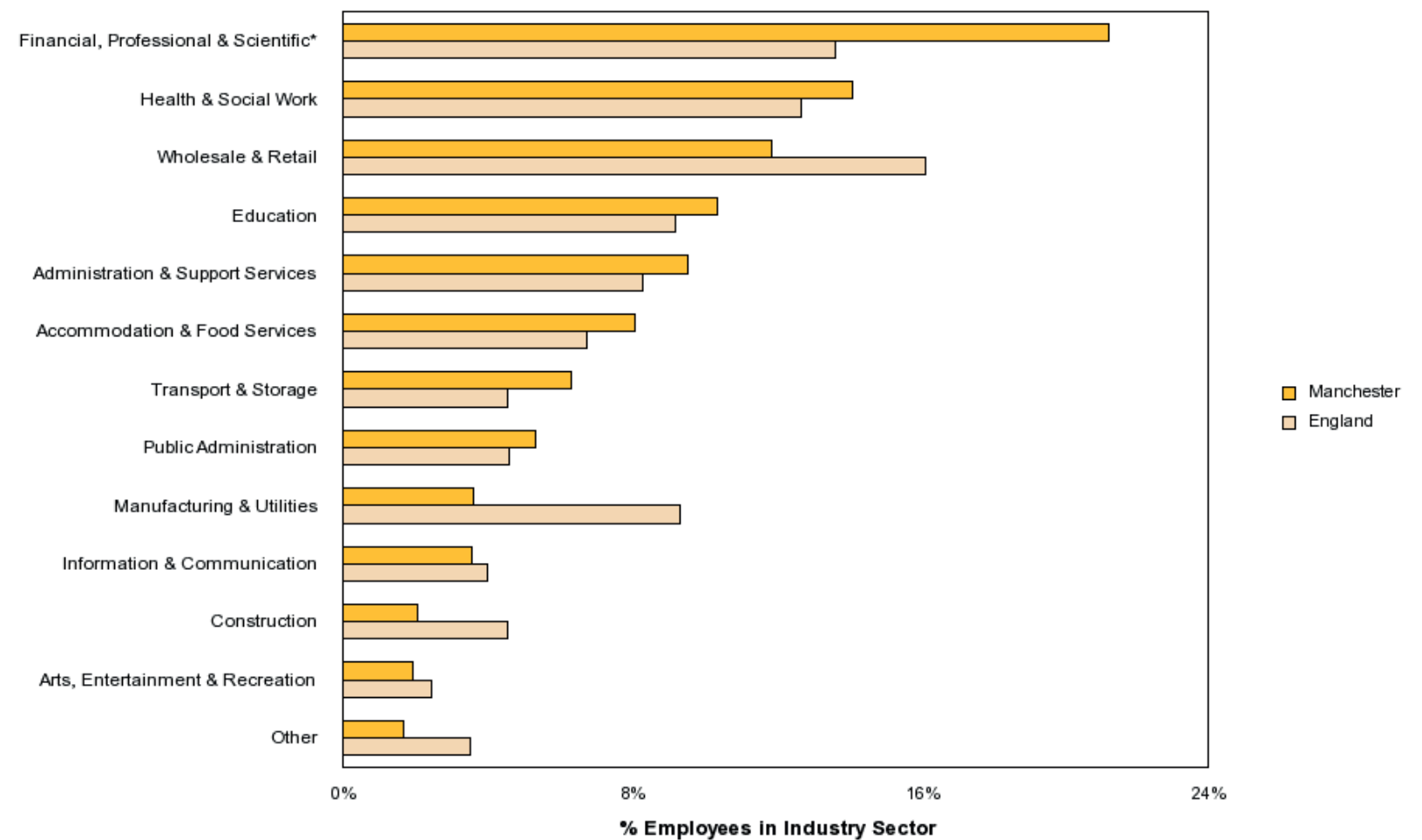
Sector analysis

Comparing the city's employment structure with the national picture (figure 1.3) shows some notable differences. Compared with the national picture, a higher proportion of Manchester jobs are in:

- Financial, professional and scientific sectors
- Health and social work
- Education
- Administration and support services
- Accommodation and food services
- Public administration.

Figure 1.3

Structure of employment (percentage of all employment by sector, 2013)



*(Includes: Finance and Insurance, Real Estate and Professional, Scientific and Technical)

Source: ONS, Business Register of Employment Survey, 2013, Crown Copyright.
Analysis by Public Intelligence (PRI)

This analysis highlights the importance of the service sector to the city's economy, and also the above-average number of jobs in the public sector. Manchester is less reliant on the public sector than in the past, but still contains many direct employers such as universities, hospitals, the Council and a growing number of private-sector businesses that are directly linked to public-sector activity.

Financial and professional services

The development of new Grade A quality office space in the city centre has helped to attract and retain financial and professional service companies. These organisations are currently clustered around Spinningfields and Fountain Street, but new developments such as One St Peter's Square are providing large volumes of high-quality floorspace in other areas of the city centre. Further employment growth is predicted within these sectors, with an additional 12,000 professional service jobs and 8,000 administrative service jobs forecast to be generated between 2013 and 2023 (GM Forecasting Model, 2013). Further employment opportunities in the city are generated by customer service and call centre roles associated with financial and professional

services and the wider business services sector, which provide essential facilities management, logistics and ICT services for businesses.

Biomedical and life sciences

An emerging growth sector is biomedical and life sciences, with companies locating in proximity to the Corridor Manchester alongside other health and research spin-offs. The Manchester Science Park and soon-to-be-completed City Labs on Oxford Road are capitalising on these private-sector growth opportunities and offer premises that are well connected to Manchester's universities and hospitals. Further space is available at the Mediparks site within the Manchester Airport City Enterprise Zone in Wythenshawe, which is a 200-acre business park for life sciences and pharmaceutical companies adjacent to a major teaching hospital and international centre of medical research. UK Trade and Investment and MIDAS are marketing these opportunities internationally to attract direct foreign investment under the slogan 'Manchester: Health is our Business'.

Manchester's creative cluster

Despite the challenging economic climate, Manchester's creative and digital sector has continued to see growth, with strong growth also forecasted over the next decade. Forecasts for GM are drawn from the GM Forecasting Model produced by Oxford Economics and give an overview of the sector's overall growth potential. The forecasts are extremely positive in GVA terms, with predictions that the sector is set to grow by over 70% by 2025.

Manchester is home to Europe's second-largest cluster of creative and cultural activity outside London and south east England, and the sector is recognised as a key driver for the city's growth. Clusters of creative businesses in areas such as the Northern Quarter and business incubation hubs are helping to regenerate the city, bring in additional financial resources, attract new businesses, and retain creative talent. The strength of Manchester's grass-roots creative and digital network and the diversity of the sector are key to its success. This helps to form a vibrant ecology of university labs, emerging companies, DIY hackers, SMEs, freelance creatives and not-for-profit cultural organisations, as well as the larger

commissioning organisations based here such as the BBC and ITV, enabling creative talent to develop and businesses to grow.

Manchester's universities play a leading role in the creation of the city's talent pool, with graduate retention initiatives and proactive relationships between the universities and SMEs in the sector providing live learning projects and employment pathways.

Strategic investment in digital connectivity, the development of Corridor Manchester and new assets such as MediaCityUK, the SHARP Project and First Street all boost the city's profile as a modern creative location. This rich range of working environments provides huge strengths in creating physical connectivity and the co-location of creative businesses alongside a ladder of accommodation from start-up to international inward investors.

Digital

The Manchester Digital Strategy was launched in 2012 and includes a ten-point plan to ensure it is one of the world's foremost digital cities by 2020. The strategy focuses on the leadership role of the Council, improving connectivity for

businesses and residents, improving digital engagement, and maximising the economic growth potential of digital technologies. Manchester is also part of the European Smart Cities initiative, which aims to use digital technologies to make traditional networks and services more efficient for residents and businesses.

Manchester is using its share of the national Urban Broadband Fund to spread the advantages of ultrafast broadband and digital inclusion to support economic growth and job creation. Specific improvements include infrastructure investment in Manchester Science Park and Airport City Enterprise Zone, and the business connectivity voucher scheme, which supports SMEs with the construction costs of installing ultrafast broadband.

Arts and cultural profile

There is a strong inter-relationship between the city's cultural profile and its creative commercial sector – both are needed to continue the city's renaissance into a thriving hub. When we look at a broader definition of the cultural and creative industries sector, to include sports and the visitor economy, we see it contributing

180,000 jobs to the Greater Manchester economy through 15,000 businesses and a GVA of £5.9billion (New Economy).

The city is blessed with a dynamic cultural scene where major cultural institutions sit alongside a rich mix of smaller organisations and groups of creative practitioners creating exhibitions, events, festivals and performances.

Manchester's key creative and cultural attractions, as well as high-profile events such as Manchester International Festival, bring further investment into the city through tourism and related spend.

- The Manchester International Festival plays an important role raising the profile of Manchester and attracting inward investment by positioning the city as an international centre for culture. The 2013 festival further increased its popularity, achieving nearly 247,000 visitors (a growth of 3.5% on the 2011 event), a 96% satisfaction rate, and an economic impact of £38million.
- Manchester Museums and Galleries Consortium (which include Manchester Museum, Manchester Art Gallery, Museum

of Science and Industry (MOSI), Whitworth Art Gallery and the National Football Museum) have drawn together the scale of their work and impact. Last year, with a collective turnover of £28million, they employed 558 people, welcomed almost 2.5million visitors, and hosted 150,000 visits by schools and colleges.

- Cultural partners are working collaboratively to celebrate a series of cultural high points for Manchester in 2014 and 2015, which include the relaunch of the stunningly refurbished Central Library, the reopening of the Whitworth Art Gallery, HOME, Manchester's new purpose-built centre for international contemporary art, theatre and film, and Manchester International Festival in 2015.

Brought together with the rest of the cultural destination offer; these campaigns will further raise Manchester's cultural profile and attract new visitors and audiences and help to establish Manchester as a year-round cultural destination.

Case study: Creative and Digital – skills and workforce development

Manchester's Creative and Digital sector, like all UK creative industries clusters, faces the challenge of needing to diversify its workforce. It can be a difficult and opaque sector to gain entry to, with a culture of recruiting from a graduate pool.

In Manchester, however, many of the city's cultural and creative sector employers are embracing initiatives that provide entry-level employment opportunities, especially apprenticeships, for the city's young people.

These include:

- Creative sector apprenticeships, with more than sixty new apprenticeships and paid internship roles being created among the city's large and small-scale cultural partners
- HyperIsland, a leading sector-focused learning provider, creating new apprenticeships with an employer cluster
- Manchester Digital, a business-led membership body leading on employer engagement, from the development of code

clubs in schools, to the creation of apprenticeship pathways

- Sharp Futures, with a talent pool and apprenticeship programme, as well as a coding club for children and their families
- Creative Pioneers, led by national advertising industry body, the IPA, is an initiative with Manchester-based employers working jointly to recruit a cohort of apprentices as part of a national programme.

Playground Squad is an international gaming school based in Sweden; on 20 January 2014 it opened a base at The Sharp Project, Manchester's digital production complex in Newton Heath. Playground Squad is recognised by leading games companies such as Sony PlayStation and Electronic Arts (EA) as a training ground for employees. The new Manchester school will be the first of its kind in the UK and only the second in the world to publish games for PlayStation.

Playground Squad has teamed up with the Council, The Manchester College, the Greater Manchester Chamber of Commerce and The

Sharp Project to offer up to 60 young people a one-year apprenticeship in game design, game programming and game art. The opportunity will provide young people aged 16 years and above hands-on, industry-relevant training in the digital gaming industry.

The recruitment of the first 30 young people was supported by The Manchester College and Manchester City Council and ensured that ten of the successful candidates were from Manchester wards, including Northenden, Brooklands, Bradford, Moston, Cheetham, Whalley Range and Charlestown. The second round of recruitment is planned for early summer 2014.

Cultural sector volunteer training and development programmes, such as those led by museums in Manchester and Manchester Cathedral, also offer training to unemployed residents, helping them to develop the skills and confidence they need to gain employment and become economically active.

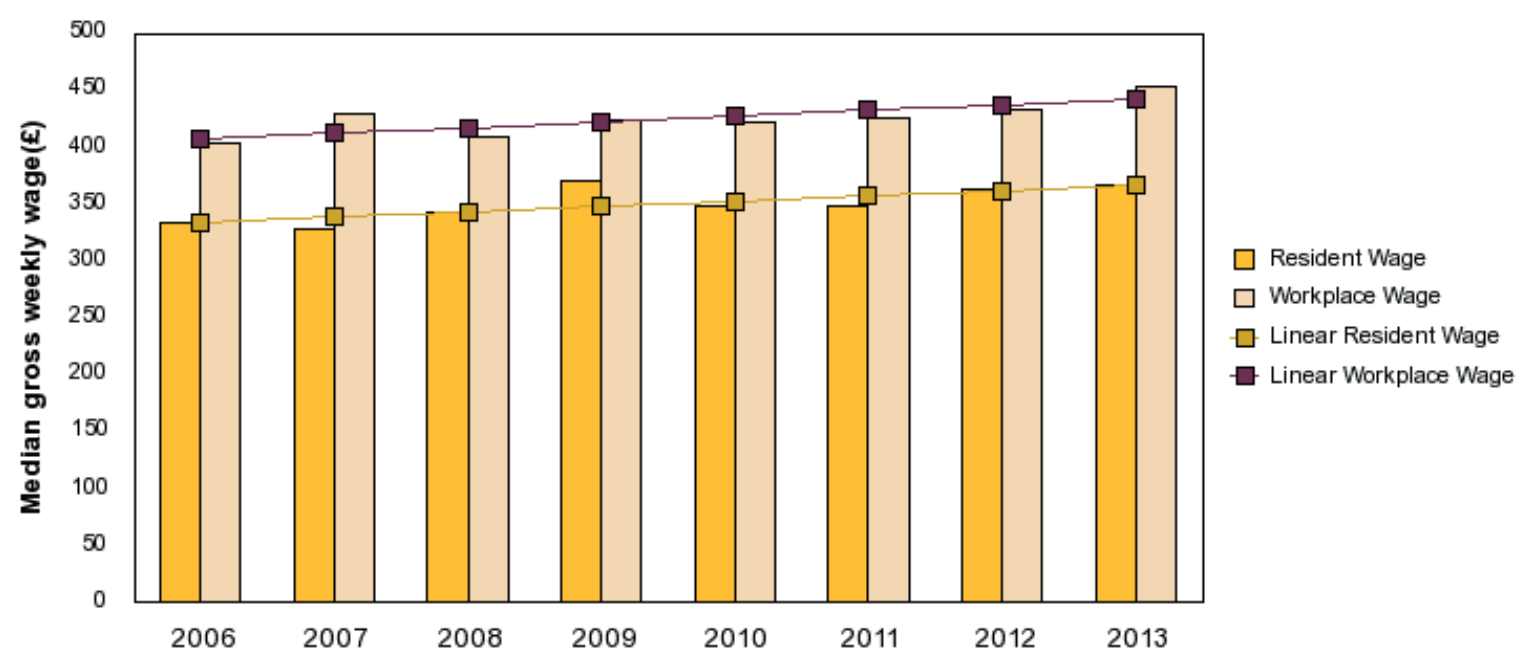
Wages in Manchester

Increasing the wages of Manchester residents remains a priority for the Manchester Partnership. The gap between Manchester's workplace wages (the wages of those who work in the city but may live elsewhere) and resident wages (those who live in the city but may work

elsewhere) remains high at £86 per week (figure 1.4). Manchester's median workplace wage of £453 is the highest of all the Core Cities, but Manchester's resident wage of £367 is the second lowest (figure 1.5).

Figure 1.4

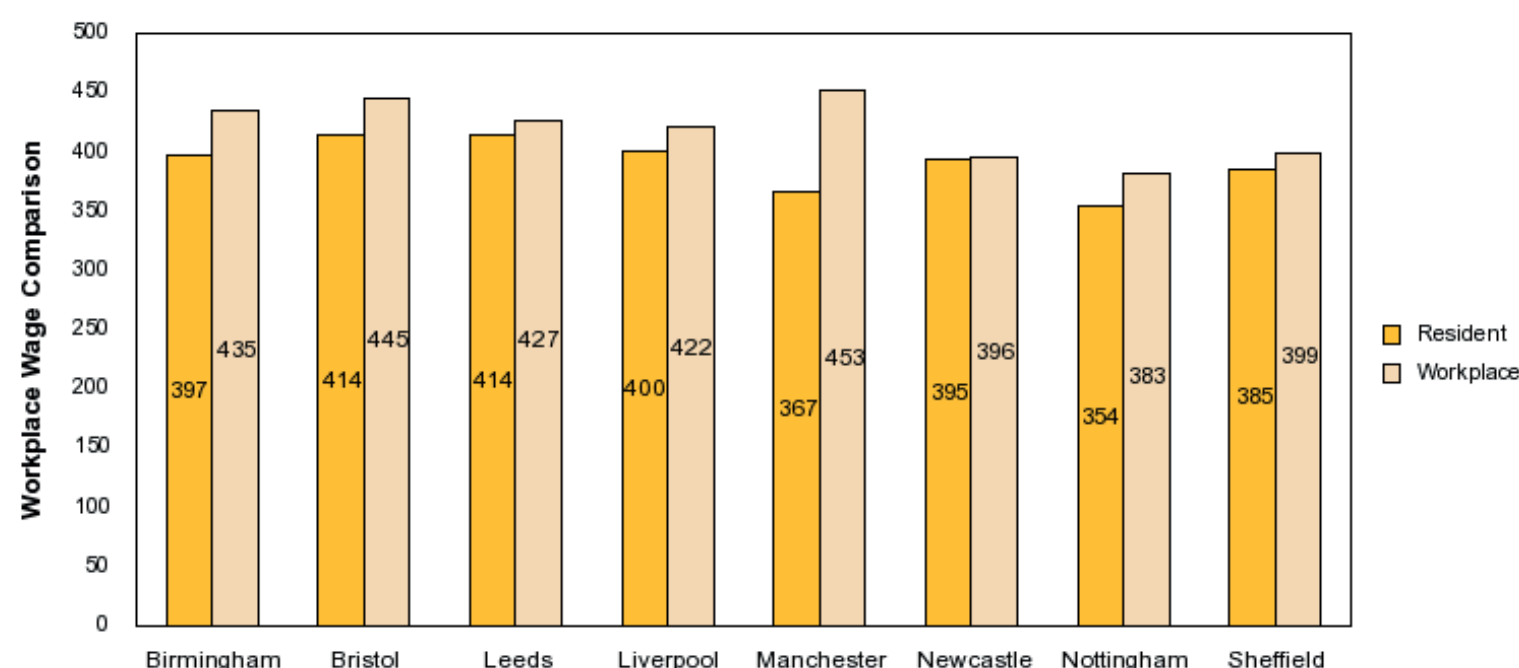
Manchester resident and workplace wages compared (2013)



Source: ONS, Annual Survey of Hours and Earnings (2013), Crown Copyright.
Analysis by Public Intelligence (PRI)

Figure 1.5

Resident and workplace wages – Core Cities compared (2013)



Source: ONS, Annual Survey of Hours and Earnings (2013), Crown Copyright.
Analysis by Public Intelligence (PRI)

The causes of this gap are complex and long term. Measures to address it include improving the skill levels of Manchester residents and ensuring that Manchester comprises attractive neighbourhoods where higher earners working in the city want to live. Raising the wages of the lowest-paid workers also remains a local priority and the Council has now increased the

Manchester Minimum Wage to £7.65 an hour, which is the same rate as the current UK Living Wage – calculated annually by the Centre for Research in Social Policy. The Government recently approved an above-inflation increase in the National Minimum Wage to £6.31 an hour; however, this is still some way below the Living Wage and enforcement remains problematic.

Strategic projects

City centre regeneration

Manchester city centre is one of the city's most important economic assets, enabling it to achieve the growth objectives set out within our Community Strategy narrative. It is the regional driver of jobs and economic wealth, which benefits not only residents, but also the wider subregion and the national economy.

Despite facing a difficult economic climate, a significant amount of progress has been made in working towards growth plans over the past year. The city centre has maintained its position as a top business, retail, visitor and residential destination, while major development schemes are being implemented.

Indicators of continuing strong performance of the city centre include the following:

- In 2013, the city centre contained 7,275 businesses (Nomis, UK Business Count, 2012) employing 135,400 staff (ONS, Business Register and Employment Survey 2012). Growth forecasts for the city centre forecast an increase of 15,300 jobs up to 2023 (GM Forecasting Model, 2013) and further growth in the number of people living in the city centre.

- The city centre now has the largest office market outside London (at over 16.1million square feet). Average prime office rents remain higher than regional and national averages, reaching £30 per square foot in September 2013 (compared to £27.50 in Birmingham, £29 in Edinburgh and £24.50 in Leeds).
- Despite difficult retail conditions, footfall has remained high in the city centre. The figures for 2013 show a small increase in footfall since 2012, which showed particularly strong figures (with an increase of 2.1% over the previous year). In December 2013, during the Christmas Markets and shopping campaign, footfall was up by over 14% on the previous year (compared to a decrease of 3.7% nationally).

The Council has continued to work with partners to drive forward major development schemes that stimulate economic growth and job creation. Key areas of progress over the past year have included, among others:

- Completion of the first phase of the 20-acre mixed-use NOMA redevelopment with the Co-operative Group at the northern gateway to the city centre. This saw the

opening of the Co-operative's £130million landmark – a BREEAM outstanding new head office and a new public square at 1 Angel Square, which has provided a £17million boost to the regional economy. Over half of the workforce used in its construction were based in GM and over 30 apprentices were employed.

- Start on site of the next phase of the First Street redevelopment, including Home – a new major cultural facility for Manchester, bringing together the Library Theatre and Cornerhouse Cinema – along with a four-star hotel, retail facilities, car parking, high-quality serviced residential accommodation and significant new public realm. This phase is due for completion in spring 2015.
- The reopening of the Town Hall Extension and Central Library as part of the transformation of St Peter's Square, which is also delivering significantly enhanced public realm and stimulating key commercial development, including No 1 St Peter's Square, which will be home to KPMG's new Manchester headquarters.

- Development of an SRF for the Piccadilly area, in order to respond to the major opportunities presented by the proposed High Speed 2 and Northern Hub railway schemes at Manchester Piccadilly station. The SRF seeks to deliver a new world-class transport hub and arrival point into the city, and to transform the eastern side of the city centre.
- As part of the Corridor Manchester initiative, start on site of Citylabs (on the site of the former Royal Eye Hospital), to provide a 100,000sq ft biomedical centre of excellence at the heart of Europe's largest clinical and academic campus; and the new £61million National Graphene Institute, which will be the world's leading centre of research into graphene, providing opportunities for researchers and industry to work together on a huge variety of potential applications.
- Spinningfields is recognised as one of the largest and most successful regeneration schemes in the country and is being delivered through a Joint Venture arrangement between the Council and Allied London. The area now accounts for

more than 35% of the city's prime office space and supports over 10,000 jobs within more than 40 commercial organisations, including many key financial and professional organisations. It is now moving into its final phase, with further development plots to provide an additional 580,000sq ft of office and retail space, focused on a range of flexible commercial solutions for a range of occupiers. The successful partnership with Allied London on the delivery of Spinningfields has facilitated a further Development Partnership to acquire the 1.35-acre landholdings of ITV, one of the largest independent television companies in the UK. The vision is to promote the creation of a new, mixed-use development adjacent to the River Irwell, building on the area's rich heritage, history and character.

Manchester Airport City Enterprise Zone

The Manchester Airport City Enterprise Zone consists of a series of linked sites focused around Manchester Airport, University Hospital of South Manchester (UHSM) and Wythenshawe Town Centre. Together these sites total 116 hectares and provide the

opportunity to create a minimum of 7,000 new jobs for GM. Each site presents a different opportunity for commercial investment based on its geographical location and adjacent infrastructure. Sites closer to the airport will deliver a new business district made up of Grade A offices, high-tech manufacturing, research and The World Logistics Hub. Sites in Medipark and Roundthorn Industrial Estate are adjacent to the hospital and will be utilised for health and biotech commercial development. Wythenshawe Town Centre and Atlas Business Park will accommodate secondary and back-office functions related to primary operators around the airport.

Recent progress has included agreement to deliver super-fast broadband within the Zone, agreeing development and funding partners for Airport City North and Airport City South, and planning to ensure the Zone capitalises on the opportunities presented by the planned High Speed Rail 2 station at Manchester Airport.

Etihad Campus and Beswick Community Hub

A partnership between the Council and Manchester City Football Club (MCFC) is transforming the area around the Etihad

Stadium. The Manchester City Football Academy is being developed in Openshaw West. This will house the MCFC First Team and Youth Academy training facilities and will be opened during 2014. The Manchester Institute for Health and Performance (MIHP) will be a world-class multidisciplinary diagnostic, education, research and development facility for elite sports. Beswick Leisure Centre is also being constructed, which will offer community-focused wet and dry sports activities. Complementing this investment in sports is a new Connell Sixth Form College building, which will open in September 2014 and accommodate 600 students. This multimillion-pound investment in sporting and educational facilities in the heart of East Manchester is ensuring that Manchester capitalises on the global economic value of sport, and that the benefits are shared with local residents through improved facilities, improved transport connections and new-build housing.

Visitor economy

Annual hotel occupancy data for 2013 confirms that the city centre achieved its strongest year of trading since records began. With an annual occupancy rate of 77% for the city centre, 2013 matched the previously highest annual rate

achieved in 2006. The figure is especially positive because in the period between 2006 and 2013 there has been an increase of 2,870 extra rooms to fill in the city centre. The annual success story follows a series of high points achieved throughout 2013, including record occupancy rates for February, August and November, boosted by events such as Manchester Pride, the Ashes, Manchester International Festival, the Rugby League World Cup Final and Manchester Christmas Markets. Manchester's tourism industry remains strong and its diversity continues to attract overnight visitors. Further growth of the sector is planned with an additional 2,000 new hotel rooms expected in the city centre by 2016.

International visits for leisure and business have also been buoyant, with Manchester Airport recording its highest-ever passenger peak during August 2013. The monthly number of aircraft movements and passenger numbers during 2013 were also consistently higher than in 2012.

Case study: Manchester Christmas Markets

Manchester Christmas Markets took place for the 15th time in December 2013. The markets have grown to become one of the largest events of their kind in the UK and this year they expanded onto nine sites with a collection of over 300 stalls. One of the key objectives of the Christmas Markets is to animate the city and drive footfall by differentiating Manchester from other destinations. During the opening weekend alone some 120,000 people visited the markets – an increase of 15% compared to 2012 (CityCo). Footfall across the city centre (as measured at four sites) was up 14.4% from December 2012. King Street, which featured market stalls for only the third year, saw the largest increase in footfall (51.8% compared to 2012), including Cross Street through to Deansgate (CityCo). This performance comes at a time when footfall in the UK's high streets as a whole decreased by 3.7% in December 2013 compared to the same month last year (CityCo). Visitor surveys consistently show that visiting the Christmas Markets is the number one reason why people choose Manchester over alternative destinations in December.

The Manchester Christmas marketing campaign generated 477 pieces of press coverage worth £3.44million (15% up on 2012). The very high levels of footfall, in part driven by the markets, appear to have been translated into city centre retail sales, which were 4.6% up on December 2012, while the UK as a whole saw only a 0.4% increase over the same period. As a point of reference, a £71.33million gross spend (across the whole of Manchester) was directly attributable to the markets during Christmas 2012 (2013 data not yet available). In addition to this, with 68% of Christmas Market traders being from the North West (19.5% from Manchester itself), most of the money spent directly on the market stays in Manchester and the North West (Manchester Markets).

Low-carbon economy

Work has begun in 2013/14 to look at what the term 'low-carbon economy' means in a Manchester context and to agree a definition and set of indicators to accurately measure progress. This work will continue throughout 2014/15 with a view to an agreed definition and set of indicators being in place by 2015.

It is expected to include CO₂ emissions relative to the city's GVA, which currently shows that an overall reduction in the city's carbon emissions per unit of GVA was achieved between 2005 and 2011. Detailed analysis of this performance is not possible at this stage, but the impact of the financial crisis, rising energy and material costs, as well as increasing corporate social responsibility are expected to be underlying factors. The GM Growing the Green Economy Programme has been established in 2013/14 to provide support for GM businesses looking at improving environmental performance and resource efficiency. The programme will run to 2016 and work will be undertaken in 2014/15 to establish support arrangements for post-2016, including how best to incorporate the Manchester Environmental Business Pledge as part of a wider GM programme.

In terms of the Manchester Low Carbon Environmental Goods and Services sector, the latest figures are only available for 2011/12. The latest estimated growth figures anticipated further growth in this sector during 2012/13 and 2013/14, and a set of recommendations are in place for realising these projections. Procurement of Green Deal and ECO delivery partners for GM in 2013/14 has included objectives for local supply chain growth and work will continue over the next 12 months to expand this approach to other procurement activities.

Case study: Birley Fields Campus

A new campus is being constructed at Birley Fields in Hulme, with capital investments totalling more than £139million. The campus will be operational by summer 2014 and will mark another major milestone for the regeneration of Hulme, which began in the 1980s. Environmental sustainability has been a key driver of Manchester Metropolitan University's £350million investment in new campus facilities. The £139million development at Birley Fields in Hulme represents the final stage of this investment. From September 2014 it will relocate the faculties of Education and Health, Psychology and Social Care onto one state-of-the-art community campus. Environmental sustainability is integrated into many aspects of its design and purpose, to help ensure the new campus will become one of the UK's greenest. Birley Fields is working towards a rating of zero waste, water and energy, and will include an energy centre that will generate combined heat and power to supply the campus. It will also house an educational resource where visitors will be able to find out more about the advanced technology used on site.

Conclusion

Manchester's economy has remained resilient despite the recent UK recession and has now entered a period of much greater confidence and optimism. Public and private investment in major projects and infrastructure is helping to diversify the economy and support a new wave of exciting growth sectors, such as the creative, cultural and digital sector. Manchester has established itself as the most important economy in the UK outside London, and Grade A office developments such as Spinningfields are helping to attract major employers to the city. The Council is working closely with partners across the City Region and with the other Core Cities to fight for the devolution of more decision-making responsibility and funding to cities from the Government to enable them to realise their full economic growth potential.

The challenge ahead is to continue to generate economic growth within the city, but to ensure that the benefits of this growth are shared with residents. The Public Service Reform agenda is supporting the achievement of this objective by transforming the lives of Manchester residents, and the Work and Skills Board is ensuring that residents are gaining the skills and attributes employers desire.

Population

This chapter presents a general overview of key demographic information, including population, ethnicity and migration, with 2011 Census data providing an indication of how the city has changed over the decade.

As the regional centre, the city has several key drivers to promote growth, including its universities, a knowledge-based economy, the airport, as well as thriving community, cultural and sporting activity. One of the main assets of an area is its residents, and the success of the Community Strategy is measured by the continued growth of the population and the ability to retain successful people from diverse communities.

From humble beginnings in Roman times, Manchester's population grew rapidly in the Industrial Revolution of the 19th century to peak at over 750,000 in the 1930s. Towards the end of the last century, Manchester suffered a massive decline in its manufacturing base and severe population loss. Between 1951 and 2001, the population of the city fell by 39.9%, from 703,100 to 423,000. The population fell to just over 400,000 in the 1990s but is now at a 40-year high – the highest since the 1970s – having surpassed the Community Strategy¹ target for 2015 of 480,000 and reached 514,400. 2011 Census data showed that Manchester had been the fastest-growing city in the UK over the decade. ONS projections show an increase to

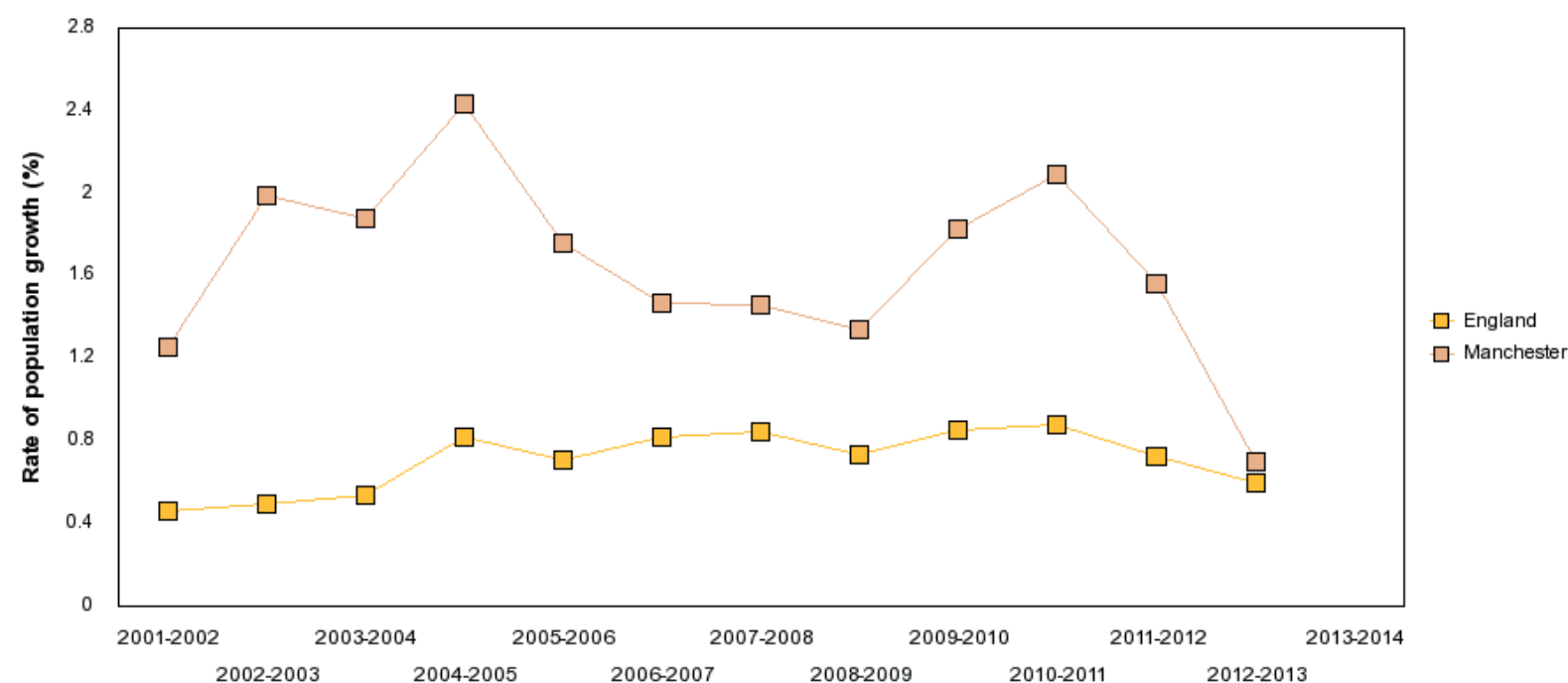
526,400 by 2016. ONS projections (trend-based) and independent forecasts (economy-based from the Greater Manchester Forecasting Model) show an increase to between 543,100 and 555,800 by 2021.

The city covers some 116sq km, with a population density of 44.17 persons per hectare, which is almost nine times the average for the North West (NW) region. Population migration both into and out of the city is significant. Manchester is committed to increasing its population and it has been growing by an average of 1.6% per year between 2001 and 2013; this is over twice the average rate of growth in England (0.7%), as shown in figure 2.1, although this rate has fluctuated in recent years.

¹ Progress against Community Strategy targets is reported in the Community Strategy Performance Dashboard (see http://www.manchester.gov.uk/manchesterpartnership/downloads/file/313/community_strategy_dashboard_q4_1314) and the Authority Monitoring Report (see http://www.manchester.gov.uk/downloads/download/972/authority_monitoring_report)

Figure 2.1

Rate of population growth (%), 2001–2013



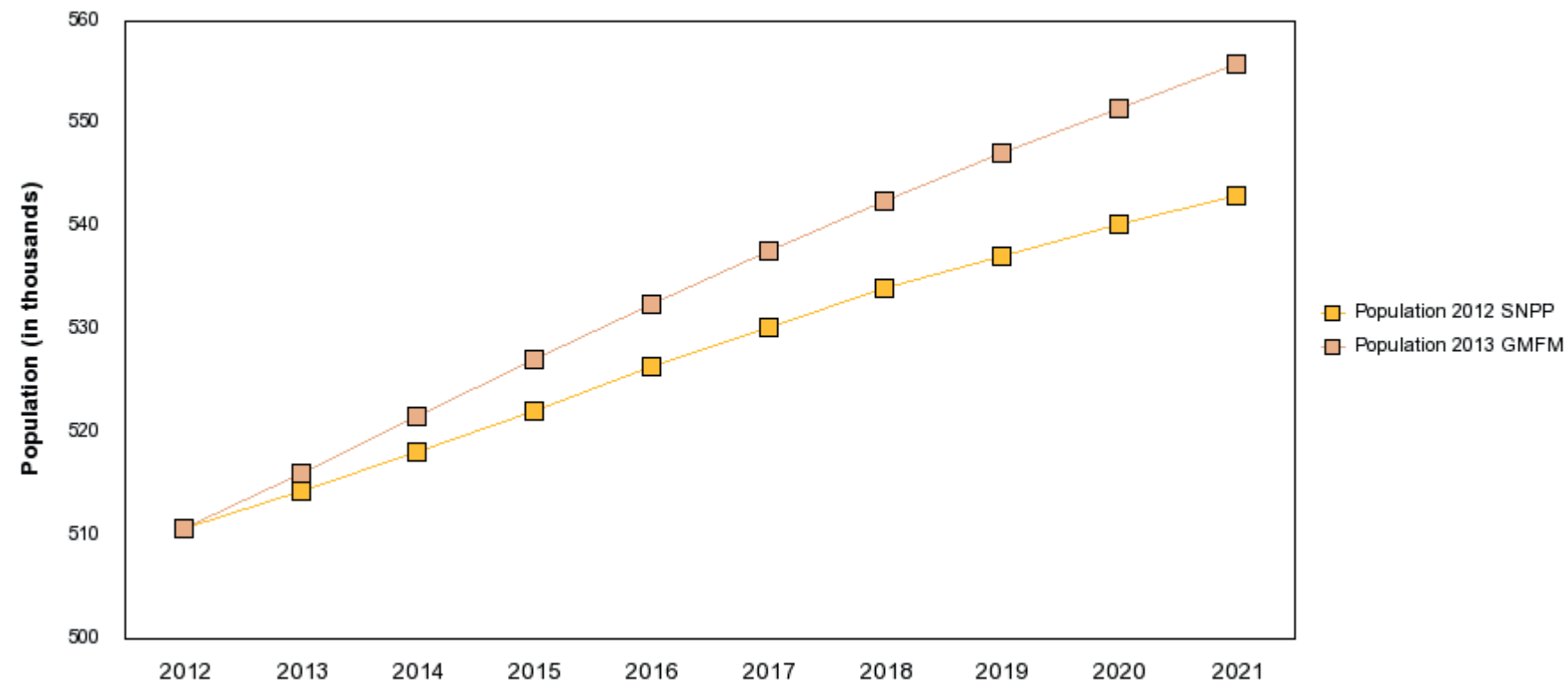
Source: Mid-Year Estimates (MYE) of Population (revised), ONS © Crown Copyright; analysis by Public Intelligence (PRI)

The most up-to-date data from Mid-Year Estimates (MYE) released by the Office for National Statistics (ONS) shows that in 2013 it was estimated that Manchester's population had reached 514,400. ONS has introduced changes to the methodology for distributing international migrants, which have affected MYE and population projection calculations. 2012-based Subnational Population Projections (SNPP) show that Manchester's population is projected to continue to increase to 522,100 by 2015 and to 543,100 by 2021 (see figure 2.2). These population projections are based on population trends in the five years prior to 2012, together with the 2011 Census, but do not take into account any future policy changes or future local development policies.

Population forecasts from the 2013 Greater Manchester Forecasting Model (GMFM), released by Oxford Economics Ltd, also show continuing growth in Manchester's population but at a higher level than in the 2012-based SNPP, reaching 527,100 by 2015 and 555,800 by 2021. Figure 2.2 shows the population of Manchester from 2012, and how it is predicted to grow over the decade.

Figure 2.2

Population projections and forecasts, 2012–2021

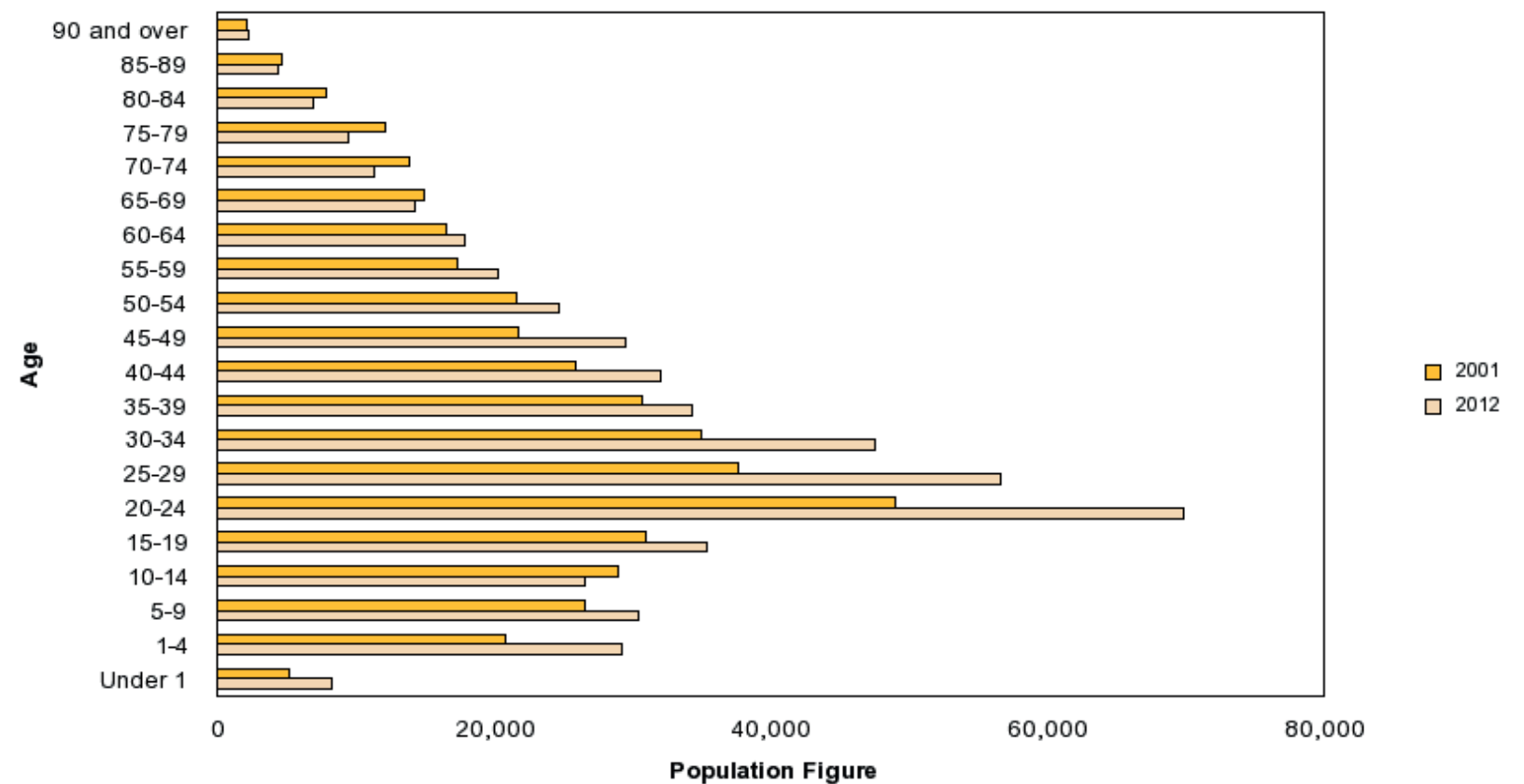


Source: 2012-based SNPP, ONS © Crown Copyright; 2013; Greater Manchester Forecasting Model, © Copyright Oxford Economics Ltd; analysis by Public Intelligence (PRI)

Figure 2.3 shows how the age profile for the city has changed from 2001 to 2012. There has been a reduction in the numbers of 10 to 14s, and 65 to 89s, but all the other age groups have seen a general increase. The largest increase is in the 25 to 29 age group, rising by 50.5%, and in the children under the age of 5 group, which has increased by 44.4% since 2001.

Figure 2.3

Age profile, 2001 and 2012



Source: Mid-Year Estimates of Population (revised), ONS © Crown Copyright; analysis by Public Intelligence (PRI)

The estimated child population of Manchester between 2001 and 2011 averaged growth of 1.3% per annum, but growth actually started much lower at the beginning of the decade, accelerating to reach 2%–3% growth per annum from 2009, although this growth in child population has not been equally spread across the age groups or the city. Moss Side and Cheetham have above-average numbers of children in their households, including many from Asian and Black ethnic groups, as do Longsight and Rusholme, both wards with a large Asian population particularly favoured by the Bangladeshi community.

The high concentration of children in Cheetham and Gorton South appears to be spreading into neighbouring wards such as Harpurhey, Crumpsall and Gorton North, and is creating a swathe of high density between the two wards.

It would appear that although there is an increasing influx of babies and very young children from abroad and from an increasing number of births, a significant proportion are leaving the city for elsewhere in the country before they reach school age.

Young children trends

There will be increasing numbers of children coming through the school system if current trends continue. Provided the trend for children being born in the city leaving to live elsewhere in the UK before they go to school continues at the current rate, the demand on school places will increase but not unduly. However, if international immigration increases, which it may do in 2014, or families with preschool children choose not to leave the city reducing the outflow, there could be major issues with admission numbers in the near future.

Young adult trends

Manchester continues to be popular with young adults – The University of Manchester being the largest university in the UK. According to the Higher Education Statistics Agency (HESA) there were just over 76,000 students (full and part-time) attending Manchester's higher education establishments in 2011/12 (although not all students would have had term-time addresses in the city). This number of students made up around 15% of the 2012 MYE population.

Older people

In Manchester, older people form a smaller-than-average proportion of the population and the number of people aged 65 and over is currently decreasing, set against an above-average number of young adults. This is a combination of natural losses and emigrants not being replaced by a large enough cohort of late middle-aged people and older people moving into the city. While there are some settled communities of older people, many live in areas where they are isolated or living in poverty.

With the 2011 Census showing even lower numbers of people aged 65 and over than predicted, it would seem logical to assume health and social care needs will be reduced; however, evidence shows the reverse is true. The characteristics of Manchester's older residents mean that they are more likely to place high demands on hospital emergency and mental health services and suffer from long-term limiting illnesses at an earlier stage in their old age than nationally.

Approaches taken by the Council and its partners, through the Valuing Older People and Age-Friendly Manchester initiatives, aim to improve social participation of older residents,

and improve the quality of local communities for older people. This will be done by developing local networks of services and promoting public health services, in conjunction with the reform of health and care services. These initiatives are key to reducing the high demands on services and improving the quality of life of Manchester's older population.

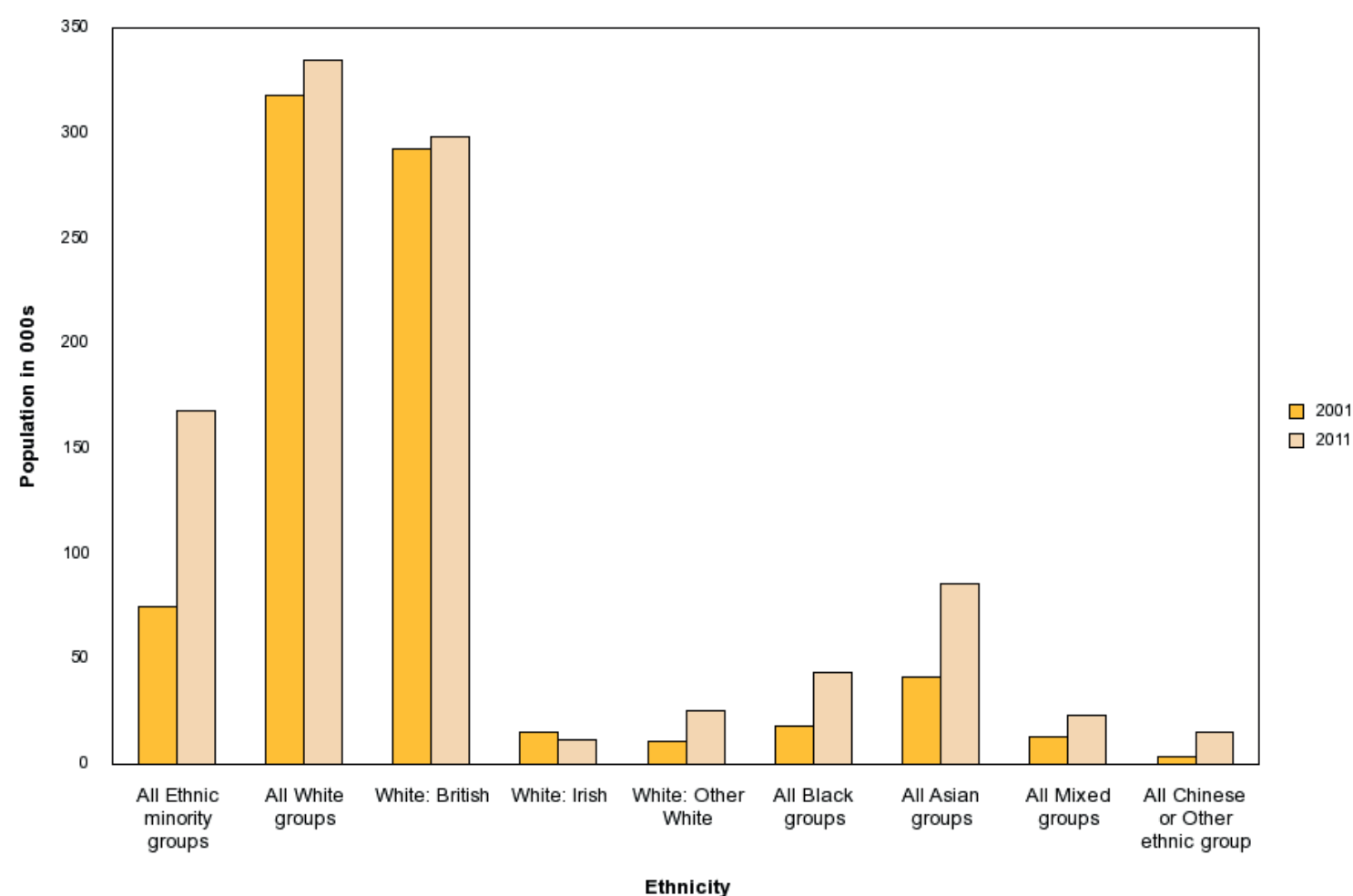
Diversity and ethnicity

Manchester has long embraced the breadth and diversity of its population and celebrates the values that bring people of different backgrounds together as Mancunians. Data from the 2011 Census shows that Manchester has become more diverse in the last decade, being the only local authority outside London with residents in each of the 90 detailed ethnic groups listed in the Census. Growth in the ethnic minority group (EMG) population is shown in figure 2.4. The proportion of residents within the White broad ethnic group has fallen in Manchester from 81% in 2001 to 66.6% in 2011, 18.8 percentage points below the average for England and 23.6 percentage points lower than the North West as a whole². All other ethnic groups have increased in proportion since 2001,

with the Asian group, in particular, growing from 10.4% in 2001 to 17.1% in 2011.

Figure 2.4

Ethnic composition of Manchester's population (2001 and 2011)



Source: Tables KS201 (2011 Census) and KS006 (2001 Census), ONS © Crown Copyright; analysis by Public Intelligence (PI)

² The 2001 Census undercounted the population of Manchester by around 30,000 people and this affects analysis of comparison between 2001 and 2011 Censuses.

The Pakistani population in Manchester is by far the largest of the 18 detailed ethnic groups after White British, numbering nearly 43,000 residents. This population has nearly doubled in size since 2001, but the rise is not unique to Manchester. This mirrors the sharp rise in national insurance number registrations from Pakistani immigrants, particularly during 2010. The Black African group appears to have grown rapidly over the decade from 6,655 in 2001 to 25,718, whereas Black Caribbean remains relatively unchanged. It is important to consider that the Black broad ethnic group was estimated to be one of the main types of population undercounted in the 2001 Census for Manchester, so the scale of the rise in the Black African group may be misleading. Residents from the 'Other' broad ethnic group have increased in number over the decade, mainly because of increases in the Arab group.

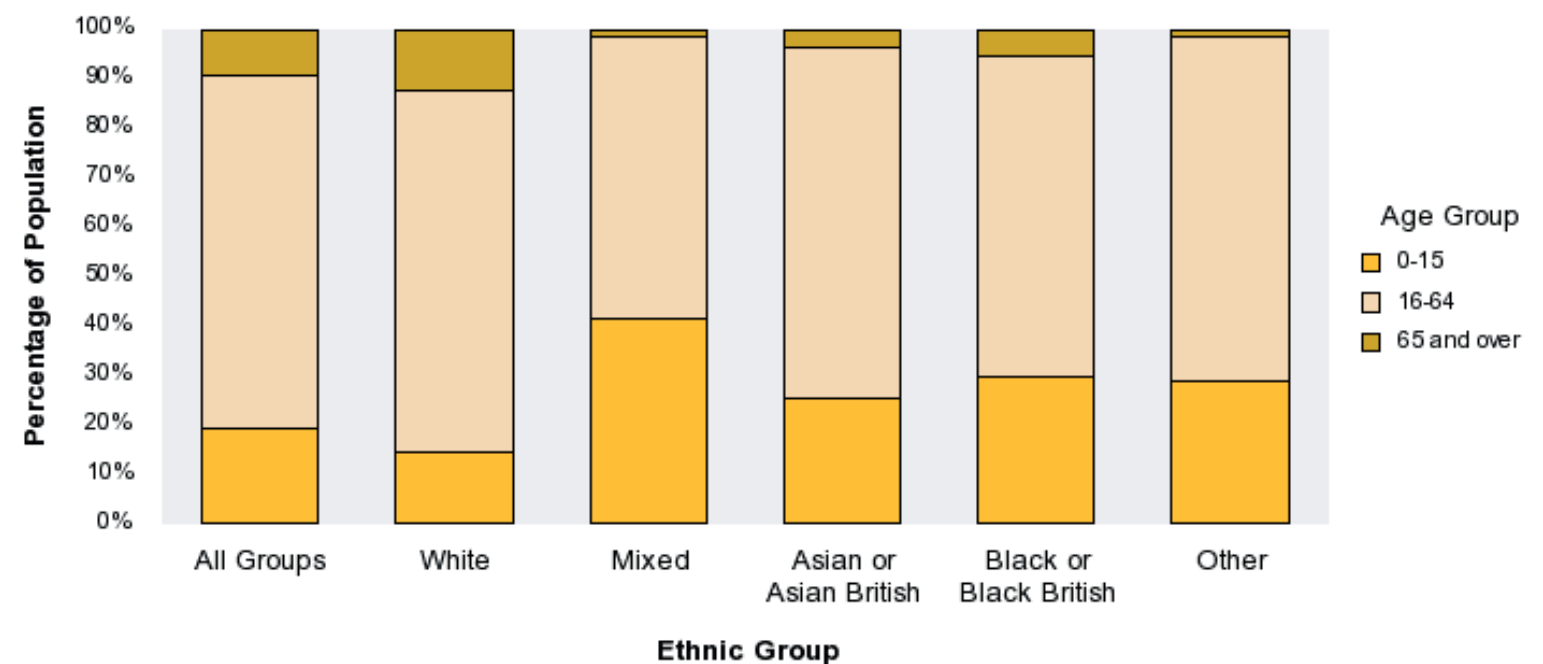
At ward level, the White British ethnic subgroup has declined in 14 wards since 2001 and there are eight³ wards in Manchester that now have the majority of their population from an ethnic group other than White British. Gorton North and Gorton South have experienced substantial rises in Pakistani and Black African ethnic groups. Moss Side has increased most in overall number after City Centre ward (by 7,437 residents) due to these ethnic groups, with 2,003 more people from the Black African group and 890 more from the Pakistani group than in 2001, but Moss Side also has the largest rise (1,130 people) from the 'Other' ethnic group, the majority of whom belong to the Arab ethnic subgroup. Moss Side now has the second-largest Arab community, with Cheetham's Arab population standing at 903 residents in 2011.

³ The eight wards are: Ardwick, Cheetham, Crumpsall, Hulme, Longsight, Moss Side, Rusholme and Whalley Range

Figure 2.5 shows that ethnic groups have much higher proportions of young people aged 0–15 and lower proportions of residents aged 65 and over compared to the White ethnic group and the differences between ethnic groups.

Figure 2.5

Ethnicity and age



Source: Table DC2101, 2011 Census, ONS © Crown Copyright; analysis by Public Intelligence (PRI)

An analysis of Manchester's diversity is also presented in an accompanying report, The State of the City: Communities of Interest 2014⁴.

⁴http://www.manchester.gov.uk/manchesterpartnership/downloads/download/6/state_of_the_city_communities_of_interest].

Table 2.1 shows the countries of birth where over 2,000 residents in the city were born. As expected, the countries of the UK figure prominently, with 4.1% of the city's residents born in Pakistan and over 1% born in Poland, China, Nigeria and India.

Table 2.1

Country of birth

Country	All Usual Residents	Percentage
England	360,441	71.6%
Pakistan	20,712	4.1%
Ireland	8,737	1.7%
Poland	6,836	1.4%
China	6,721	1.3%
Scotland	6,545	1.3%
Nigeria	6,444	1.3%
India	6,433	1.3%
Wales	4,521	0.9%
Northern Ireland	4,451	0.9%
Somalia	3,645	0.7%
Jamaica	3,528	0.7%
Bangladesh	3,138	0.6%
Iraq	2,809	0.6%
Iran, Islamic Republic of	2,520	0.5%
Germany	2,258	0.4%
Zimbabwe	2,109	0.4%

Source: Table CT0212, 2011 Census, ONS © Crown Copyright; analysis by Public Intelligence (PRI)

Manchester has a lower proportion of residents who speak English as their main language in the home than the average for England. More than double the national average have nobody speaking English at home (10.3%) and a larger-than-average proportion only have a child speaking English as a main language in the household. Urdu is spoken by over 13,000 residents according to the 2011 Census, the commonest language in Manchester after English, with around 6,500 residents speaking Polish.

The 2014 School Census shows that there are just under 150 languages spoken by pupils attending schools in the city. The percentage of pupils with English as an additional language has risen from 23.5% in 2005 to 34.9% in 2014.

Migration

Migration is a significant aspect of population change in the city. Data derived from the National Health Service Central Register (an estimate based upon GP registrations), provides data on internal migration; it shows that from mid-2011 to mid-2012, 36,461 people moved to Manchester from other parts of the UK, including 14,925 who moved to the city from other Greater Manchester districts.

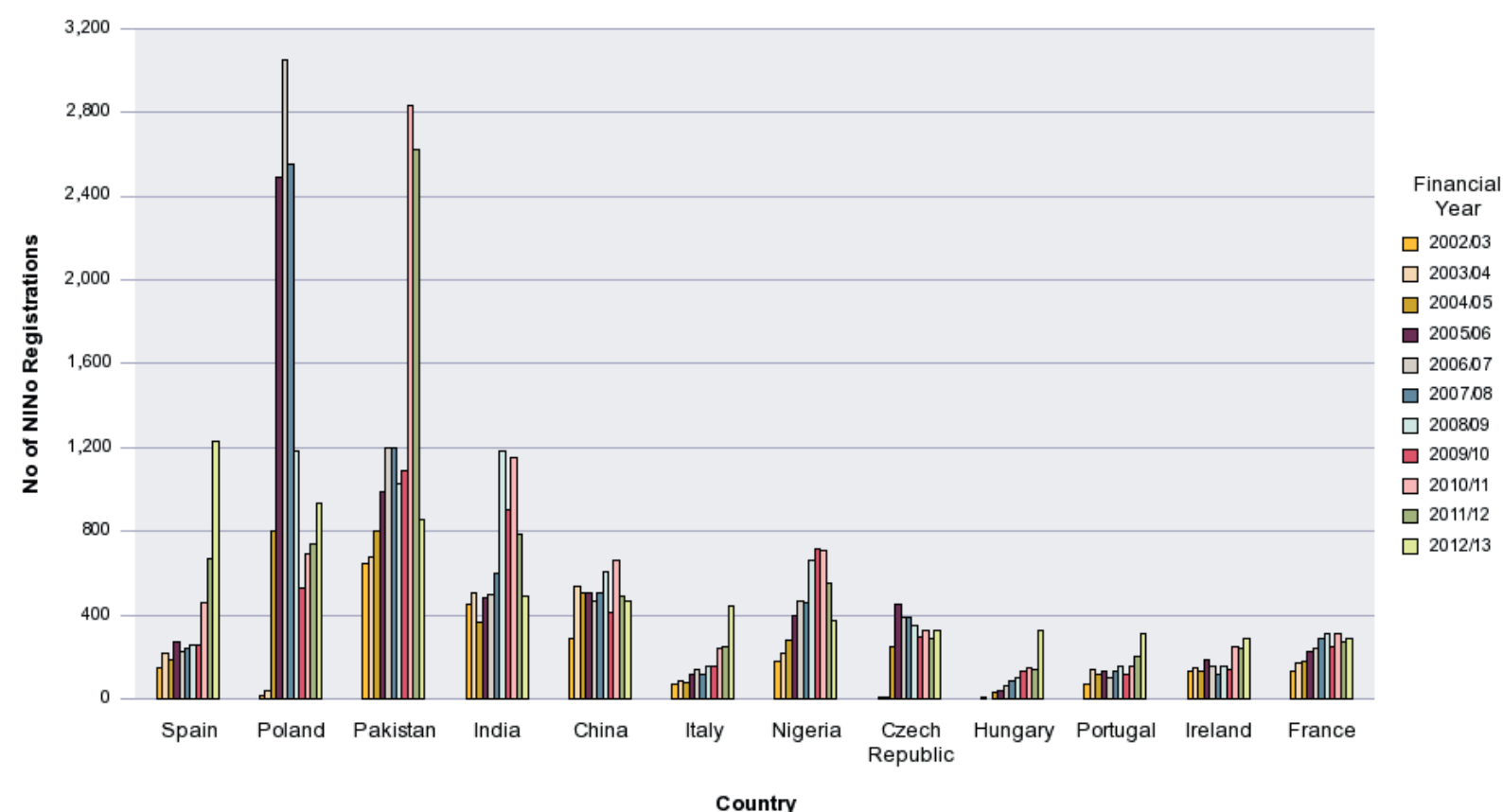
A total of 38,134 people moved from Manchester, of whom 11,395 moved to other parts of Greater Manchester. Trafford, Salford and Stockport were the most popular destinations for people moving from the city, while most people came in from Trafford and Stockport. Manchester lost more people to areas in the UK outside Greater Manchester than gained (–1,858), but the city gained more people from districts in Greater Manchester than it lost to them (3,530), which is a reverse of the trend a decade ago. The gap between people coming into Manchester and leaving Manchester was –1,673. The gap in 2010/11 was –1,500.

The total number of National Insurance Number (NINo) registrations made in Manchester to overseas nationals by the Department for Work and Pensions (DWP) in 2012/13 was 9,703, a decrease of 1,527, or 13.6%, continuing the downward trend from 2011/12. This year has seen a shift in countries of origin related to the economic situation in many European countries, with the largest number (670 or 12.7%) coming from Spain. Italy, Portugal and France also featured among those countries with more than 200 registrations.

21.7% of registrations were from adults from the eight European Union (EU) Accession States (A8), with Poland the largest contributor, accounting for almost one in ten of all registrations, and showing an increase in numbers for three consecutive years. A2 EU nationals from Bulgaria and Romania accounted for 2.2% of all NINo registrations, with Romanian nationals by far the largest proportion of those. Pakistani nationals accounted for 8.9% of all registrations, a decrease of 1,761, or 67.2% since the previous year and returning to the levels seen in the middle of the last decade. Indian and Chinese nationals accounted for 5.1% and 4.9% respectively of all registrations in Manchester in 2012/13 (figure 2.6).

Figure 2.6

NINo registrations 2002–2013



Source: National Insurance Recording System (NIRS), Department for Work and Pensions. Crown Copyright; analysis by Public Intelligence, (PRI). Shows countries with over 200 registrations.

Transport

Strategic overview

Transport has an enormous influence on the lives and prospects of Manchester's residents, and the performance of the city as a whole. Improving transport contributes to our growth, people and place objectives, and most of the priorities described in the Community Strategy¹. Specifically, to enable people to access jobs in the city, we need an integrated, flexible and efficient transport system that includes walking and cycling. High-quality transport links and transport information are important elements of our work to address the big challenges we face, particularly worklessness and social exclusion.

The key strategic objectives that can be addressed through the city's transport infrastructure are:

A competitive economy – a city's economic strength lies in its ability to bring together many people and to generate higher productivity from the interactions this intensity of activity produces, while also fostering strong connections to other places. An effective transport infrastructure is essential to facilitate this without congestion, and to extend the reach of the city in terms of business connections and the labour pool.

Access to opportunity – a core element of the city's public service reform agenda is that Manchester people are able to access the employment opportunities provided by its economic growth. Physical access remains an important aspect of this challenge, and so providing better connectivity from Manchester's more deprived neighbourhoods to its economic hubs is a priority.

A healthier city – actions related to transport seek to address this objective through both the promotion of active travel options (walking and cycling) and the improvement of highway safety. Reductions in emissions, which are covered by objectives linked to sustainable growth, also have considerable health benefits.

Sustainable growth – Manchester has committed to becoming a sustainable city, meeting the challenge of managing climate change and particularly reducing its CO₂ footprint. Travel choices make a significant contribution to this issue.

¹ Progress against Community Strategy targets is reported in the Community Strategy Performance Dashboard (see http://www.manchester.gov.uk/manchesterpartnership/downloads/file/313/community_strategy_dashboard_q4_1314) and the Authority Monitoring Report (see http://www.manchester.gov.uk/downloads/download/972/authority_monitoring_report)

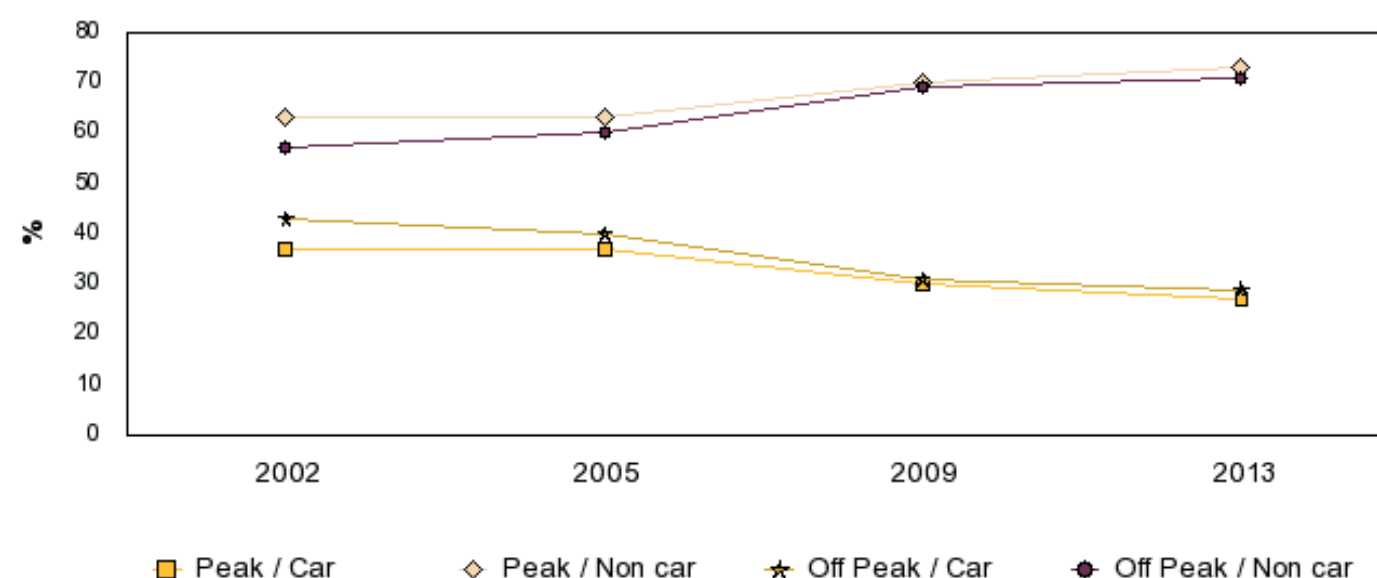
Analysis of progress

A competitive economy

The ability to access the Regional Centre efficiently is essential to a growing city's economy. Some of the city's most ambitious current investments centre on transport improvements (see the Ordsall Chord case study). The modal split of trips to the Regional Centre continues to emphasise the effectiveness of our strategic approach and investment in this respect. The city has experienced considerable economic growth, but there are now 21% fewer vehicles entering the Regional Centre in the morning peak, and 27% fewer off-peak, than there were in 1997 (since 2012 the reductions have been 5% and 6% respectively). Instead, journeys have transferred to public transport. From 2005 to 2013, in the morning peak, rail passengers have increased by 57% and Metrolink passengers by 38% (the figures for the off-peak period are 61% and 85% respectively). Overall, in 2013 the inbound modal share for the regional centre was 27% car and 73% non-car in the morning peak, and 29% car and 71% non-car in the off-peak. Figure 3.1 shows the trend from 2002 to 2013.

Figure 3.1

Modal share comparison (2002 to 2013)



Source: Report HFAS 1727, December 2013.

Case study: Ordsall Chord

As part of the plans to improve rail travel in the North (the Northern Hub), we need to build a new viaduct to connect Manchester's Victoria, Oxford Road and Piccadilly stations. The Ordsall Chord will be a new section of track to the north west of Castlefield Junction. This will link the Castlefield Junction line with the Deal Street Junction line, connecting Manchester's three main stations for the first time.

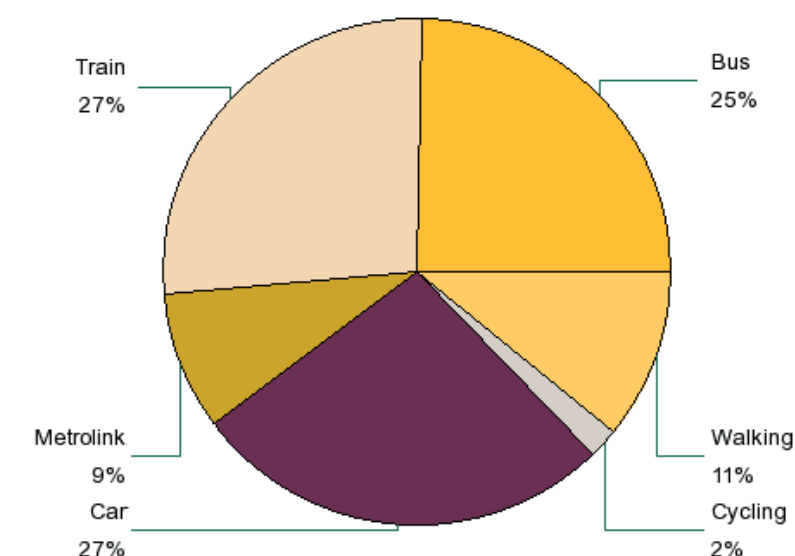
The benefits will include a significant improvement to network capacity and faster train journeys across the North, specifically between Manchester Victoria and Liverpool, and between Leeds and Manchester, with improved interregional links to Manchester Airport.

Following extensive consultation with local and regional stakeholders, plans have been submitted for consideration to the Transport and Works Act Unit within the Department for Transport. If permission is granted, we expect to start work in late 2014/early 2015.

Between 2005 and 2013, walking trips to the regional centre increased by 81% in the morning peak and 47% in the off-peak. Cycle trips have more than doubled. The number of cycles entering the Regional Centre in the morning peak was 562 in 2005 and 1,542 in 2013, an increase of 174%. The number of cycles entering the Regional Centre in the off-peak was 234 in 2005 and 410 in 2013, an increase of 75%. Figure 3.2 shows the morning peak modal share.

Figure 3.2

Modal share in the Regional Centre (morning peak)



Source: Report HFAS 1727, December 2013.

Traffic change data

The following information is compiled and provided by Transport for Greater Manchester Forecasting and Analytical Services. The latest data available is from Report HFAS 1727, December 2013:

The busiest motorway section

M56 (J3-4) – 24-hour Annual Average Weekday Traffic (AAWT) flow estimated 162,200 vehicles.

The busiest non-trunk road

A57(M) Mancunian Way, Manchester City Centre, 24-hour AAWT flow estimated 80,000 vehicles.

1991–2013

Traffic flows on A and B roads in Manchester have decreased by 16% compared to a 6% decrease in Greater Manchester and a 1% increase nationally.

Table 3.1

Public transport patronage (2010/11 to 2012/13)

	Bus patronage (m)	Train patronage (m)	Metrolink patronage (m)	Total patronage (m)
2010/11	224	22.1	19.3	265.4
2011/12	218.6	24.9	22	265.5
2012/13	219.7	25.3	25.4	270.4

Source: Report HFAS 1727, December 2013.

The total number of journeys this year has increased by approximately 2%. Train journeys include 26,000 and 9,000 Metrolink trips travelling into the Regional Centre every morning and the Manchester Metroshuttle totalling 2.8million journeys (annual figure to October 2013).

Public transport patronage continues to rise and since 2010/11 the number of trips has increased year on year, which may in part be a reflection of an improving economic outlook, but may be driven primarily by increased patronage on the train and Metrolink network following a period of Metrolink line extensions.

The city's wider economic and social relationships are also dependent on the quality of the transport infrastructure. To improve

national and international connectivity, comprehensive plans have been initiated to enhance the region's rail network and airport capacity. Particularly relevant are the programmes to promote the delivery of high-speed rail to Piccadilly and Manchester Airport, and proposals to increase capacity and commercial activity at Manchester Airport.

The arrival of HS2 at Piccadilly and Manchester Airport will provide a valuable boost to regional and local connectivity, but it will also greatly enhance these locations' investment potential. To ensure that these opportunities are fully exploited, the Council and its partners are preparing clear and compelling growth strategies that maximise development potential.

The commercial potential of Airport City is explained in the 'Growth' section of this report, but the rationale for this investment is rooted in the potential expansion of services at the Airport. Despite a reduction in passenger numbers during the recession, since 2010 the Airport has recorded an increase in total passengers from 18,605,305 to 21,075,267 in 2013/14 (up 13.28%) (source: Manchester Airport Traffic Statistics, Manchester Airport Group).

Access to opportunity

Regeneration programmes across Greater Manchester have recognised the value of transport investment as a means of improving access to employment for the city's more deprived neighbourhoods. This is an aspect of some of the current transport investments.

Metrolink expansion

Expansion of the Metrolink network across Greater Manchester has improved connectivity across the city region. Over the past year, lines between the city centre and Rochdale and Ashton-under-Lyne have opened. The new Metrolink lines provide a fast, frequent, efficient and environmentally friendly form of public transport for communities in areas not currently served by either tram or train.

Over the past year, the expansion of Metrolink has seen the Rochdale, Ashton-under-Lyne and Didsbury lines open. The new Metrolink lines provide a fast, frequent, efficient and environmentally friendly form of public transport for communities in areas not currently served by either tram or train.

Work is now underway for the Second City Crossing (2CC), which is expected to be complete in early-2017. Providing a second line through the heart of Manchester city centre, 2CC will increase the capacity, flexibility and reliability of all the network's new lines and enable them to operate to their fullest.

In addition, the Manchester Airport line is due to open in 2016 and will provide a tram every 12 minutes between Manchester Airport and Manchester city centre. Major works on the Airport line are due to be completed during 2014.

Bus priority package

The bus priority package is on target to be operational in 2015. This will see an improved network stretching 25 miles, including enhancements for cyclists and in some cases fully protected 'Dutch style' cycle lanes. The scheme will allow faster, more reliable and more punctual bus services on an improved network to key destinations, such as employment, education, health, leisure and retail centres in a single bus journey.

Three of the six routes will be in Manchester, enhancing the Oxford Road Corridor, Portland

Street and Shudehill. From the regional centre the routes will run directly towards the areas of Leigh, Atherton, Middleton and Parrs Wood.

A healthier city

Active travel

Active travel is how we describe walking and cycling and the way we work with a range of partners to put in place measures that will engage our communities, schools, workplaces and universities to do more of both.

The Council encourages walking by maintaining our network of pavements, crossings and footpaths, ensuring they are in good order, including investing in street cleansing. We also use the development-planning process to plan places that encourage walking and cycling as much as possible. The growth in walking and cycling trips to the regional centre demonstrates that our approaches have been successful, although it is important these efforts are maintained and extended. The development of a new walking project will support pedestrians more widely and aims to engage local residents, schools and communities in the areas of the proposed Vélocity routes.

The walking charity Living Streets is running a pilot programme in Manchester schools to address the decline in walking rates as pupils move from primary to secondary school. The project offers targeted support for this transition and currently has five secondary schools and 18 primary schools taking part.

The Cycle City Ambition Grant brings £20million to enhance and maintain our network of cycle paths, and to work with others to improve what we offer to existing and new cyclists. The Vélocity vision for cycling will deliver a major new network of 'spokes' of strategic, integrated and, where possible, segregated cycle routes to employment centres, schools and leisure facilities. It will also include a significant programme of cycling promotion and education. Vélocity forms part of a larger Greater Manchester cycling strategy to create a city fit for the future: a healthy, safe, sustainable city that people want to live in, work in and visit (see the Vélocity case study).

This is strengthened by the Council's delivery of school cycle proficiency (Bikeability) and the Local Sustainable Transport Fund Cycle Commute project, which offers a suite of cycling initiatives to increase cycling across the region. This has seen the delivery of 2,160 adult training places, 107 learn-to-ride sessions, and 12 cycle storage grants totalling £54,000, and has engaged with over 150 businesses across Greater Manchester to promote cycling.

- Road with the highest 12-hour weekday pedal-cycle flow: B5117 Oxford Road, Higher Education Precinct – 1,602 pedal cycles between 7am and 7pm (constant figure since the last reporting period in 2011).
- Average 12-hour weekday pedal-cycle flows on A and B roads in Manchester were 247 and 333 respectively. These are much higher than the averages for all districts of 117 pedal cycles for A roads and 106 pedal cycles for B roads.

Case study: Vélocity

Vélocity 2025 is our vision of a city fit for the future: a healthy, safe, sustainable city that people want to live and work in. Greater Manchester has been awarded £20million national funding to support our ambitious plans to make cycling safer and easier. Thanks to the fantastic level of local support for our bid to the Cycle City Ambition Grant, work has now started on making our 12-year cycling strategy a reality.

Through to 2015, the £20million Government funding will deliver a major new network of strategic, integrated and, where possible, segregated cycle routes to employment centres, schools and leisure facilities. We want to see the proportion of trips by bike increase to 10% of all journeys over the next 12 years, which we believe is achievable alongside additional Government funding.

Road safety

There were 1,014 road traffic collisions (RTCs) in Manchester during 2013. In 2013, 158 people were either killed or seriously injured (KSI) as a result of such collisions. KSI casualties fell by 19% from 195 in 2011/12 to 158 in the latest 12 months ending March 2013. The KSI figure provides an important measure for determining the progress made in making our roads and communities safer.

Manchester continues to work through the Casualty Reduction Programme to improve the safety of Manchester's neighbourhoods by reducing traffic collisions. Over the past 12 months, the Council has implemented targeted local safety schemes, three 20mph pilot areas, as well as the existing 20mph school zones and Safer Routes to School Programme. These aim to reduce child casualties and encourage children to get more active by walking or cycling to school (see the 20mph campaign case study).

Many school and community groups received road safety information and advice via helpful resources such as the togoandnogo.co.uk website. A total of 2,625 primary school children undertook Bikeability (cycling proficiency) training in the year to 31 March 2014, which is an increase of 400 children from the year before, and we are hoping to increase this figure in the future.

The Council continues to work in partnership with other public agencies, including Greater Manchester Police, Transport for Greater Manchester (TfGM), Living Streets, 20 is Plenty, primary care trusts and neighbourhood-based teams to continue the positive trend in casualty reduction.

Case study:

Reducing speed in your local area

The first of the new 20mph signs are now being installed. Large areas of Manchester are about to have 20mph speed limits put in place in the first step towards introducing the areas across the whole city.

The Council is making three large sections of Manchester safer for children and more attractive for residents by creating areas in which 20mph speed limits will be in force on all non-major roads. The speed limits will be in place across huge sections of east and south Manchester, covering areas of Gorton, Miles Platting, Newton Heath, Ancoats and Clayton as well as parts of Hulme, Moss Side and Fallowfield.

Sustainable growth

Reducing transport emissions helps to support the Council's wider objectives, such as promoting economic growth and neighbourhoods of choice through creating a more attractive environment. Since 2005, transport emissions have reduced in Manchester by 11% up until 2011 (DECC figures to 2012 will be made available this summer). This figure coincides with the higher patronage of public transport and reduction in car use across the city. Indirect impacts of the work result in benefits such as reduced congestion and improved public health-related conditions through higher levels of physical activity. Further information on carbon reduction is presented in the environment and climate change chapter.

A network of electric vehicle (EV) charging points has been developed and installed with Phase 1 now complete; 132 EV charge posts have been installed and are operational across Greater Manchester. The second phase now underway will see 27 fast-charging posts and rapid chargers installed. Charging points are free to use as an introductory offer to boost interest in EVs.

The level of observed hybrid diesel electric vehicles is measured at 12.9% (2013/14 Q2) from 9.4% (2012/13), with TfGM-owned vehicles helping to support this trend. Improvement of Greater Manchester's bus fleet is set to continue given Stagecoach Manchester's and First Manchester's 2013/14 vehicle investment programmes.

Bus fleet standards within Greater Manchester have continued to improve, with the proportion of Euro IV or above vehicles increasing to 70.9% (2013/14 Q2) from 67.7% (2012/13). Compared to 2011/12, the average bus vehicle age has reduced from 6.9 to 6.1 years.

Highways maintenance

Manchester's highways asset has a value of over £2billion and is the most valuable asset owned by the Council. It is also an expensive asset to maintain and Manchester has, in common with other councils, underinvested in maintenance over many years, particularly given the restricted level of Local Transport Plan capital funding.

This has resulted in a gradual but accelerating deterioration of the highway network, which

hinders the Council's strategic priorities of sustainable economic growth and neighbourhoods of choice. This has been exacerbated by recent severe winters.

This deterioration has a damaging effect on the level of revenue funding required to carry out pothole repairs and provides an increased financial risk with regards to slip, trip and other claims.

The Council recently commissioned treatment surveys of its highway network, and an asset survey to collect drainage and other information. This work was completed by the end of December 2013.

A business case is now being developed to consider a long-term investment proposal to renew and repair substantial areas of the carriageways and footways of the Council's highway network, bringing its overall condition up to an improved standard. The treatments would focus on large-scale preventative maintenance as well as full reconstruction works on the most deteriorated assets.

The key to improving the value for money of road maintenance is to understand what treatments are appropriate and applying them at the right time. By considering a road surface over a whole life cycle, it is possible to select the best time to intervene. Consequently, this approach will enable a long-term investment strategy to the highways network, ensuring that the network is maintained in the most economically viable way.

Conclusion

The evidence that has emerged over recent years underlines the value of a strategic approach to transport planning, management and delivery, and the need for this approach to continue in future. The enhancements to transport infrastructure in and around the regional centre have enabled the city's economy to grow without negative effects associated with congestion. The benefits have included gains for productivity and the environment. We have also seen benefits emerging from programmes seeking to encourage active travel, as more people seek to take advantage of living in an increasingly connected and attractive city.

The Council and its partners across the City Region seek to sustain the programme of positive transformation for Manchester, and transport investment is at the heart of future programmes. Enhanced rail infrastructure is essential to improve Manchester's economic profile. We aim to create places that can drive and underpin the growth of the city, but it is through attractive and sustainable connections that our successful neighbourhoods will combine to create a truly liveable city, and so further work is necessary to establish walking and cycling as the mode of choice for local journeys. The strategy to achieve these aims has been agreed, and so the key challenge now is to ensure that the commitment, relationships and mechanisms are maintained to secure timely delivery.

Housing

Strategic overview

Manchester's increasing population is continuing to drive economic growth, with the number of working age (16–64 years) residents increasing by 0.4%, from 362,500 in 2012 to 363,760 in 2013 (ONS 2012 and 2013 Mid-Year Estimates). The supply of quality housing for rent or owner-occupation is crucial if the city is to continue to attract and retain these economically active people.

Manchester has continued to develop strategies that aim to create a more balanced tenure, with new social housing properties only being built following the removal of existing stock. The city now contains a much more balanced tenure as the private rented market has increased at a greater rate than owner-occupation. The recently adopted Residential Growth Strategy sets out the following strategic housing priorities for the city:

- Building more new homes
- Creating pathways to home ownership
- Developing a quality private rented sector
- Bringing empty homes back into use
- Ensuring that the Council's planning framework and policies provide the appropriate support for residential growth
- Developing a strong sense of place and high-quality neighbourhoods.

Considerable progress is being made against these objectives despite the recent poor performance of the national economy; however, challenges remain, such as the impact of

Government welfare reforms on social housing tenants, the pace of development lagging behind population growth, and the continued difficulties in accessing mortgage finance¹.

Analysis of progress

Quality and choice of housing

The number of new homes constructed during the recession fell dramatically from 5,000 in 2007/08 to less than 1,000 in 2011/12, but completions are increasing again and initiatives are in place to ensure private housebuilders are building the type and tenure of homes the city needs. Significant housing development sites have been assembled that offer opportunities to traditional housebuilders and institutional investors. Access to mortgages remains a local priority, with first-time buyers in particular requiring support to compete with established private landlords able to access preferential mortgage products due to their increased levels of equity.

The percentage of households living in the private rented sector continues to rise, and although there are correlations between this type of tenancy and increases in working

¹ Progress against Community Strategy targets is reported in the Community Strategy Performance Dashboard (see http://www.manchester.gov.uk/manchesterpartnership/downloads/file/313/community_strategy_dashboard_q4_1314) and the Authority Monitoring Report (see http://www.manchester.gov.uk/downloads/download/972/authority_monitoring_report)

residents, the quality of the sector varies considerably. City centre fringe areas such as Ancoats have seen a major increase in working residents who have been attracted to new-build apartment properties; however, there are other areas of the city where greater monitoring and effective action against landlords is needed to ensure that standards are maintained and tenants are not exploited.

The number of social housing properties has remained stable over recent years, reflecting policies to diversify tenure in the city. In 2013, 30.8% of the city's housing stock was rented from a registered social landlord (Homes and Communities Agency, 2013). The Manchester Move service has made it easier for homeseekers to access a range of housing options across tenures, and updated lettings policies have placed a greater emphasis on households that are working. Government welfare reforms are putting additional financial pressures on many social housing tenants who are not in work or earn low wages, especially those who are underoccupying properties. Many tenants are unwilling or unable to move to alternative properties and are accruing rent arrears that are impacting on social landlords.

The Council and its partners continue to work together to make improvements to residential neighbourhoods that help create attractive places where residents want to live, be it in social, private-rented or owner-occupied accommodation. Major investment is taking place in the Brunswick, Miles Platting and Collyhurst neighbourhoods, which is ensuring that Manchester has a vibrant and mixed housing offer. Work is also underway to develop a new older people's housing strategy, Housing for an Age-Friendly Manchester.

Delivering housing growth

As the UK enters a period of economic growth following the recession, it is imperative that Manchester's housing offer continues to support the city's growth ambitions. The Residential Growth Strategy sets out the Council's strategic approach to achieving this aim. It recognises the growing importance of the private rented sector and its correlation with increased economic activity. A summary of progress is provided below.

Building more new homes

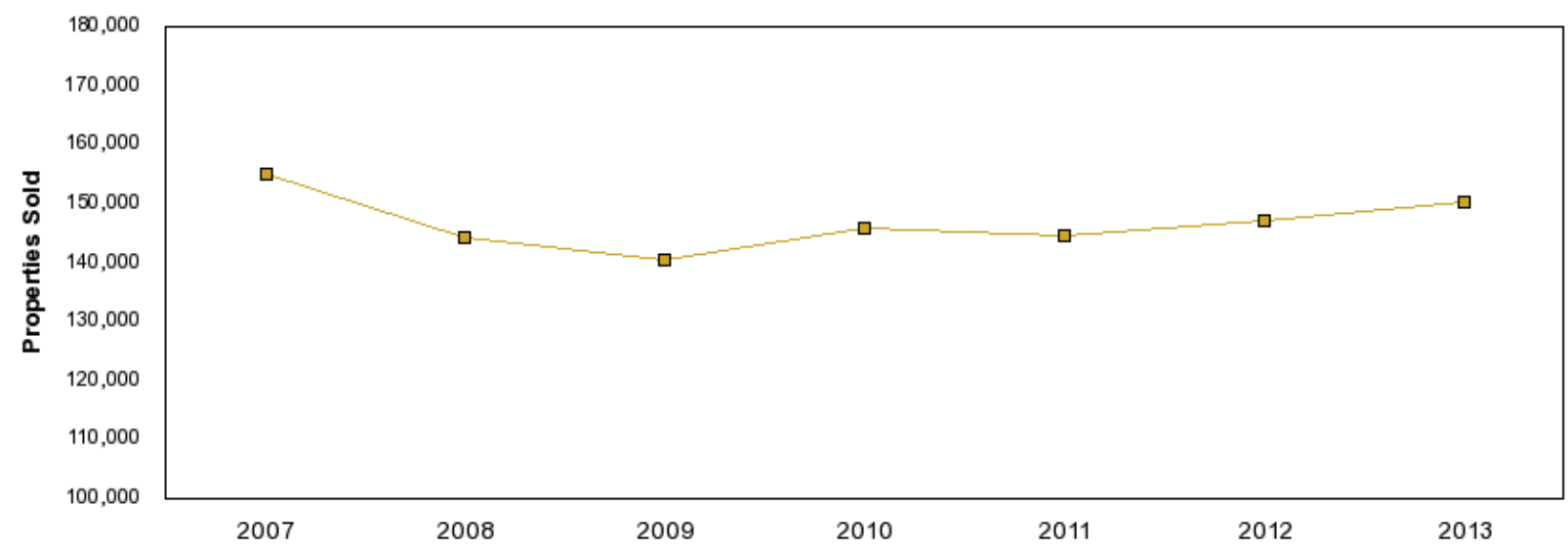
Manchester's growing population is putting pressure on the existing housing stock, creating an urgent need for new housing. High-quality housing for rent and sale is required to address the undersupply that has existed in the system since the post-recession dip in residential construction coincided with a surge in the city's population. Rental values in Manchester in the middle and higher quality end of the market have continued to rise and are directly linked to the constrained supply.

The Residential Growth Strategy, adopted in 2013, set a target of 5,000 new homes in years 1–3 (between 2013 and 2016) and 8,000 new homes in years 4–6 (2016–19). The Council and its partners are committed to working across Greater Manchester with the Government, private housebuilders and funders to ensure this is achieved, and early indications suggest this target will not only be met but surpassed. The GM Housing Investment Board and recently announced Housing Investment Fund are helping to co-ordinate investment and bring forward housing development on publicly owned sites in the city through an innovative partnership with the Greater Manchester Pension Fund.

Manchester is also able to offer a unique blend to investors, with development sites close to employment locations and major ongoing investment in transport and other supporting infrastructure. We have an identified pipeline of sites for family housing, particularly in the north and east of the city, and sites in the city centre fringe, which are suitable for higher density apartment developments.

Figure 4.1

Average residential property sale prices in Manchester



Source: Land Registry, Crown Copyright 2014. Analysis by Performance and Intelligence (PRI)

Case study: West Gorton

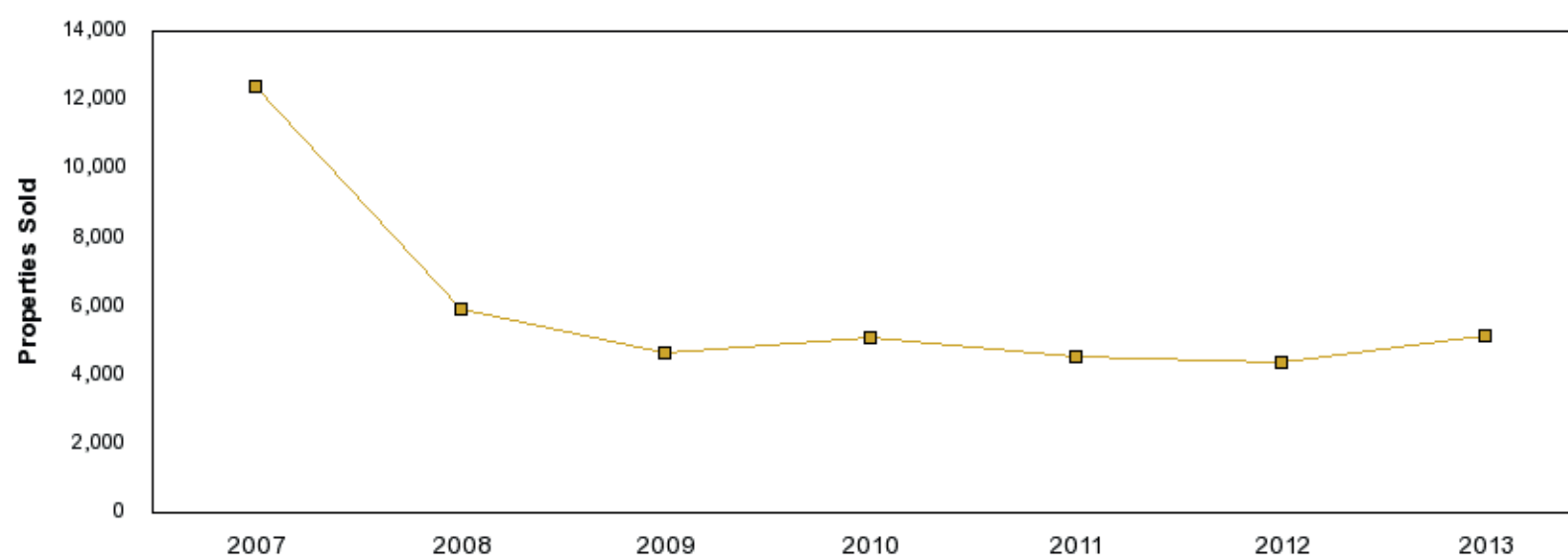
The West Gorton masterplan set out ambitious plans to develop up to 1,000 new homes, demolish 400 obsolete properties and make improvements to community facilities. Significant progress has been made over the past four years, with 200 new-build social housing properties constructed and the recent demolition of low-rise and high-rise properties. Residents who were relocated to the new-build social housing properties have benefited from modern high-quality accommodation with much-improved energy-efficiency.

The next phase of the project is currently underway and comprises the construction of 29 properties in Clowes Street, of which ten will be for sale and 19 for market rent. These properties are being constructed by a new joint venture company established by the Housing Investment Fund partnership between the Council, Greater Manchester Pension Fund and the HCA. The development model matches Council and HCA-owned land identified for housing growth through investment from the Greater Manchester Pension Fund, which finances the build. The aim is to stimulate home building, while reducing the usual risks associated with a development, thereby minimising the overheads for a contractor, who will also have no sales risk.

Future development in West Gorton will focus on creating a more mixed tenure neighbourhood with a focus on large-scale housing development for sale and market rent, as well as attracting investment to develop a new neighbourhood centre for residents. Keepmoat Homes already have a land interest in the area and are working with the Council to finalise plans to develop this land and other Council-owned plots that would see a further 400 homes built in the area.

Figure 4.2

Number of Residential property sales in Manchester



Source: Land Registry, Crown Copyright 2014. Analysis by Performance and Intelligence (PRI)

Creating pathways to home ownership

Supporting people to own their own home is a fundamental part of our strategy and we recognise that home ownership remains an aspiration for many and that homeowners play an important role in the economy of the city. During the recession, national mortgage lending was severely constrained while the price of property in Manchester remained relatively high for people earning average incomes. Local support to home buyers has been provided through the Manchester Mortgage Guarantee and via shared equity schemes on new-build properties in some developments.

The Government has since recognised the importance of this issue and launched the highly publicised Help to Buy 1 and Help to Buy 2 national schemes. Help to Buy 1 is an equity loan that is only available on new-build properties, whereas Help to Buy 2 is a mortgage guarantee scheme available on new-build and existing homes. Help to Buy 1 has provided a major boost to new housing development in Manchester and was used in the purchase of 242 new-build properties up to the end of March 2014 (Homes and Communities Agency). It also provides a timely stimulus for a number of ongoing developments.

Developing a quality private rented sector

According to the 2011 Census, the city's private rented sector grew from 25,144 households (15%) in 2001 to 55,043 households (26.9%) in 2011, with every indication that this growth has continued. The market was previously seen as a single homogenous entity, but we now recognise that it is fragmented and has polarised into a number of distinct subsectors. These range from high-quality apartments and houses, to lower-end unprofessionally managed properties. Increasing rental values in many areas of the city have meant the number of properties available for households in receipt of housing benefit has reduced and this lower quality market has been pushed out towards the east and north of the city. Middle and higher quality rental properties are providing a vital role in attracting and retaining economically active people within Manchester, and this is a sector we are keen to promote via new-build apartments in the city centre and fringe.

Increasingly, there is a focus on developing improved methods of managing the lower-end elements of the private rented sector to ensure that tenants are protected and neighbourhoods are well managed. We are working with

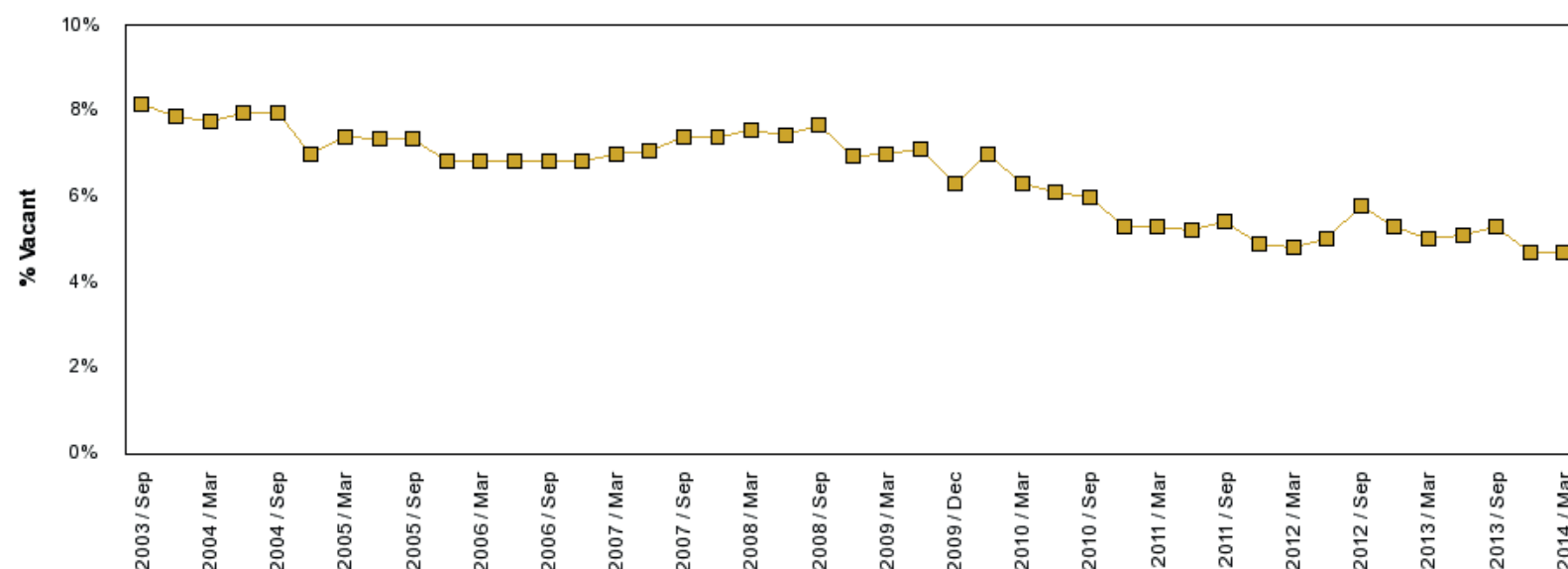
partners to use data and intelligence to develop a better understanding of this market and are seeking the necessary powers to be devolved from the Government to allow us to deal with these issues. The Manchester Neighbourhoods Board will support the implementation of any future initiatives.

Bringing empty homes back into use

The percentage of empty properties in the city during March 2014 was 4.7%, which is an all-time low (see figure 4.3). The Council was successful in securing £4million of Government funding in partnership with AGMA and registered providers to bring empty homes back into use. This funding has been used to transfer empty properties into registered provider ownership with refurbishment where required. The Council's Empty Homes Team continue to bring properties back into use, although the poor condition of some properties left empty for more than six months often makes it more difficult to bring them back into use. To put financial pressure on owners, in April 2013 the Council took the decision to increase the council tax charge to 150% for properties that are empty and unfurnished for over two years.

Figure 4.3

Empty properties as a percentage of total housing stock



Source: Manchester City Council Council Tax Register.

Analysis by Performance and Intelligence (PRI)

Ensuring that the Council's planning framework and policies provide the appropriate support for residential growth

Manchester maintains ambitious targets for new housing and has the planning framework in place to enable the achievement of this growth. The Manchester Core Strategy has set out plans to build 55,000 new homes in the city by 2027 and has identified the pipeline of sites on which this will take place. The Council's Planning Strategy Team has also been working collaboratively across Greater Manchester to ensure that the city region is able to fulfil its shared housing growth targets. They are also working closely with authorities outside Greater Manchester to ensure our statutory Duty to Co-operate is discharged. This is a legal duty placed on planning authorities by the Localism Act 2011 and requires them to engage constructively on strategic cross-boundary matters.

Developing a strong sense of place and high-quality neighbourhoods

Some neighbourhoods in the city have undergone major physical transformation, such as the Grove Village and Miles Platting Private Finance Initiative (PFI) schemes. These schemes

have used private and public investment to transform social housing estates through extensive refurbishments, demolition, reversals and the construction of new-build properties for social rent and sale. A further PFI scheme is underway in the Brunswick neighbourhood in Ardwick and an alternative approach has been developed for the Collyhurst neighbourhood after Government funding was withdrawn that would secure the regeneration of the area.

Increasingly, registered providers are providing much broader services for tenants than housing management. Helping residents to manage their money and find employment is of increasing importance as the impact of welfare reform is felt across the city. An example of this additional support is the Mind Your Money service, which is funded by the Big Lottery but delivered by City South Manchester Housing Trust. The service is free for social housing residents across Manchester and supports them to manage their money and deal with any debts, including rent arrears.

Future strategic priorities

In order to achieve the targets set out in the city's residential growth strategy, a number of

strategic priorities will need to be delivered in each Strategic Regeneration Framework area. The future priorities for each area can be summarised as follows:

City centre:

The city centre contains a number of large sites identified for mixed-use residential and commercial schemes. Specific frameworks have been developed for these areas following public consultation. The planned High Speed Rail 2 station at Piccadilly will develop a world-class transport hub and arrival point into the city, which will help to stimulate high-quality apartment developments to the east of the station.

North Manchester:

The major priority is developing new housing in Collyhurst and the Lower Irk valley. This area is capable of accommodating housing growth on a major scale to help the city keep pace with population and employment growth. As well as new housing in the north of the city, further rationalisation of the existing public sector estate will be required along with a continued focus on reducing the number of empty homes.

East Manchester:

East Manchester contains a number of city centre fringe sites, such as Ancoats and New Islington, the Lower Medlock Valley, and Holt Town, which are all benefiting from their proximity to stations on the recently opened Ashton Metrolink line. These sites offer opportunities to attract institutional investment in high-density, good-quality, private-rented accommodation close to the regional centre, as well as new homes for sale close to the Etihad Campus. The redevelopment of the Miles Platting neighbourhood remains a strategic priority, as does reducing empty homes across the area.

Central Manchester:

Redevelopment of the Brunswick and West Gorton neighbourhoods is already underway; this will deliver improvements to social housing and new homes for market rent and sale. There are further opportunities to develop housing on publicly owned land to consolidate and grow target neighbourhoods, particularly in Moss Side.

South Manchester:

Although there are few major development sites, there are some high-value developments such as the Manchester Metropolitan University site in Didsbury. Changes in the student market have presented opportunities to rebalance tenure within transitional student neighbourhoods. This approach, along with bringing empty properties back into use, has the potential to provide additional high-quality family accommodation.

Wythenshawe:

The Metrolink extension to Wythenshawe and Manchester Airport will be completed by 2016 and will present opportunities for the development of market housing. These new properties will be well connected to employment opportunities at the airport, town centre, hospital and various Enterprise Zone sites. Developing extra care schemes for older residents and utilising infill sites for additional smaller developments are also key priorities both here and across the city.

Conclusion

Manchester has a unique opportunity to develop large volumes of new housing close to the regional centre that are linked by a high-quality and improving transport network. Recent investment in transport infrastructure such as Metrolink has connected new areas of the city to employment centres and offers attractive and efficient travel to work. Now that the economy is entering a period of predicted growth, the challenge for Manchester is to attract the substantial private investment required to deliver the housing growth the city requires. The growing popularity and economic importance of the private rented sector will mean that a considerable number of new apartment developments in the city will be of this tenure. However, finding methods to improve the management of lower-quality private-rented sector properties in the city will remain a strategic priority for the year ahead.

Despite considerable investment in social housing over the past decade, Government welfare reforms pose a threat to the financial sustainability of this accommodation for many affected tenants. The Council will continue to work with partners across the city to mitigate the impact of these reforms and support as many residents as possible out of benefits and into sustainable employment.

Employment, skills and dependency

Strategic overview

Helping people back into the labour market or into the labour market for the first time has been identified as a priority within the Community Strategy¹. This is essential if we are to reduce the number of people trapped in dependency and ensure that as the city grows, some people are not left behind in poverty. This approach has been built from the platform of Public Service Reform, integrating thinking about welfare reform, skills and work. It is being supported by new service delivery and investment models. In order to achieve this, we need to continue to work with a wide range of stakeholders, including health and housing providers to minimise the negative impact of welfare reform. Driving the health and work agendas closer together will be critical, particularly in terms of work being embedded in health pathways as a health outcome. The Community Budget Pilot has provided the basis for developing a new settlement between national and local government that supports, incentivises and responds to public service reform. The Working Well service, which has been commissioned by the Greater

Manchester Combined Authority (GMCA) with 80% funding from the Department for Work and Pensions (DWP), is an early example of the success of this approach.

The Work and Skills Board provides the governance for employment, skills and business support in the city and has set the following priorities for 2013–16:

1. Ensuring that there is a coherent and good-quality, independent Information, Advice and Guidance (IAG) offer in place for adults across the city, which is integrated with other public services.
2. Developing clearer progression pathways for more young people to acquire the knowledge, skills and attributes to compete in the labour market and meet employers' needs. This will be supported by ensuring that there is also a coherent and good-quality, independent Information, Advice and Guidance (IAG) offer in place for young people.
3. Increasing the number of young people

accessing apprenticeships, using traineeships to give those that need it a clear pathway into apprenticeships.

4. Supporting local people into major employment opportunities through the Employer Suite and local hubs.
5. Developing clear pathways to work for those who are low skilled and furthest from the labour market, and contributing to the development of GM Work and Skills PSR work, ensuring that it is aligned with the city's priorities.
6. Targeting provision at those affected by family poverty, welfare reform and the introduction of Universal Credit.
7. Increasing the opportunities for Manchester residents to set up and sustain their own businesses and create employment opportunities.

Analysis of progress

While the city's economy continues to demonstrate impressive performance in terms

¹ Progress against Community Strategy targets is reported in the Community Strategy Performance Dashboard (see http://www.manchester.gov.uk/manchesterpartnership/downloads/file/313/community_strategy_dashboard_q4_1314) and the Authority Monitoring Report (see http://www.manchester.gov.uk/downloads/download/972/authority_monitoring_report)

of economic growth and job creation, the process of de-industrialisation has left substantial sections of Manchester residents poorly equipped to take advantage of the opportunities on offer. Poor skill levels, worklessness and benefit dependency still characterise many of the city's communities. However, as the following analysis shows, while major challenges remain, there are some signs of an improving situation.

Economic activity

The economic activity rate comprises the total number of people who are either working or looking for work, expressed as a percentage of the working-age population.

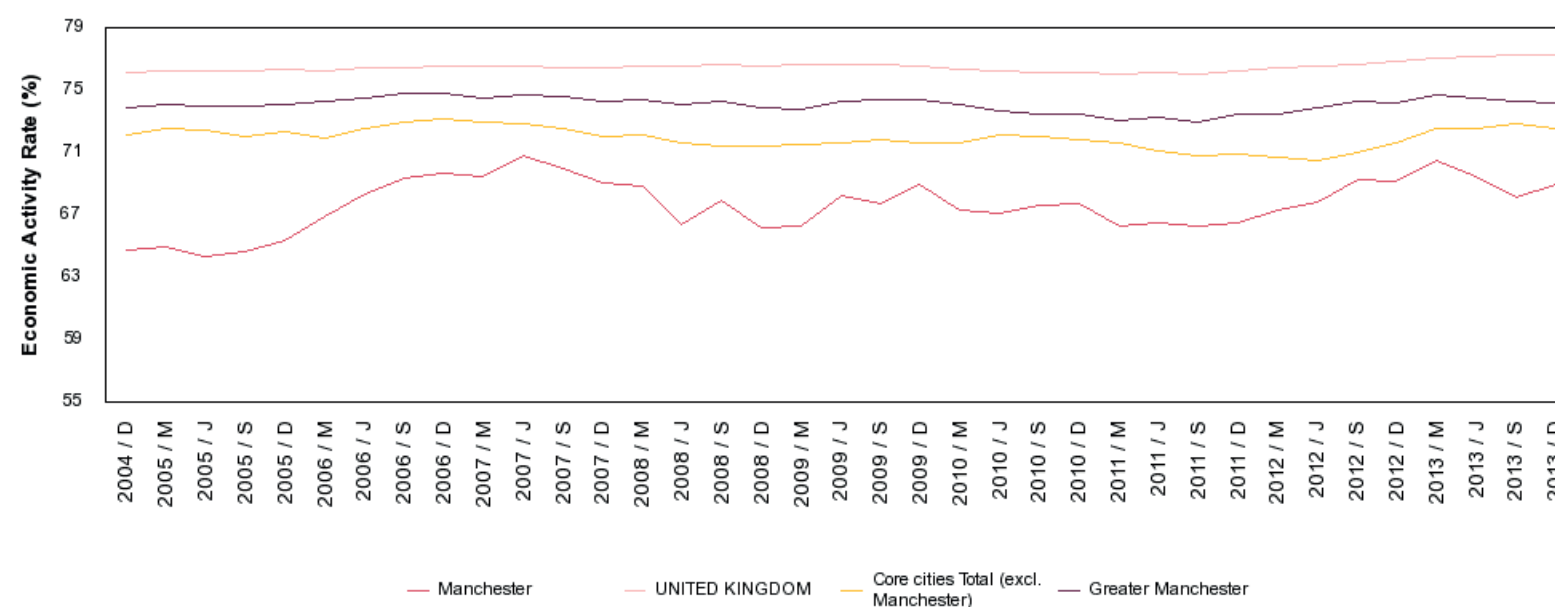
Although there is considerable volatility in the data at city level², figure 5.1 shows the Manchester rate to be consistently below that of comparators. Although there is some indication of the gap closing over the period shown, the latest data shows the city rate to be 8.4 percentage points below that of the UK.

However, it should be noted that the Manchester figures are adversely affected by the large number of students in the city. A

separate analysis of 2011 Census data suggests that, when students are taken out of the calculation, the difference between the Manchester and the England and Wales rate reduces from 6.4 percentage points to just 1.6³. This would suggest that the economic activity rate of Manchester's non-student, working-age population is not too dissimilar from those of other geographies.

Figure 5.1

Economic activity rate, Manchester and comparators



Source: ONS, Annual Population Survey, 2014, Crown Copyright. Analysis by Public Intelligence (PRI)

² Data is obtained from the national Annual Population Survey (ONS). At local authority level, sample sizes are relatively small and the Manchester figures are subject to confidence intervals of around 2.5%.

³ See Census Ward Overview at: http://www.manchester.gov.uk/downloads/download/5154/public_intelligence_2011_census

Resident employment

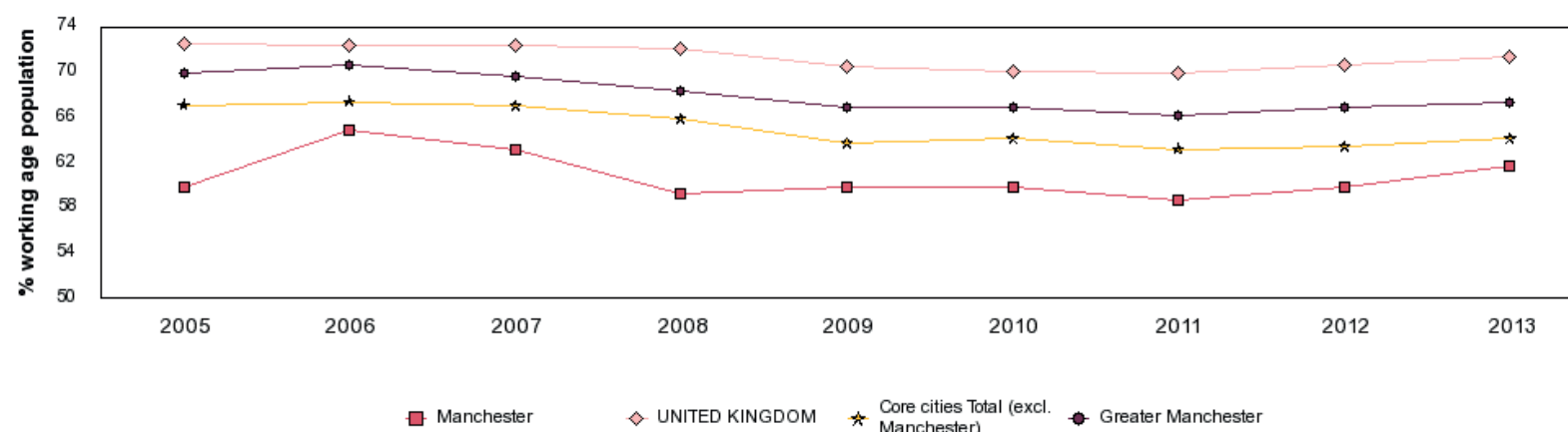
Although there is some fluctuation in the data at city level⁴, the employment rate of Manchester residents appears to have changed little during the 2005 to 2013 period, standing at around 60% of the working-age population in both 2005 and 2013, with no suggestion of the gap with other geographies closing appreciably (figure 5.2).

However, two mitigating factors suggest a more impressive performance than these figures immediately suggest. First, as noted above, the large student population in Manchester exaggerates the gap between Manchester and other geographies⁵. Second, the large increase in Manchester's working-age population over the past decade or so suggests that growth in the number of residents in employment must keep pace with the rapid population growth if the rate is to remain constant. This is illustrated in figure 5.3, which shows the number of Manchester residents in employment increasing by around 30% from 2004 to 2013 compared to other geographies, which have seen growth rates of no more than 8% over the same period.

This view is also reinforced by a separate analysis of 2011 Census data, which indicates that the number of Manchester residents in employment grew by 47% between 2001 and 2011, compared to a national increase of just 11%⁶.

Figure 5.2

Percentage of working-age population in employment



Source: ONS, Annual Population Survey, 2014, Crown Copyright. Analysis by Public Intelligence (PRI)

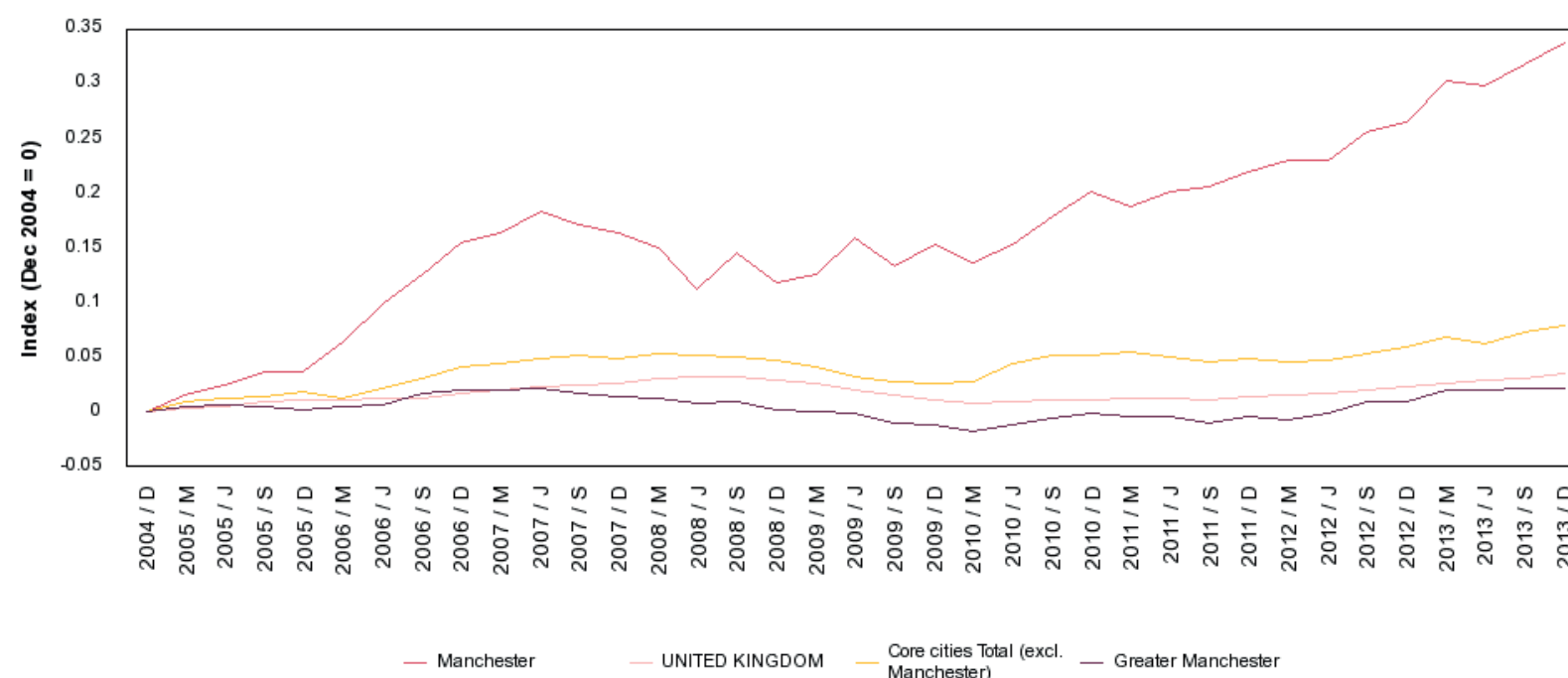
⁴ See footnote 7

⁵ The format of current Census data does not enable calculation of the employment rate of the non-student, working-age resident population.

⁶ The 2001 Census undercounted the population of Manchester by around 30,000 people and this affects comparisons between 2001 and 2011 Censuses.

Figure 5.3

Index of resident employment growth (Manchester and comparators)



Source: ONS, Annual Population Survey, 2014, Crown Copyright. Analysis by Public Intelligence (PRI)

Comparing the city's resident employment structure with the national picture (figure 5.4) shows some notable differences. Compared to the national picture, a higher proportion of Manchester residents are employed in:

- ➔ Elementary occupations
- ➔ Sales and customer services
- ➔ Professional occupations.

Conversely, Manchester residents are notably less likely than the national average to be employed in the following occupational classes:

- ➔ Managers, directors and senior officials
- ➔ Skilled trades.

Clearly, the universities, hospitals and the growing business, legal and financial service sectors in the city are providing opportunities for the city's better qualified residents, with one in five working residents now employed in a professional occupation⁷ (up from 14% in 2001⁸). However, relatively few Manchester residents are managers, directors or senior officials (7% compared to 11% nationally). This is not unusual as workers in this occupational class are generally less likely to live in metropolitan centres (for comparative purposes, the rate in Bristol is 8.6%).

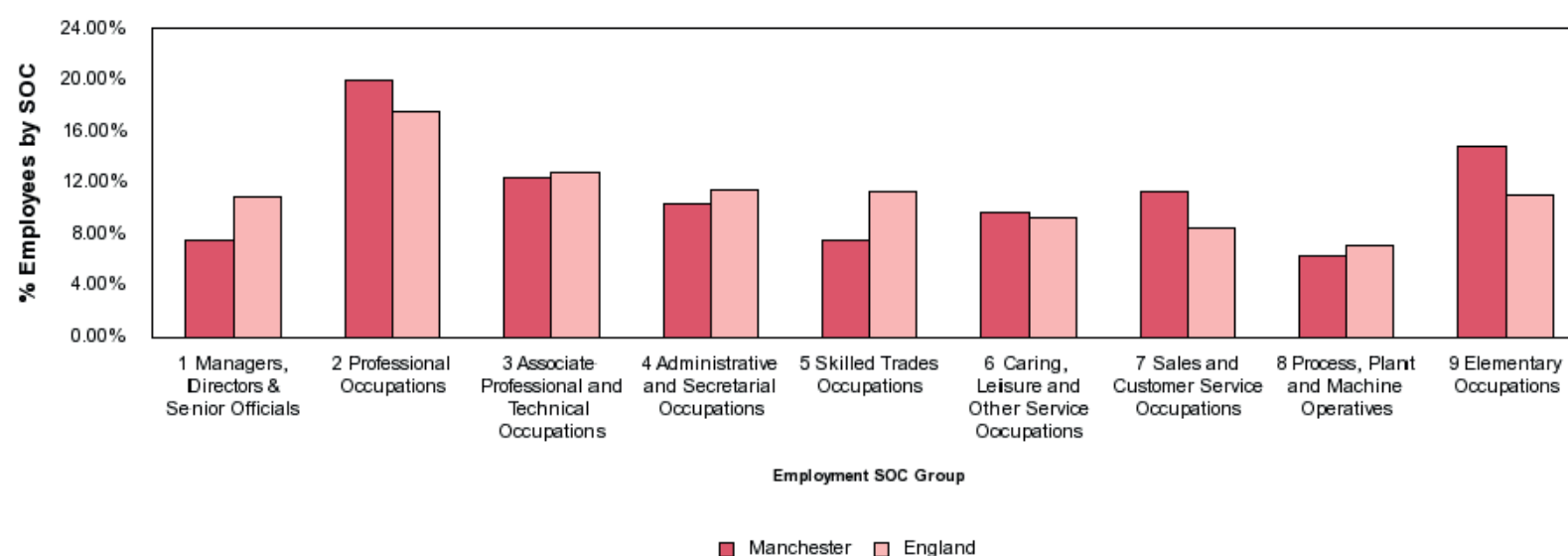
⁷ For a full list of occupations included in the Professional Occupation category see: <http://www.ons.gov.uk/ons/guide-method/classifications/current-standard-classifications/soc2010/soc2010-volume-2-the-structure-and-index/index.html>

⁸ Changes to the Standard Occupational Classification system mean that comparisons between 2001 and 2011 may not be exact.

At the other end of the scale, the low skills associated with de-industrialised communities confine a sizeable proportion of the resident workforce to lower end jobs. Fifteen per cent of working residents are employed in elementary Occupations (down from 16.5% in 2001) and 11% in Sales and Customer Services (up from 8% in 2001).

Figure 5.4

Employment by Standard Occupational Classification SOC, Manchester and England (2011)



Source: ONS, 2011 Census. Analysis by Public Intelligence (PRI)

Benefit claimants

The number of residents claiming an out-of-work benefit can be used as a proxy for worklessness.

Out-of-work benefits include:

- Jobseekers' Allowance (JSA)
- Incapacity Benefit (IB)/Employment Support Allowance (ESA)
- Lone Parent Income Support (LPIS)
- Others income-related benefits.

In August 2001, a total of 67,150 Manchester residents were claiming an out-of-work benefit. By 2013, this had fallen to 58,740 – a reduction of 8,410 (12.5%). In 2001, almost one in four (23.9%) of Manchester's working-age population was claiming an out-of-work benefit. This was considerably higher than in comparator geographies (figure 5.5); for example, there was a 5.5 percentage point gap between Manchester and the aggregate of the other seven core cities. Apart from an increase during the 2008/09 recession, the Manchester rate has steadily reduced to stand at 16.1% in August 2013. However, while the gap between Manchester and other geographies closed rapidly between

2001 and 2008, there has been no further progress in closing the gap during the past five years.

Working Well is an example of the Public Service Reform approach to tackling worklessness, which builds on the experience of Troubled Families and initiatives such as the Ardwick City Region pilot. The programme will work with Employment Support Allowance (ESA) work-related activity claimants who have left the Work Programme without moving into sustainable employment. The Work Programme has achieved good results with some claimant groups but for ESA claimants the results have been poor to date. There is recognition that the complex needs of ESA claimants require a different sort of support that more effectively addresses the underlying issues affecting their ability to find sustained employment.

The two main differences being introduced in Working Well are:

- Increased intensity of support provided by key workers with lower caseloads, enabling more regular contact with clients

- Integration of relevant public services and needs-led prioritisation of service delivery.

Given the complex needs of many ESA claimants, Working Well will seek to integrate and sequence services for this cohort, based on the learning to date from the Troubled Families work. Working Well, which is being delivered by Big Life in Manchester, will enable claimants to move towards employment, increase economic independence, improve health and will reduce the impact to partners of costly and intensive services.

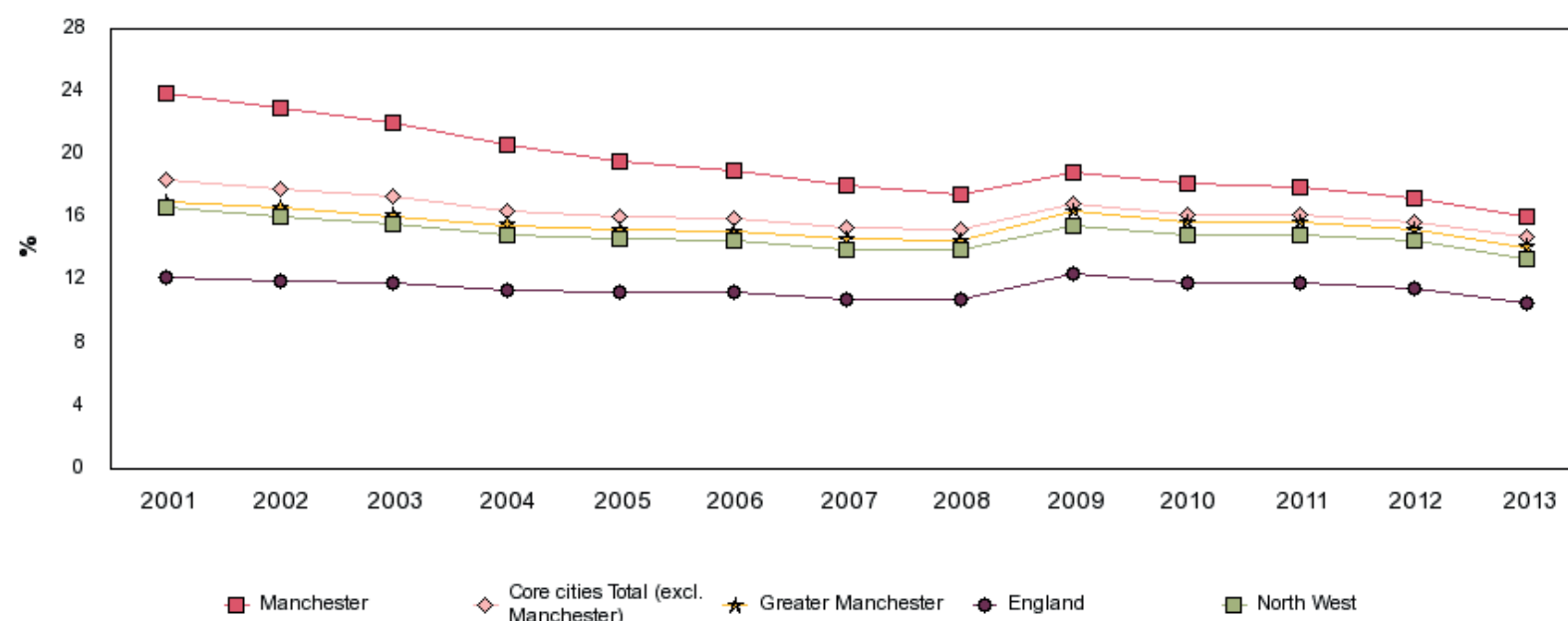
The strategic importance of Working Well to GM is that it potentially unlocks the door to a different deal with the Government on welfare, for example, potentially enabling GM to co-commission future versions of the Work Programme. Early evaluation of the programme, which started in March 2014, will be critical to making the case for devolution of welfare funding.

Overall, the reduction in the total number of out-of-work benefit claimants is particularly noteworthy given the substantial increase in the size of the city's working-age population

during this period. In the context of rapid working-age population growth, maintaining a rate of reduction on a par with national comparators suggests that the city's increased population growth is not coming at the expense of increased benefit dependency.

Figure 5.5

Percentage of working-age population claiming an out-of-work benefit



Source: Department for Work and Pensions, Statistical Client Group (2014).

Analysis by Public Intelligence (PRI)

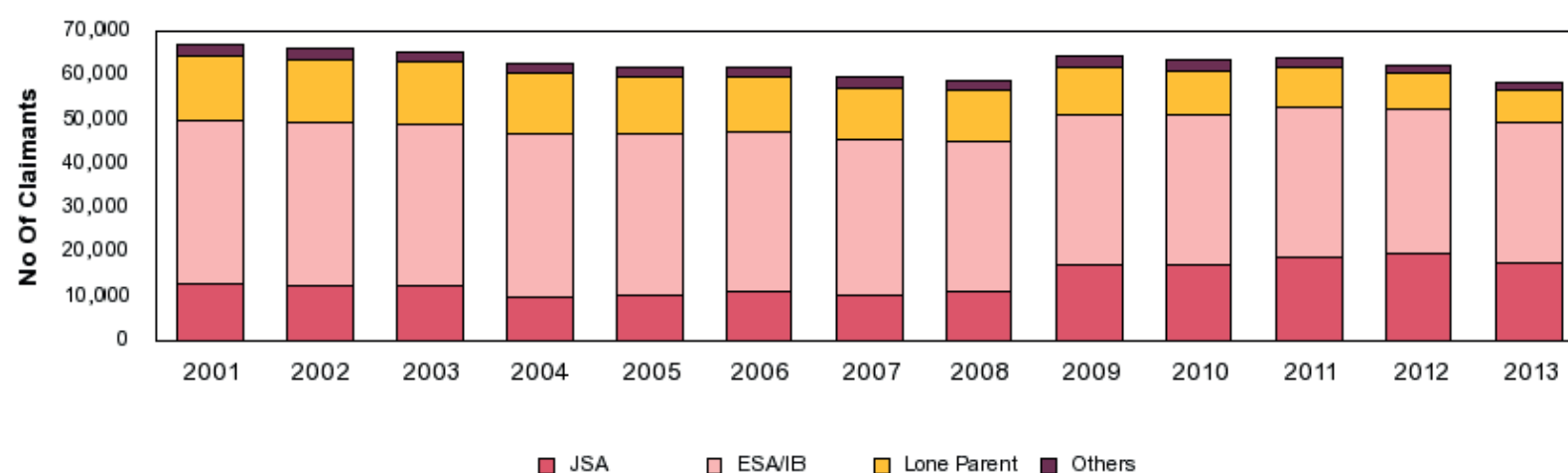
Over recent years, a combination of recession, benefit migration and changes to assessment processes have brought about changes to the composition by benefit type. As can be seen (figure 5.6), the number of Lone Parent Income Support (LPIS) claimants halved, from 14,580 to 7,270 during the period shown; the number of Employment Support Allowance and Incapacity Benefit (ESA/IB) claimants reduced by 5,600 (15%), while JSA claimant numbers rose by 4,970 (39%).

The number of JSA claimants rose during the recession to peak at 20,554 in March 2012. This has since reduced to 15,582 for March 2014. While the rise and fall in JSA claimants is a reflection of recession and recovery, it is also influenced by changes to eligibility rules, which have seen a migration of LPIS and IB claimants to JSA as well as stricter conditionality. While JSA claimant figures have reduced considerably over the past 18 months, there is anecdotal evidence to suggest that the JSA sanctions regime for non-compliance with jobseeking requirements is resulting in some claimants ending their claim without necessarily having a job to move into. Therefore, the downward trends in headline data could be masking a growing number of

workless residents who are unable to claim benefits⁹. Figure 5.7 shows information on sanctions applied by the jobcentre.

Figure 5.6

Out-of-work benefit claimants by type
(Manchester, 2001 to 2013)



Source: Department for Work and Pensions, Statistical Client Group, 2014.

Analysis by Public Intelligence (PRI)

While Manchester's JSA figures have shown a clear downward trend over the past two years, there is considerable variation across the city. Table 5.1 shows the top six and bottom six wards in terms of the extent of their recovery to their prerecession position. It compares the JSA claimant count for March 2014 with the same prerecession month (March 2008) to indicate variation in recovery across the wards. As noted above, these figures are affected by both the effects of recession and recovery and the migration of ESA/IB and LPIS claimants¹⁰. At one extreme, City Centre ward shows full recovery to its prerecession position with a number of Central and South Manchester wards not too far behind. At the other extreme, the JSA claimant count in a number of wards in north Manchester and Wythenshawe remains around double their prerecession level but these are areas that have historically had higher numbers of ESA/IB and LPIS claimants who may have migrated to JSA.

⁹ National research indicates that 12% of all JSA claimants are referred for sanction each month and approximately 30% of these subsequently drop their claim. This could have implications for the informal (black) economy, family poverty and financial inclusion. However, little is currently known about the subsequent economic activity of residents whose benefits have been sanctioned.

¹⁰ The figures can also be influenced by demographic and migration patterns.

Table 5.1

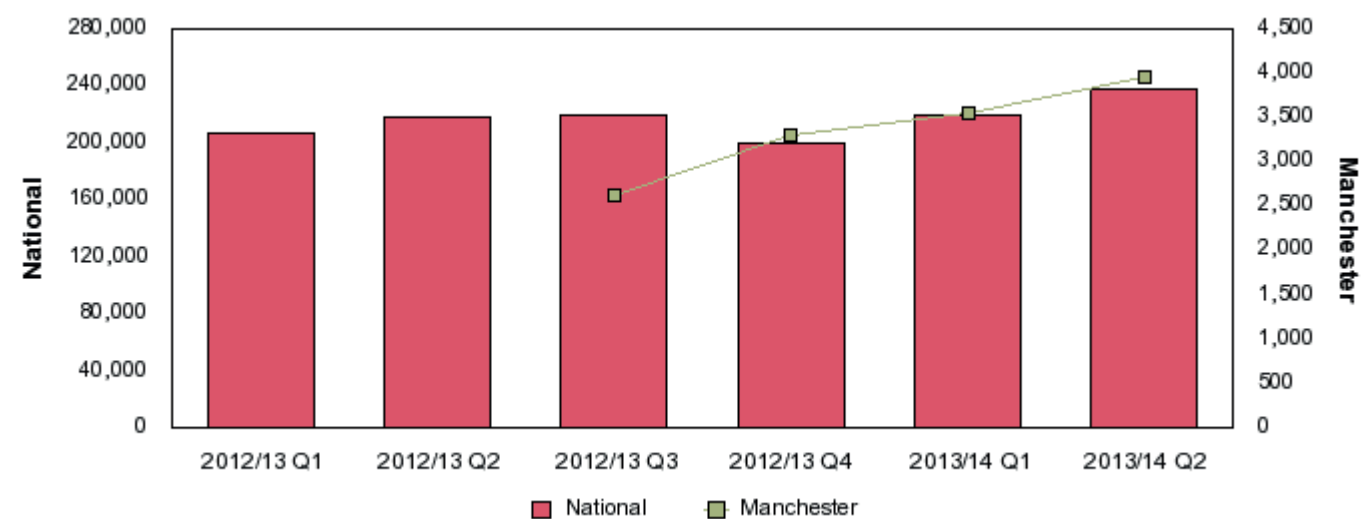
Recovery from recession – number of JSA claimants and % change (March 2008–2014)

Ward vs Area	Mar 08	Mar 14	% change 2008–14
City Centre	122	127	4.1%
Chorlton	162	175	8%
Burnage	325	365	12.3%
Ardwick	542	626	15.5%
Bradford	514	617	20%
Didsbury East	142	171	20.4%
Manchester	10,810	15,582	44.1%
Baguley	331	551	66.5%
Cheetham	422	707	67.5%
Brooklands	225	387	72%
Moston	246	439	78.5%
Harpurhey	475	995	109.5%
Crumpsall	260	577	121.9%

Source: ONS, JSA Claimant Count, Crown Copyright. Analysis by Public Intelligence (PRI)

Figure 5.7

Number of quarterly JSA adverse decisions (sanctions) by Jobcentre Plus



Source: Department for Work and Pensions (2014), Crown Copyright. Analysis by Performance and Intelligence (PRI)

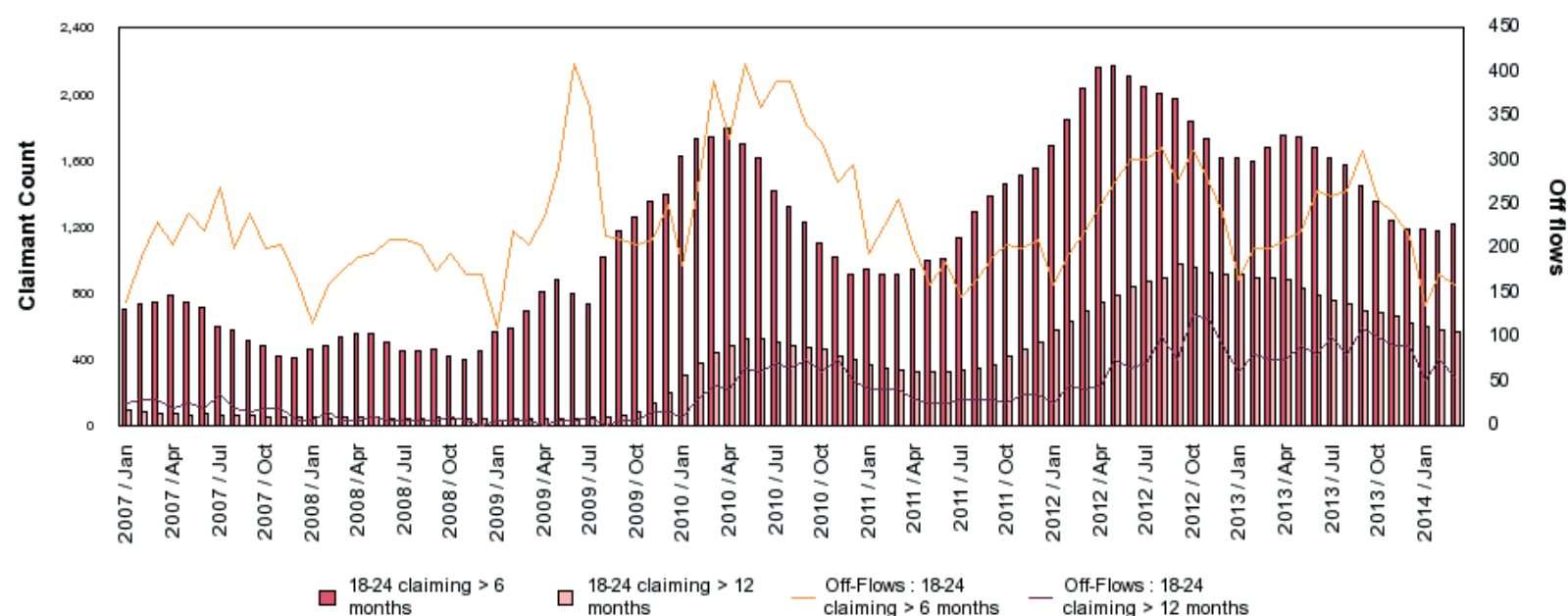
Youth unemployment

Despite some large reductions in claimant counts, youth unemployment continues to be a major concern in Manchester. The latest DWP release for March 2014 shows that there are 3,670 JSA claimants aged under 24 in Manchester, which is a decrease of 39.8% when compared to March 2012 but still 5.8% higher than prerecession (March 2008).

As shown in figure 5.8, the number of long-term JSA claimants aged 18–24 reached its peak of 975 in September 2012. There is generally a spike in youth unemployment in September, as unemployed graduates and school-leavers sign-on. The level remains high but is improving markedly, with 565 young people claiming for 12 months or more in March 2014, a decrease of 18.1% compared to March 2012, but almost 1,156% higher than March 2008. Decreases are likely to be in part due to some improvements in the economy and improved Work Programme performance, particularly where employer incentives have been available.

Figure 5.8

Long-term youth unemployment



Source: JSA Claimant Count, ONS, 2014, Crown Copyright.

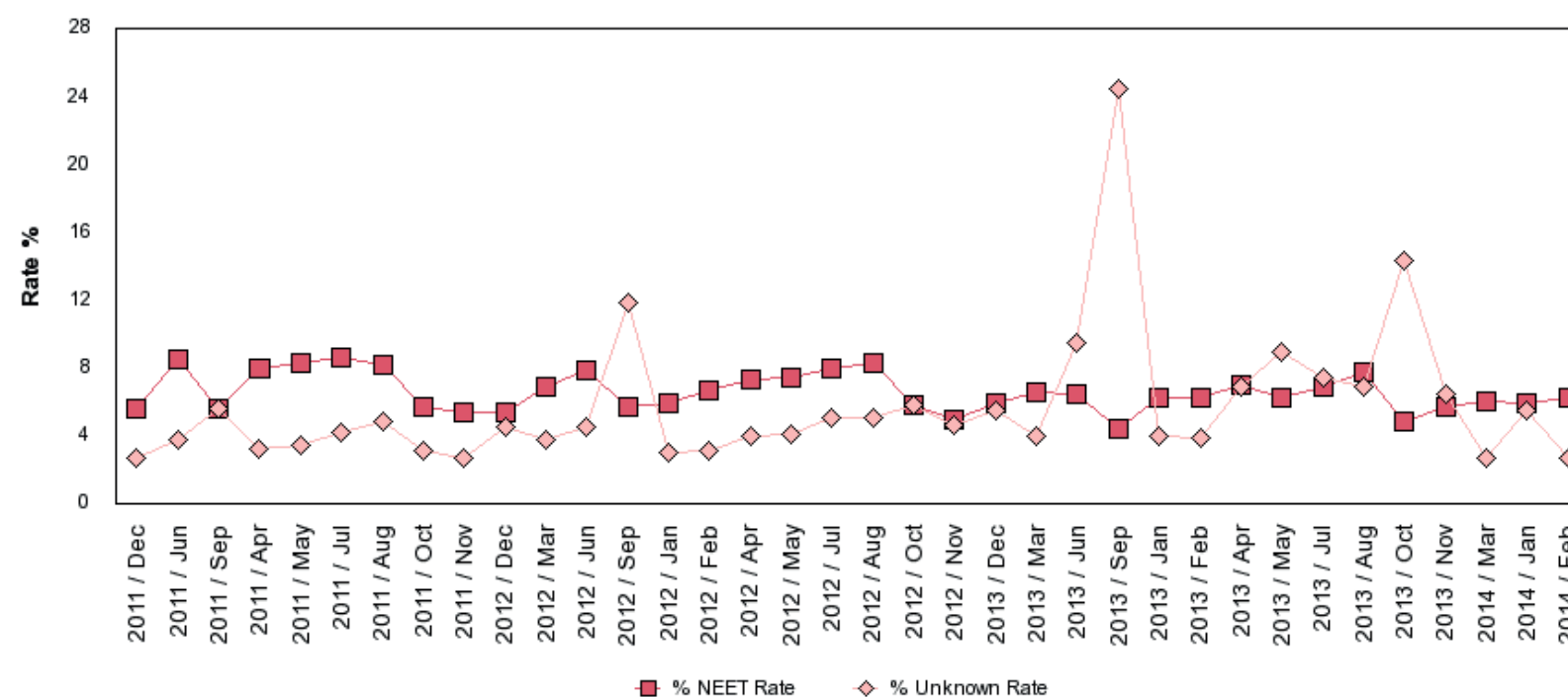
Analysis by Performance and Intelligence (PRI)

While NEET (Not in Education, Employment or Training) data is released on a monthly basis from Connexions, the reference date for the year is November. National comparisons cannot be made due to the different methodologies used in the calculation of local and national NEET rates. It should also be noted that percentage changes relate to relatively small volumes. As shown in figure 5.9, the NEET rate has increased by 0.8 percentage points compared to the previous year; there were 874 young people reported as NEET in November 2013. Please note that 6.5% of the November 2013 cohort were unknown due to changes in tracking, which was a pattern seen across GM (1,004 young people).

Connexions, which delivers the targeted Information, Advice and Guidance service for NEET young people, has undertaken a thorough tracking exercise, which has significantly reduced the number of 'unknowns'. Connexions works with a range of providers delivering the Youth Contract, NEET provision and other initiatives, such as the GM Youth Offer to support more NEET young people into training and employment.

Figure 5.9

NEET and NEET unknown



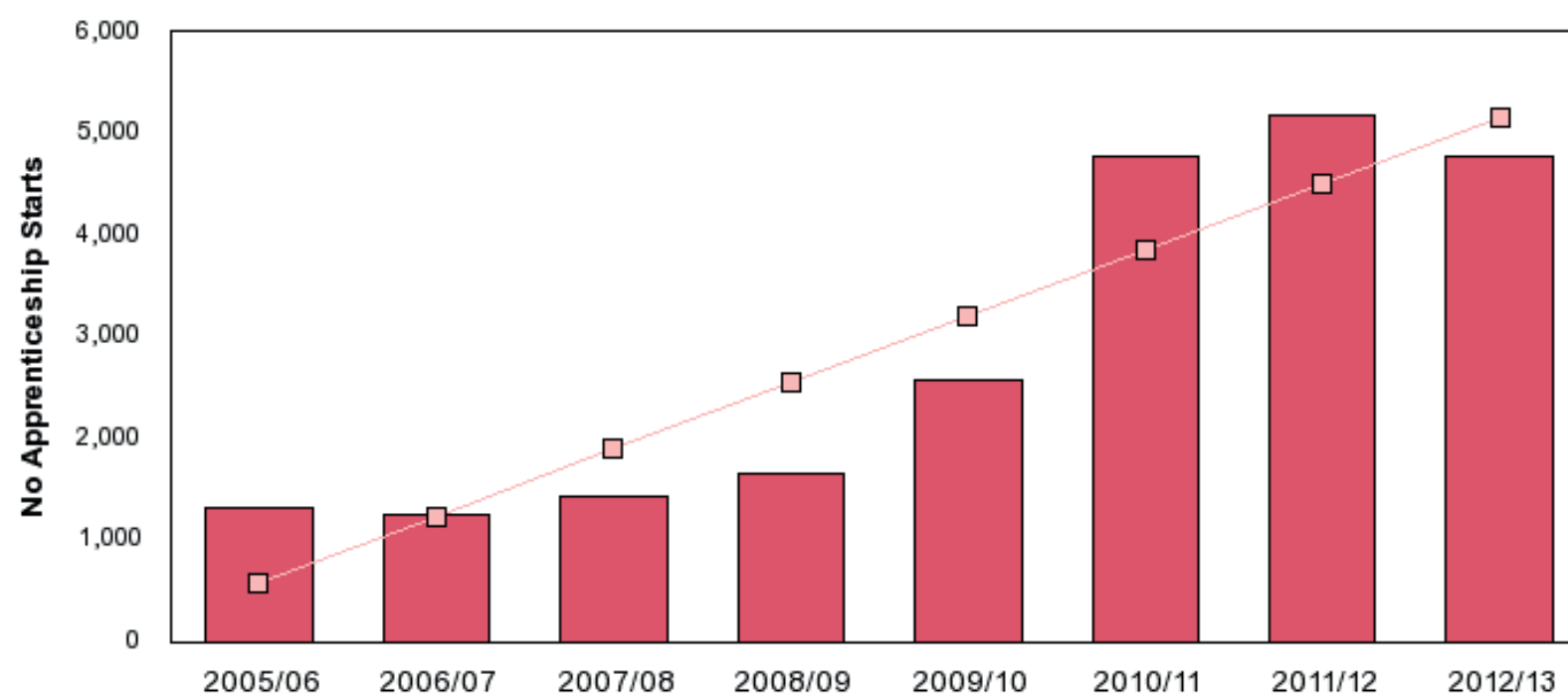
Source: Connexions. Analysis by Performance and Intelligence (PRI)

Addressing youth unemployment remains a key priority for the city. The Apprenticeships in Manchester group, which includes representatives from the Council, the National Apprenticeship Service (NAS), New Economy, The Manchester College and Economic Solutions, is responsible for developing and monitoring apprenticeship provision as a key mechanism for moving more young people in jobs with progression opportunities.

The Apprenticeships in Manchester action plan adds value to GM and national programmes and other nationally commissioned initiatives such as the Youth Contract intensive mentoring service managed in the city by Groundwork Trust. Along with the coordinating role of the Manchester Youth Contract Steering Group, this ensures that mechanisms are in place to make the best use of what is a fragmented and in parts overlapping system of support, ensuring that pathways are in place to deliver apprenticeship employment outcomes for young people.

Figure 5.10

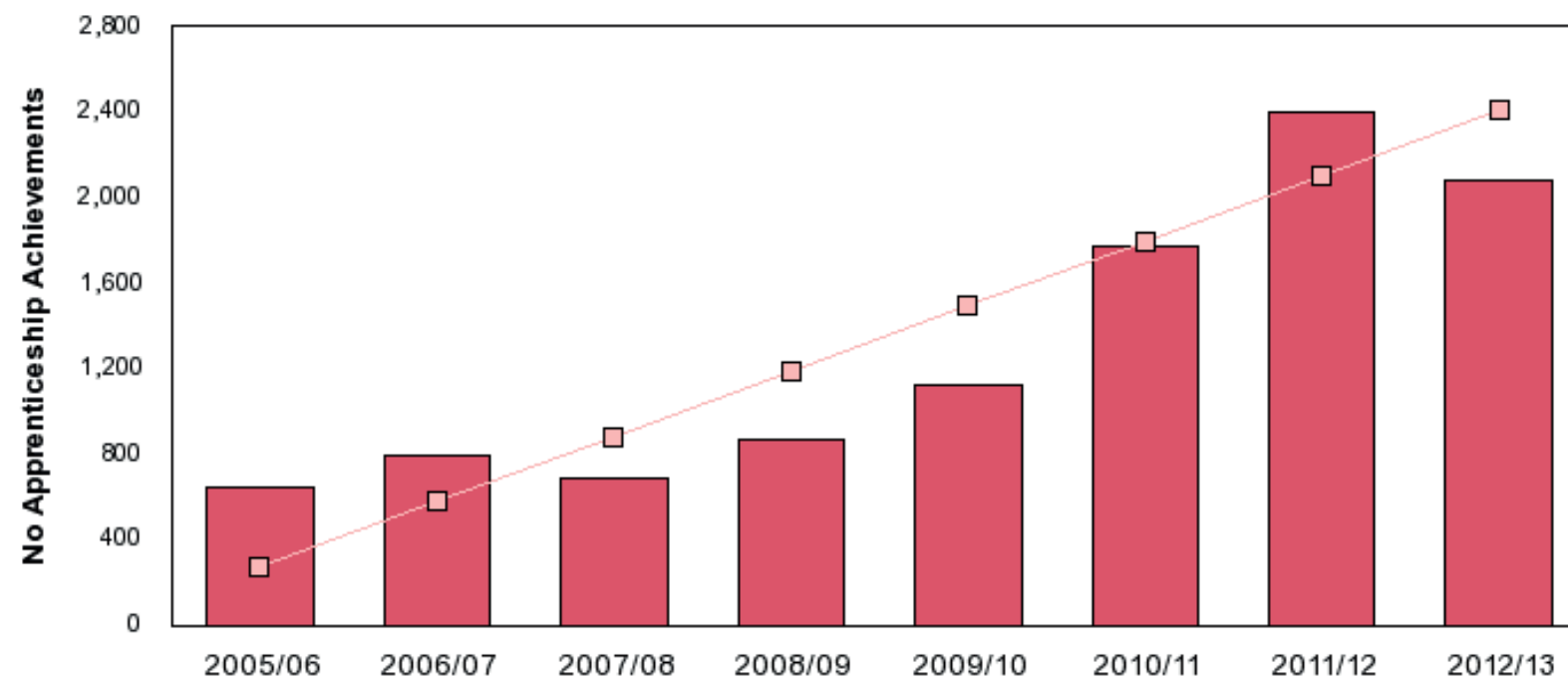
Apprenticeship starts all ages



Source: The National Data Service

Figure 5.11

Number of apprenticeship achievements all ages

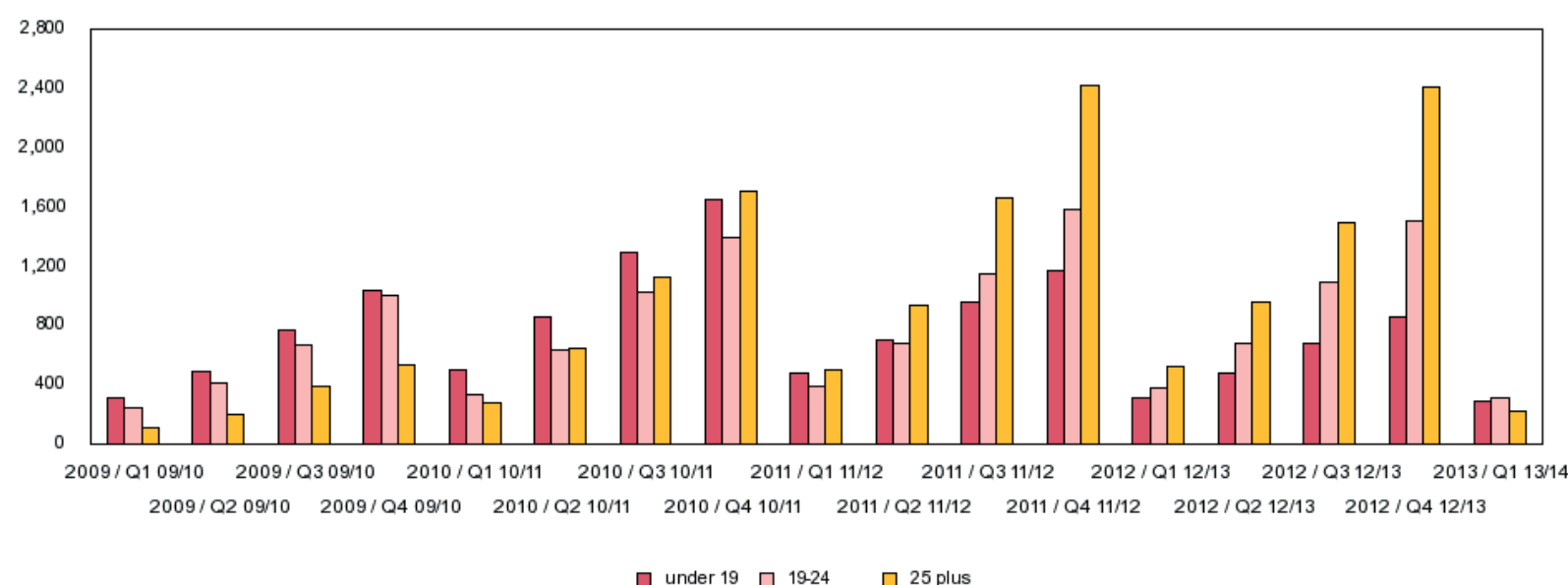


Source: The National Data Service

The apprenticeship achievements shown in figure 5.11 cannot be broken down by age and it should be noted that this information cannot be directly matched against the apprenticeship start figures shown in figure 5.10. Even with the new standards introduced by the Skills Funding Agency from 2013 around apprenticeships needing to last for at least one year, the time taken to complete an apprenticeship qualification can vary depending on the learner and the apprenticeship framework and level so there is no way of tracking the achievements of those recorded as starts. However, the increases in achievement from 2009/10 onwards broadly relate to the increased starts in that year.

Figure 5.12

Apprenticeship starts by age



Source: The National Data Service

Figure 5.12 shows apprenticeship start figures for 16 to 18-year-olds, 19 to 24-year-olds and 25+. The number of 16 to 18-year-old starts reported for 2012/13 was 865, a 26% reduction compared to the previous year. Of those aged 19–24, the reduction between 2011/12 and 2012/13 was less dramatic but still significant at 5.3%. One of the main reasons for the drop in starts, particularly for the younger cohort, is that the Government has introduced new quality standards, eg. only apprenticeships lasting for at least one year are now counted and programme-led apprenticeships have ceased. The reduction in Manchester therefore mirrors the national picture. The Apprenticeships in Manchester group will continue to lead on activities to support more young people into apprenticeships and will be supported by increased Business Innovation and Skills funding for apprenticeships.

Family poverty

The national measure of child poverty is children under 16 living in an out-of-work household that is claiming benefit, or in a household in receipt of tax credits whose income is less than 60% of the UK median. Using this measure, Manchester has one of the

highest rates of child poverty in the country with nearly 40% of children under 16 living in poverty. This figure is much higher than the national average and is caused by a high number of children living in workless households. Figure 5.13 shows that Manchester has the highest rate of child poverty of the eight Core Cities and also highlights the dominance of out-of-work poverty.

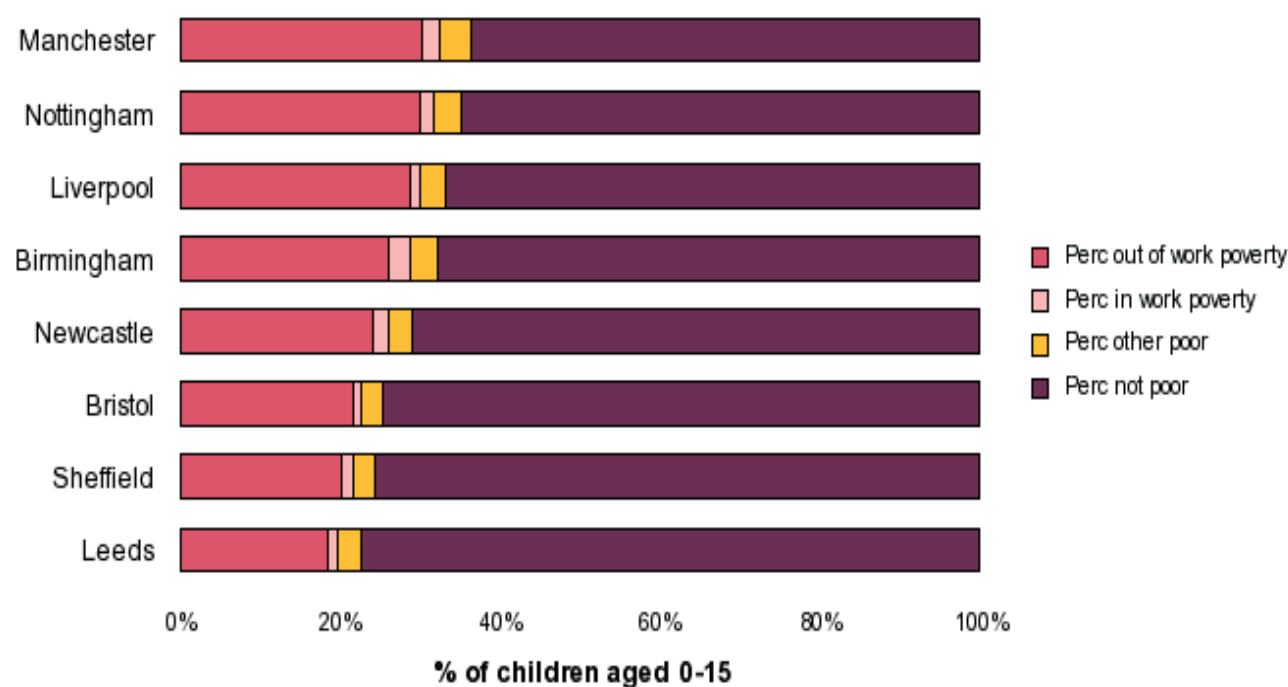
The wards with the highest numbers of children in poverty are Moss Side, Cheetham, Harpurhey, Gorton South and Miles Platting and Newton Heath. These wards are located in the north, east and central areas of the city.

The Council's response to child poverty is being co-ordinated through the Manchester Family Poverty Strategy 2012–2015. The Strategy sets out a number of objectives under four main themes: Parental employment and skills; Maximising family incomes; Education, health and family; and Place. The Strategy recognises the importance of the wider Public Service Reform agenda in tackling child poverty through initiatives such as the Early Years New Delivery Model and Troubled Families Programme.

As well as these longer term approaches to tackling child poverty, there has also been considerable activity to mitigate the immediate impacts on families. This has included addressing the impact of welfare reforms and debt on families. The Council remains committed to working with partners to support families in poverty to maximise their incomes and move towards sustainable employment as a route out of poverty.

Figure 5.13

In work and out of work poverty



Source: HMRC, Child poverty and child benefits, 2011, Crown Copyright

In-work poverty

In-work poverty has become an issue of national and local concern over recent years. Accurately measuring the scale of this issue remains problematic due to the lack of any definitive in-work poverty indicator. Her Majesty's Revenues and Customs (HMRC) data from August 2011 shows that 36.4% of all children under 16 in Manchester are living in poverty, but only 2.3% of these are living in working households. As a result, Manchester's Family Poverty Strategy has focussed on addressing unemployment and increasing household incomes via education, skills and training.

Other data summarised below suggests that poverty is also prevalent among low paid and part-time workers¹¹. What is not clear is why low pay, the increase in part-time work and the rise of flexible working is not resulting in increasing volumes of children under 16 living in poverty within working households, although the time lag on the HMRC data may be a factor¹². As shown in figure 5.4, Manchester residents are strongly represented in two sectors that are understood to have a high prevalence for low wages. These are Elementary Occupations and Sales and Customer Services roles¹³.

In addition, the number of residents in part-time employment is increasing. As indicated in figure 5.14, prior to the commencement of recession (early-2008), the proportion of those in employment who had part-time jobs was relatively constant at a little over 20%¹⁴. During the economic downturn, part-time jobs rose to 30% of all employment. Some degree of economic recovery has reduced this but, to date, the percentage has plateaued at around 24%, which is around 3.5 percentage points above the prerecession average. This represents around 7,500 part-time employees who, it is realistic to assume, would have full-time jobs, under 'normal' (prerecession) economic conditions.

Workers who are working part-time because they are unable to find full-time work are further penalised by the lower hourly pay rates associated with part-time jobs. In Manchester, part-time hourly rates are estimated to be 36% lower than full-time rates¹⁵.

¹¹ Centre for Local Economic Strategies (CLES) 'The Scale and Impact of In-work Poverty', paper presented to Manchester City Council, October 2013.

¹² It should be noted that the latest HMRC data is for 2011. This time lag in the data limits the ability to carry out a fuller analysis of this issue.

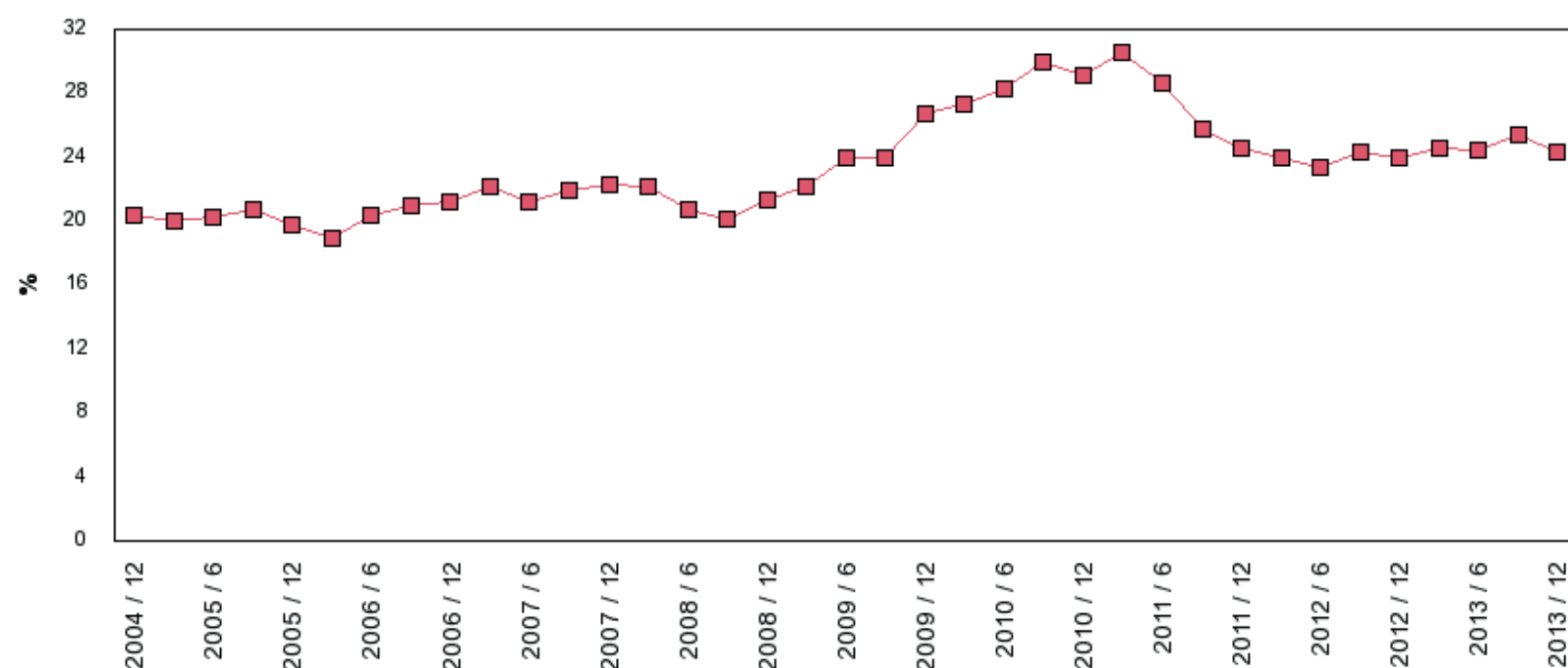
¹³ CLES, 'The Scale and Impact of In-work Poverty' (October 2013)

¹⁴ Analysis is based on data from the Annual Population Survey (ONS). This is a national survey and, at local authority level, results are subject to confidence intervals of up to three percentage points.

¹⁵ CLES, op cit

Figure 5.14

Percentage of those in employment working part time



Source: ONS, Annual Population Survey, 2013, Crown Copyright.

Analysis by Public Intelligence (PRI)

Manchester's resident wages have been relatively low, historically. Latest data indicates the median weekly wage of the city's residents to be £366.5¹⁶. This ranks Manchester second bottom among the eight Core Cities. The Manchester wage of the 25th percentile (ie. a typical low wage) is £214.60. This is the lowest 25th percentile wage among the eight Core Cities.

In order to address the issue of low pay, the national Living Wage Campaign aims to calculate the wage level necessary to enable people to provide for themselves and their families. For 2013, this is calculated at £7.65 per hour (outside London) compared to a National Minimum Wage of £6.31.

In Manchester, it is estimated that 15% of full-time workers (24,500) and 49% (24,700) part-time workers are paid below the Living Wage¹⁷.

The Council introduced a Manchester Minimum Wage of £7.15 in October 2012 for all its employees. This was introduced with effect from April 2014. As the private sector is the largest employer in the city, the Council and partners need to use any leverage and influence

¹⁶ This is the median wage of all employees, both full-time and part-time.

¹⁷ CLES, op cit p.7 (based on 2011 data)

to encourage private sector companies to follow the positive lead set by major public sector organisations in the city in relation to fair wages for their lowest paid employees.

Skills

Despite the city's economic growth, many of Manchester residents' skill levels have not improved in parallel, contributing to above-average levels of worklessness and poverty. However, trend data over recent years does show significant improvement. In 2004, around one in four Manchester residents (25%) had no qualifications, compared to a national rate of 15% (figure 5.15). By 2013, the Manchester rate had fallen to 13% and the gap with the national rate had narrowed from 9.4 to 3.3 percentage points. Over the same period, the percentage of the city's residents with Level 2 qualifications or above has risen from 57% to 70%, keeping pace with regional and national trends (figure 5.16). Comparison of 2001 and 2011 Census data also indicates a significantly improving picture, especially for working residents and those aged less than 50 years. However, challenges remain in raising the skill levels of those who are regularly out of work and those aged over 50.

It is estimated that, of the 910,000 jobs expected to be created across Greater Manchester by 2022, one-half will require skills at Level 3 or above and one-quarter will require Level 4 skills¹⁸. 2011 Census data indicates that 65,100 Manchester residents (16% of the population aged 16+) are currently qualified at Level 3 and 117,250 (29%) at Level 4 or above. Clearly, these figures will be influenced by the number of graduate and post-graduate students in the city and raises the issue of post-qualification retention of those with the highest skills in addition to ensuring that those who already have roots in the city aspire to the highest qualifications.

Data on educational attainment¹⁹ indicates that the proportion of Manchester pupils attaining five or more GCSEs (grade A*–C) rose from 40% in 2003 to 81% in 2013, suggesting much-improved skill levels of Manchester's future working-age population.

The skills profile of residents varies considerably across the wards, with the percentage of residents qualified to Level 2 or above ranging from 44% in Miles Platting and Newton Heath to 92% in City Centre (figure 5.17)²⁰.

Work and Skills partners such as JCP, MAES and The Manchester College are committed to targeting their provision in the neighbourhoods with the highest levels of family poverty and where welfare reform impacts will be greatest. There are a range of community venues across the city where training and employment support are delivered in local neighbourhood venues. However, there will need to be a continued focus on areas of greatest need and supporting residents to become financially and IT literate, particularly as cuts to adult learning budgets start to take effect.

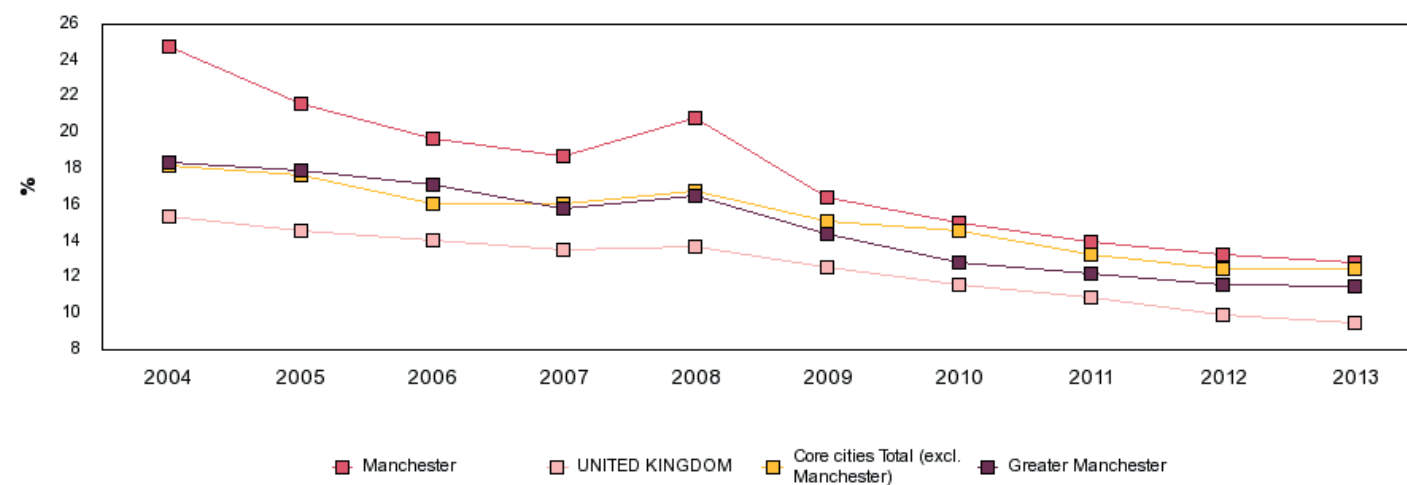
¹⁸ Greater Manchester Skills Analysis (New Economy, December 2013), <http://neweconomymanchester.com/stories/1768>

¹⁹ 'Progress in Education', (December 2013) Paper presented to Manchester Investment Board, 8 January 2014.

²⁰ These figures include the categories 'Apprentices' and 'Other'. Also, note that ward-level comparison of skills profiles will be affected by the presence of large numbers of students in some of the Central and South Manchester wards in addition to City Centre.

Figure 5.15

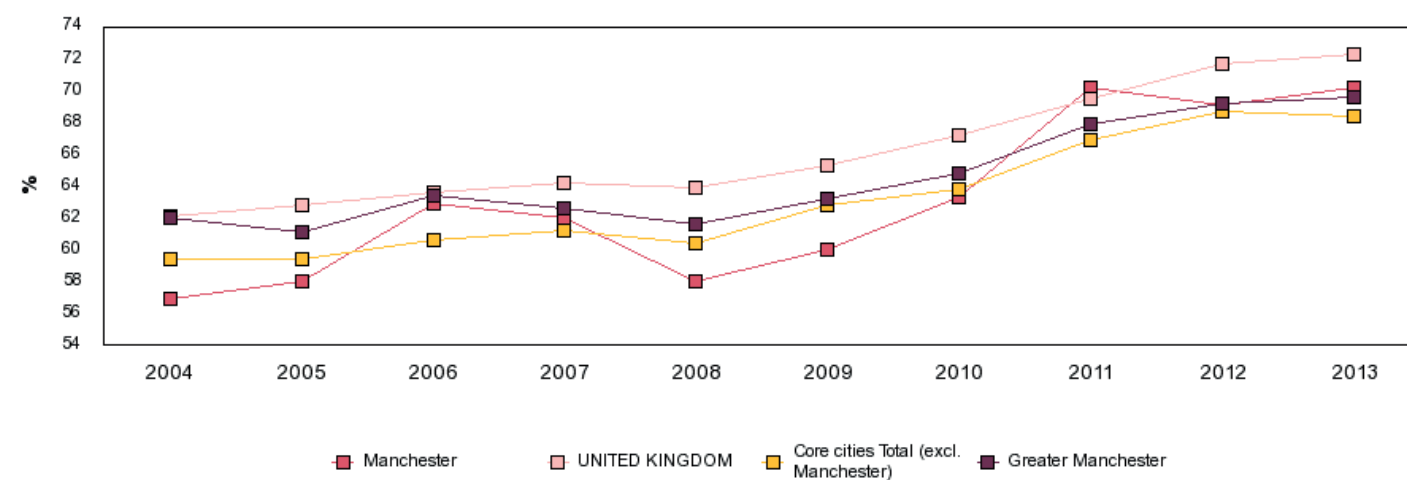
Percentage of working-age population with no qualifications



Source: ONS, Annual Population Survey, 2013, Crown Copyright. Analysis by Public Intelligence (PRI)

Figure 5.16

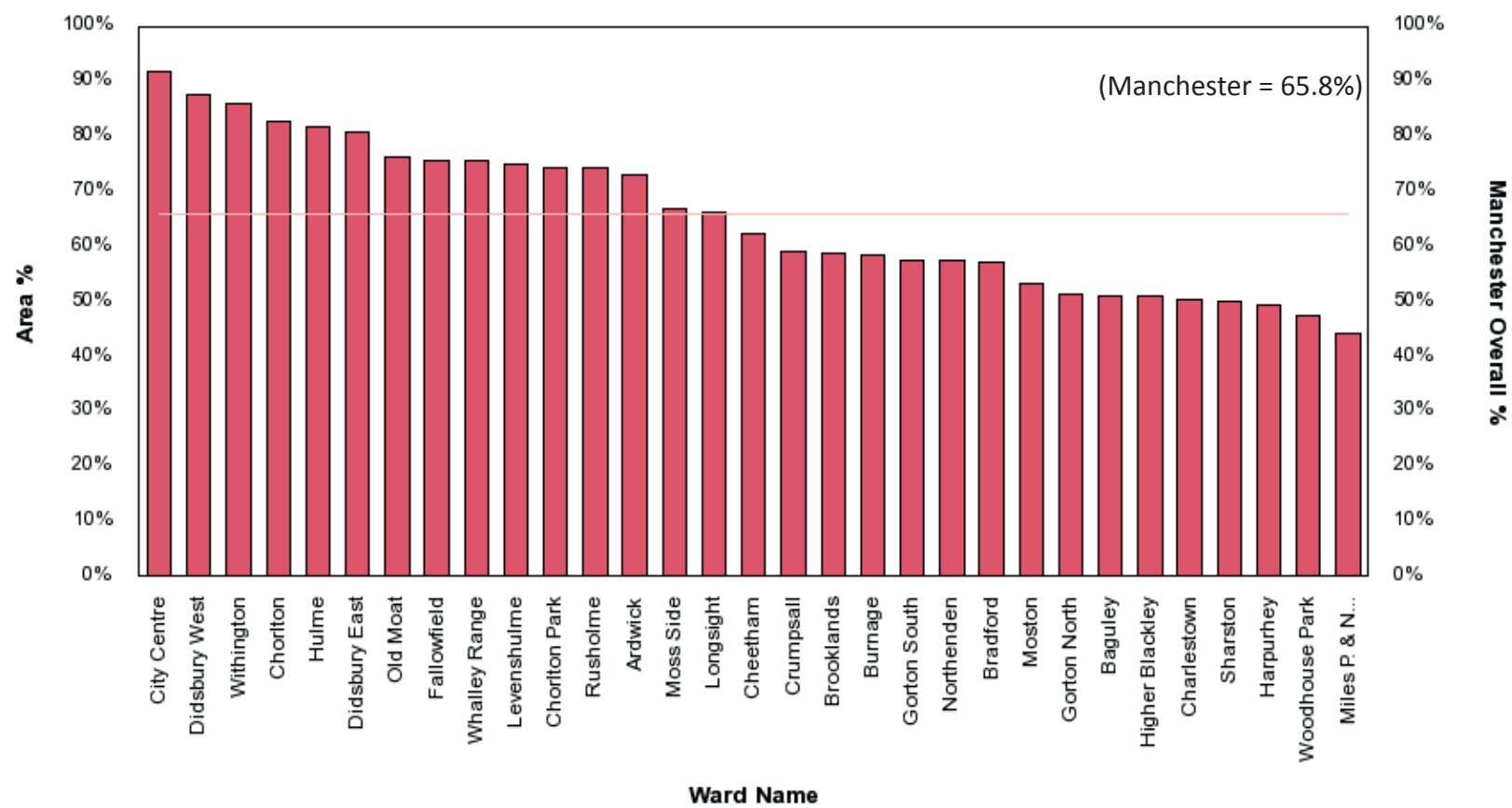
Percentage of working-age population with NVQ 2 or above



Source: ONS, Annual Population Survey, 2013, Crown Copyright. Analysis by Public Intelligence (PRI)

Figure 5.17

Percentage of Manchester residents (aged 16+) qualified to level 2 and above



Source: ONS, 2011 Census, crown copyright. Analysis by Public Intelligence (PRI)

Conclusion

Despite the city's impressive performance in terms of economic growth, business activity and job creation, considerable challenges remain in enabling residents to engage with the opportunities available. There is, however, some cause for optimism. In particular, the city's rapid rate of working-age population growth does not appear to be coming at the expense of increased benefit dependency. Population growth in the city has been accompanied by an equally rapid increase in the number of residents in employment and an overall reduction in the number of out-of-work benefit claimants. In addition, there are promising improvements in the skill level of the city's working population.

However, there is considerable disparity in the fortunes of those in work. While one in five of the city's employed residents now works in professional occupations, a disproportionately large number of residents are confined to low-paid and part-time jobs, potentially creating issues of in-work poverty. Continuing to raise skill levels is clearly a major part of the solution to in-work poverty and the data does indicate continuing improvement, with 69% of residents

now qualified to at least Level 2 and much-improved GCSE results providing confidence for continued improvement. However, there is considerable disparity across the city's wards, with some of the North Manchester, East Manchester and Wythenshawe wards faring worst.

The Council and its partners are addressing the issues raised in this report via the Work and Skills Partnership and Board. Funding in the city is being used more effectively to address a range of issues, such as low skills and youth unemployment. Real progress is being made and more local control of Skills Funding Agency budgets has been achieved via the City Deal process. Manchester has also worked with the other GM authorities to successfully negotiate funding from the Government to commission a more localised service for Work Programme leavers in the ESA Work Related Activity Group through the Working Well programme. This is just one strand of the GM Public Sector Reform programme, which aims to reduce dependency and costs across the public sector, while supporting private sector growth. Issues such as low pay and in-work poverty are more difficult to address as they are linked to the

national economy, meaning the Council has less control and fewer available levers to bring about positive change.

Children and families

Strategic overview

Across the whole country, health and social care services are changing. This is in order to meet changing expectations and patterns of demand for services, and is in response to rising costs and reducing budgets. In Manchester, the Council's Adults, Health and Wellbeing and Children's and Commissioning Directorates have proactively merged into the new Children and Families directorate. This will promote a strategic approach to tackling complex dependency through early intervention and prevention and reduce demand for costly specialist services. Within localities, Integrated Assessment, Care and Support play the key role in delivering a streamlined and enabling service for individuals, their families and carers. The development of public sector reform (Troubled Families programme), partnerships and further integration with health will support the supervision and co-ordination of all activity across the range of integrated and specialist service delivery for children, adults, families and carers.

The Health and Social Care Act 2012 creates a common national flexible framework by introducing health and wellbeing boards (effective from April 2013) to build strong and effective partnerships, which improve the commissioning and delivery of services across the NHS and local government to improve health and wellbeing for local people.

The Manchester Health and Wellbeing Board (HWBB)¹ is made up of the most senior leaders from all the main organisations involved in improving health and care in the city.

Membership covers:

- The Council's services for children and adults (including public health)
- The city's three Clinical Commissioning Groups (which are made up of primary care providers who commission secondary care services for the people of Manchester)
- The four main NHS Trusts in the city (which provide hospital, community health, mental health and public health services)
- Representation from the community and voluntary sector.

This board has been formed to make sure that we are all working together to improve health and wellbeing in the city.

Despite recent improvements, the health of people living in Manchester remains among the worst in England. Improving the health and wellbeing of the population of Manchester is therefore a strategic priority for the city and is being driven forward by members of Manchester's Health and Wellbeing Board (HWBB). The HWBB does not work alone. It is one of a number of partnership boards including the Children's Board that supports the work of the Manchester Partnership in tackling the problems that residents say affect their lives the most.

¹ See http://www.manchesterpartnership.org.uk/info/6/health_and_wellbeing_board

In line with the overall aims of the Manchester Board, as set out in the Community Strategy² and other key policy documents, the high level objectives are to:

- Improve the health of the people of Manchester, increasing life expectancy faster than in England as a whole, and tackling inequalities in health within the city
- Improve the wellbeing of the people of Manchester, increasing individual and community self-esteem, aspiration and self-reliance
- Improve outcomes for children, young people and their families.

To achieve these high-level objectives, the HWBB will focus its efforts on eight strategic priorities:

1. Ensuring that the youngest people in our communities get off to the best start
2. Educating, informing and involving the community in improving their own health and wellbeing
3. Moving more healthcare provision into the community

4. Providing the best treatment we can for people in the right place and at the right time
5. Turning round the lives of troubled families
6. Improving people's mental health and wellbeing
7. Bringing people into employment and leading productive lives
8. Enabling older people to keep well and live independently in their community

The work to deliver the eight strategic priorities of the HWBB is encapsulated within the Joint Health and Wellbeing Strategy (JHWS). The JHWS is owned by all partners on the HWBB and clearly sets out the priorities for joint action. These priorities are informed by the assessment of need contained in the Joint Strategic Needs Assessment (JSNA)³. The JSNA is a vehicle for collating data and information in relation to the health needs of the local population, and also through a series of recommendations for identifying solutions and agreeing priorities for collective action among HWBB members and wider partners.

The overall purpose of the JHWS and JSNA is to allow Clinical Commissioning Groups (CCGs) and

other commissioners of health and social care to 'commission on the basis of mutual priorities across the broader health and care landscape, not simply from a health perspective'.

Analysis of progress

A summary of the progress that has been made in terms of achieving the strategic priorities is described in the table below. An outcomes framework has been developed in order to help the HWBB assess progress towards the eight strategic priorities described in the JHWS. The framework contains key performance indicators as agreed in the JHWS together with several supporting indicators from Adults' and Children's for each strategic priority area. The new joint approach embraces the reality that children and adults are not separate and that the needs of all are interactive in the impact they have on whole-life potential. The eight priorities encapsulate this vision in practical terms and the subsequent analysis will look at each of these points in turn.

² Progress against Community Strategy targets is reported in the Community Strategy Performance Dashboard (see http://www.manchester.gov.uk/manchesterpartnership/downloads/file/313/community_strategy_dashboard_q4_1314) and the Authority Monitoring Report (see http://www.manchester.gov.uk/downloads/download/972/authority_monitoring_report)

³ See <http://www.manchester.gov.uk/jsna>

	Strategic priority	Key performance indicators
1	Ensuring that the youngest people in our communities get off to the best start	Children's readiness for school Children aged 0–5 in contact with an NHS dentist in the previous 24 months Obesity in year 6 schoolchildren Early Years Foundation Stage
1a	To improve educational attendance and attainment for Manchester's children	Key Stage 2 Key Stage 4 Key Stage 2 to 4 progress School absences and exclusions
1b	To implement the new strategic framework and organisational arrangements for the future of education (Rationalised Council Capacity, SEP, Schools Alliance, Teaching Schools)	School inspection judgements School population
1c	To implement the Commissioning Strategy for Looked After Children – a safe reduction in the number of children entering and in the care system	Children in Need Children subject of a Child Protection Plan Looked after children
1d	To implement the programme of work on raising aspiration for looked after children – increased educational attendance and attainment for Manchester LAC	Looked after children attainment
2	Educating, informing and involving the community in improving their own health and wellbeing	Mortality from causes considered preventable
3	Moving more healthcare provision into the community	Health-related quality of life for people with long-term conditions Intermediate care and Re-ablement, including adaptations and technology solutions Independent living (not just for older people) including support for those with learning and physical disabilities, including survey data admissions to residential and nursing home care
4	Providing the best treatment we can for people in the right place and at the right time	Quality of care for people with long-term conditions managed in primary care Personalisation and Think Local Act Personal
5	Turning round the lives of troubled families	Troubled families receiving interventions through the Troubled Families Programme
6	Improving people's mental health and wellbeing	Frontline staff and service-users/residents who have undertaken learning in mental health self-care
7	Bringing people into employment and leading productive lives	Proportion of adults in contact with secondary mental health services in paid employment Supporting people with learning disability into work initiatives and volunteering
8	Enabling older people to keep well and live independently in their community	Life expectancy at age 65

The Education and Skills Service (within Children's and Families) provides strategic leadership and operational capacity for a range of statutory and strategically important functions for the Council and across the wider education and skills partnerships. It works on behalf of the Council in partnership with schools, colleges, training providers, early years settings, universities and employers, and produces key information to inform planning and decision-making.

1. Getting the youngest people in our communities off to the best start

Children's readiness for school

Since the baseline year, the definition of school readiness has changed, which affected results across the country. Both Manchester and England experienced a decrease in the proportion of children ready for school as a result of the changed definition. The new definition describes children as having reached a good level of development if they achieve at least the expected level in the early learning goals in the prime areas of learning (personal, social and emotional development; physical development and communication and language) and the early learning goals in the specific areas of mathematics and literacy.

Data for 2012/13 shows that 46.6% of five-year-old children in Manchester were classed as being ready for school, which compares with 51.7% of children in England as a whole.

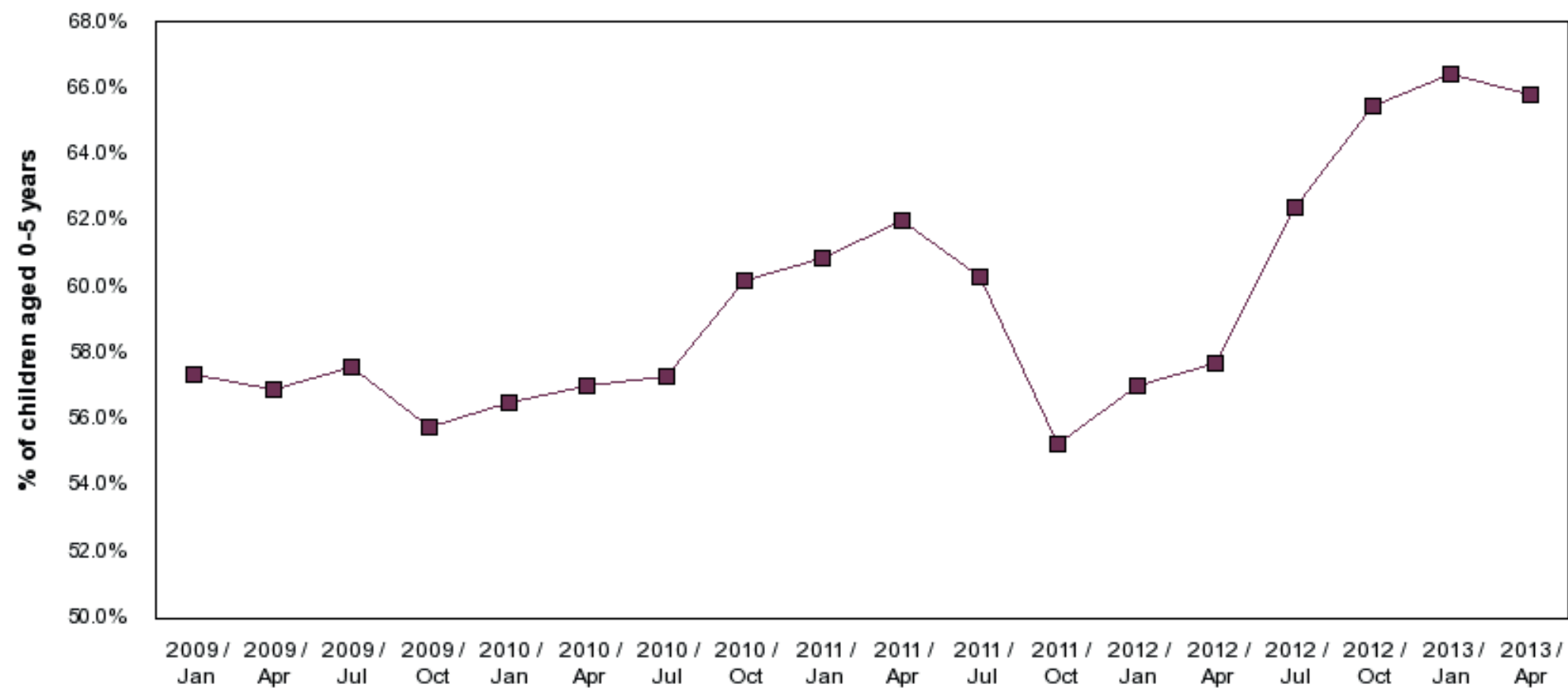
Children aged 0–5 in contact with an NHS dentist in the previous 24 months

Poor oral health causes problems for children and their families, children's services and unscheduled care services. Dental pain and infection lead to lost sleep, days off school, days off work for carers, poor concentration and a narrow choice of foods. Extraction of decayed teeth is the main reason for admission of children to hospital in the north west. National surveys of children's dental health repeatedly show that the oral health of children in Manchester is poor and that dental decay (caries) and poor gum health (periodontitis) are widespread. Preventive activities to improve home care and increase attendance with a primary care dentist are key to addressing this issue.

Figure 6.0 below shows the proportion of children aged 0–5 who have been in contact with an NHS contracted dentist in Manchester in the previous 24 months, expressed as a 12-month quarterly rolling average (ie. January 2013 to December 2013, April 2013 to March 2014 etc).

Figure 6.0

Proportion of children aged 0–5 who have been in contact with an NHS contracted dentist in Manchester in the previous 24 months



Source: Public Health England (2013)

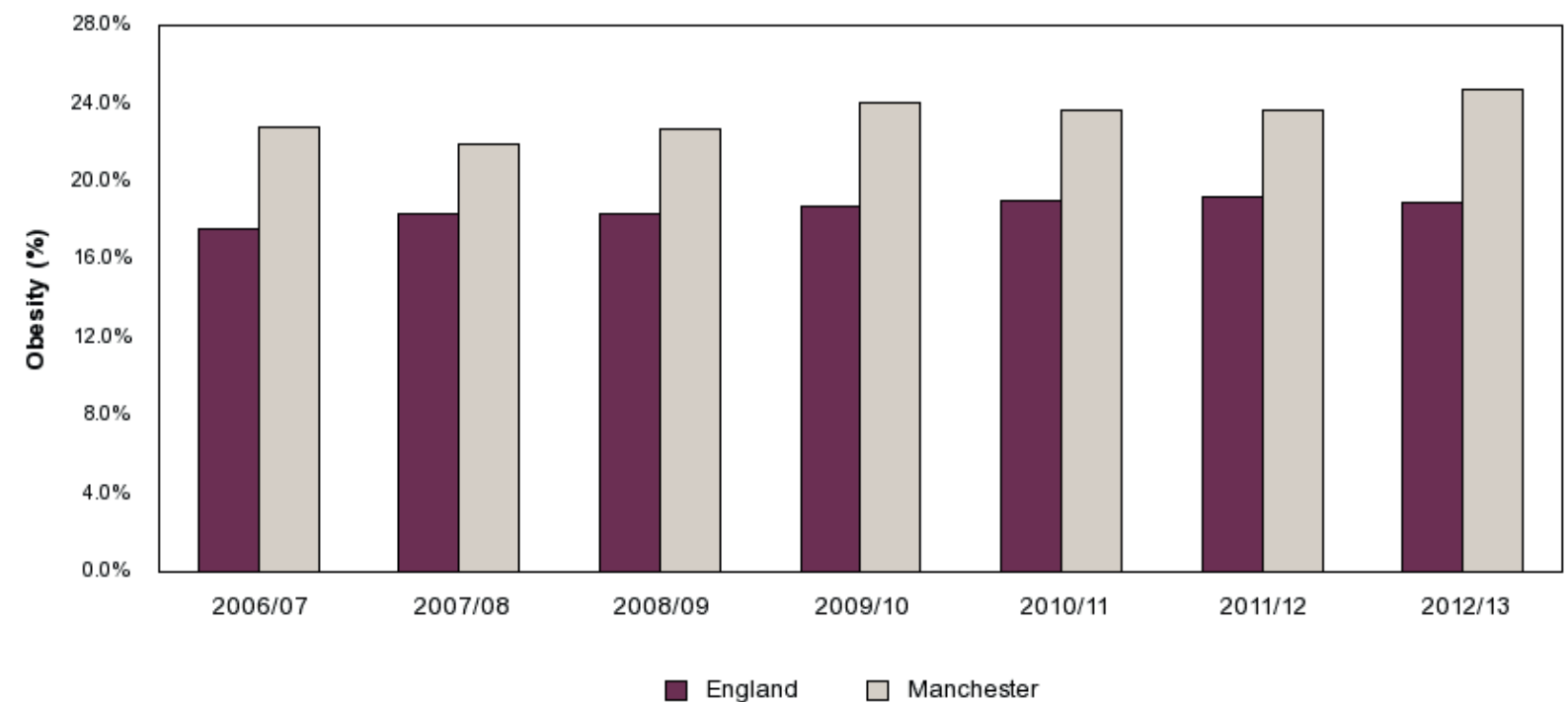
The latest figures show that around two-thirds (65.8%) of children have been in contact with an NHS dentist in the previous 24 months compared with a low of just 55.3% in the 12 months ending September 2012.

Obesity in Year 6 schoolchildren

Data from the National Child Measurement Programme for 2012/13 shows a small, but not statistically significant, increase in the proportion of year 6 schoolchildren who are classed as being obese (from 23.6% in 2011/12 to 24.7% in 2012/13) (figure 6.1).

Figure 6.1

Proportion of year 6 schoolchildren who are classed as being obese



Source: The Health and Social Care Information Centre, Lifestyle Statistics / Department of Health Obesity Team NCMP Dataset

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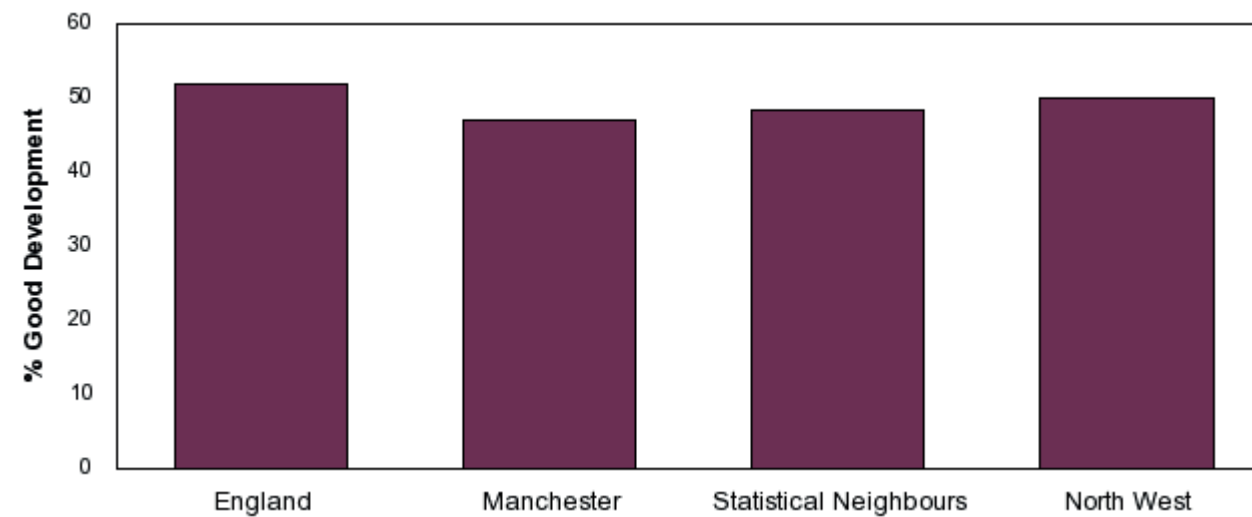
However, there has also been a big increase in the proportion of children in this age group that have been measured (from 88.1% to 92.5%), which means more children are being identified as being overweight or obese and directed towards appropriate interventions and services.

Early Years Foundation Stage (EYFS)

The assessment method of the Early Years Foundation Stage (EYFS) changed in 2013, so no trend data is available. The 2013 results show that the proportion of children achieving a good level of development is lower than the national average and those of statistical neighbours and north west local authorities (figure 6.2).

Figure 6.2

EYFS – % children achieving a good level of development (2013)



Source: Department for Education (2013)

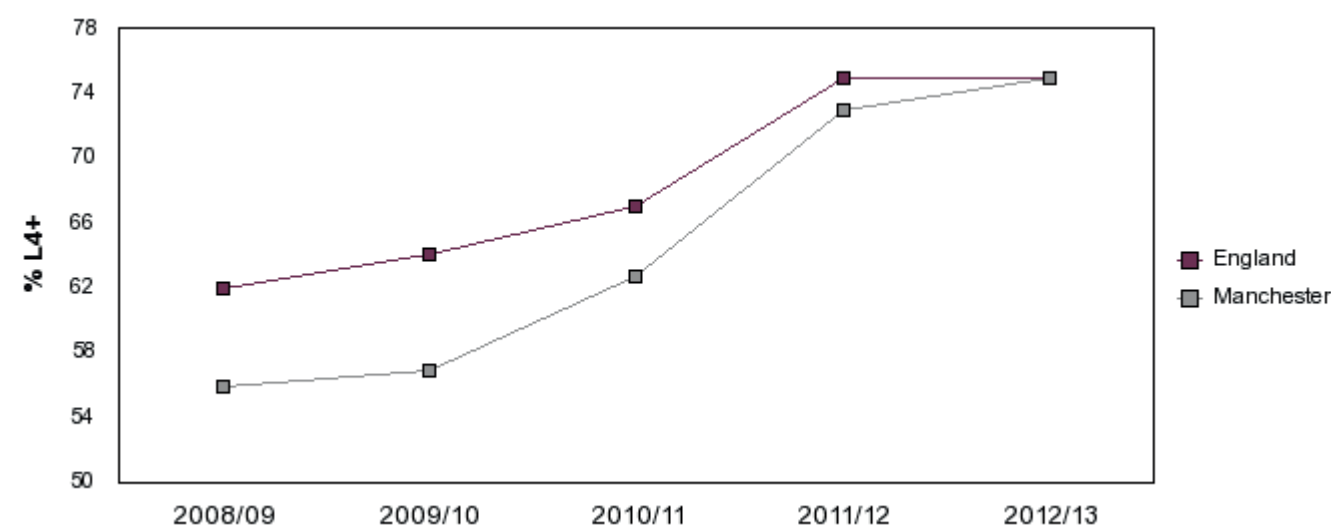
1a. Improving educational attainment and attendance for Manchester's children Key Stage 2

Recent changes to the assessment of pupils at the end of Key Stage 2 mean that results are not directly comparable between the 2010/11 and 2011/12 academic years. Also, a change in the headline measure has limited the amount of historic national data that is available. It should also be noted that there was a widespread boycott of Key Stage 2 tests in 2009/10, affecting results especially for smaller groups of pupils.

The main measure of attainment at the end of Key Stage 2 is the percentage of pupils achieving Level 4 or above in the core subjects of reading, writing and maths. Figure 6.3 shows the five-year trend in these results. This indicates that the percentage of pupils achieving the expected level at the end of Key Stage 2 has increased in Manchester at a faster rate than the national average to the point in 2012/13 where results in Manchester are the same as the national average.

Figure 6.3

Percentage of pupils achieving L4+ in reading, writing and maths.



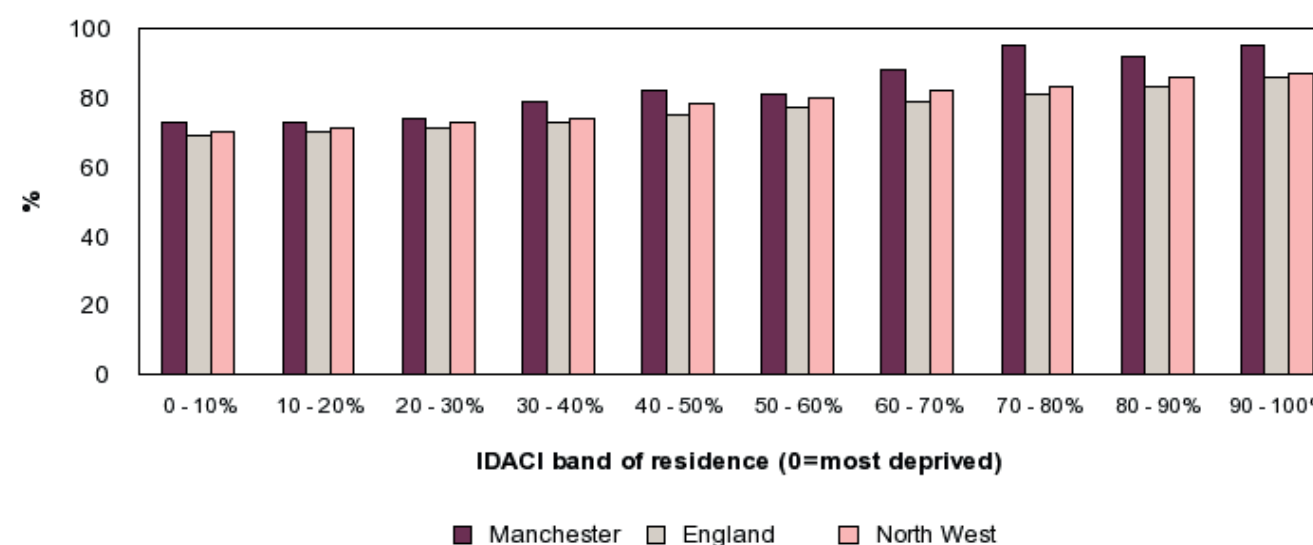
Source: Department for Education (2013)

There is an association between deprivation and attainment. Figure 6.4 shows the percentage of pupils achieving Level 4+ in reading, writing and maths in areas of varying deprivation. The Income Deprivation Affecting Children Index (IDACI) has been used to measure deprivation with lower super output areas (LSOAs) grouped into bands. The 0–10% band includes all Manchester LSOAs that are in the 10% most deprived nationally. The graph shows there is an increase in Key Stage 2 results in less deprived areas, following a similar pattern to the North West and England.

Figure 6.5 shows the population distribution of year 6 pupils by level of deprivation of area of residence, with over 50% of pupils in Manchester living in the 10% most deprived areas in the country. This contrasts with the profiles of the North West and England, which are very similar to each other. This data is summarised in table 6.1

Figure 6.4

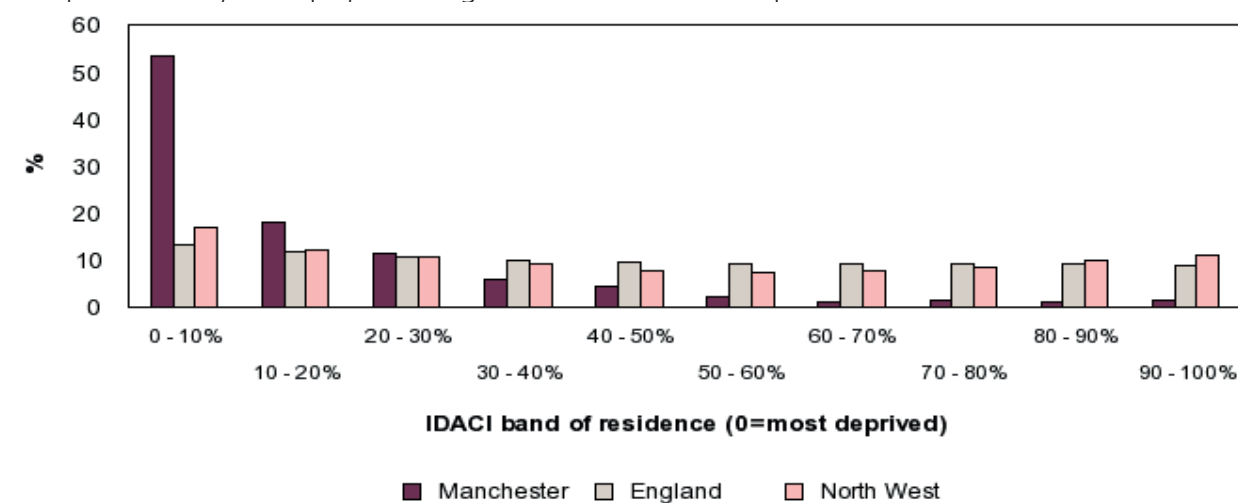
Percentage of pupils achieving level 4+ in reading, writing and maths, by level of deprivation



Source: Department for Education (2013)

Figure 6.5

Proportion of year 6 pupils living in most and least deprived areas



Source: Department for Education (2013)

Table 6.1
Pupil residence and attainment by level of deprivation

IDACI band of residence (0=most deprived)	Pupils	% Pupils	% L4+	Pupils	% Pupils	% L4+	Pupils	% Pupils	% L4+
	Manchester			England			North West		
0–10%	2,330	53.5%	73	69,643	13.2%	69	12,358	17%	70
10–20%	790	18.1%	73	61,545	11.6%	70	8,712	12%	71
20–30%	489	11.2%	74	55,774	10.6%	71	7,730	10.6%	73
30–40%	250	5.7%	79	51,885	9.8%	73	6,707	9.2%	74
40–50%	189	4.3%	82	49,625	9.4%	75	5,535	7.6%	78
50–60%	93	2.1%	81	47,987	9.1%	77	5,124	7.1%	80
60–70%	48	1.1%	88	48,803	9.2%	79	5,476	7.5%	82
70–80%	56	1.3%	95	48,469	9.2%	81	5,994	8.3%	83
80–90%	49	1.1%	92	48,378	9.2%	83	7,174	9.9%	86
90–100%	60	1.4%	95	46,245	8.8%	86	7,825	10.8%	87

Source: Department for Education (2013)

Key Stage 2 by eligibility for free school meals (FSM)

Pupils eligible for free school meals (FSM) attain relatively well in Manchester compared to the national average and statistical neighbour authorities. Table 6.2 shows the percentage of pupils attaining level 4+ in reading, writing and maths by eligibility for free school meals. The table shows that in Manchester the attainment gap between pupils eligible for FSM and all other pupils has increased in 2012/13 compared to 2011/12 to 14 percentage points, as a result of a greater improvement in results for all other pupils than FSM eligible pupils. This attainment gap is smaller in Manchester than it is nationally.

Table 6.2
Percentage of KS2 pupils achieving L4+ in reading, writing and maths by eligibility for FSM

Area	Pupil type	2008/09	2009/10	2010/11	2011/12	2012/13
England	Known to be eligible for FSM				59	60
	All other pupils				78	79
	Gap				19	19
Manchester	Known to be eligible for FSM	45	23	51	65	66
	All other pupils	62	32	69	77	80
	Gap	17	9	18	12	14

Source: Department for Education (2013)

Key Stage 2 by gender

Key Stage 2 (KS2) results by gender show that on average girls perform better than boys both in Manchester and nationally. The difference between girls and boys, or the gender gap, is a little higher in Manchester than nationally (table 6.3).

Table 6.3

Percentage of KS2 pupils achieving L4+ in reading, writing and maths by gender

Area	Pupil type	2008/09	2009/10	2010/11	2011/12	2012/13
England	Boys				71	72
	Girls				79	79
	Gap				8	7
Manchester	Boys	51	27	58	67	71
	Girls	60	31	67	78	79
	Gap	9	4	9	11	8

Source: Department for Education (2013)

Key Stage 1–2 progress

Progress between Key Stages 1 and 2 in Manchester schools is above the national average in 2012/13, as it was in 2011/12. The longer term trends in English and maths show that on average a higher proportion of pupils make the expected level of progress in Manchester than they do nationally (table 6.4).

Table 6.4
Percentage of pupils making expected level of progress from KS1 to KS2

Area	Pupil Type	2008/09	2009/10	2010/11	2011/12	2012/13
England	English	84	85	87	92	
	Reading				92	90
	Writing				92	93
	Maths	83	86	85	90	91
Manchester	English	81	83	84	89	
	Reading				90	88
	Writing				90	92
	Maths	80	82	83	87	88

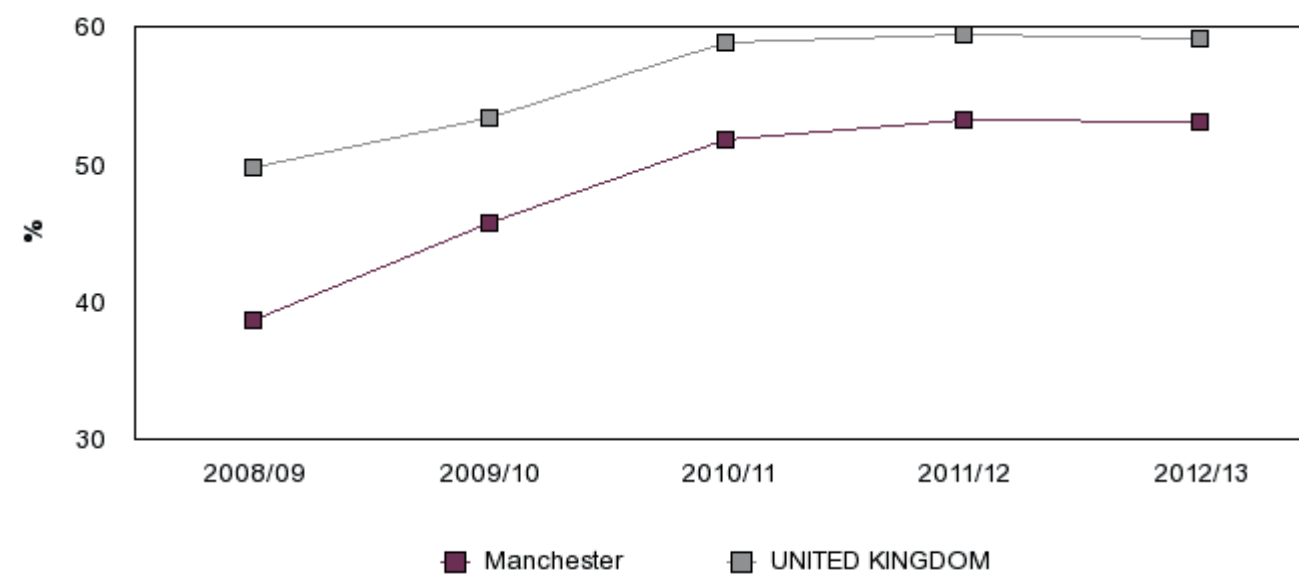
Source: Department for Education (2013)

Key Stage 4

The percentage of Manchester pupils achieving five or more A*–C grades including GCSE English and Maths is lower than the England average in 2012/13. The trend shown in figure 6.6 follows a similar pattern to the England average, with the increase in results levelling off in the last two years.

Figure 6.6

Percentage of pupils achieving five GCSEs A*–C including English and maths



Source: Department for Education (2014)

Key Stage 4 by eligibility for free school meals (FSM)

Pupils eligible for FSM achieve less well than those not eligible, although the gap in attainment between these two groups of pupils is less in Manchester than it is nationally (table 6.5).

Table 6.5
Percentage of pupils achieving 5+ GCSEs (incl. English and maths) at Key Stage 4 by eligibility for free school meals

Area	Pupil Type	2008/09	2009/10	2010/11	2011/12	2012/13
England	Known to be eligible for FSM	26.6	31.2	34.6	36.3	37.9
	All other pupils	54.3	58.8	62	62.6	64.6
	Gap	27.7	27.6	27.4	26.3	26.7
Manchester	Known to be eligible for FSM	25.2	32.3	39.1	39.7	40.4
	All other pupils	46.4	52.7	58.5	60.3	59.7
	Gap	21.2	20.4	19.4	20.6	19.3

Source: Department for Education (2013)

Key Stage 4 by gender

The percentage of pupils achieving five or more A*–C including English and Maths by gender shows that higher proportions of girls consistently achieve this benchmark than boys. The gaps between girls’ and boys’ attainment widened in 2012/13 compared to previous years, but is still below the average gap nationally (table 6.6).

Table 6.6
Percentage of pupils achieving 5+ GCSEs at KS4 by gender

Area	Pupil type	2008/09	2009/10	2010/11	2011/12	2012/13
England	Boys	47.1	51.5	54.6	54.2	55.6
	Girls	54.4	58.9	61.9	63.7	65.7
	Gap	7.3	7.4	7.3	9.5	10.1
Manchester	Boys	35.1	42.2	49.6	50	48.7
	Girls	42.1	49.1	53.9	56.3	57.7
	Gap	7	6.9	4.3	6.3	9

Source: Department for Education (2014)

Key Stages 2 to 4 progress

The percentages of pupils making the expected level of progress from Key Stage 2 to 4 in English and in maths are lower in Manchester than nationally. The trend shows an increase in the percentages of pupils making the expected progress but results remain below the national average (table 6.7).

Table 6.7
Percentage of pupils making expected level of progress from KS2 to KS4

Area	Pupil type	2008/09	2009/10	2010/11	2011/12	2012/13
Manchester	English	54.6	62.9	66.5	67	67.7
	Maths	44.4	53.4	56.7	62.4	63.6
England	English	65.3	67.9	72	68	70.4
	Maths	58.4	62.5	64.9	68.7	70.7

Source: Department for Education (2013)

Post-16 attainment and progression
Key Stage 5

The number of entries at Key Stage 5 has increased steadily in Manchester, following the national trend on increasing entries. The percentage of entries that were awarded A* or A grades has decreased slightly in Manchester from a peak in 2010/11 to 23.7% (table 6.7.1). This is below the 2012/13 national result of 26.7%. The A*–E pass rate has been fairly stable in Manchester at around 99%. This pass rate has been consistently above the national average.

Table 6.7.1
Attainment at Key Stage 5

		2009/10	2010/11	2011/12	2012/13
Number of entries	Manchester	5,572	5,818	5,935	5,946
% entries achieving A*–A	Manchester	23.6%	24.5%	24.4%	23.7%
	England	26.9%	27.2%	27.2%	26.7%
% entries achieving A*–E	Manchester	99.3%	99.4%	98.9%	99.1%
	England	98.3%	98.5%	98.6%	98.7%

Source: Department for Education (2014)

Qualifications at age 19

The percentage of 19-year-olds qualified to Level 2 or higher has increased steadily over the past five years in Manchester to 80% in 2012/13 (table 6.7.2). These proportions are below the national averages, although the gap between the Manchester and national averages has narrowed over this time period. 50% of 19-year-olds were

qualified at Level 3 in Manchester in 2012/13, below the national average of 59%. As with qualifications at Level 2, the gap between the Manchester and national averages has narrowed over the past five years as the proportion of 19-year-olds qualified to Level 3 has increased faster in Manchester than nationally.

Table 6.7.2

Percentages of 19-year-olds with Level 2 and 3 qualifications

		2008/09	2009/10	2010/11	2011/12	2012/13
% Level 2 at age 19	Manchester	68	71	75	78	80
	England	79	81	83	85	86
% Level 2 at age 19 with English and maths	Manchester	43	46	51	52	55
	England	54	57	60	62	64
% Level 3 at age 19	Manchester	38	40	44	47	50
	England	51	54	57	58	59

Source: Department for Education (2014)

Progression from age 16–19

The progression rate between 16 and 19 – the proportion of young people who failed to achieve GCSE A*–C or equivalent in English and maths at age 16 who achieved both by age 19 – fell from 17.5% in 2011/12 to 15.6% in 2012/13

(table 6.7.3). This fall was slightly less than the fall in this result nationally but the progression rate in Manchester remains below the national average, although the gap between the two averages has narrowed.

Table 6.7.3

Progression rates for students between age 16 and 19

		2008/09	2009/10	2010/11	2011/12	2012/13
16 to 19-year-old progression	Manchester	15.1	15.7	17.9	17.5	15.6
	England	16.4	18.1	18.9	18.4	16.3

Source: Department for Education (2014)

Post-16 destinations

The percentage of pupils recorded as being in sustained education, employment or training after the end of Key Stage 4 increased in Manchester from 84% of the 2010/11 Key Stage 4 cohort to 86% of the 2011/12 Key Stage 4 cohort (table 6.7.4). These figures are below the national average of 89% for these two years. Of the 2011/12 cohort 85% were in a sustained education destination in Manchester compared to 86% nationally.

The percentage of pupils recorded as being in sustained education, employment or training after the end of Key Stage 5 increased in Manchester from 69% of the 2010/11 Key Stage 5 cohort to 75% of the 2011/12 Key Stage 4 cohort (table 6.7.5). The 2011/12 figure was above the national average of 74% for this cohort. Of the 2011/12 cohort 74% were in a sustained education destination in Manchester compared to 67% nationally.

Figures for young people not in education, employment or training (NEET) are included in the Resident Employment, Skills and Dependency chapter of this year's State of the City Report.

Table 6.7.4
Destinations for Key Stage 4 pupils

		Overall education or employment/training destination	Destination not sustained	Destination not sustained/ recorded NEET	Activity not captured in data
Year 11 2011/12	Manchester	86%	9%	3%	2%
	England	89%	6%	3%	2%
Year 11 2010/11	Manchester	84%	9%	4%	2%
	England	89%	7%	3%	2%

Source: Department for Education (2013)

Table 6.7.5
Destinations for Key Stage 5 pupils

		Overall education or employment/training destination	Destination not sustained	Destination not sustained/ recorded NEET	Activity not captured in data
Year 13 2011/12	Manchester	75%	7%	1%	18%
	England	74%	8%	2%	16%
Year 13 2010/11	Manchester	69%	7%	–	24%
	England	69%	8%	2%	20%

Source: Department for Education (2013)

School absence and exclusions

School absence has improved over the past few years with absence in Manchester schools now in line with the national averages in both primary and secondary phases. Manchester had the highest rate of absence in secondary schools in 2007/08 but latest available figures from 2012/13 now show absence just 0.2 percentage points above the national average. The percentage of pupils classified as being persistent-absence pupils has decreased in secondary schools from 2011/12, when the new threshold for persistent absence was brought in (table 6.8).

Table 6.8

School absence and exclusions

Area	Pupil type	Overall absence rates (%)						Persistent absence rates (%)	
		2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2011/12	2012/13
Primary	Manchester	6.5	6.3	5.5	5.1	4.3	4.5	3.4	3.3
	England	5.3	5.3	5.2	5	4.4	4.7	3.1	3
	Gap	1.2	1	0.3	1	-1	-2	0.3	0.3
Secondary	Manchester	10.6	10.4	9.3	8	6.7	6	9.3	7.3
	England	7.4	7.2	6.9	6.5	5.9	5.8	7.4	6.4
	Gap	3.2	3.2	2.4	1.5	0.8	0.2	1.9	0.9
Special	Manchester	15.3	14.6	13.8	12.1	11.1	11.5	18.9	20.5
	England	10.6	10.7	10.3	10	9.6	9.7	1.6	16.1
	Gap	4.7	3.9	3.5	2.1	1.5	1.8	2.6	4.4
All schools	Manchester	8.3	8	7.1	6.3	1.5	5.2	5.9	5.1
	England	6.3	6.3	6	5.8	5.1	5.2	5.2	4.6
	Gap	2	1.7	1.1	0.5	3	0	0.7	0.5

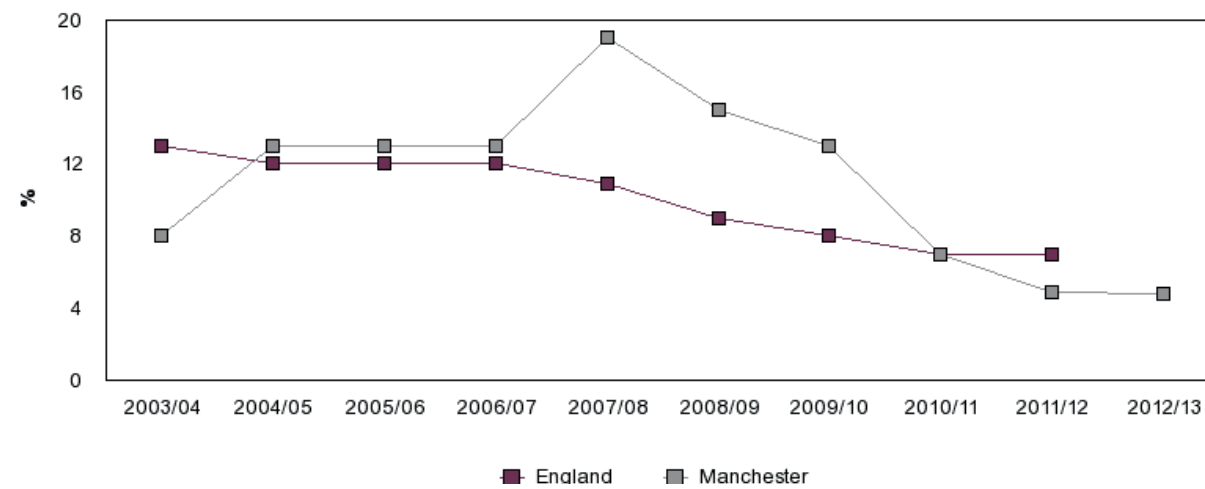
Source: Department for Education (2013)

The trend in the percentages of pupils given permanent (figure 6.7) and fixed-term (figure 6.8) exclusions shows that the proportion of pupils excluded from Manchester schools is now lower than the latest available national figures⁴.

⁴ The 2012/13 figure for England will be released at the end of July 2014.

Figure 6.7

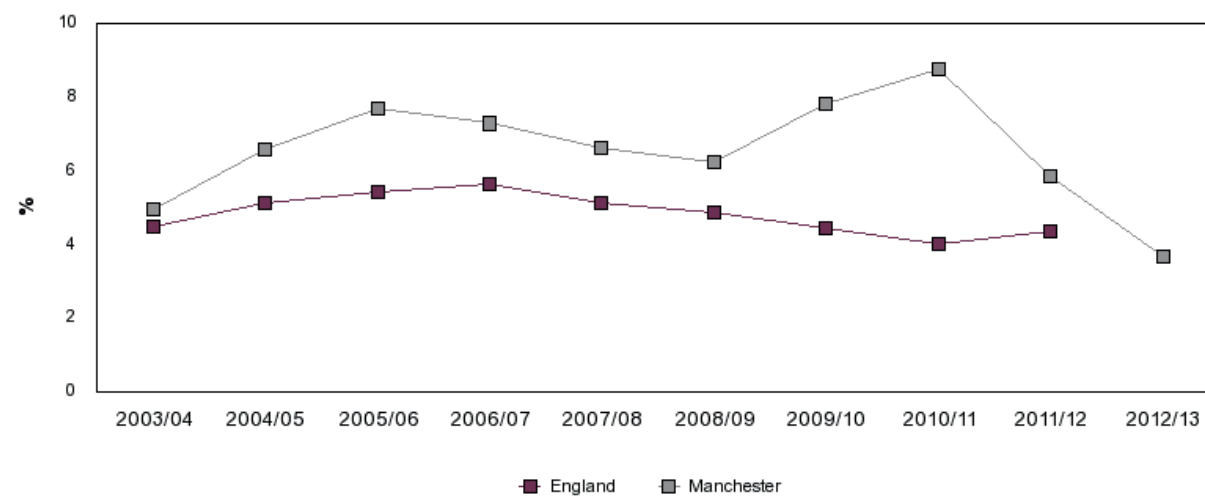
Permanent exclusions – percentage of school population



Source: Department for Education (2003/04 to 2011/12); MCC CapitaONE system (2012/13)

Figure 6.8

Fixed-term exclusions – percentage of school population



Source: Department for Education (2003/04 to 2011/12); MCC CapitaONE system (2012/13)

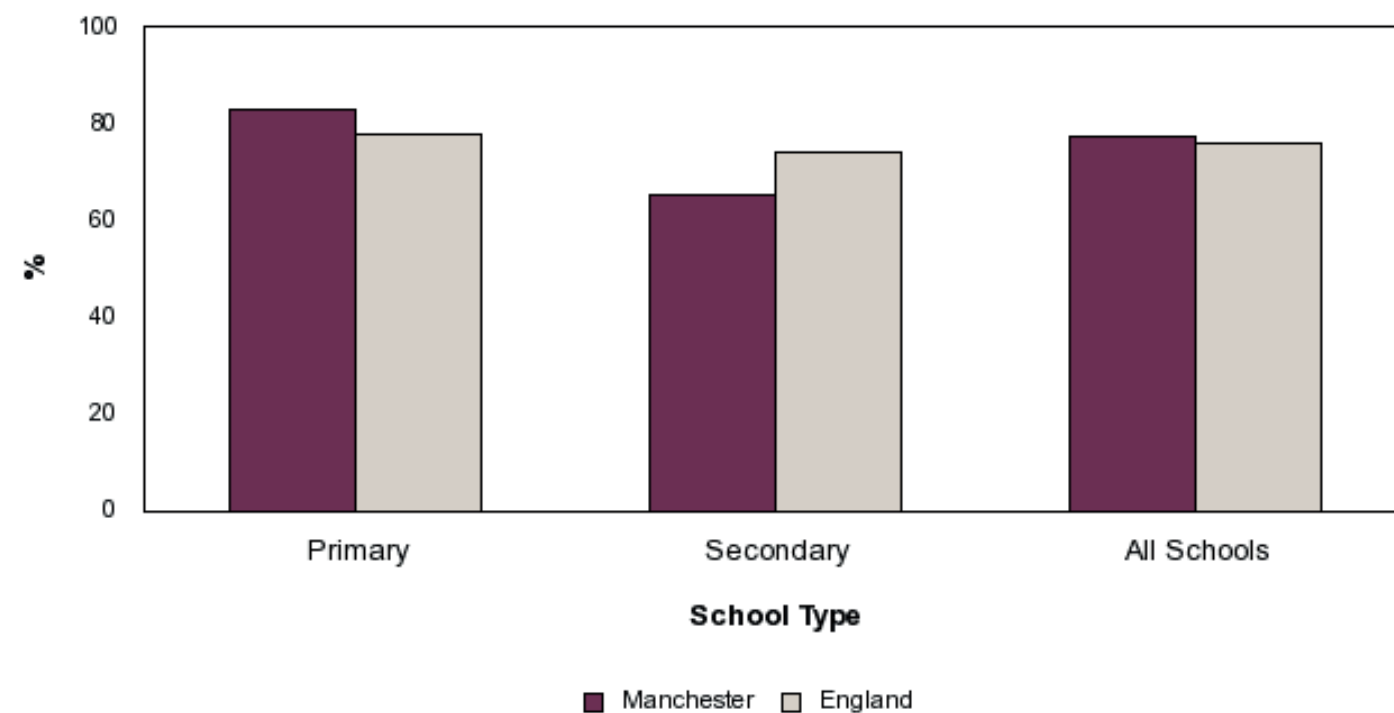
1b. Implementing the new strategic framework and organisational arrangements for the future of education

School inspection judgements

The overall percentage of pupils attending good or better schools in Manchester was 77% at the end of March 2014, which is slightly above the national average of 76%. However, while the percentage of primary-age pupils attending good or better schools is above the national average, the percentage attending good or better secondary schools is below the national rate (figure 6.9).

Figure 6.9

Percentage of pupils attending good or better schools (March 2014)



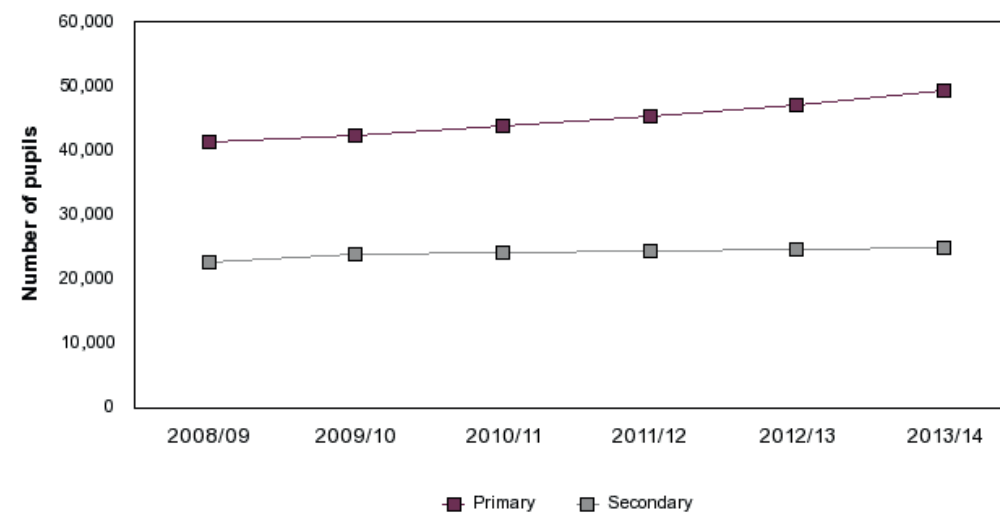
Source: Ofsted, 2014

School population

The school population has increased by almost 16% from 2008/09 to 2013/14, which equates to just over 10,000 pupils. The latest school population stands at 74,078 pupils. The increase in pupil numbers has been driven by pupils coming into school in Reception. Figure 6.10 shows the trend in the number of pupils in primary and secondary school numbers from 2008/09 to 2013/14. This indicates a fairly static secondary school population, but a large increase in the primary school population. Figure 6.11 shows the increase in pupil numbers in primary schools from 2008/09 to 2013/14.

Figure 6.10

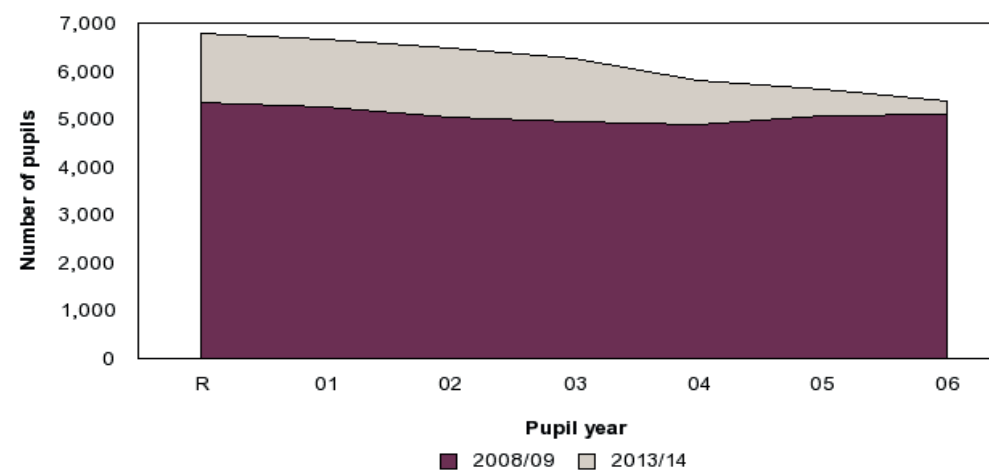
School pupil population trend by phase



Source: Department for Education (2008/09 to 2012/13); Manchester schools January School Census return, 2014 (2013/14)

Figure 6.11

Number of pupils on primary schools' roll by year group in 2008/09 and 2013/14

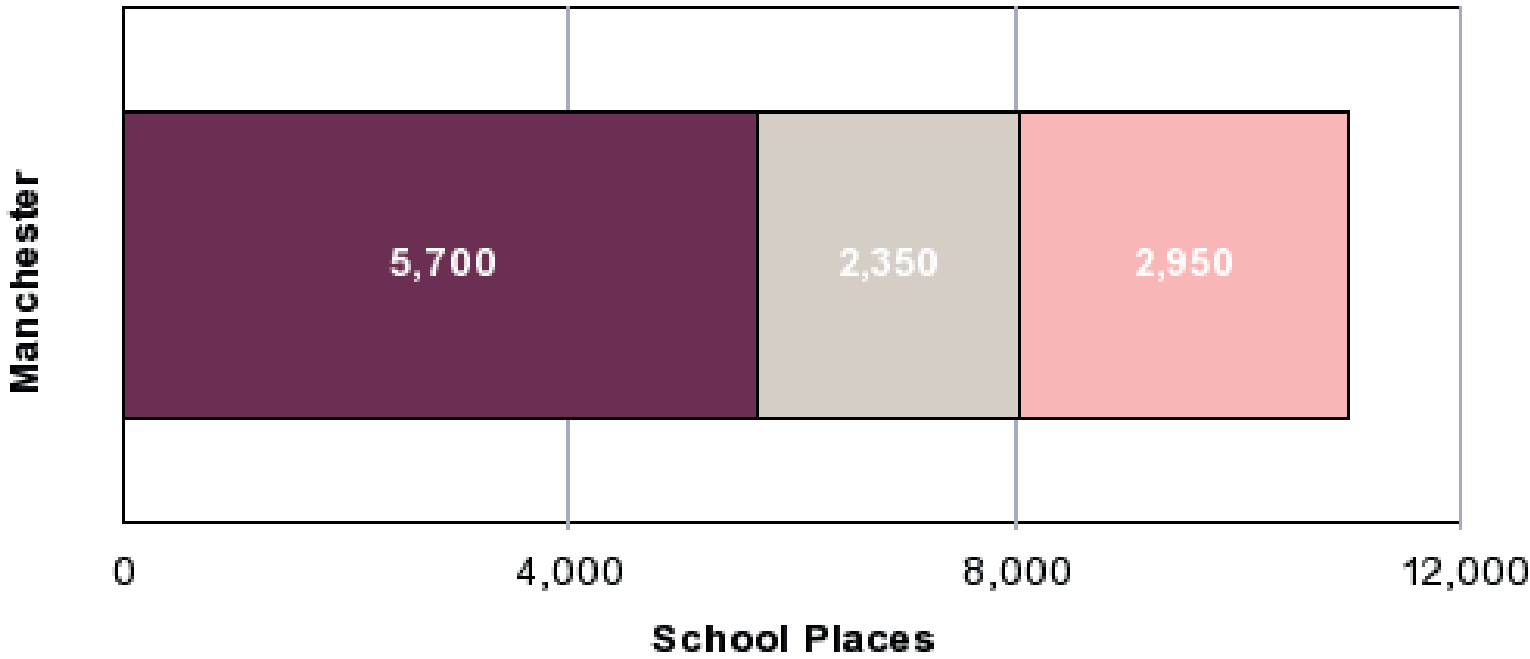


Source: Manchester schools January School Census return, 2014

The primary school population is projected to continue to rise with an estimated additional 2,950 places required by 2015, based on summer 2013 estimations. Figure 6.12 shows the projected increase for primary school places up to 2015/16.

Figure 6.12
Projected increase for primary school places up to 2015/16

City	Total increase in school places 2009/10 to 2012/13	Total number of new places planned for delivery 2013/14 to 2015/16	Estimated number of additional places needed to meet demand in 2015/16
Manchester	5,700	2,350	2,950



Source: Department for Education (2014)

As this larger school population moves up through primary school, there will be an impact on secondary schools in the next few years.

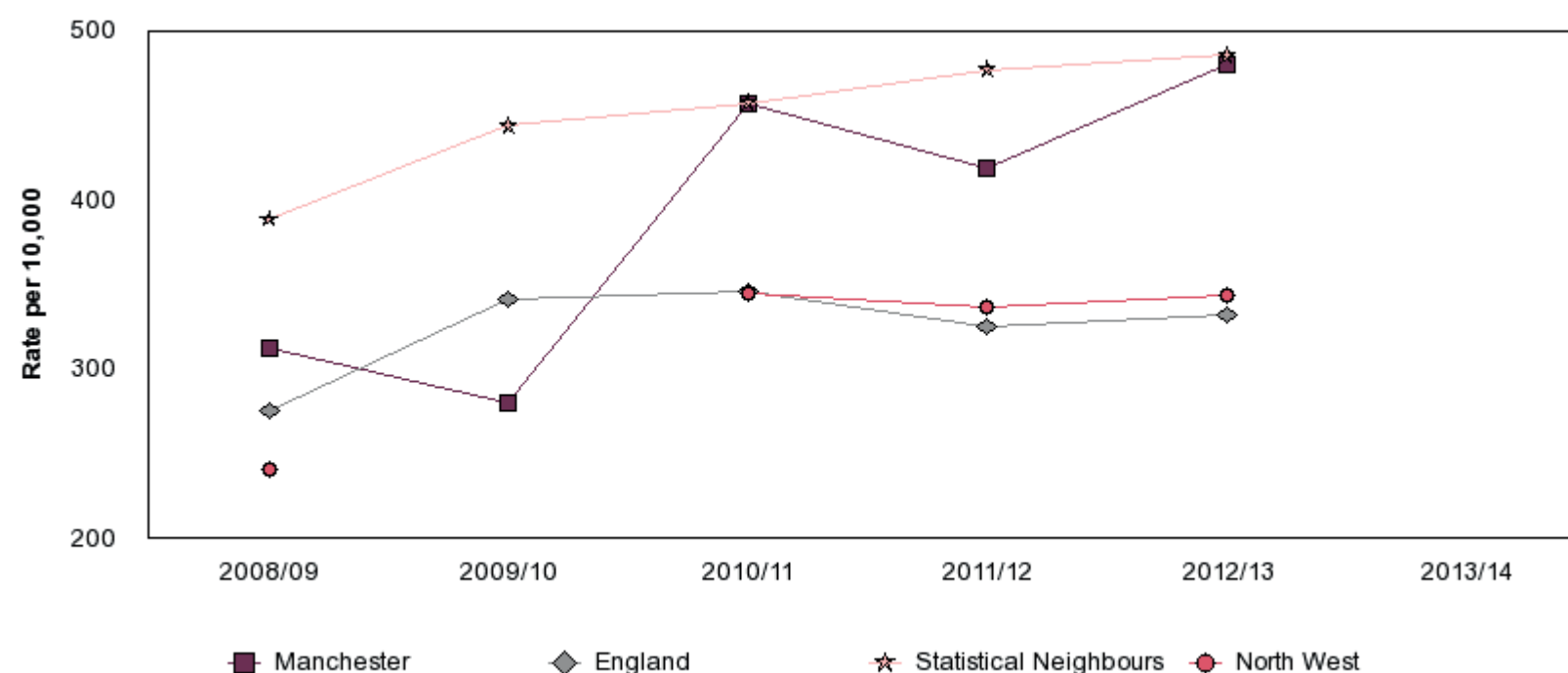
1c. To implement the Commissioning Strategy for Looked After Children – a safe reduction in the number of children entering and in the care system

Children in Need (CiN)

The rate of Children in Need per 10,000 under 18-year-olds in Manchester has increased over the past five years⁵. The rate is above the national and regional averages and is in line with the statistical average for our neighbour authorities (figure 6.13).

Figure 6.13

Rate of Children in Need per 10,000 population



Source: Department for Education 2013

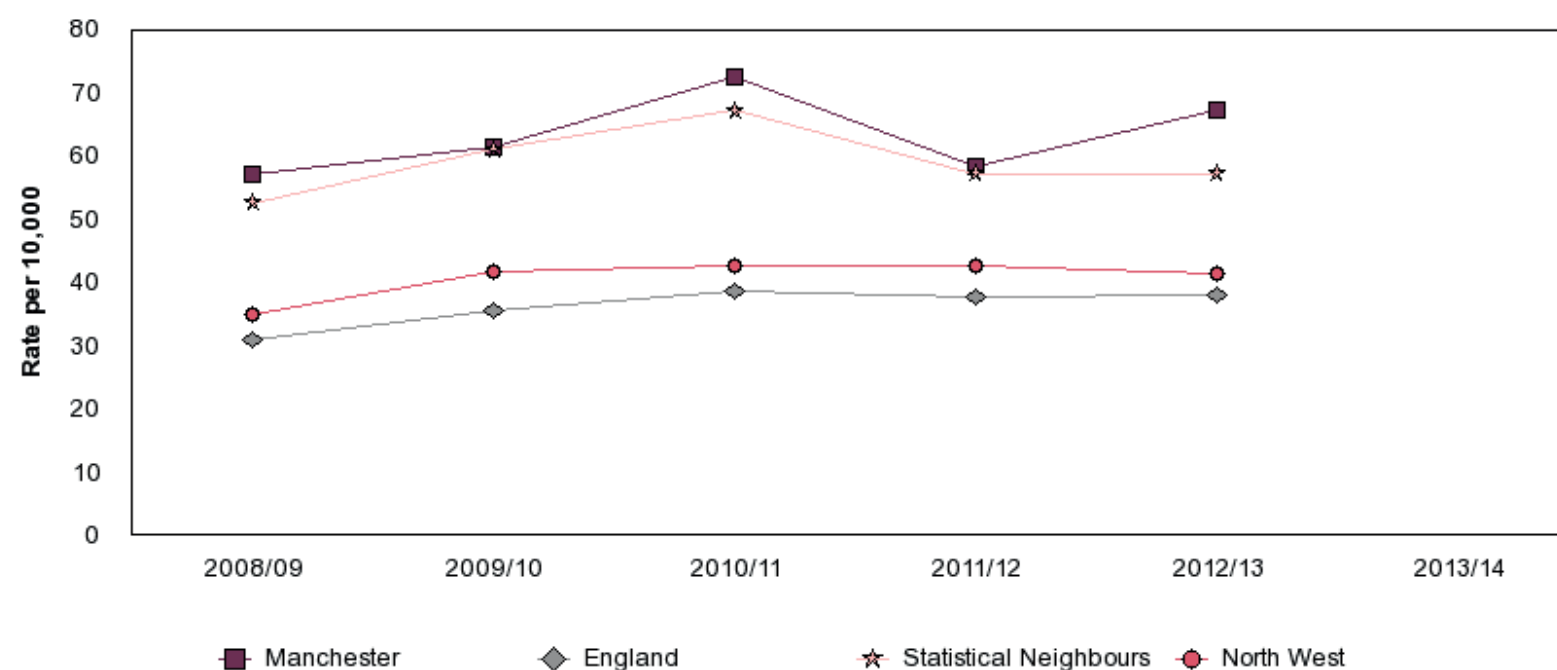
⁵ 2013/14 figures will be available in August 2014

Children subject of a Child Protection Plan (CPP)

The rate of children subject to a child protection plan per 10,000 under-18-year-olds in Manchester has remained fairly steady over the past five years⁶. The rate in Manchester is well above the national and regional averages (figure 6.14).

Figure 6.14

Rate of Child Protection Plans per 10,000 population



Source: Department for Education 2013

⁶ 2013/14 figures will be available in August 2014

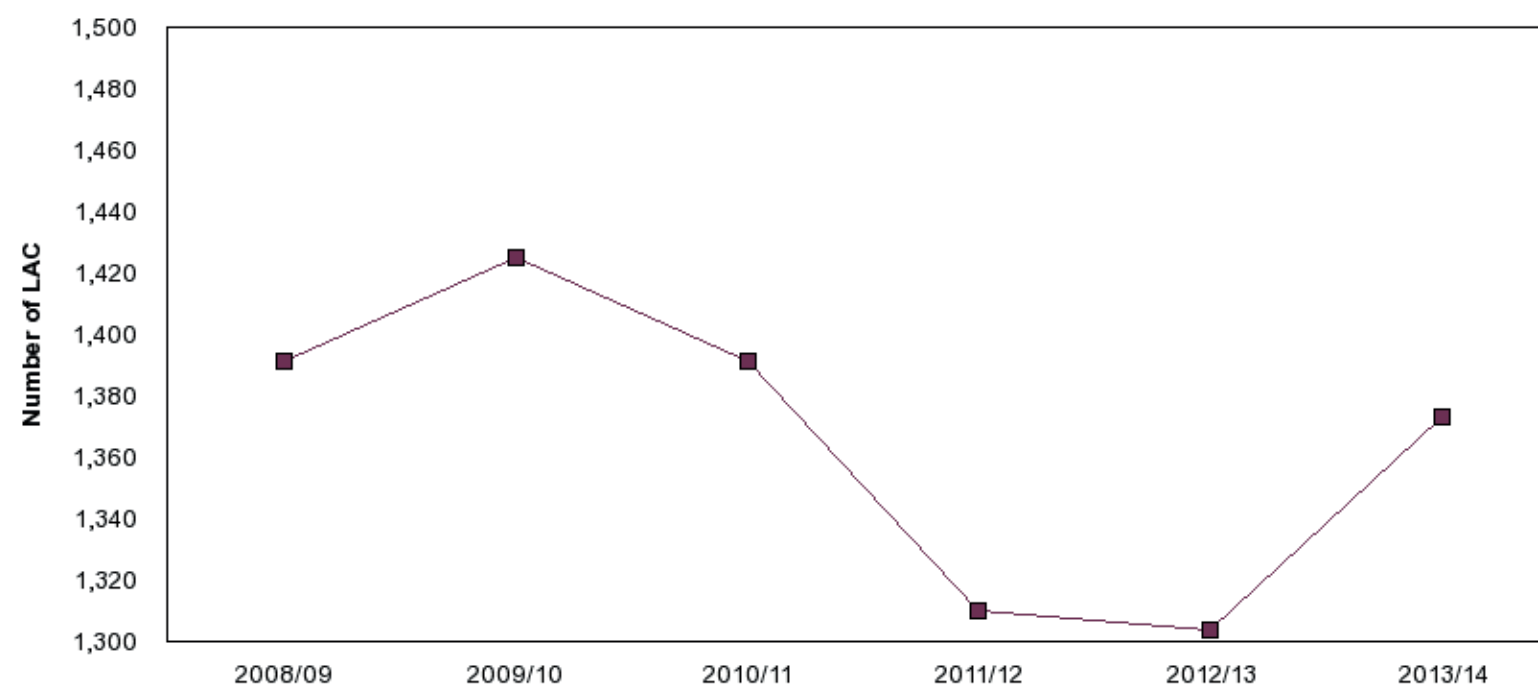
Looked after children (LAC)

The number of children looked after by the Council had been declining slowly in recent years but has shown an increase in 2013/14 to 1,373 (figure 6.15).

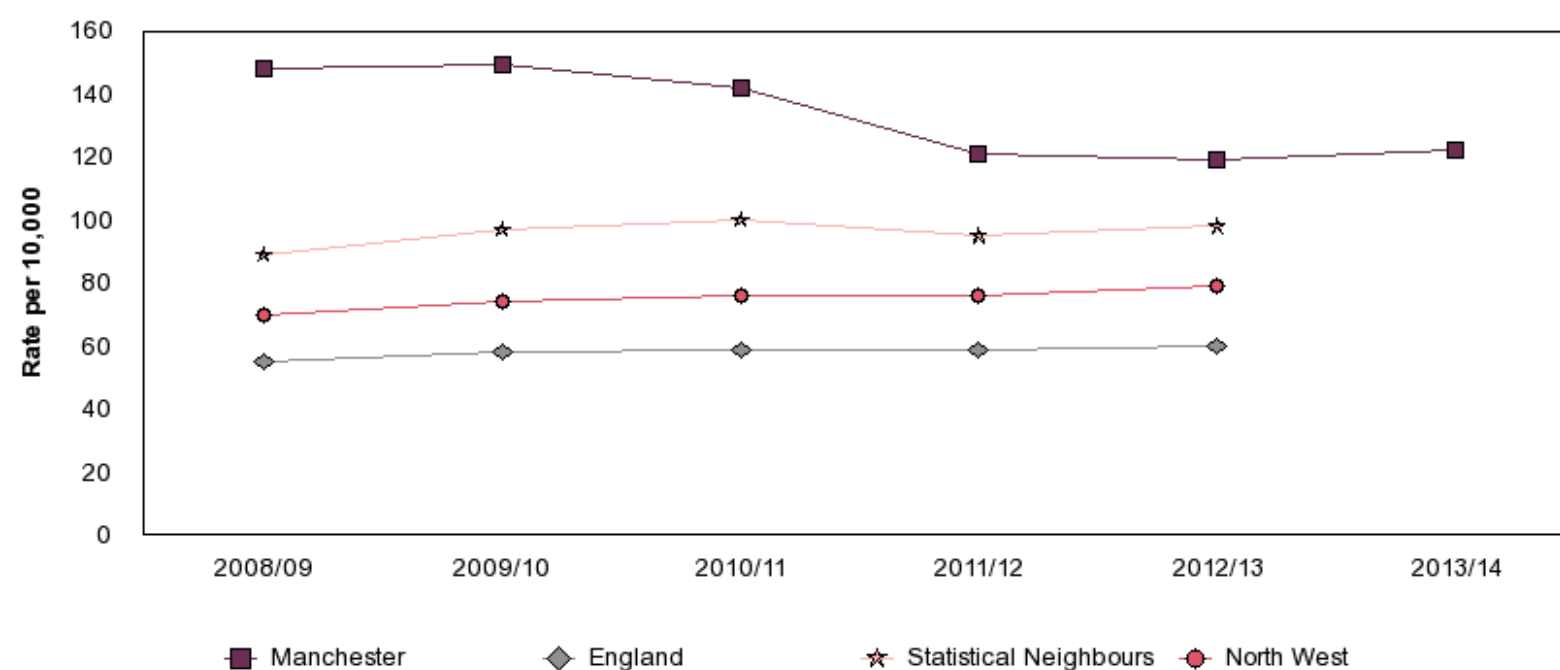
The rate of children looked after in Manchester remains one of the highest in the country, well above the national, regional and statistical neighbour averages (figure 6.16).

Figure 6.15

Number of LAC



Source: Department for Education 2013 (local data 2014)

Figure 6.16Rate of LAC per 10,000 population⁷

Source: Department for Education 2013 (local data 2014)

1d. Implementing the programme of work on raising aspiration for LAC – increased educational attendance and attainment for Manchester LAC

LAC attainment

The proportion of LAC achieving Level 4+ at Key Stage 2 in Manchester was above the national, regional and statistical neighbour authorities' averages in 2013 in reading, writing and maths (table 6.9). However, it should be noted that the results for LAC are well below the average for all pupils in Manchester.

Table 6.9

Percentage LAC attaining KS2 L4+ (2013)

Area	Reading	Writing	Maths
Manchester	76	69	69
England	63	55	59
Statistical Neighbours	61	62	66
North West	66	59	59

Source: Department for Education (2014)

⁷ The 2013/14 figure for Manchester is based on local data.
Comparable data for other geographies will be released by the Department for Education later this year.

The proportion of LAC achieving five or more A*–C grades including English and maths was the same in Manchester as the national average in 2013, although the Manchester average has fluctuated over the past five years while the national average has increased steadily⁸. The results for LAC are well below the average for all pupils both in Manchester and nationally (table 6.10).

Table 6.10

Percentage LAC gaining five or more A*–C GCSEs, including English and maths

% 5+A*–C including English and maths	2009	2010	2011	2012	2013
Manchester	10	6.3	11	22.3	15.3
England	11	12.5	13.6	15	15.3
Statistical Neighbours	10.9	16.4	18.6	17.8	13.8
North West	11.5	12.4	13.7	16.1	15.7

Source: Department for Education (2014)

2. Educating, informing and involving the community in improving their own health and wellbeing

Deaths are considered preventable if, in the light of our understanding of the determinants of health at the time of death, all or most deaths from the underlying cause (subject to age limits if appropriate) could potentially be avoided by public health interventions in the broadest sense. The inclusion of this indicator reflects the importance of educating, informing and involving the community in improving their own health and wellbeing as a means of preventing avoidable deaths.

Between 2010 and 2012, there were some 1,000 preventable deaths each year among people living in Manchester. Over this period, the age standardised mortality rate per 100,000 population from causes considered preventable in Manchester was nearly double that of England as a whole (340.5 compared with 187.8). The rate was higher for men (430.9 per 100,000) than for women (253.9 per 100,000).

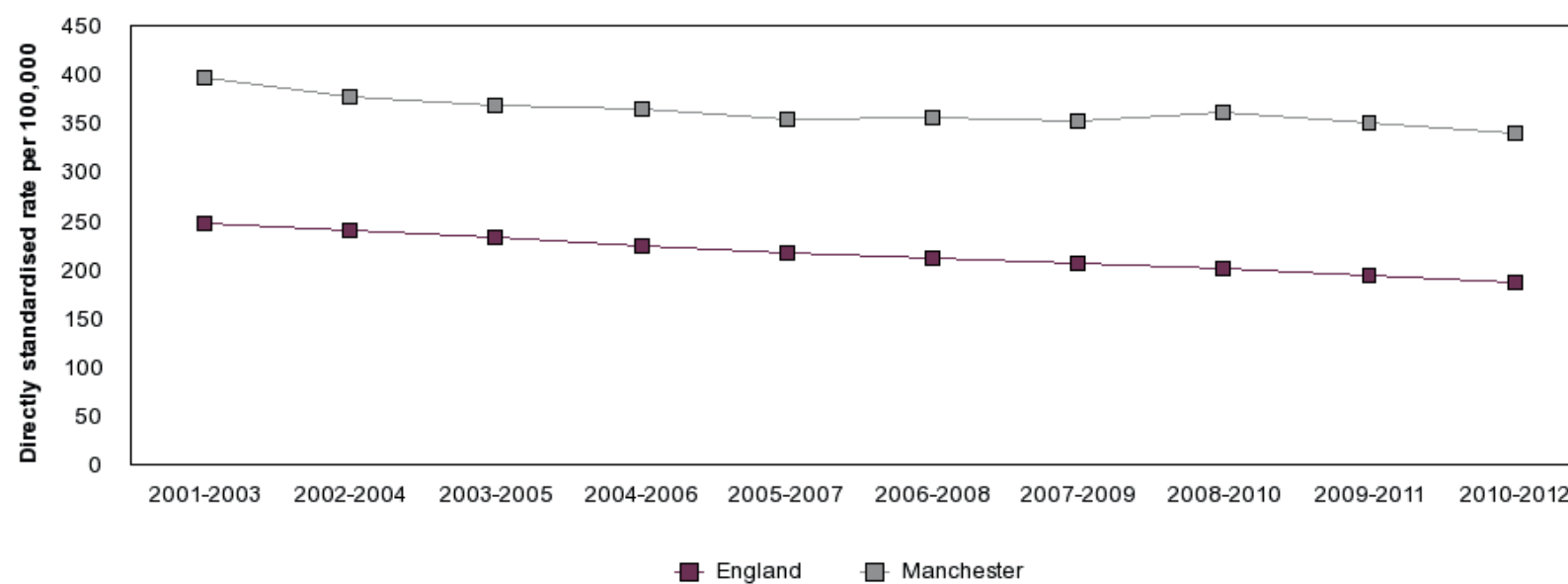
Both Manchester and England have been experiencing a downward trend over the past ten years. In Manchester, the rate of deaths

⁸ The volatility in the Manchester data is due to the much lower numbers than at national level.

from causes considered preventable has fallen from 396.4 in 2001–03 to 340.5 in 2010–12 – a reduction of 14.1%. Over the same period, the rate across England as a whole has fallen from 248.4 to 187.8 – a reduction of 24.4% (figure 6.17).

Figure 6.17

Mortality rate from causes considered preventable (*directly standardised rate per 100,000 population*), 2001–03 to 2010–12⁹



Source: Public Health England (based on ONS source data)

⁹ Note: These figures have been recalculated to include the new 2013 European Standard Population and may therefore be different from those cited in other reports

3. Moving more healthcare provision into the community

Local councils now have responsibility for the Public Health Function. Universal public health services will be commissioned to improve health and wellbeing overall, taking the Council's statutory responsibilities and the Public Health Outcomes Framework as a starting point. Where possible, services will be integrated into existing mainstream services and delivered at neighbourhood level, taking public health work into the heart of local communities.

One of the new priorities will be to address the health-related quality of life for people with long-term conditions, a new indicator. It measures the average health status score for individuals reporting that they have a long-term condition, based on responses to a question from the national GP Patient Survey. In 2012/13, the health status score for people with long-term conditions in Manchester was 0.68 compared with a score of 0.74 for England as a whole. This suggests that people with long-term conditions in Manchester have a lower self-reported quality of life than their counterparts in other parts of England.

Intermediate care and Re-ablement, including adaptations and technology solutions

Re-ablement is an assessed free service, available for up to six weeks for everyone over 18 in Manchester who needs help getting back on their feet after a period of illness or the onset of a disability. Re-ablement provides extra support for adults who may be returning home after a period in hospital or residential care. It helps people who have physical disabilities or long-term conditions and older people who need support to remain in their own home to regain the skills and confidence to live independently.

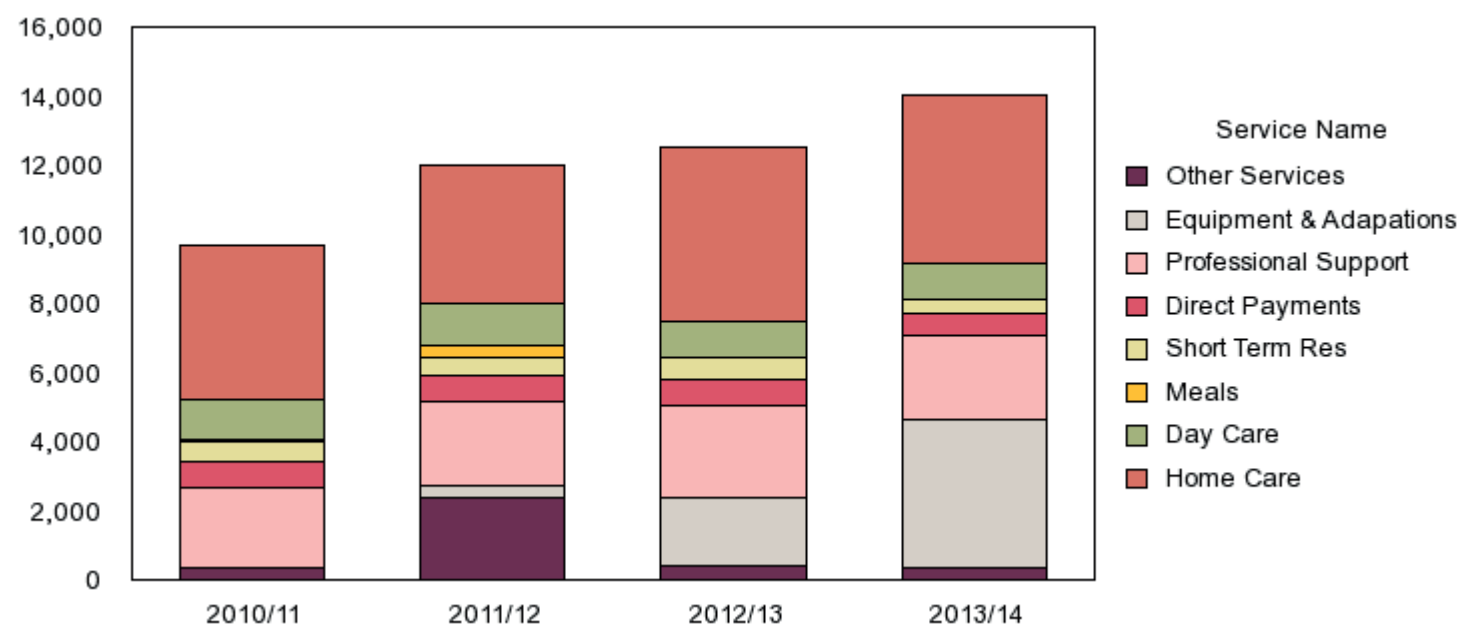
We also support people to live independently in their own homes for longer by providing equipment and adaptations. Social Care equipment and adaptations support disabled people to maintain their independence, support improvements in their quality of life, increase the opportunities for independent living, and make it easier for them to live and work in the community. For example, handrails or a stairlift make it easier for a disabled person to access and move around their home. Sensory equipment such as talking watches, vibrating alarms and other forms of technological solutions provide a vital role in independence for people with a hearing or visual impairment.

During 2013/14, 2,373 packages of Re-ablement care were delivered to Manchester residents. In total there was a return of 54% of customers leaving the service with no need for further care for 2013/14, so they have been able to remain in their own homes and live as independently as possible.

In 2013/14, the Directorate installed 4,338 items for people needing equipment and adaptations in their homes to help them to live independently. 30,099 items (97.42%) were installed within seven days, ensuring that people benefited from timely provision. This benefits customers and carers alike and reduces the need for more expensive forms of care and support.

Figure 6.18

Number of clients receiving community-based services provided or commissioned by the CASSR¹⁰



Source: RAP P2F table: Number of clients receiving community-based services provided or commissioned by the CASSR

2013/14 reporting was the first time a full year of equipment and adaptations activity had been captured, and this explains the more than 100% increase in figures recorded for this type of service. This indicator is key in supporting how we enable Service Users to maintain their independence in the community. All other areas of service provision between 2012/13 and 2013/14 have seen modest decreases in the number of people who have received services.

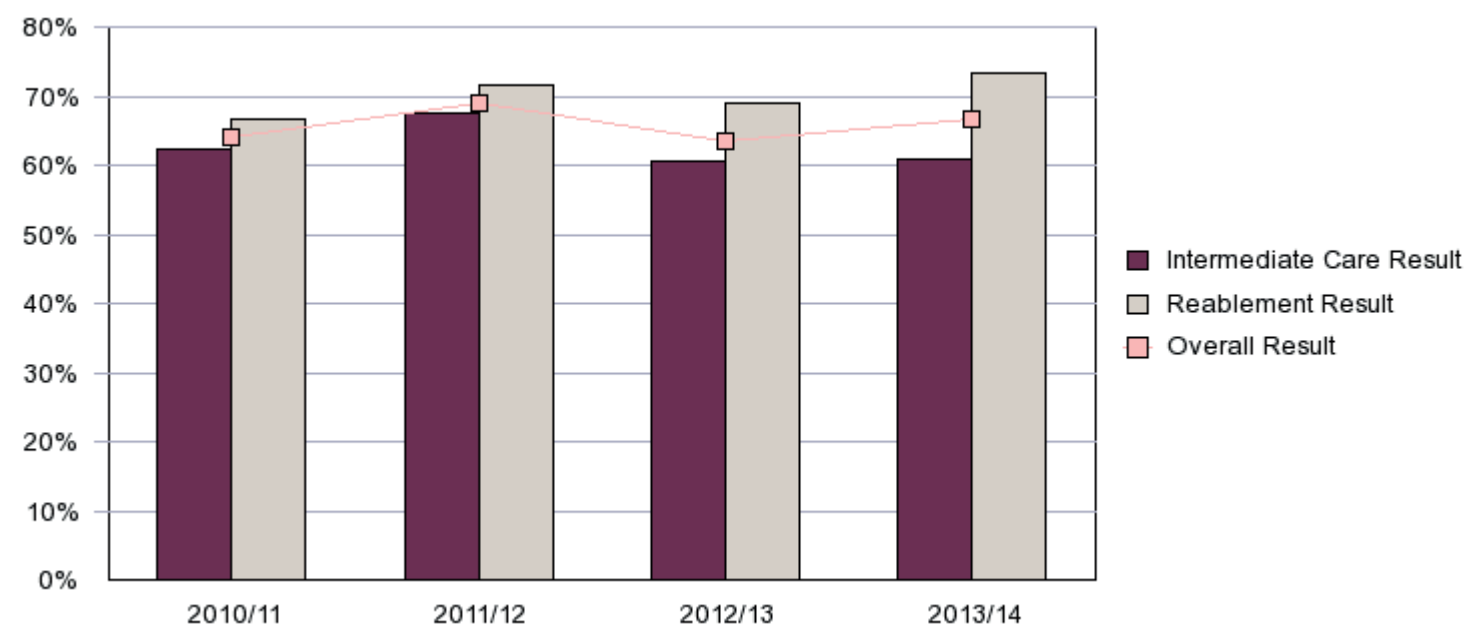
¹⁰ Councils with Adult Social Service Responsibilities

Independent living

The proportion of older people residing at home 91 days after discharge from hospital into Re-ablement or Intermediate Care improved from 63.6% in 2012/13 to 66.2% in 2013/14 (figure 6.19). Re-ablement figures separately showed greater improvement: 69.2% in 2012/13 to 73.5% in 2013/14.

Figure 6.19

Number of clients aged 65+ achieving independence through rehabilitation



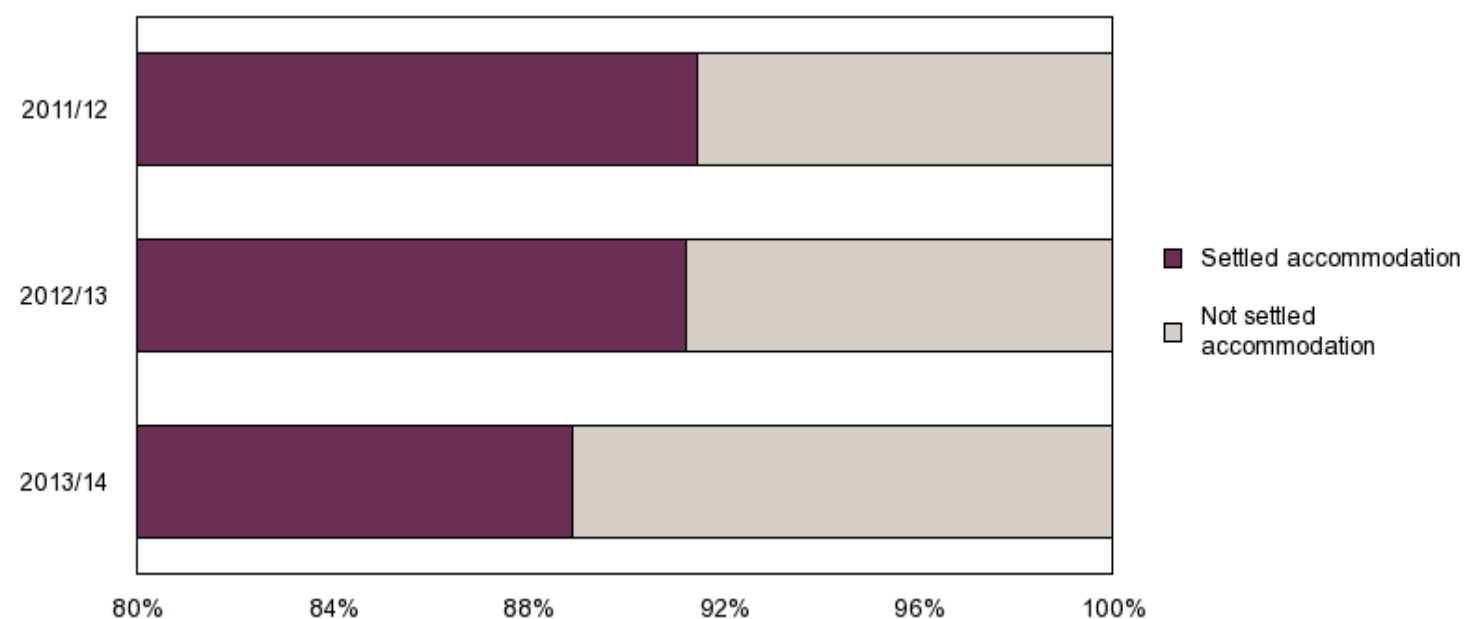
Source: ASC-CAR I tables: Number of clients aged 65+ achieving independence through rehabilitation (Oct–Dec)

The proportion of clients with learning disabilities in settled accommodation has fallen slightly, to 88.6% 2013/14 from 89.4% in 2012/13 (figure 6.20). This shows the number of people who are living in their own home or with their family, and this data is comparatively stable year on year.

The number of adults with learning disabilities in Registered Care Homes has increased from 64 to 108 in 2013/14.

Figure 6.20

Learning disabled clients by accommodation type



Source: Adult Social Care Outcomes Framework (ASCOF) IG, 2014

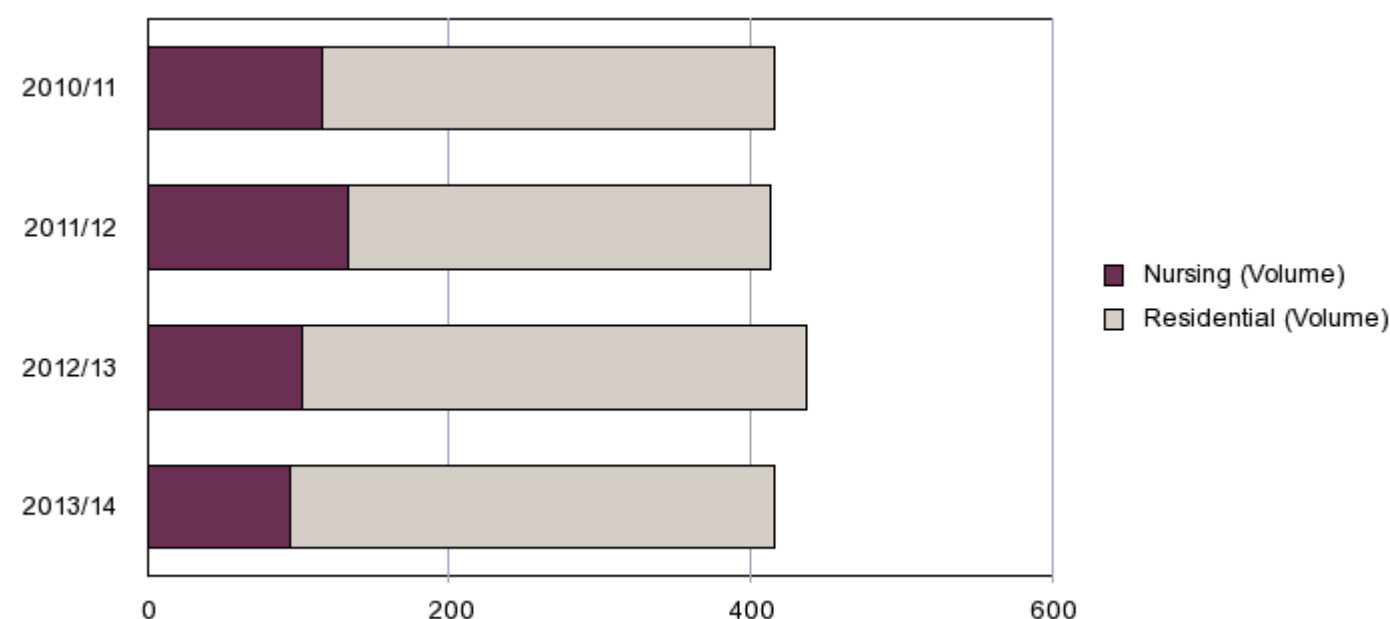
Admissions to residential and nursing home care

The Council is developing services that better meet people's needs in the community, and fewer adults and older people choose to go into residential or nursing care in Manchester compared to similar local authorities.

During 2013/14 we admitted 43 adults aged between 18 and 64 and 373 older adults (aged over 65+) to permanent residential and nursing care (figure 6.21).

Figure 6.21

Number of LA-supported permanent admissions to residential and nursing care



Source: ASC-CAR S3 tables: Number of LA-supported permanent admissions to residential and nursing care

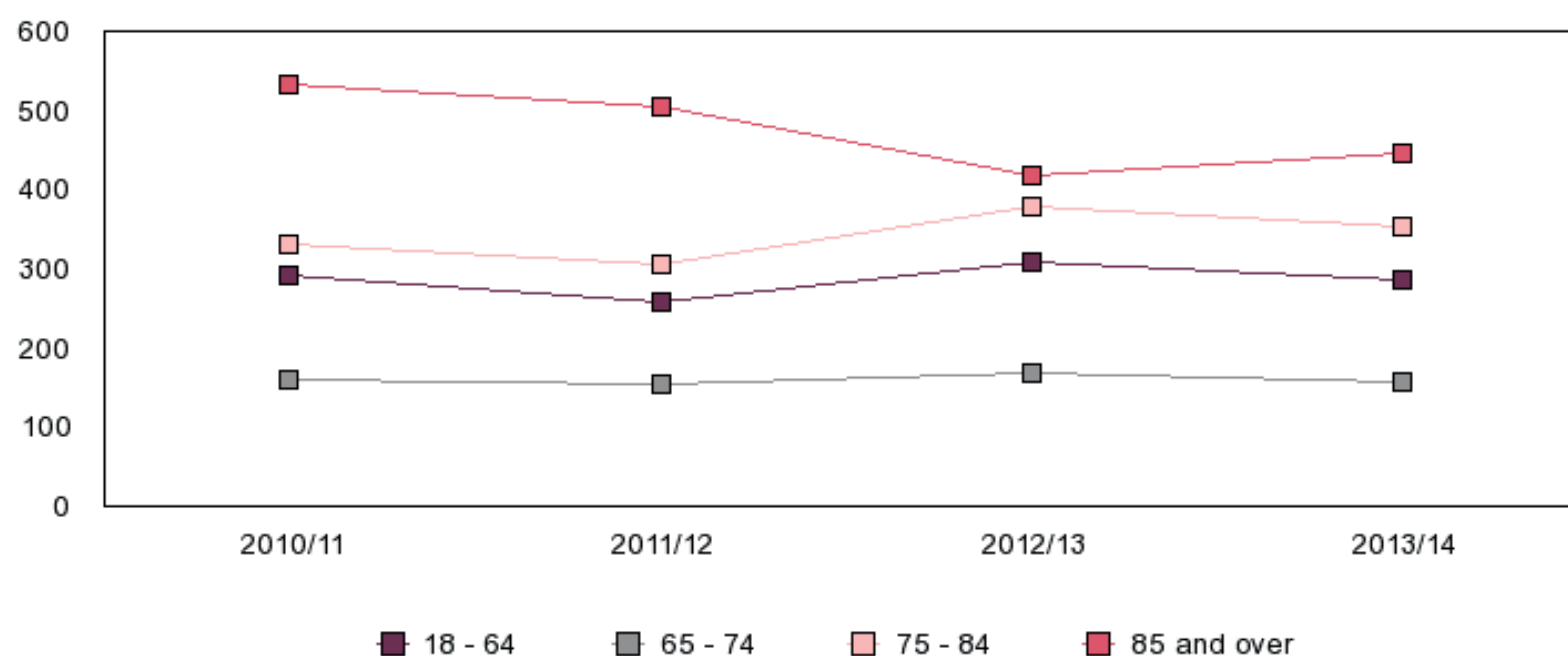
Residential care admissions show a slight increase from 2011/12 and 2012/13; however, nursing care admissions have fallen between 2012 and 2013. 2014 figures show a slight fall for both (around 0.5%). There is a slight reduction in nursing care from 23.5% in 2012/13 to 22.8% in 2013/14, as a percentage of permanent new admissions.

Residential admissions of 18–64 have risen by 60% between 2012 (20 persons) and 2014 (32 persons). Nursing has a 37% increase between 2013 (8 persons) and 2014 (11 persons).

In the 65+ plus age bracket, there have been nominal reductions in the values for both residential and nursing, and the number of permanent admissions for older people is at the lowest level since 2011.

Figure 6.22

Number of local authority supported residents in residential placements (31 March 2014)

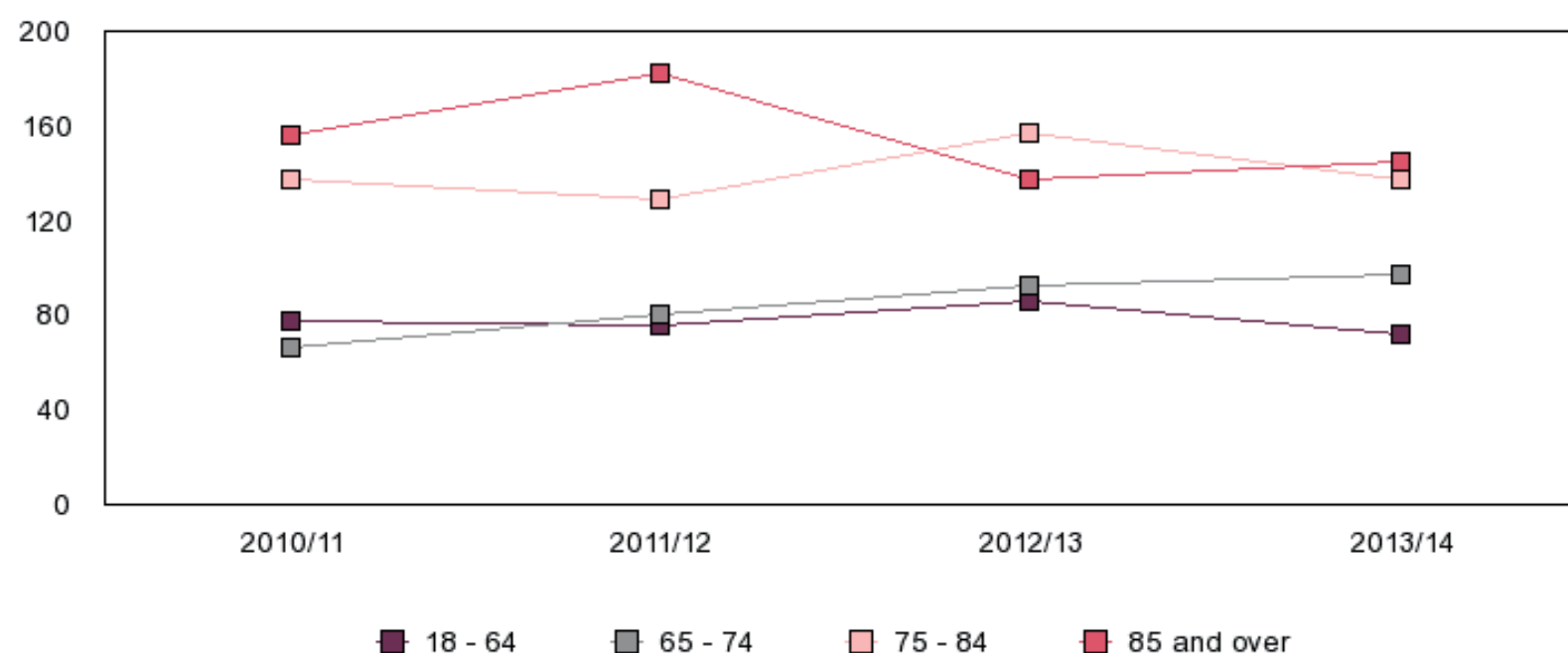


Source: ASC-CAR SI tables

The overall population of supported residents show a reduction of 2.9% from 2013 to 2014 but drilling down into the individual age brackets shows that this isn't the case for all ages and care types (figure 6.22). Individual age brackets show a 7% increase in the 85+ plus age band for Residential, between 2012/13 and 2013/14, and a decrease in the other age bands.

Figure 6.23

Number of local authority supported residents in nursing placements (31 March 2014)



Source: ASC-CAR SI tables

The individual age bands show an increase in the 2013/14 65–74 and 85+ age bands for nursing (figure 6.23).

There has also been a switch in 2013/14 for which the nursing age band has the largest supported resident population, from 75–84 band to 85+ band. Nursing residents under 65 has fallen to its lowest figure since 2011. Nursing residents 65–74 is now at its highest figure since 2011, trending upwards year on year.

4. Providing the best treatment we can for people in the right place and at the right time

An indicator is being developed in order to look at patients with long-term conditions managed in primary care. In the meantime a placeholder indicator has been used, namely the proportion of possible points achieved across the Quality and Outcomes Framework (QOF) Clinical Care domain.

The Quality Outcomes Framework (QOF) contains four main domains: Clinical, Organisational, Patient Experience, and Additional Services. The Clinical Care domain consists of 87 indicators worth up to a maximum of 661 points. The proportion of available points achieved may be taken as a crude measure of the quality of care for patients with long-term conditions who are managed in primary care.

In 2012/13, GPs in Manchester achieved 93% of the points available within the QOF Clinical care domain compared with an average of 97% among GPs across England as a whole. This is a slight reduction on the previous year (2011/12), when GPs in Manchester achieved just under 95% of the points available. In comparison, the average figure for GPs across England as a whole remained unchanged on 97%.

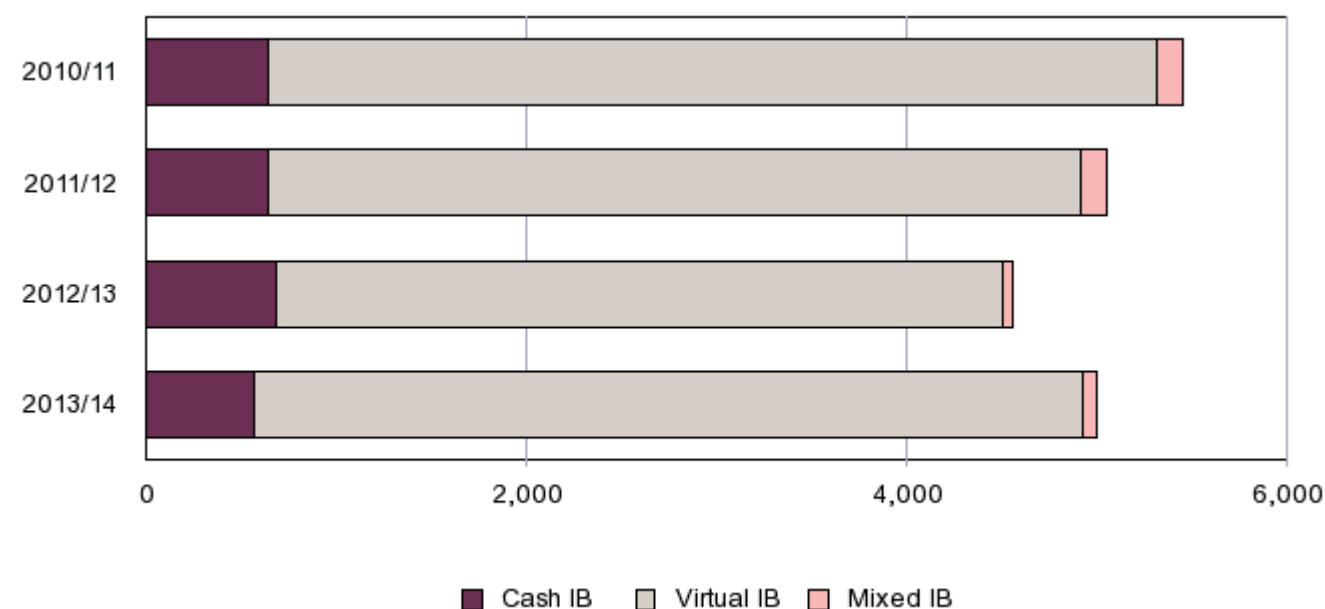
Personalisation and Think Local Act Personal

Personalisation continues to be a priority for the Council. More people who have very high levels of social care needs are being given a financial allowance, called an Individual Budget (IB) to pay for their support themselves. Giving people an Individual Budget to buy their own care gives them maximum control over who provides their care and how and when they receive it.

Personalisation gives people the opportunity to have as much independence, choice and control as possible by being in charge of their own care. People can use their budget in a way that best suits their specific care needs and meet these much more creatively through the support planning process.

Figure 6.24

Number of clients receiving self-directed support and/or direct payments provided or commissioned by the CASSR



Source: RAP SDI table: Number of clients receiving self-directed support and/or direct payments provided or commissioned by the CASSR

The total number of clients receiving self-directed support and/or direct payments (known as Individual Budgets) provided or commissioned by the CASSR, increased by 9.7% from 4,559 in 2012/13 to 5,001 in 2013/14 (figure 6.24).

The increase has been driven by better reporting from the Mental Health trust. There has been a small reduction in the provision of Self Directed Support (SDS) in all primary service user groups and age bands for Manchester City Council, but the recent overall downward trend has been reversed by the MH improved data submission.

5. Turning round the lives of troubled families

The latest wave of evaluation covering the Troubled Families Programme (February 2014), showed that 1,854 families have received support from the Tier 1 Troubled Families Interventions. Of these, just over a half (1,022) have finished working with the interventions. Therefore, there are currently 832 families that are still open to interventions. This represents the model working at near expected levels.

The evaluation also looked at the characteristics of families that have been through the Troubled Families Programme and found that:

- 59% of families had someone with a mental health concern
- 24% of families had someone with a domestic violence issue
- 22% of families had someone with a limiting long-term illness
- 21% of families had someone with an alcohol-misuse issue
- 19% of families had someone with a suspected attention-deficit hyperactivity disorder (ADHD)

- 19% of families had someone with a learning difficulty
- 16% of families had someone with a drug-misuse issue
- 9% of families had someone dealing with a bereavement
- 7% of families had someone who was not registered with a dentist
- 2% of families had someone who was not registered with a GP.

Note that at this point, these findings are largely based on case worker assessments rather than direct service use/demand.

6. Improving people's mental health and wellbeing

The original headline indicators for this priority area were the number of frontline staff and service users/residents who have undertaken learning in mental health self-care, the reported increase in ability to advise and support people with mental health problems (staff), and personal mental wellbeing (service users and residents). Owing to the complexity of this indicator, further development work has taken

place and the original indicator has now been split into two headline indicators:

- Number of frontline staff and service users/residents who have undertaken learning in mental health self-care. The latest data shows that in 2013, 990 frontline staff and 227 service-users undertook learning in mental health self-care
- Reported increases in confidence in having conversations about a person's mental health problems (staff) and in personal mental wellbeing (service-users and residents). In 2013, 96.3% of frontline staff reported an increase in their confidence in having conversations about a person's mental health problems. Over the same period, 77% of service-users reported increases in mental wellbeing

Given the absence of any historic data for these indicators, the figures quoted above will become the baseline for future monitoring.

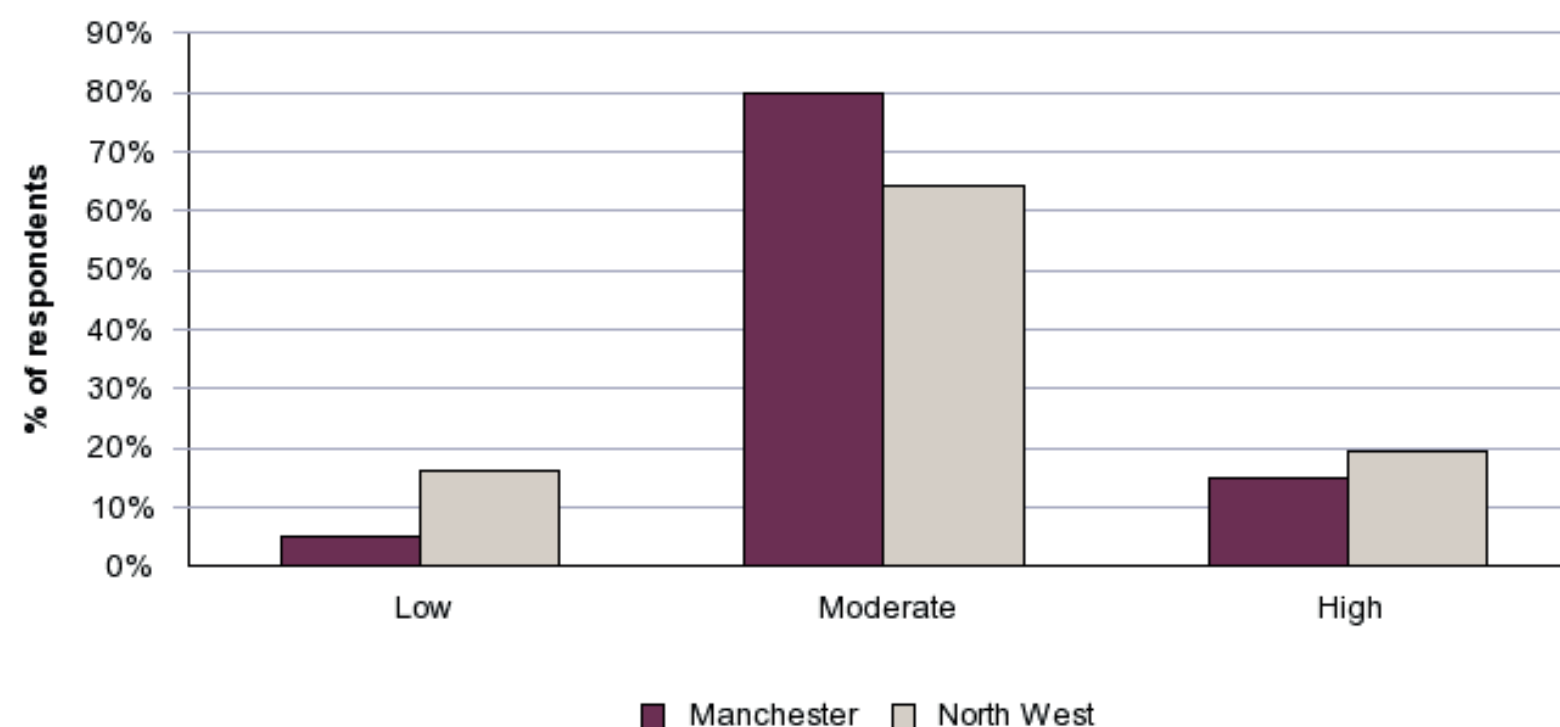
Further information about the levels of mental wellbeing in Manchester is available from the latest version of the North West Mental

Wellbeing Survey¹¹. This survey used the seven-item Warwick-Edinburgh Mental Wellbeing Scale (WEMWBS) in order to assess the levels of positive mental wellbeing in the city. This tool covers aspects of positive mental health, including pleasure and happiness (feelings of optimism, cheerfulness, and relaxation), satisfying interpersonal relationships, and positive functioning (energy, clear thinking, self-acceptance, personal development, mastery and autonomy). A high WEMWBS score suggests a higher level of mental wellbeing than a low score.

Based on a sample of 500 people living in the city, the mean mental wellbeing score for Manchester in 2012/13 was 29.1. This was a significant improvement from 2009 (26.6) and was significantly higher than the mean score recorded across the North West (27.7). Although this appears to suggest that mental wellbeing has improved, the mean WEMWBS score for 2012/13 has been artificially 'boosted' by the fact that the vast majority of people surveyed (79.9%) were assessed as having a moderate level of mental wellbeing (and therefore fewer respondents were assessed as having either 'high' or 'low' levels of mental wellbeing) (figure 6.25).

Figure 6.25

Distribution of low, moderate and high mental wellbeing scores (WEMWBS), 2012/13



Source: North West Mental Wellbeing Survey 2012/13

¹¹ See <https://www.gov.uk/government/news/importance-of-mental-wellbeing-highlighted>

More interestingly, the latest Mental Wellbeing Survey also allows us to look at differences in low mental wellbeing across participant characteristics. This analysis shows that low mental wellbeing was more prevalent among respondents:

- aged 40–54 and 65+ and living in the most deprived parts of the city
- who were not working due to sickness or disability
- with lower educational attainment
- who were 'finding it difficult' to manage on their current household income
- who perceived their health to be 'not good' or had multiple diagnoses of medical conditions
- who were leading an unhealthy lifestyle, including those having used cannabis
- with an unhappy or violent childhood
- with lower levels of personal relationship satisfaction, social support and social interaction with friends, family and neighbours
- who were not satisfied or felt unsafe in their local area
- who had lower life satisfaction.

7. Bringing people into employment and leading productive lives

Proportion of adults in contact with secondary mental health services in paid employment

The chosen measure for this priority area is the percentage of working-age adults (aged 18–69¹²) receiving secondary mental health services, who are on the Care Programme Approach (CPA) and in paid employment at the time of their most recent assessment, formal review or other multi-disciplinary care planning meeting. The measure is intended to monitor improved employment outcomes for adults with mental health problems, reducing their risk of social exclusion and discrimination.

The latest data for 2013/14 shows that 3.6% of adults in contact with secondary mental health services were in paid employment, representing a small decrease from 3.8% in 2012/13.

We recognise that this indicator does not sufficiently reflect the key areas of focus needed to move people with health conditions back into employment, as it relates only to those in secondary mental health care. We will be working over 2013/14 to develop indicators that better reflect this priority.

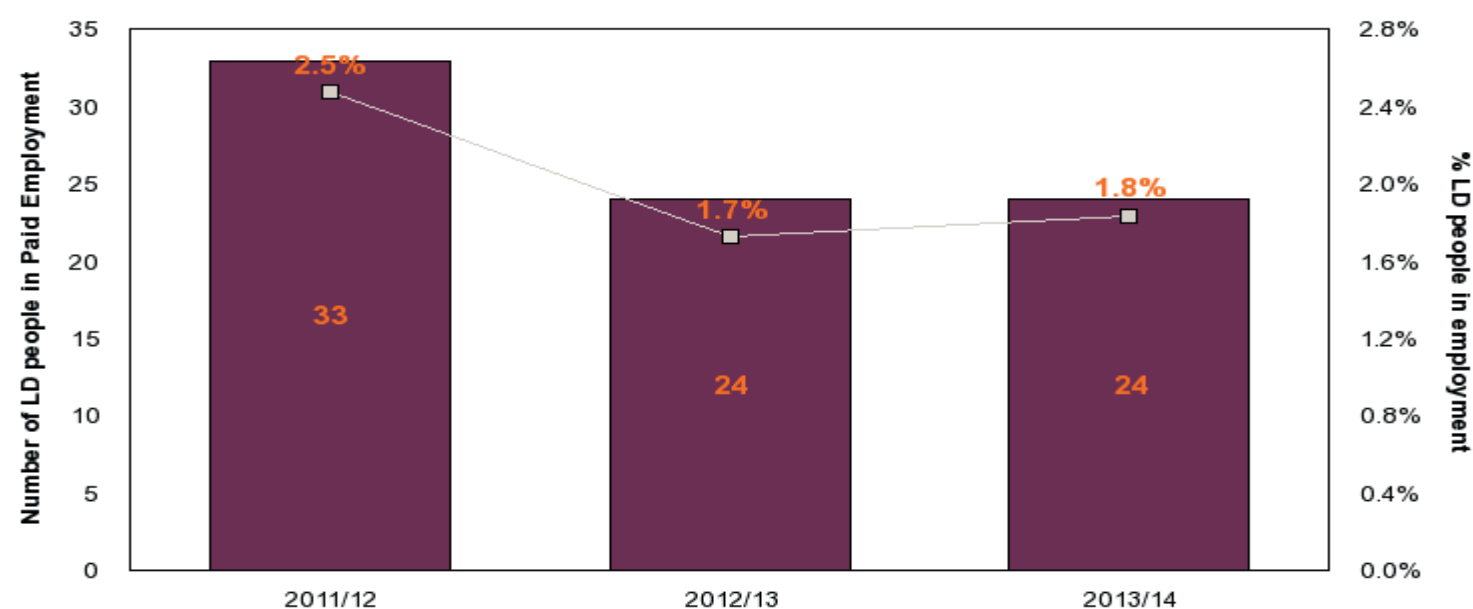
Support people with learning disabilities into work initiatives and volunteering

The total number of Learning Disabled (LD) clients in paid employment is unchanged between 2012/13 and 2013/14 (figure 6.26). More work is needed to support Service Users and increase these figures. A well-established partnership working with the Voluntary Sector Partnership is being retained which will create a solid platform for building social capital, reinforcing our emphasis on what people can do (maximising their skills, networks and functional capability) rather than what they cannot do. This platform will support people with learning disabilities to move into volunteering and employment opportunities.

¹² Under the Public Health Outcomes Framework, the definition of working-age adults includes adults aged 18–69 years

Figure 6.26

Number and percentage of learning disabled clients known to CASSR in employment



Source: ASC-CAR LI table: Number of working age Learning Disabled clients known to CASSRs in employment

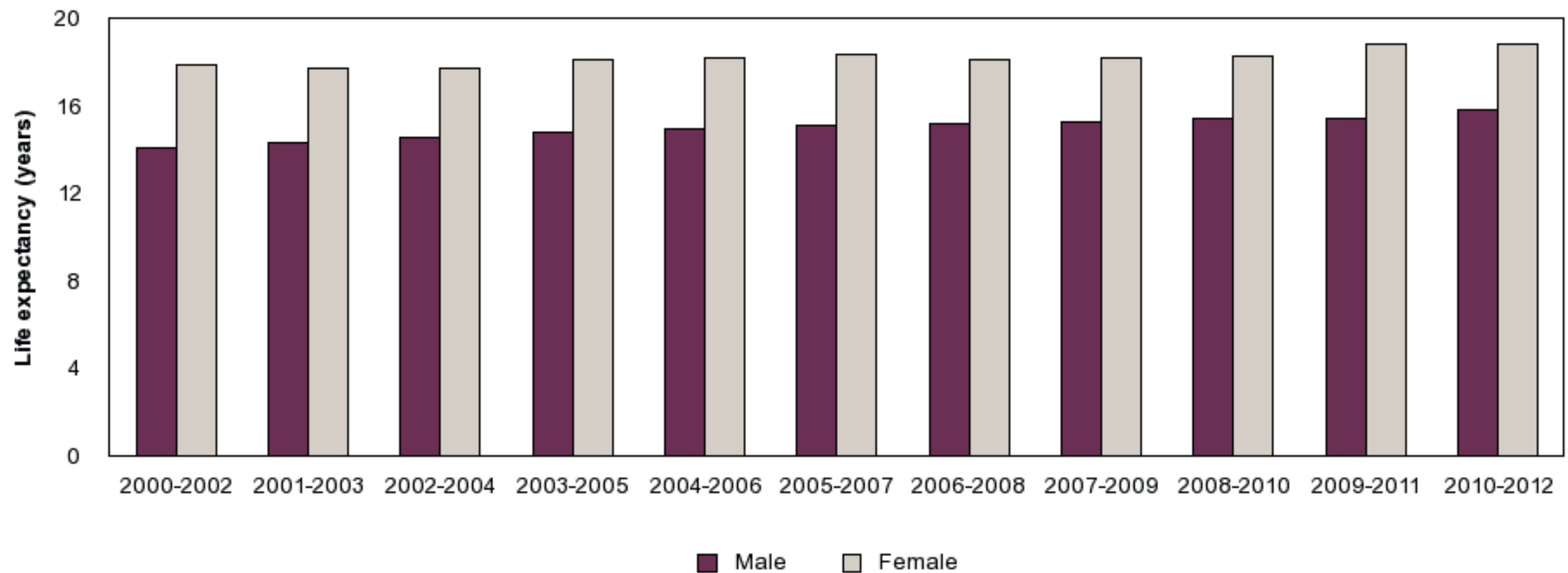
8. Enabling older people to keep well and live independently in their community

Life expectancy at 65 is a measure of the number of years a person aged 65 in an area can expect to live if they experience the mortality rates of that area for the remainder of their life. It is important to note that life expectancy is not a guide to the remaining expectation of life at a later age; for example, if life expectancy at 65 in a particular area is 15 years, it does not follow that people aged 65 living in that area can expect to live until the age of 80.

Data for the period 2008–10 showed that the life expectancy for people aged 65 in Manchester was 15.4 years for men and 18.8 years for women. The latest data for 2010–12 shows that life expectancy at age 65 has increased slightly to 15.8 years for men but has not shown any change for women (18.8 years) (figure 6.27).

Figure 6.27

Life expectancy at age 65 (in years) by gender, 2000/02 to 2010/12



Source: Office for National Statistics © Crown Copyright 2013

Over this same period, the life expectancy gap between Manchester and the England average has narrowed slightly for men but, in women, the gap has continued to increase. Seen over a longer period from 2000–02 to 2010–12, the life expectancy gap for people aged 65 has increased from 12.6% to 14.9% in men and from 6.9% to 10.9% for women.

It is equally important to measure the quality as well as the expected length of life of older people in Manchester. One indicator of the quality of life of older people is disability-free life expectancy (DFLE) at age 65. This measures the number (and proportion) of years an older person might expect to spend free from disability in his or her future lifetime. This is based on data on limiting long-term illness collected in the 2011 Census together with mortality data and mid-year population estimates (MYE) for the period 2010–12.

Recent data for the Clinical Commissioning Groups (CCGs) in Manchester suggests that men aged 65 living in north Manchester can only expect to live around a third (33.2%) of their future life free from disability, while for females it is even lower at just over 30%. This is much lower than the figures for England as a whole, where the proportion of remaining life spent disability-free for men and women is 47.3% and 42.2% respectively.

Other measures in Community Strategy Delivery Plan

In addition to those described in the previous section, the following measures are routinely monitored as part of the Community Strategy Delivery Plan:

- Alcohol-related hospital admission rate (per 100,000)
- All Age All-Cause Mortality (AAACM) rate per 100,000 – men and women
- Early estimates of proven reoffending rates for adult drug-misusing offenders
- Successful drug treatment completions for opiate clients
- Under-18 conception rate (per 1,000)
- Self-reported levels of happiness

- Safeguarding and vulnerable adults
- Domestic violence
- Support for carers (under-18 and over-18, informal and formal)
- Housing and related support.

The city's performance in relation to some of these key measures is described in more detail below.

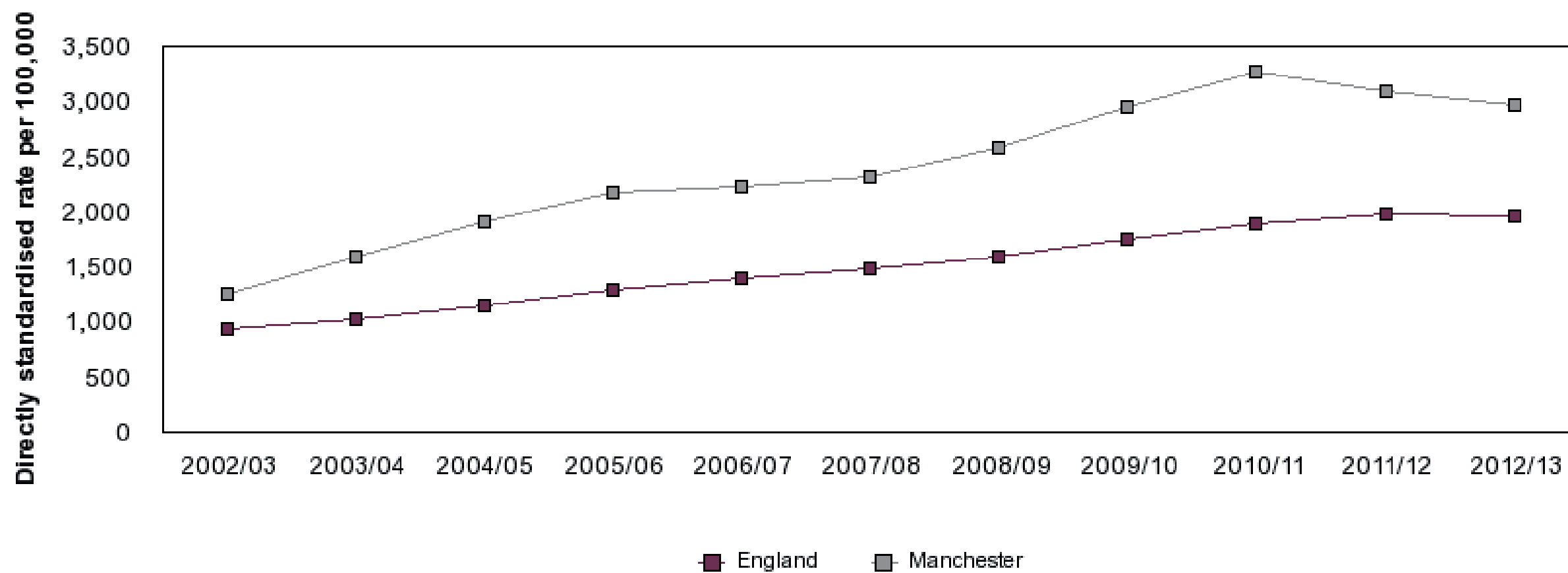
Alcohol-related hospital admissions

The alcohol-related hospital admission rate is based on admissions to hospital for a range of different diseases and injuries in which the consumption of alcohol is estimated to play some part.

Provisional data for 2012/13 shows that the rate of alcohol hospital admissions in Manchester was 2,972 per 100,000, compared with the England average of 1,951 per 100,000. Following a long period in which the alcohol-related hospital admission in Manchester has steadily increased year on year, there have now been two consecutive falls in the rate. The rate is now 9.3% lower than it was at its peak in 2010/11 (figure 6.28).

Figure 6.28

Alcohol-related admission rate (European Age Standardised Rate per 100,000 population), 2002/03 to 2012/13



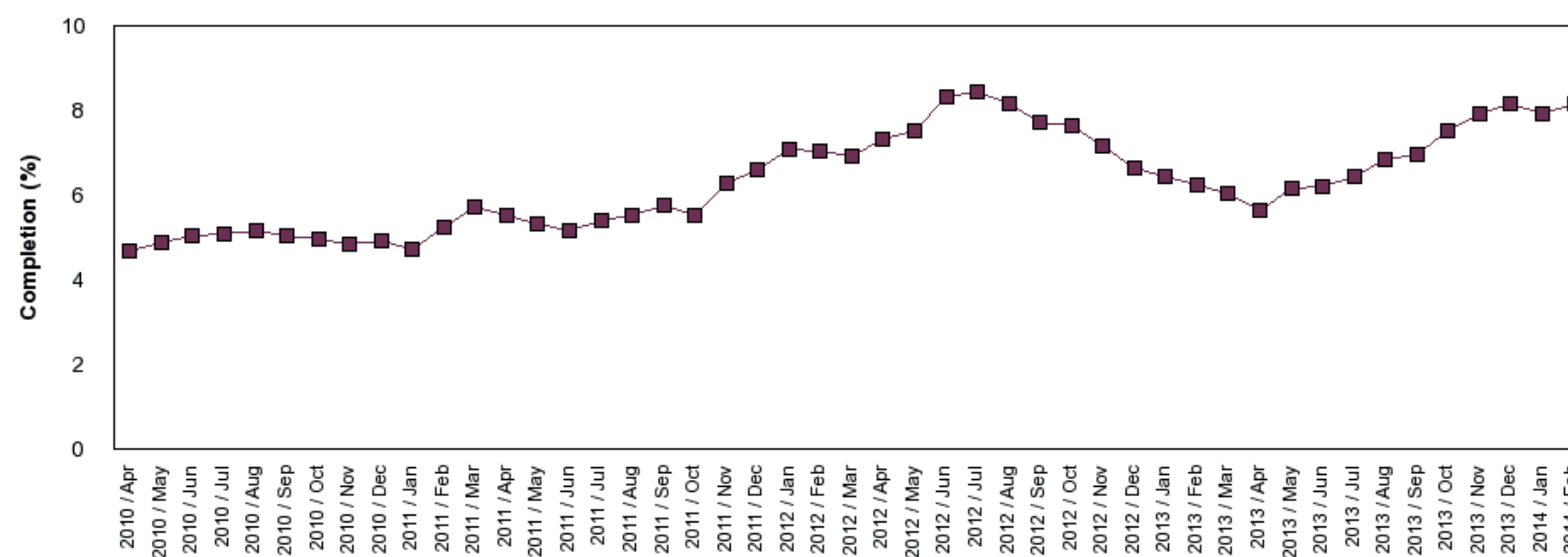
Source: Public Health England (based on Hospital Episodes Statistics and ONS mid-year population estimates), September 2013.

Successful drug treatment completions for opiate clients

Since April 2013, the rate of successful drug treatment completions for opiate clients has shown a steady progression towards the top quartile of areas. In April 2013, performance was 6%. The latest data (February 2014) shows that current performance stands at 8.1%, compared with the national average of 7.8 % (figure 6.29).

Figure 6.29

Successful drug treatment completions for opiate clients (%), April 2010 to February 2014



Source: National Drug Treatment Monitoring System (NDTMS)

The numbers show that, out of 2,472 opiate clients in treatment over the past 12 months, 201 successfully completed treatment. In order to reach the level of successful drug treatment completions seen in the top quartile of areas, Manchester needs to achieve at least 215 successful completions. At present, the highest performing area (in our area grouping) is Camden at 10.9%; the lowest performing is Middlesbrough at 3.6%.

Criminal justice referrals to drug treatment and alcohol related crime

Alcohol

Alcohol misuse can impact on individuals, families and communities in Manchester in a range of ways. While there have been reductions in the levels of crime and violent crime in the city, the links between alcohol and crime continue and many communities still perceive alcohol-related crime, disorder and antisocial behaviour to be a problem. Rates of alcohol-related crime in Manchester are decreasing but still high compared to most other core cities (Source: Local Alcohol Profiles for England).

The Manchester Alcohol Strategy outlines a range of partnership responses aimed at reducing alcohol-related crime, disorder and antisocial behaviour. These include:

- ➔ Improving access to alcohol early intervention and treatment: The Community Alcohol Team's Criminal Justice Linkworker service takes referrals from criminal justice agencies and provide evidence-based early interventions aimed at reducing increasing and higher risk drinking

and exploring how this impacts on other areas including offending behaviour. The team also provide an access point into other treatment interventions for clients referred from the criminal justice system and support the delivery of Alcohol Treatment Requirements for Probation clients. A pilot to offer alcohol brief interventions to individuals given Penalty Notices for Disorder is currently in development.

- ➔ Ensuring alcohol is sold responsibly: A range of activities are delivered by partners including the police, health, and local authority. These include providing training for licensees to ensure that they are aware of the law and good practice for the sale of alcohol, carrying out intelligence-led test purchase and enforcement activity (including test purchasing to address underage and proxy sales) and voluntary responsible retailing initiatives such as suspending alcohol sales before key local football matches, and 'reduce the strength' campaigns.

Young people

Manchester's young people's substance misuse treatment service, Eclipse, works with young

people under the age of 19, the majority of young people who access the service are using alcohol and cannabis, either alone or in combination. In 2012/13, 27% of young people in contact with the youth offending service (YOS) were assessed as having substance misuse linked to their offending behaviour. In 2013/14, Eclipse and the YOS ran a pilot scheme to provide out of court disposals for young people with substance misuse issues. This resulted in 89 young people receiving brief interventions for substance misuse, with 12 of these being referred into specialist substance misuse treatment.

Drugs

High quality drug treatment services help drug misusers tackle their dependence and contribute productively to society. This results in crime reduction in addition to improved health and quality of life. RISE is the adult drug treatment service in Manchester. With a focus on recovery, they work in partnership with criminal justice agencies to engage drug misusers in structured drug treatment services.

The progress through treatment for criminal justice clients during 2012/13 can be demonstrated as follows:

- Opiate clients – 378 engaged in structured treatment, 20 successfully completed treatment, none re-presented.
- Non-opiate clients – 84 engaged in structured treatment, 40 successfully completed, none re-presented.

The lack of representations is a positive sign, particularly given the focus on recovery and overall the rate of successful completion of drug treatment in Manchester for opiate clients is increasing.

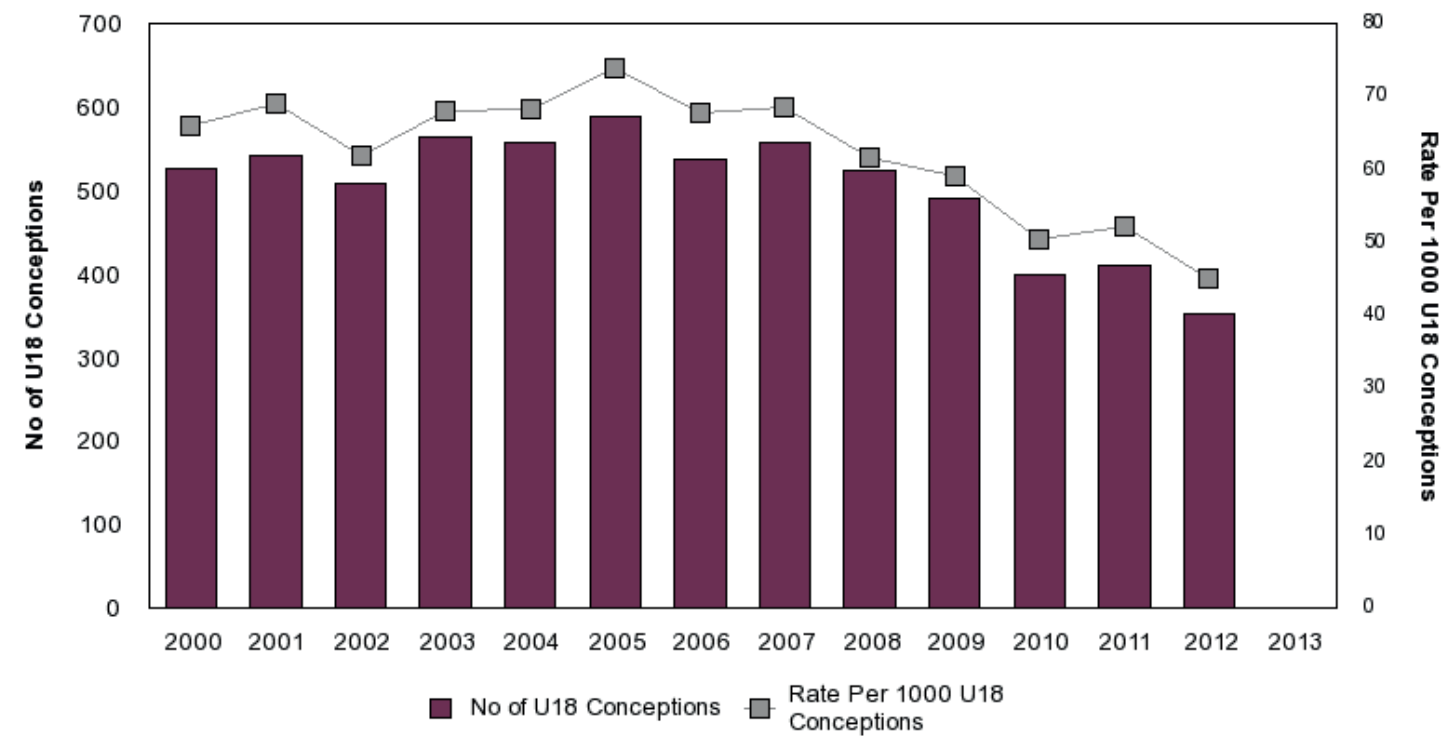
Across the criminal justice system, cannabis is reported as a commonly used substance causing harm to both individuals and society where consumption is linked to antisocial behaviour or acquisitive crime. In relation to offenders at the highest end of using cannabis or associated synthetic cannabinoids, Greater Manchester Probation Trust (GMPT) in partnership with RISE provide the Court with an option to sentence to a Drug Rehabilitation Requirement (DRR). The success rate has been high with only one breach.

Under-18 conceptions

The latest data, released in February 2014, shows that the under-18 conception rate for Manchester has fallen from 52.5 per 1,000 in 2011 to 45 per 1,000 in 2012 – a decrease of 14%. At the same time, the number of under-18 conceptions has fallen from 411 in 2011 to 353 in 2012 (figure 6.30).

Figure 6.30

Under-18 conception rate per 1,000 women aged 15–17 years, 1998 to 2012



Source: Office for National Statistics © Crown Copyright 2014

Historic trends point towards a downward trend since the rate peaked in 2005, since when the rate has fallen by 39%. The under-18 conception rate for Manchester is now lower than the 1998 baseline of 61.3 – a fall of 27%. Over the same period, the number of under-18 conceptions in Manchester has fallen by 35%.

In 2012, 51% of under-18 conceptions in Manchester resulted in a live birth compared with 49% that ended in abortion.

Satisfaction/Belonging/Community Surveys

During 2013/ 14, the Directorate for Families, Health and Wellbeing had 761 customer satisfaction forms returned by customers who had had an assessment or reassessment. Of the responses received 99.6% rated the member of staff as 'Good' or 'Excellent', 99% were 'Very Satisfied' or 'Satisfied' with the assessment service and 99% were 'Very Satisfied' or 'Satisfied' with the care and support services they received.

Safeguarding and vulnerable adults

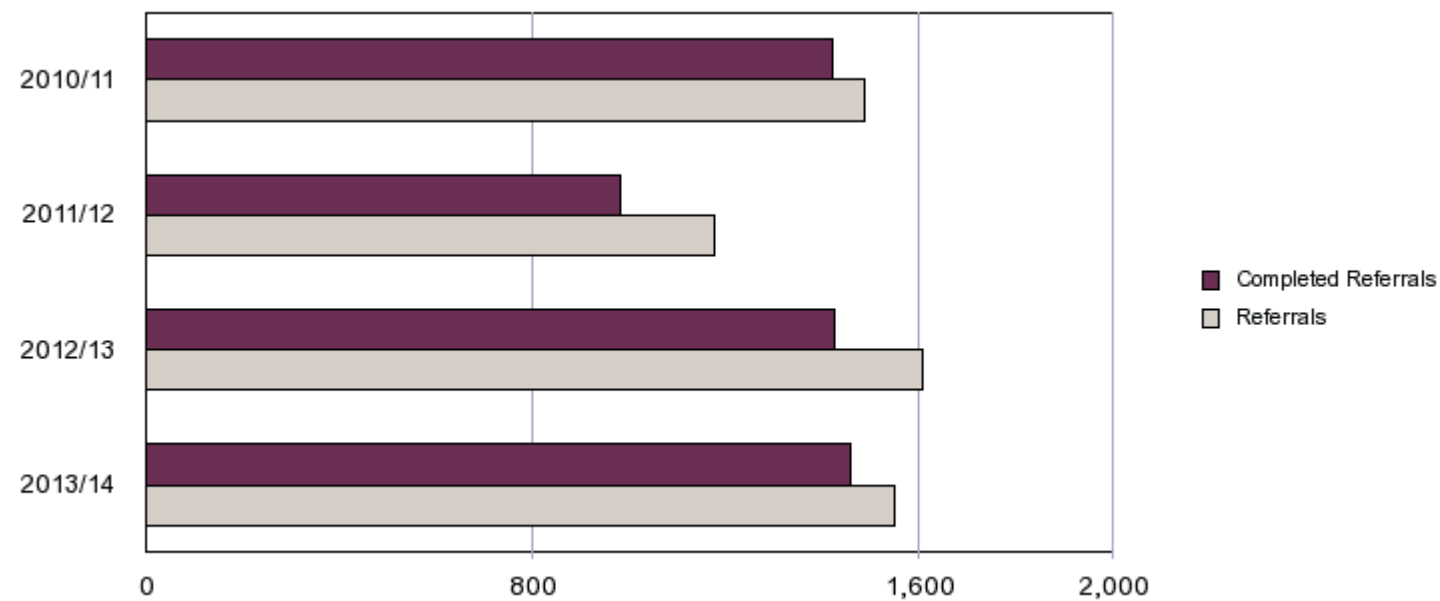
Safeguarding vulnerable adults who may be at risk is a critical function. Danger may lie in physical, emotional or financial abuse, neglect, or the withholding of proper care; safeguarding issues can arise in the home, in the community, in residential or nursing care or in hospitals. The Safeguarding Adults Service supports the development of robust policies and procedures for internal and external service providers, to ensure the safety of vulnerable adults. Our three North, South and Central city leads provide expert advice to professionals and members of the public around all aspects of safeguarding vulnerable adults. Part of their role is to support social care professionals investigating allegations of abuse and protecting vulnerable adults from harm and exploitation and coordinating a multiagency approach to safeguarding investigation and preventative strategies.

Deprivation of Liberty Safeguarding responsibility transferred from health to the Local Authority from April 2013. This extended the roles for assessments of deprivation of liberty within community settings and included assessing the nature and extent of deprivations

of liberty on a case by case basis, authorising deprivation of liberty where appropriate and completing legal process to ensure these decisions are within the appropriate legislation. These responsibilities sit within the adults safeguarding team and report through the Director of Public Health to the Strategic Director for Families, Health and Wellbeing.

Figure 6.31

Number of individuals for whom a safeguarding referral has been made

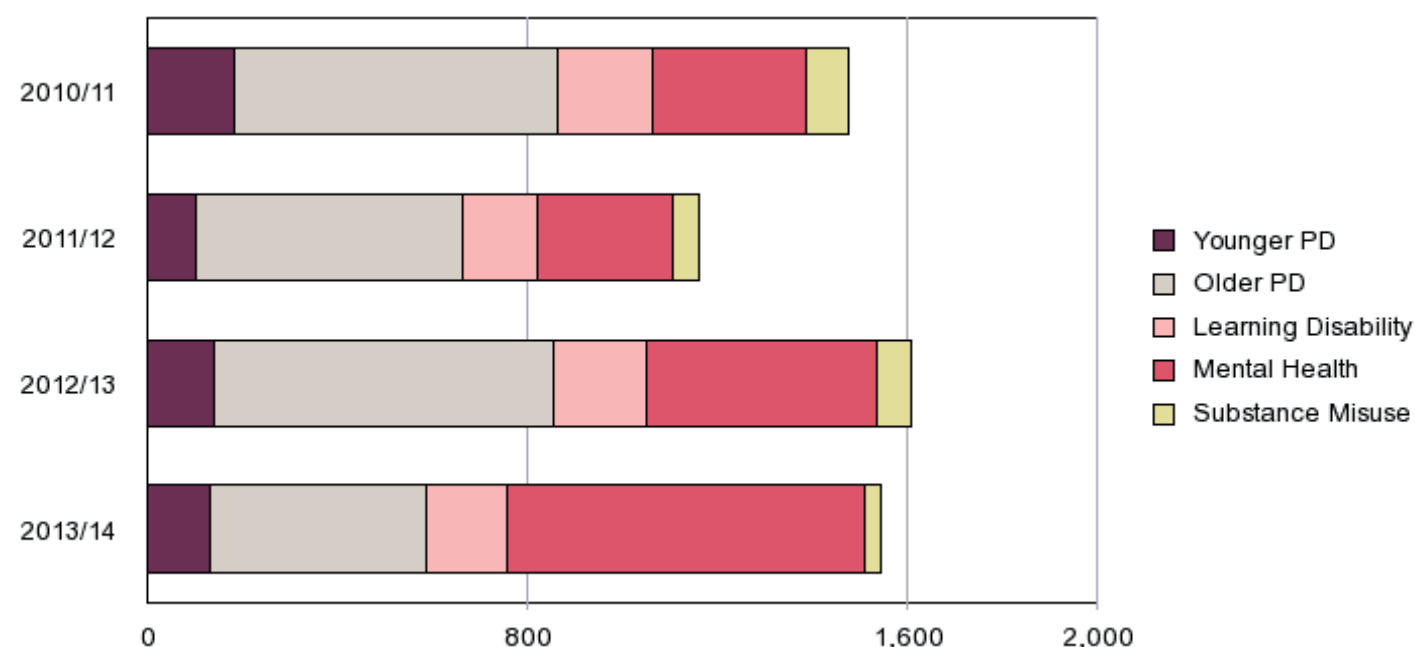


Source: SAR SG001 tables: Numbers of individuals for whom a safeguarding referral has been made

In 2013/14 there has been a small decrease in the reported number of Referrals (ie. cases progressing to an investigation) (figure 6.31). Referrals have decreased by 3.49% from 1,606 to 1,550. The proportion of cases reported by Manchester Mental Health Social Care Trust has not changed in comparison with the previous year making up 23% of referrals. The number of completed referrals has increased 4.4% from 1,424 in 2012/13 to 1,457 in 2013/14.

Figure 6.32

Referrals by client type



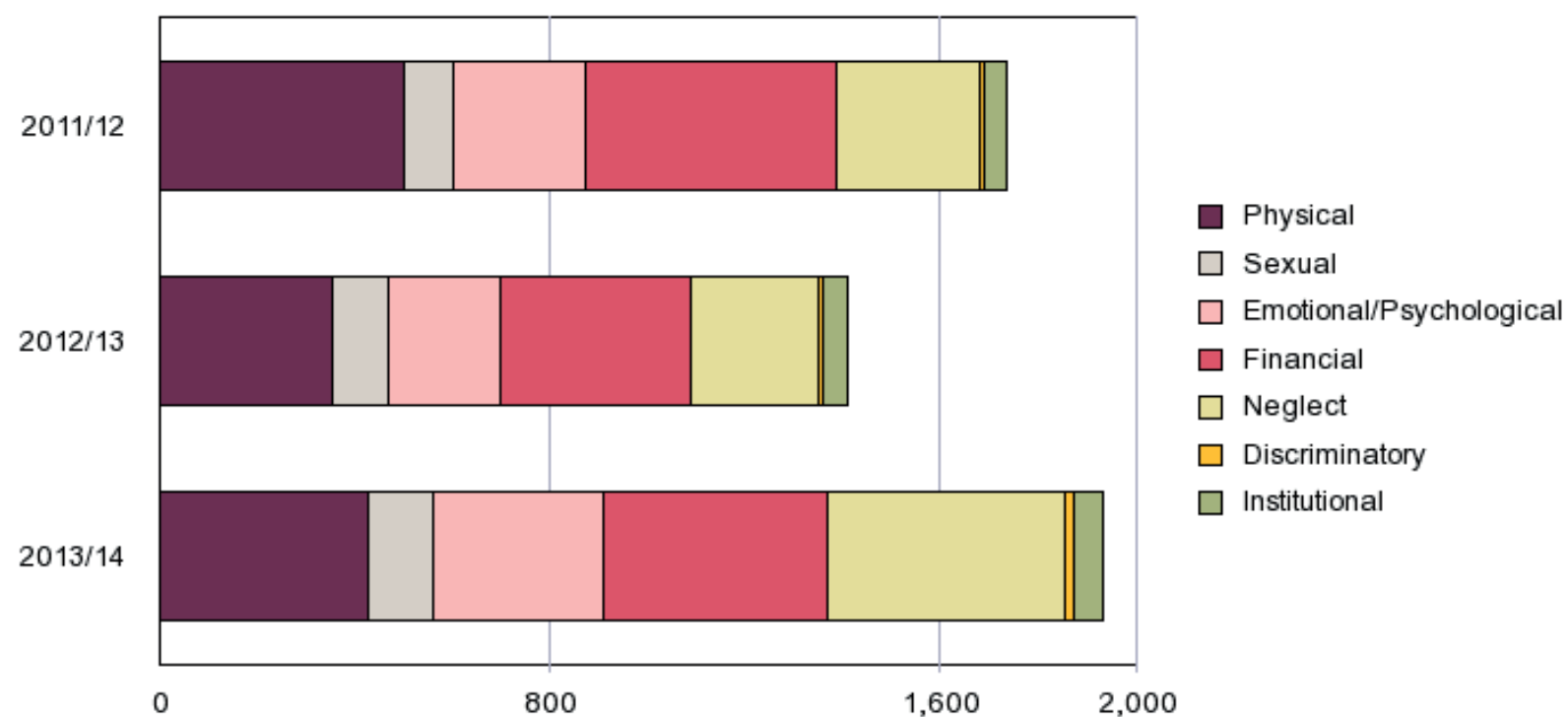
Source: SAR SG001 tables: Numbers of individuals for whom a safeguarding referral has been made by type

Referrals by the Primary Service User Group of the vulnerable adult

The number of referrals has decreased for all client type apart from Mental Health. If a customer has multiple types then Mental Health is considered the Primary Support Need, and better reporting by the Mental Health Trust might suggest this it is related to the improvement in the reporting process, rather than an indication of a change in the demand. The proportions of referrals that relate to customers with Mental Health needs has increased from 29.96% in 2012/13 to 48.90% in 2013/14 (figure 6.32). The largest decrease in the last year in the proportion of referrals has been Older PD customers, which has dropped from 44.44% to 29.46%. This change in proportion between Mental health and Older PD might be related to the reporting process.

Figure 6.33

Referrals by nature of abuse



Source: SAR SG003 tables: Numbers of individuals by type of abuse risk

Across the range of abuse types, there has been an increase in each area, the most marked of which between 2012/13 and 2013/14 is for Neglect (86%) and Emotional/Psychological (51%) (figure 6.33).

Domestic violence

Tackling domestic violence and abuse is central to Manchester's strategic goal of reducing complex dependency. Domestic abuse and violence are likely to be concerns in one third of those families identified as troubled; the best predictor of adverse long-term effects on children is the co-existence with family disharmony and violence. Children who grow up in a home where there is domestic abuse are themselves statistically more likely to become perpetrators or victims of domestic abuse as adults. Domestic abuse and violence also often start or intensify during pregnancy. There is therefore a clear social and economic benefit to generating alternative delivery model options. The identified and hidden fiscal costs of domestic abuse and violence are substantial in Manchester; domestic abuse and violence cut across multiple commissioners, services and providers, requiring new models of delivery based on effective staff engagement.

While some progress has been made in Manchester with 452 fewer crimes reported over the past three years (a fall of 13.4%), there remains a significant number of reported domestic abuse crimes. Over this three-year

period, a quarter of all domestic violence crimes (808 crimes or 27.6%) were committed in just five wards in Manchester: Harpurhey (6.7%), Baguley (5.6%), Sharston (5.3%), Woodhouse Park (5.1%) and Gorton South (5.0%).

The shortfall of the current system is that it is predominantly reactive and triggered by specialist services. Levels of domestic abuse and violence are higher in Manchester than in other core cities and Manchester is also an outlier for Children In Need and Child Protection Plan cases. We have made some good progress: 37% of Manchester's Troubled Families programme is working with families experiencing domestic abuse and violence, as Manchester chose to prioritise domestic abuse as a key local criterion.

Manchester wants to shift from a complex, reactive model, to a new delivery model that tackles the root causes of domestic abuse and violence that will support and empower victims, manage the perpetrators and reduce costs. There is now a good analysis of the 'as is' in terms of the cohort and the case for change, and a strong understanding of the available evidence-based interventions through collaboration with the Early Intervention Foundation (EIF).

Manchester has not yet identified preferred delivery model(s) to take forward the Strategy 2014–17 refresh, which will impact on:

- ➔ a reduction in the number of people who are repeat victims
- ➔ a reduction in the number of people who are perpetrators
- ➔ a reduction in the number of children and young people with a Child Protection Plan related to domestic abuse and violence.

Manchester City Council will be working with the Cabinet Office as part of the Delivering Differently programme to develop innovative alternative options that challenge the status quo.

Manchester has also commissioned six Domestic Homicide Reviews to date (of which three are about to begin). Five of the six are current, with one completed in 2012 and about to be published. All areas of the city have been affected, with three from North, two from Central and one from South. Emerging themes and learning will be taken through the Adult

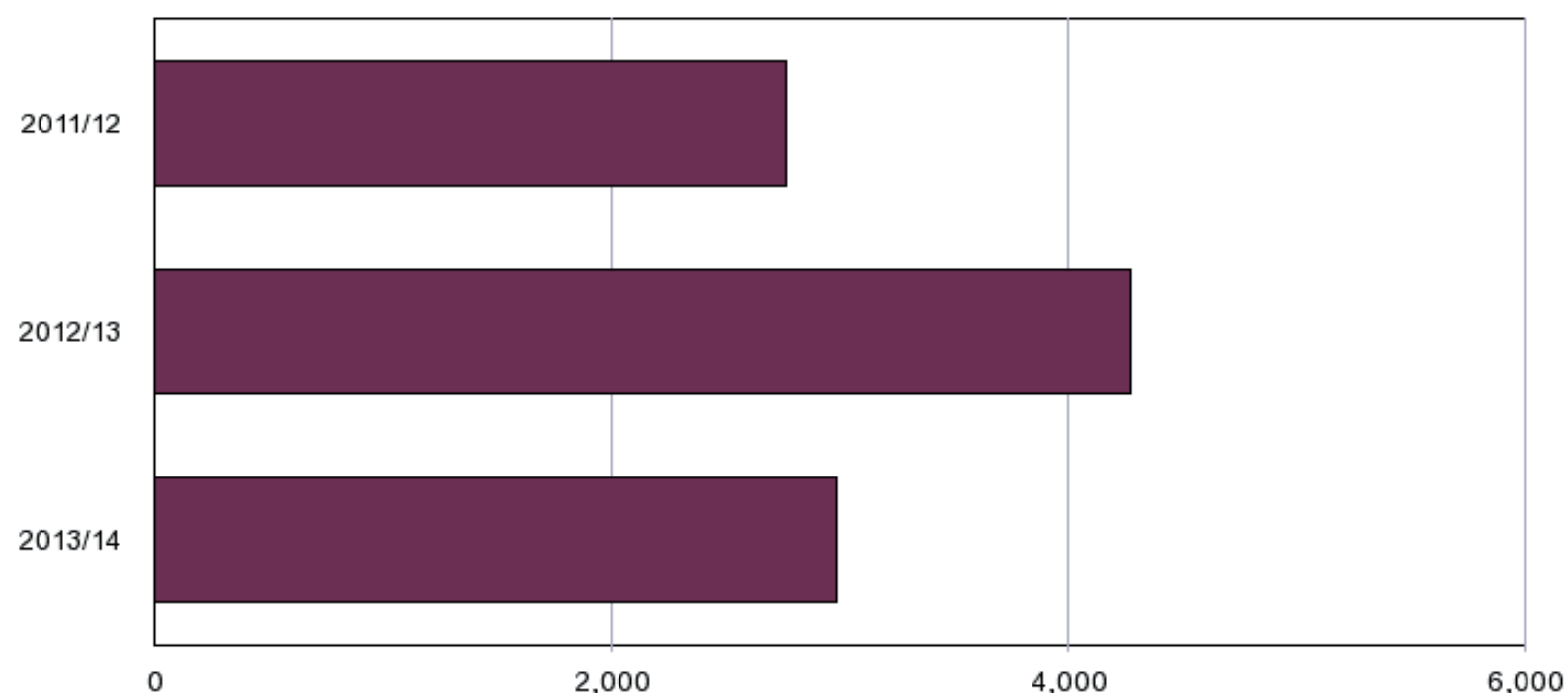
and Children's Safeguarding Boards to inform practice and instil learning across agencies and partners.

Support for carers (under-18 and over-18, informal and formal)

Carers' services help carers and young carers to continue to care for their families/relatives in their own communities. Families are supported so that young carers do not have to take on inappropriate caring roles. These services enable carers to balance caring with a life of their own; carers are able to have a social life and to use leisure, learning and other local services. Carers have access to an Emergency Card, ensuring they and the families/relatives they care for continue to feel safe in their own homes.

Figure 6.34

Number of carers with self-directed support and/or direct payments

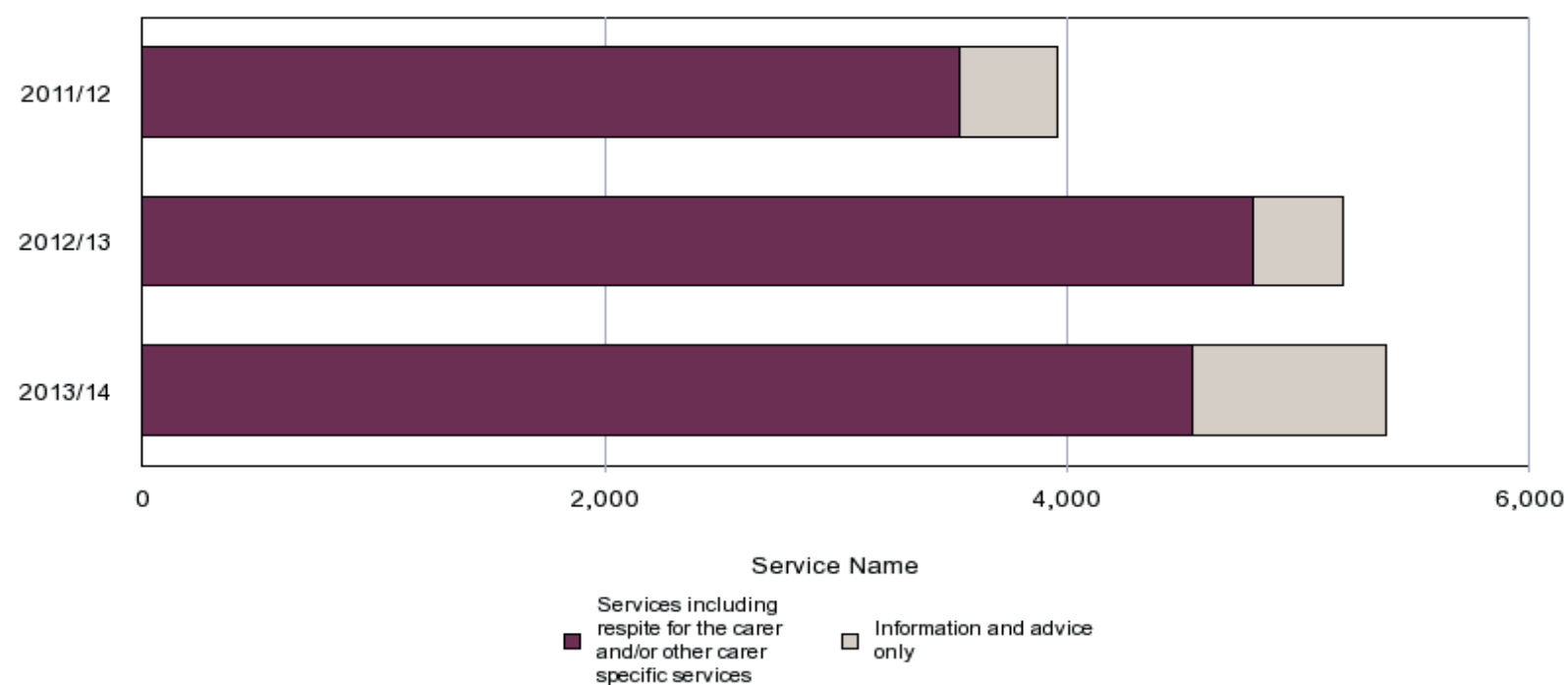


Source: RAP SD3 table: Number of carers receiving self-directed support and/or direct payments provided or commissioned by the CASSR

Number of carers receiving self-directed support and/or direct payments provided or commissioned by the CASSR during the period has gone down 30.4% from 4,279 in 2012/13 to 2,980 in 2013/14 (figure 6.34). This year the number of carers' direct payments has been sourced differently from the previous year, and If we compare this year's result to 2011/12 (last reliable data), there is a 7.7% increase.

Figure 6.35

Number of carers receiving different types of services provided or commissioned by the CASSR as an outcome of an assessment or review



Source: RAPC2 table: Number of carers receiving different types of services provided or commissioned by the CASSR as an outcome of an assessment or review

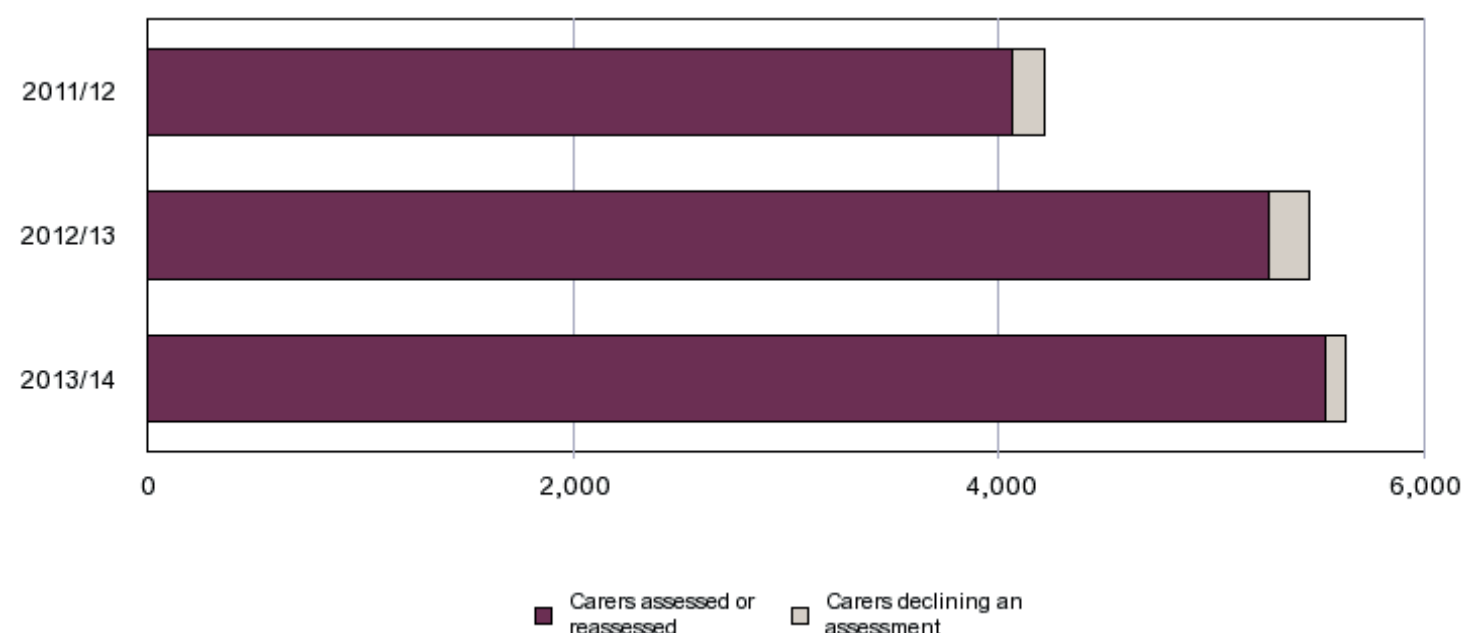
The total number of carers in receipt of carers' specific services following an assessment (including advice and information only) was 5,382 in 2013/14, an increase of 3.0% from the 2012/13 figure (figure 6.35).

There was a decrease in the number of carers receiving services from 4,806 in 2012/13 to 4,547 in 2013/14, but an increase in the number of carers receiving 'information and advice only' from 386 in 2012/13 to 835 in 2013/14.

This marked increase offsets the reduction in non-information and advice services, and has contributed to the overall increase in the number of carers in receipt of carers' specific service.

Figure 6.36

Number of carers for whom assessments or reviews were completed or declined during the period



Source: RAPCI table: Number of carers for whom assessments or reviews were completed or declined during the period

The number of carers for whom an assessment or review was offered (completed or declined) during 2013/14 increased by 3%, from 5,457 in 2012/13 to 5,625 in 2013/14 (figure 6.36). We are offering more customers the chance to be assessed to determine if they need support.

Housing and related support

Housing Related Support funding provides short-term and long-term housing-related support for around 14,750 people across 21 customer groups at any one time. Those supported include people with mental ill health, older people, survivors of domestic abuse, single homeless people, homeless families, people with learning disabilities, offenders, vulnerable young people (including 16 and 17-year-olds), care leavers, young single parents, and people with substance-abuse issues. Many people who are supported also experience social exclusion and may live chaotic lifestyles.

Key objectives include early intervention and prevention, and working with each individual to help them establish and maintain independent living. Each person agrees a support plan with their provider, and they receive support with various aspects of their life, which helps them achieve independence. People are supported to engage with health care services, comply with statutory orders, develop the skills needed to live independently, and are helped into education, training and employment.

The percentage of people receiving short-term services supported to move from temporary accommodation to permanent accommodation in a planned way remained stable at 75.22%. Housing Related Support helps 98.05% of its customers receiving long-term and floating support services to live independently in the community.

Conclusion

A key feature of the Health and Wellbeing Board has been to create an effective partnership structure across Children's, Families and Health, and provide shared leadership to improve health and wellbeing for the early years to older years. A strong element of this work has been to develop relationships between individual leaders as well as organisations, including a number of newly formed organisations.

The analysis section above shows significant improvements have already been achieved for Manchester residents across all ages in meeting the priorities. For example:

- ➔ Pupil attainment is rising faster in Manchester than the national average, despite the challenges to this because of deprivation. Absences from school have fallen and pregnancies in the under-18s have reduced.
- ➔ Although Manchester has one of the highest rates in the country of looked after children, the number of children looked after has decreased over the past five years.
- ➔ Intervention and prevention, Re-ablement, and services that better serve people's needs in the community have resulted in fewer adults or older people choosing to go into residential or nursing care compared to other local authorities.
- ➔ The Troubled Families Programme has shown that the model is working at the projected level, and measures show that levels of mental wellbeing have improved.

In 2014/15 the Manchester Health and Wellbeing Board will look at strengthening its partnership structures to support the work it is doing to improve the health and wellbeing of local people. Building upon the progress of the Joint Health and Wellbeing Strategy, the future work of the Board will include the following actions:

- ➔ Supporting the Early Years New Delivery Model, which will continue to be implemented during 2014/15, leading to a more effective structure of support for families and infants in the most deprived parts of the city.
- ➔ Supporting the commissioning of the new wellbeing and alcohol services for Manchester, with the aim of establishing these services by early 2015/16.
- ➔ Providing leadership for Living Longer Living Better to support the development of new services, with integrated health and care models for a range of groups, specifically children at end of life, children with long-term conditions, and adults with complex needs (including those who are homeless and those with mental health problems, drug and alcohol problems etc).

- ➔ Strengthening the input of all partners into the Troubled Families Programme to maximise the impact the programme can have on contributing to health and wellbeing, and reducing the long-term demand on health services.
- ➔ Supporting the expansion of training and support for the public to improve people's mental health and wellbeing, and to reduce the stigma and discrimination faced by people experiencing poor mental health.
- ➔ Supporting the Greater Manchester Work Programme Leavers programme as an integrated approach to move those with long-term health conditions back to work. Individual board members will support this programme of work through their respective organisations with the aim of improving access to employment and improving the health and wellbeing of their workforce.
- ➔ Supporting the development of a Falls Strategy and a Dementia Strategy for the city, taking further steps to reduce social isolation, including the support of the Age Friendly Manchester Action Plan, which details how city organisations are working to improve the health and wellbeing of older people in Manchester.

Community safety

Strategic overview

The Crime and Disorder Act 1998 recognised the need for different agencies to work together to tackle crime and disorder. It introduced Community Safety Partnerships, which are required under the Act to set out their vision, strategic objectives and associated indicators of performance against which the Partnership and its partner agencies can measure reductions in crime and antisocial behaviour.

Manchester's Community Safety Partnership (CSP) brings together the Council, Greater Manchester Police (GMP), Public Health Manchester, Greater Manchester Probation Trust (GMPT), Greater Manchester Fire and Rescue Service (GMFRS), Registered Providers, the Universities and the Voluntary and Community Sector, with the aim of making Manchester a safer place to live, work and visit.

The strategic aims and objectives include:

- ➔ To reduce the crimes that have the most impact on the majority of people
- ➔ To tackle drug and alcohol-related crime
- ➔ To address high-level and serious crime
- ➔ To challenge offender behaviour and reduce recidivism
- ➔ To protect vulnerable people
- ➔ To reduce antisocial behaviour.

A Strategic Threat Assessment (STA) is conducted annually. It analyses crime and antisocial behaviour data to track progress against objectives, and identifies areas of concern and emerging priorities. It also assists in clarifying the nature, scale and location of crime and antisocial behaviour across Manchester.

The Community Safety Strategy supports the overarching Community Strategy¹ (2012–2015) in achieving its vision of making Manchester a world-class city, as competitive as the best international cities.

The first Police and Crime Commissioner (PCC) for Greater Manchester was elected in November 2012 replacing existing police authorities. We work closely with the PCC for Greater Manchester to ensure they are informed about local priorities and can make informed commissioning decisions.

The Public Sector Reform agenda cuts across all areas of work, including community safety. Work is ongoing across Greater Manchester (GM) to develop new and improved ways of working that aim to identify and address problems much earlier and prevent escalation, reduce dependency on public services, reduce criminality and improve outcomes for Manchester residents.

¹ Progress against Community Strategy targets is reported in the Community Strategy Performance Dashboard (see http://www.manchester.gov.uk/manchesterpartnership/downloads/file/313/community_strategy_dashboard_q4_1314) and the Authority Monitoring Report (see http://www.manchester.gov.uk/downloads/download/972/authority_monitoring_report)

Analysis of progress

Crime

Manchester's Crime and Antisocial Behaviour Reduction Strategy for 2011–2014 aimed to bring crime rates in the city much closer to the national average. For the 12-month period ending September 2010, the rate for victim-based crime in Manchester was 117.6 per 1,000 population compared with 64.8 across England and Wales¹. During the 12 months to September 2013, these rates had dropped to 88.4 and 54.6 respectively. Manchester's improvement (at 24.8%) was stronger than that of England and Wales.

Over the past five years, Manchester has performed well in comparison with other areas. It experienced the third-highest reduction in victim-based crime rates of the eight core cities, and the third-highest reduction of the 15 authorities in its Most Similar Group (MSG)². Its reduction in comparison with other Greater Manchester authorities was less marked (achieving the seventh-highest reduction of the ten), but the economic and demographic nature of Manchester is very different to that of the surrounding boroughs.

In terms of deprivation, for instance, Manchester had the second-highest average score in 2010 out of the eight core cities, as well as the second-highest score of the English CSPs in its Most Similar Group³. It also had the highest average deprivation score among Greater Manchester authorities. In terms of population, during the working day, Manchester sees a larger increase than any other core city, MSG member or GM authority. According to the 2011 Census, Manchester's workday population was 21.1% higher than the usual resident population, the tenth-highest increase for a local authority in England and Wales⁴.

¹ Mid-Year population estimates and recorded crime data, Office for National Statistics © Crown Copyright 2013

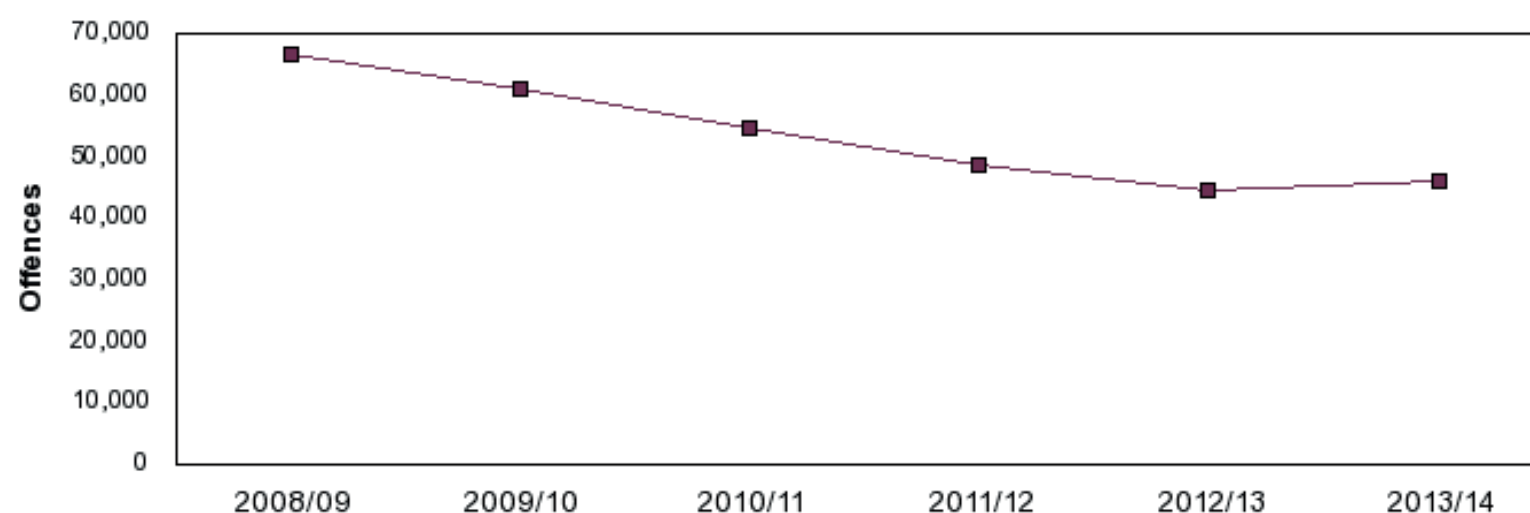
² The 'Most Similar Group' methodology has been used by iQuanta since 2003 to enable comparisons between areas, using socioeconomic and demographic variables identified as being closely correlated to levels of crime. These have since been incorporated into the public facing Police.Uk website. The other members of Manchester's Most Similar Group are Cardiff, Kingston upon Hull, Leeds, Leicester, Lincoln, Liverpool, Newcastle upon Tyne, Newport, Norwich, Nottingham, Preston, Salford, Sheffield and Swansea. In 2008 Manchester was ranked in the worst five of these CSPs for 17 out of 18 individual crime types. In 2013 this had reduced to only seven out of 18.

³ English indices of deprivation (2010)

⁴ Census 2011, ONS Crown Copyright reserved.

Figure 7.1

Total victim-based crime in Manchester



Source: GMP Business Intelligence, April 2014

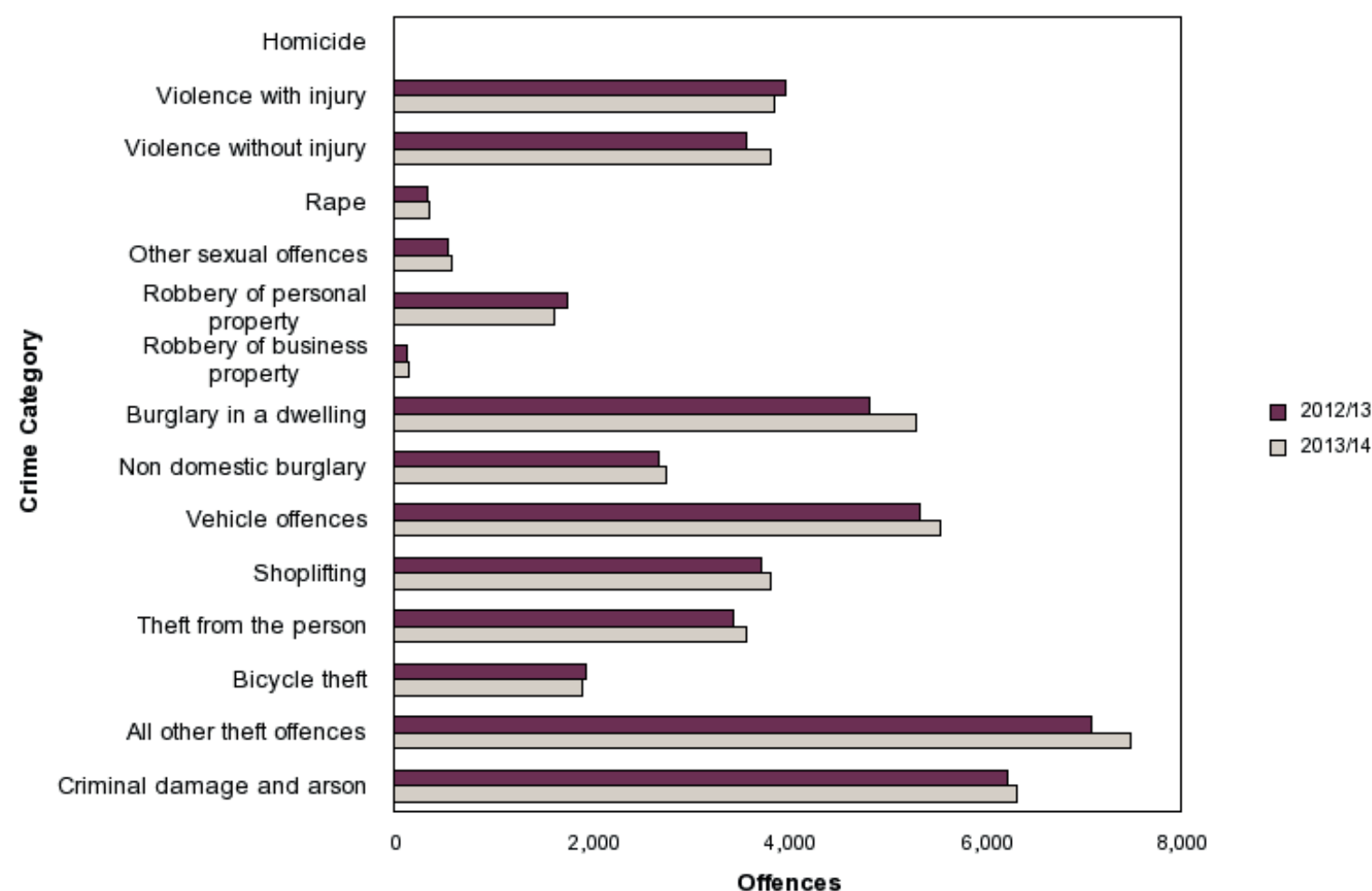
Performance over the most recent 12 months, from April 2013 to March 2014, has seen a significant change in trends for victim-based crime (Figure 7.1). Over the past four years, substantial reductions were seen in recorded crime of between 8.5% and 10.9%; however, 2013/14 saw an increase of 3.7%. While preceding years had seen some increases in a minority of specific crime types, 2013/14 saw increases in the majority of them.

Victim-based crime

A total of 47,243 victim-based crimes were reported across the city between April 2013 and March 2014, a 3.3% increase compared to the same period the previous year. Victim-based crime is a broad category that includes offences of violence against the person (including homicide, violence with injury and violence without injury), sexual offences (including rape and other sexual offences), robbery, theft (including theft from person, domestic burglary and vehicle crime) and criminal damage. The numbers of victim based crimes for the last two years are shown in figure 7.2.

Figure 7.2

Victim-based crime in Manchester by type (2012/13 and 2013/14 compared)



Source: GMP Business Intelligence, April 2014

The number of personal robberies reported in the past year reduced by 7.8% compared with the previous 12 months (from 1,763 to 1,626). Over the same period, the number of offences linked to violence with injury decreased by 3% (from 3,986 to 3,865). Over a third of these violent crimes are linked to domestic abuse and more than one in five were mainly linked to the night-time economy.

The total number of theft offences reported across the city in the past year rose by 4.6% (from 29,118 to 30,456). The largest increase within this broad crime category was for domestic burglaries, which increased by 9.6% (from 4,842 to 5,305) compared with the previous year. Some of the worst areas for domestic burglary have high numbers of student residences – domestic burglary rates at student houses are over twice the Manchester average.

Operations such as Operation BRAID target key crimes such as burglary. BRAID is a triple-track approach and targets the victim, offender and location. Work with victims involves property security surveys, community engagement, raising awareness, and developing Homewatch

schemes, to reduce the chances of victimisation. Offender targeting concentrates on arrests, prosecutions and civil enforcement such as ASBOs. Location involves targeting environmental factors that may contribute to crime. This is partnership work between GMP, Neighbourhood Delivery Teams and Northwards Housing and days of actions have been carried out around intensive neighbourhood management of areas.

Operation Shield is the offender element of BRAID. GMP officers carry out day and night disruption visits to known offenders to ensure they are complying with any conditions they have. Suspected offenders are also monitored to reinforce the message to all offenders that they are being monitored. The key offenders – identified through daily intelligence reviews – are visited and advised regarding police activity, and there is the opportunity for officers to check items of clothing, known associates and family to maximise any opportunity for solving crime.

Theft from person offences mainly involves the theft of mobile phones, and across the city in the year to March 2014 these crimes increased by 4.1% (from 3,448 to 3,591). The theft of mobile phones is a national problem with many of the offences being committed in busy night clubs and at concert venues. This threat is being addressed by GMP in partnership with the Council under Operation Network, with initiatives including publicity campaigns and the use of identity scanning machines in nightclubs.

The largest percentage increase in crimes reported across the city in the past year was for sexual offences, which rose by 6.6% (from 897 to 956). While only around 1% of victim-based crime is usually classed as 'historic crime' (having been committed more than one year before being reported), more than a quarter (27.6%) of the sexual offences reported during the year ending March 2014 were historic. GMP has found the rising trend in the number of historic sexual offences being reported across Greater Manchester has mirrored national publicity of sexual offences involving celebrities.

Drug and alcohol-related crime

Strategic responses to drug and alcohol-related crime and antisocial behaviour are discussed in the 'Children and families' chapter of this year's State of the City Report.

High level and serious crime Operation Challenger – tackling organised crime

The Government published the Serious and Organised Crime Strategy in October 2013. The aim of this strategy is to substantially reduce the level of serious and organised crime. The strategy has four components: prosecuting and disrupting people engaged in serious and organised crime (Pursue); preventing people from engaging in this activity (Prevent); increasing protection against serious and organised crime (Protect); and reducing the impact of this criminality where it takes place (Prepare).

Work is being progressed locally under each of these headings and involves identifying organised crime groups across Manchester and the development of partnership plans to address each of them. Work is ongoing to better understand the routes into organised

crime and the links between organised crime and troubled families. Plans are being developed to test whether a 'troubled families model' of working can be applied to families engaged in serious organised crime.

Firearms discharges

Firearms discharges have reduced significantly over the past decade. Firearms confirmed discharges peaked at 93 in 2007/08 across Manchester, compared to just nine in 2012/13. The Integrated Gang Management Unit (IGMU) which incorporates Greater Manchester Police's Xcalibre Unit and Greater Manchester Probation Trust, has worked extensively to tackle gang members and to deter those on the cusp of becoming involved in gang activity.

The team aims to:

- ➔ Safeguard young persons and their families affected by gang activity, as well as all vulnerable persons, young or adult.
- ➔ Enforce the law to secure convictions for gang-related offending.
- ➔ Provide support for victims, witnesses, and their families by promoting positive choices, encouraging healthy relationships and working more closely with partner agencies – particularly, education, housing and health and voluntary sector partners.
- ➔ Rehabilitate those convicted of gang-related offending.
- ➔ Support young people to achieve in education and employment.
- ➔ Provide diversionary activities for young people on the periphery of gang activity.
- ➔ Work with partners to develop and enhance the understanding of the impact upon and harm caused to and by girls and women involved with gangs.

Prevent: Preventing violent extremism

Work continues to take place in Manchester to support the delivery of the Government's national Prevent strategy, which was refreshed in June 2011, through the following three local Prevent priorities:

- Embedding Prevent into our mainstream work (supporting key services and institutions, joining up vulnerability-based agendas, etc).
- Supporting groups or individuals most vulnerable to the messages from extremists (safeguarding).
- Building long-term resilience of communities (identifying, understanding and countering extremist ideologies).

Strong governance arrangements are in place, including senior political and strategic leadership, and current activities include the co-ordination and delivery of a number of Prevent products and briefings to staff across the public sector. Work is taking place to finalise the development of a digital training programme with the RecoRa Institute and a digital agency called Mobedia. The tool will be launched in summer 2014 and is aimed

specifically at safeguarding against radicalisation. We now have over 100 Prevent Champions from across the public sector who have signed up to support the mainstreaming of Prevent in key services, organisations and neighbourhoods in Manchester. We are also strengthening the city's safeguarding arrangements, processes and support for adults and children with vulnerabilities associated with radicalisation. Continuing success of Prevent cannot only be achieved by the public sector. Therefore, over the next 12 months, building community leadership and resilience remains a significant priority for the city. The start of this process included a well-attended and lively Prevent – the Big Questions community dialogue event in April. As a result of this, a number of further community-led workshops on Prevent-related themes are to be held aimed at identifying, supporting and developing Prevent Community Champions and progressing a community-led Prevent action plan. Manchester is currently refreshing its Manchester Prevent Action Plan for 2014/15.

Changing offender behaviour Spotlight – Integrated Offender Management (IOM)

Spotlight was established in Greater Manchester in 2010 with a remit around Integrated Offender Management. Spotlight multi-agency teams comprise statutory organisations (GMP, Youth Offending Service and GMPT) and other private and voluntary agencies, namely drug services, mentoring services and education, as well as training and employment providers. They supervise a cohort of around 470 offenders who have committed a range of offences, from serious acquisitive crime, to violence and firearm offences. Spotlight delivers intensive supervision and ensures that offenders who have had the biggest impact on the local community receive close monitoring and support to protect the public from future harm and reduce the likelihood of future offending. Partners work together closely on a daily basis by sharing information and intelligence while providing support for some of the most difficult and complex individuals.

Intensive Alternative to Custody (IAC)

The Intensive Alternative to Custody service is a form of Integrated Offender Management developed specifically to achieve the best possible outcomes with young adult offenders aged 18 to 25 years at risk of custody. It uses new approaches designed to encourage engagement and participation, and uses education and employment-focused mentoring to improve skills and address disadvantage. It also has a strong family focus to promote respect in personal relationships and responsible parenting, and maintains a strong victim focus, including extensive use of restorative justice.

Judges and magistrates have been extremely impressed by how IAC orders have delivered positive change with a group of offenders who have traditionally been difficult to engage. An evaluation of the initial IAC pilot delivered between 2009 and 2011 concluded that IAC was a popular disposal with 342 IAC Orders imposed during this period (target 282); up to 40% unemployed cases found work and it had much better reoffending outcomes than short custody.

From December 2013 the IAC team commenced supervising 18 to 21-year-olds released from custody on licence in order to provide an enhanced service for this group to reduce the likelihood of them returning to prison. As part of this enhanced service, community-led initiatives were commissioned to mentor offenders from both the IAC and IOM cohort to help them achieve a more stable lifestyle away from offending. A mentor works collaboratively with the offender manager and the offender to develop an action plan to help individuals build a more fulfilling and productive lifestyle. Offender managers who have referred offenders into the project have provided excellent feedback on the outcomes being achieved with some of the most prolific individuals from across the city.

Work with women offenders

While women offenders constitute only 15% of the offender population in Manchester, they remain a significant group. The majority of women do not pose a high risk of harm to the public, but their offending is often prolific, they have complex needs, and they often access services in a chaotic way while in crisis. In addition, many women offenders have children, and the effects of their offending on their families is significant.

In 2007, recommendations were made that included community services being an alternative to custody, and a vision for a new approach to women in the Criminal Justice System. In 2009, the Ministry of Justice allocated funding to voluntary and community sector organisations to develop tailored community-based provision for women to divert them from custody. In Manchester, Women MATTA were commissioned by the Ministry to work in partnership with Probation to deliver services for women. Since then a number of initiatives have been developed for women offenders, including:

- ➔ Appropriate and credible community resources
- ➔ Women-only activity requirements and probation appointments
- ➔ A women-offender management model.

In July 2013, Coaching Inside and Out (CIAO) were commissioned to provide coaching for women offenders or those at risk of offending. This coaching provides women with skills to help them change their lives and behaviour. During 2013/14, positive changes to behaviour and attitudes had been witnessed by CIAO

mentors around drug use, accommodation, health, motivation and responsibility, relationships, action planning, and meaningful use of time. These are all important factors in contributing towards behaviour change and in turn reduce reoffending.

Youth offending

Manchester had a First Time Entrants (FTE) to the Youth Justice System rate of 704 per 100,000 of the 10 to 17-year-old general population during the financial year 2012/13. This was higher than all the comparison groups, but it also represented a bigger reduction (down 30.7% from a baseline of 1,016 in 2011/12).

2013/14 saw the introduction of new Out Of Court Disposals (OOCs) given by the police and recorded by the Youth Offending Service (YOS). Youth cautions, youth conditional cautions and community disposals replaced police reprimands and police final warnings. This has led to an increase in the number of precourt disposals (or OOCs) used from the start of the year. These interventions, community resolutions in particular, are used by the police to avoid sending young people to court for minor offences. OOCs are supported

by a custody triage model, which provides a system of joint assessment for youth offenders at the point of arrest. It brings YOS expertise into the police station to enable early and rapid assessment of young people in their widest environment (family life, education, safeguarding status, health, etc) and allows speedy and efficient decision-making of the most appropriate outcome.

Transforming justice and rehabilitation

'Transforming Rehabilitation: A Strategy for Reform' sets out the Government's plans to reform prison and probation services across the UK. Currently, despite the significant amount of spending in this area, reoffending rates are still excessively high.

Transforming how services are delivered at the point of arrest, sentence and release – with a particular focus on women, youth, and priority and prolific offenders – aims to make significant inroads into reducing levels of crime and victimisation. Manchester is involved in co-designing the local proposals through the community budget work.

The key aspects of the reforms are as follows:

- ➔ A new public sector National Probation Service is currently being created and the new model went live on 1 June 2014.
- ➔ Offender services delivered by a number of new organisations, which will receive payment by results.
- ➔ Every offender released from short-term custody will receive statutory supervision and rehabilitation in the community. Legislation is expected to extend this statutory supervision and rehabilitation to all 50,000 of the most prolific offenders – those sentenced to less than 12 months in custody.
- ➔ A nationwide 'through the gate' resettlement service will be established. This service will offer continuous support by one provider to offenders making the transition from custody into the community. This will be facilitated by the alignment of releases with offender's home communities to provide the opportunity to join up provision and improve services for offenders.

The existing individual Probation Trusts will be reorganised into a single national public sector

Probation Service and a number of Community Rehabilitation Companies (CRCs), which will have the responsibility of managing offenders in the community.

The public sector Probation Service will continue responsibility for the supervision of the most high-risk offenders, including the most serious, those subject to Multi-Agency Public Protection Arrangements (MAPPA).

Protecting vulnerable people

Domestic abuse

A total of 3,308 victim-based crimes reported across the city between April 2013 and March 2014 were flagged as domestic abuse. This was a 7.3% increase on the number of domestic-abuse crimes recorded in the previous 12-month period (3,082).

Manchester has suffered five domestic homicides during the past 12 months and Domestic Homicide Reviews are being conducted for all five cases, bringing the total for the city to six since they were introduced in April 2011. The reviews aim to identify any lessons that can be learned to improve how we respond to and tackle domestic abuse locally and nationally.

The Domestic Violence Disclosure Scheme (Clare's Law) was piloted in Greater Manchester following the death of Clare Wood, and was implemented nationally in April 2014. The scheme gives individuals the 'right to ask' the police whether their partner has previously been involved in domestic violence or violent acts. The 'right to know' enables the police to disclose information to those who may be at risk in prescribed circumstances. During the 'right to know' pilot, 117 applications were made to Greater Manchester Police, leading to 52 disclosures and 45 applications resulting in 33 disclosures.

Manchester is currently refreshing its Domestic Abuse Strategy. Public Sector Reform work, the Police and Crime Commissioner and Delivering Differently funding will be used to look at transforming how domestic abuse services are delivered across Manchester and Greater Manchester with the aim of increasing early intervention and prevention, whole-family approach and evidence-based interventions.

The issue of domestic abuse is further discussed in the 'Children and families' chapter of this year's State of the City Report.

Hate crime

Following consultation with representatives from voluntary and community groups and criminal justice agencies, Manchester published its Hate Crime Strategy 2013–16 in January 2013. The strategy provides practitioners from across the public, voluntary and community sectors with a consistent framework, with shared definitions and processes for reporting, recording and tackling hate crime across Manchester. It contains the following five objectives:

- ➔ To prevent hate crime
- ➔ To increase reporting of hate crime and hate incidents
- ➔ To take effective action against perpetrators
- ➔ To support victims of hate crime
- ➔ To improve partnership responses.

To contribute towards preventing hate crime, it is imperative to raise awareness. This includes increasing the understanding of what constitutes a hate crime and its effect on victims and the wider community. An annual hate crime awareness week was therefore established in Manchester in January 2013. This

has now been adopted by other local authority areas across Greater Manchester. The second annual hate crime awareness week in January 2014 saw over 60 voluntary and community sector organisations hold events to raise awareness and encourage reporting of hate crime.

Since October 2013, we have also been reviewing, refreshing and establishing new hate crime third-party reporting centres. This enables victims to report hate crimes and incidents to specialist agencies that can deal with the report in confidence if required, while providing support and assistance. We are currently identifying communities where there is a culture of underreporting, to inform where additional Third Party Reporting Centres should be established, and where hate crime awareness needs to be raised.

A total of 866 crimes and 264 non-crime incidents reported across Manchester between April 2013 and March 2014 had links to one or more of the six monitored hate strands: disability, race, religion, sexual orientation, alternative subculture, and transgender.

Table 7.1
Hate crimes and incidents linked to monitored strands (Manchester 2012/13 and 2013/14)

	2011/12		2012/13		2013/14	
	Crimes	Incidents	Crimes	Incidents	Crimes	Incidents
Race	844	180	744	192	730	187
Religion	36	16	30	13	40	21
Sexual orientation	127	26	88	31	98	42
Disability	14	7	13	3	13	6
Transgender	5	3	3	2	9	1
Alternative subcultures*	0	0	0	0	2	0
Motivation not recorded	35	4	3	2	0	16
Total links to monitored strand	1,026	232	878	241	892	257
Total crimes/incidents	1,033	225	857	235	866	264

Source, GMP Business Intelligence, April 2014

Work is ongoing to establish a baseline from which we can measure performance in this area. Victim Support has been commissioned to undertake research into victims' experiences of hate crime, in particular relation to the criminal justice system and support services, which will be used to inform future work.

Students

Manchester has a vibrant and diverse student population. Over 80,000 students choose the city to undertake their studies every year. Manchester is involved in a number of initiatives aimed at ensuring that the city is safe for students to live and study. Students can often be victims of crime as they have highly desirable possessions such as mobile phones, tablets and laptop computers. However, we are mindful that some students may become perpetrators of crime and antisocial behaviour, and work with local residents and the universities to ensure that such behaviour is not tolerated.

Case study: Student Safe and Student Safe zones

Operation Student Safe runs throughout the academic year commencing with the influx of new students in October. Students and their parents are provided with crime prevention advice and information. Site visits are conducted to student accommodation to identify vulnerable premises, and target hardening is offered, particularly in burglary hotspots. Specialist policing units also take part in high-visibility patrols of hotspot areas, with known offenders found in the vicinity stopped and asked to account. Targeted visits are conducted to known offenders' home addresses, particularly those on bail for related offences.

In 2012, university students expressed a desire for a network of safe places they could go to if they felt threatened or vulnerable. As a result, GMP together with The University of Manchester, Manchester Metropolitan University, the Royal Northern College of Music and their respective unions developed Student Safe Zones on the Wilmslow Road Corridor. These premises, usually bars, restaurants and takeaways, have signed up to an agreement to provide students with appropriate assistance if required. This can include a suitable place away from perceived danger, or telephoning a friend, a taxi, the police or an ambulance.

Accidental dwelling fires

The number of accidental primary fires (those linked to homes) across Manchester decreased by 2.5% last year (501 were reported October 2012 to September 2013 compared to 514 during the same period the previous year). This type of fire is often linked to the vulnerability of the resident; for example, due to their mental ill health. GMFRS and the University of Salford are working in partnership as part of a Post-Incident Research Programme, which aims to better understand and manage the risks (and associated injuries) around accidental dwelling fires. The project involves GMFRS Community Safety Advisers undertaking qualitative interviews with people who have experienced an accidental dwelling fire. Over 60 interviews have been completed, providing valuable information that will be used to develop future prevention activities.

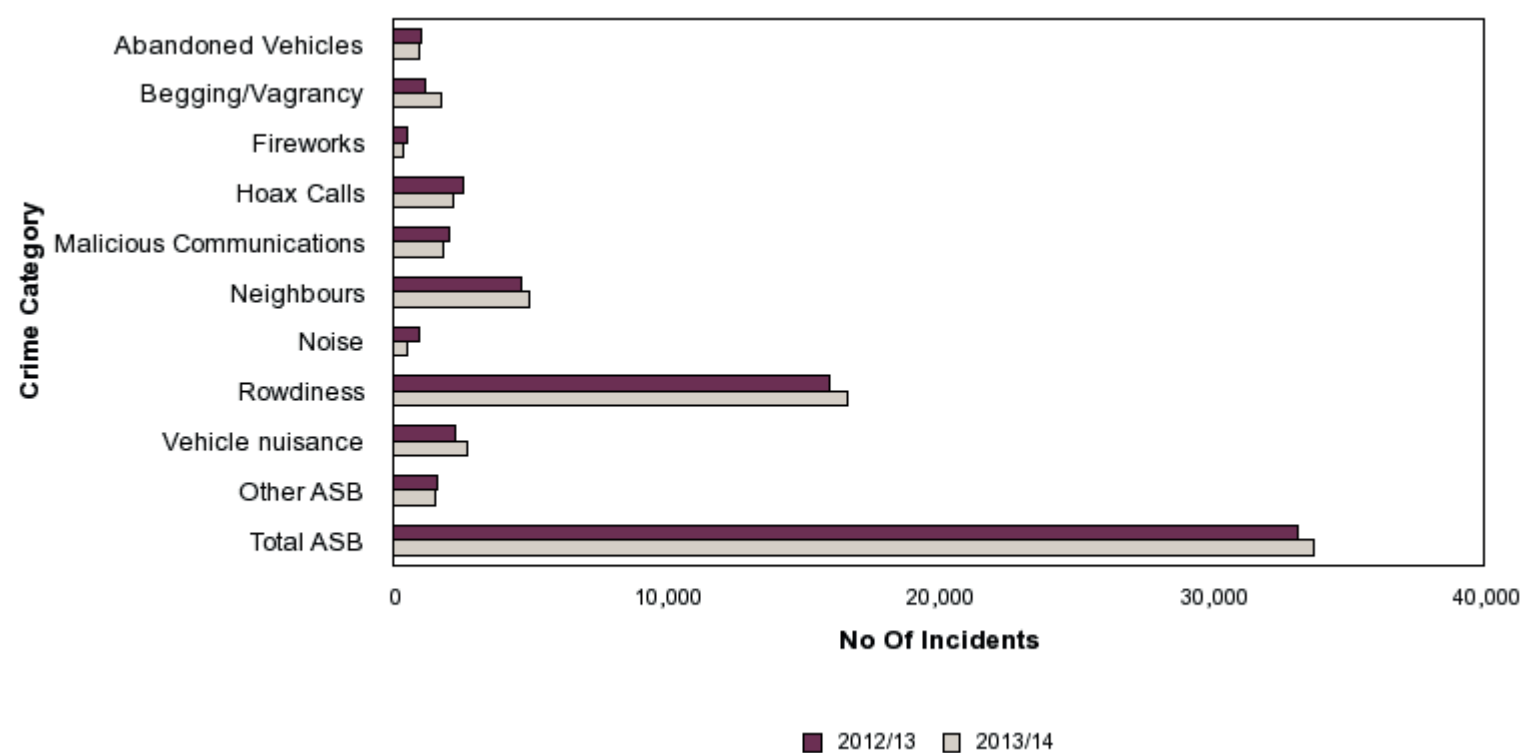
Antisocial behaviour (ASB)

Over the past ten years, the number of reports of antisocial behaviour to GMP has decreased. Half of all incidents reported to GMP are recorded as rowdiness, with other significant antisocial behaviour categories including neighbour nuisance, vehicle nuisance and

begging. One in six antisocial behaviour incidents reported to GMP is linked to neighbour nuisance.

Figure 7.3

Antisocial behaviour in Manchester (2012/13 and 2013/14)



Source, Business Intelligence, April 2014

Community Trigger

The Community Trigger, which allows for individuals/groups to request a review of action taken to address antisocial behaviour, has been available nationally from May 2014. Manchester has worked with the Home Office to pilot the Community Trigger process since 1 June 2012. Up to March 2014, Manchester received 20 requests to enact the trigger. Of those cases, only seven met the threshold and resulted in further action being taken. Recent lessons learnt from the trigger include the importance of partners communicating with individuals in their first language and the need to consistently assess vulnerability across the partnership.

Antisocial behaviour and students

GMP and the Council sometimes receive complaints about noise nuisance coming from properties where students reside. Partnership working between the Council, Manchester Student Homes and GMP aims to reduce these complaints and educate students about appropriate levels of noise.

Dealing with students causing noise nuisance can be a little more difficult than normal domestic noise complaints. This is due to

several students often living in one house, so it can be difficult identifying who is responsible, and because students often move their accommodation annually. Council and police officers need to be sure that they have warned those responsible before escalating any action.

GMP and Council have developed a highly effective process for responding to noise nuisance complaints from student properties. It involves carrying out joint visits to speak to the occupants and to warn them about action that can be taken if the noise continues. During the academic year 2012/13, 308 addresses were visited, relating to 1,295 students, and 187 were warned regarding any future noise nuisance. Only 13 required further visits and were served with Noise Abatement Notices. Two breached these, resulting in warrants being executed to seize noise-making equipment. This shows a success rate of 95%.

Conclusion

While Manchester has made significant reductions in crime and antisocial behaviour over recent years, 2013/14 has seen an increase in a number of crime types, particularly acquisitive crime. Welfare reforms and reductions in public

resources have been cited as contributing towards these increases.

Welfare reforms are having an impact on some of the city's most vulnerable residents. While the exact nature of this impact is difficult to measure, there are signs of concern, including an increase in homelessness presentations and incidents of begging, as well as an increase in the number of food banks and an increasing number of thefts of foodstuffs.

Economic pressures continue to have an impact on public services, with ongoing reductions in funding and resources. These reductions have meant that public sector organisations have had to become increasingly efficient and effective. Co-location, for example, enables different partners to discuss problems in real time and work together to solve them without delay. These reductions also mean it is important that Manchester reduces demand on services while at the same time providing a quality service, continuing to tackle crime and antisocial behaviour and supporting vulnerable people. To achieve this we need to continue to change behaviour, adopt more out-of-court disposals and other new tools and powers, and

maximise engagement with partners. Engaging communities in preventing and reducing crime and antisocial behaviour and encouraging residents to be active citizens is key to reducing demand.

Effective offender management measures such as Integrated Offender Management and Intensive Custody Orders are showing positive impacts on offender behaviour leading to reductions in reoffending. During 2013/14, the IOM cohort achieved a 10% reduction in reoffending. The savings achieved, based on the reduction of the three main crimes of burglary, robbery and serious violent crime, has been calculated as £190,534. Between 2007/08 and 2012/13, the number of first-time entrants into the Youth Justice System dropped at an average rate of 117 cases per year.

On 13 March 2014, the Antisocial Behaviour, Crime and Policing Act 2014 received Royal Assent. This legislation introduced changes to the antisocial behaviour tools and powers that are available and aims to provide simpler and more effective powers to tackle antisocial behaviour and the underlying causes (such as substance misuse) through positive requirements. The legislation also seeks to provide better protection for victims and witnesses. For example, the Community Remedy gives victims and witnesses a voice in determining out-of-court solutions when a crime has been reported.

The legislation encourages closer partnership working by:

- ➔ Including the police as an applicant for a civil injunction
- ➔ Placing a statutory obligation on applicants to consult with Youth Offending Services in respect of civil action taken against young people
- ➔ Encouraging applicants to consider what additional interventions could be put in place to help individuals address the root causes of antisocial behaviour.

Manchester continues to work on a national and Greater Manchester level to influence the guidance that will accompany the Act and prepare for implementation, which is anticipated for October 2014.

Environment and climate change

Introduction

The Environment chapter brings together six interconnected environmental areas that have cross-cutting objectives and benefits for the city:

- Climate change
- Land (green infrastructure, biodiversity and contaminated land)
- Air quality
- Waste and recycling
- Fly-tipping
- Street cleanliness.

As set out in the Community Strategy¹, Manchester's vision is to be a world-class green city with successful neighbourhoods whose prosperity is environmentally sustainable. The six environmental areas in this chapter each include indicators that demonstrate where progress is being made towards this vision. These include 88% of state schools being Eco Schools, 37 Sites of Biological Importance and over 1,000 Carbon Literate citizens in Manchester.

Climate change

Manchester's Climate Change action plan, Manchester – A Certain Future (MACF), sets out the vision and commitment for Manchester to become a leading low-carbon city by 2020. MACF was launched in 2009 and an MACF Update was published in 2013, reflecting the changes and progress made in the city over the first three years, and setting out clear headline actions to 2015. The MACF Steering Group also published their 2013 Annual Report in June 2014 (www.manchesterclimate.com).

MACF 2009 committed the city to reducing its CO₂ emissions by 41% by 2020, from a 2005 baseline, and to establishing a 'low-carbon culture', embedding low-carbon thinking into the lifestyles and operations of the city. The 2013 Update adopted a third objective and committed to consider a fourth, to better align it with the Greater Manchester Climate Change Strategy 2010–2020. These are to 'prepare for and adapt to a rapidly changing climate', and 'make a rapid transition to a low-carbon economy'.

The progress of MACF is measured against these four objectives using a specific set of indicators. Work is underway during 2014 in order to expand this set, including measures for each of the five MACF themes (buildings, energy, transport, sustainable consumption and production, and green and blue infrastructure).

CO₂ reduction

Manchester's progress against its aims to reduce carbon emissions by 41% by 2020 is measured using data from the Department of Energy and Climate Change (DECC). The latest data available from 2011 shows that Manchester has achieved a 16.1% reduction in CO₂ levels against the 2005 baseline. Population over this time increased by 10%, with emissions per capita falling significantly from 7.1 to 5.4 tonnes. These figures show an overall trend of reduction in emissions; however, the city is still susceptible to events that affect these emissions, including economic performance, winter temperatures, and the fuels used at a national level to generate electricity.

¹ Progress against Community Strategy targets is reported in the Community Strategy Performance Dashboard (see http://www.manchester.gov.uk/manchesterpartnership/downloads/file/313/community_strategy_dashboard_q4_1314) and the Authority Monitoring Report (see http://www.manchester.gov.uk/downloads/download/972/authority_monitoring_report)

Table 8.1Direct CO₂ emissions (Manchester, 2005 to 2011)

Waste type	2005	2006	2007	2008	2009	2010	2011	2012
Tonnes	3,251.43	3,347.91	3,209.06	3,214.97	2,858.12	3,003.12	2,728.34	Available summer 2014
% reduction on baseline		2.97%	-1.30%	-1.12%	-12.10%	-7.64%	-16.09%	Available summer 2014
Per capita emissions (t)	7.1	7.2	6.8	6.7	5.9	6.1	5.4	Available summer 2014
% per capita change		1.41%	-4.23%	-5.63%	-16.90%	-14.08%	-23.94%	Available summer 2014

Source: Department for Energy and Climate Change, Crown Copyright.

There is a strong connection between Manchester's emissions and trends in the UK energy supply, which demonstrates the importance of decarbonisation of the National Grid and the generation of local renewable and low-carbon energy. The uptake of renewable energy installations in Manchester can be partly measured by registrations to the Feed-In Tariff – the Government's incentive scheme for local renewable energy generation – of which there are now over 2,600 in the city. However, the number of new installations fell significantly between 2012 and 2013, as they were heavily influenced by the level of tariff available and scheduled reductions set by the Government.

Programmes to reduce household energy use include the Energy Company Obligation (ECO) Toasty insulation programme, which was delivered in 2013/14. ECO targeted areas where houses had poor energy-efficiency, and 5,272 ECO measures were installed. The national Green Deal programme was also launched in 2013 and 1,458 assessments were undertaken in Manchester that year. This number is expected to rise in 2014 following the commencement of a new GM Green Deal delivery framework to be delivered over the next three years. Progress

made in encouraging sustainable modes of transport is set out in the Transport section of this report.

Culture change

Culture change is difficult to measure and is cross-cutting against all the work streams within MACF. It is expected that a suite of indicators will be needed to give an aggregate measurement of culture change, with data currently collected in relation to the following measures.

The number of Eco Schools in Manchester has increased from 136 to 147 over the past five years, now accounting for 88% of state schools in the city. Another major programme of culture change is the Carbon Literacy Project (an independent Manchester-based charity), which was developed in response to this MACF objective. A total of 613 citizens had been accredited through Carbon Literacy training by the end of 2013, a programme for housing providers has just been launched, and work is underway to develop the Carbon Literacy Education and Training Pathway, which aims to connect residents, employees and students with low-carbon employment opportunities.

Adaptation

MACF recognises it will have to adapt to shifts in the climate regardless of how successful we are in cutting our carbon emissions. We need to build resilience and adapt our buildings, infrastructure, residents, businesses and natural environment. Adaptation involves a multitude of facets, so can perhaps be best measured through the number and quality of resilience plans and adaptation strategies in place. This indicator will be put in place over the coming year, and adaptation responses (in particular, green infrastructure: the extent, quality and productivity of green spaces and tree cover) will also begin to be monitored.

Low-carbon economy

Progress made in understanding the low-carbon economy objective is set out in the Economic Growth section of this report.

The indicators demonstrate that progress is being made against the MACF objectives, and citywide carbon emissions are reducing. However, analysis shows that there is still much to be done in order to meet our targets, and the rate and scale at which the city's residents, businesses and visitors become more energy-

efficient, deploy low-carbon energy technologies, develop low-carbon behaviours and travel more sustainably, needs to accelerate.

Land: Green Infrastructure, biodiversity and contaminated land

Green Infrastructure (GI) is defined as 'a network of multifunctional green and blue spaces, urban and rural, which is capable of delivering a wide range of environmental and quality-of-life benefits for local communities.' These functions and benefits include helping us adapt to climate change, reducing flood risk, improving health and wellbeing, and increasing biodiversity connectivity. GI includes woodlands, lakes, rivers and canals, formal parks and gardens, allotments, school grounds, street trees, golf courses, highway verges, private and domestic gardens, and unused and derelict land. GI coverage in Manchester currently extends to 58% of the city's surface area, 17% of which is private and domestic garden space.

Through the Council's Core Strategy, Manchester has made a commitment to develop its own GI Strategy, which will support the delivery of wider policy commitments,

including MACF, the Greater Manchester (GM) GI Framework, the GM Local Nature Partnership's Natural Capital Work Programme, as well as the Government's National Adaptation Plan.

Biodiversity is one of the key ecosystem services provided by GI. Manchester is maintaining its commitment to conserve, protect and enhance biodiversity wherever it can, in compliance with the NERC Duty 2006. The city has its own Biodiversity Strategy with a five-year action plan for 2012–16, and continues to work with a range of partners, including the universities, Wildlife Trusts, Red Rose Forest, Greater Manchester Ecology Unit, and RSPB, to realise this.

Much of the brownfield land within the city's boundary has a long history that reflects Manchester's industrial heritage. It is now recognised that this land provides a resource and opportunity for the city as part of its ongoing regeneration. An important aim of the Council's Contaminated Land Strategy is to support the strategic approach to regeneration,

and to promote and assist with the safe reuse of brownfield sites, as part of individual regeneration projects and through development in the city.

The redevelopment of sites across the city presents an opportunity to ensure that many of the sites identified as requiring detailed assessment can be reviewed and remediated where necessary, through the planning development process, supported by the Contaminated Land Team.

Manchester has a relatively small number of Sites of Biological Importance (SBIs) compared to neighbouring authorities (37 in 2014), but work with land managers continues to help ensure that the annual target of a 1–5% increase of sites in active conservation management is achieved and there is a steady improvement. Manchester has eight local nature reserves (LNRs) covering an area of 392 hectares, and will continue to work towards achieving the Natural England target of having one hectare of Local Nature Reserve per 1,000 population. Over 10,000 new trees were planted across the city in 2013, including four new community orchards.

The Council also has powers to clean up sites that may be affecting health and the wider environment. These powers are being used to good effect to support the wider aims of regeneration. For example, one of the high-priority sites at Harpurhey Reservoirs is located within the Irk Valley Project area. The site has now been investigated and remediated via capital funding from DEFRA, contributing to the Council's Contaminated Land Strategy and the aspirations of the Irk Valley Project in helping to provide a safe resource for local residents. Work is currently underway through the Irk Valley Steering Group to bring the site back into beneficial use for the community following the remediation works. The priority remains to protect the health of those living and working in the city.

Manchester continues to make progress in understanding and improving the quality and function of land and GI in the city; new academic alliances are currently being developed that will support this work and underpin the city's GI strategy from 2015. Practical action to enhance the city's GI provision will be increased significantly through the development and realisation of a significant

number of GI-related projects funded through the Council's Clean City programme. Partnership and collaborative working will continue to deliver tangible benefits to both people and wildlife, as illustrated in the pioneering work being undertaken by the Environment Agency's River Medlock renaturalisation project.

Air-quality NO₂

UK local authorities are responsible for working towards achieving health-based air-quality objectives specified in the UK Air Quality Strategy for seven air pollutants: lead, sulphur dioxide, 1,3-butadiene, benzene, carbon monoxide, nitrogen dioxide (NO₂), and fine particulates known as PM10. Air-quality objectives for six of these pollutant-specific objectives are currently being met in Manchester.

Manchester maintains continuous monitoring sites for NO₂ at Manchester Piccadilly (in the heart of the city centre), Oxford Road (near the city centre) and south Manchester (close to Manchester Airport). The annual mean air-quality objective of 40µg/m³ is currently being met at the south Manchester site. However,

this objective is being exceeded at the Piccadilly Gardens and Oxford Road sites, as shown in table 8.2.

Table 8.2

Annual mean nitrogen dioxide concentrations (µg/m)

	Urban Centre Manchester Piccadilly	Kerbside Oxford Road	Suburban Manchester South	Annual air quality objective
1996	53			40
1997	42		23	40
1998	40		25	40
1999	44		15	40
2000	42		14	40
2001	44		21	40
2002	39		21	40
2003	45		22	40
2004	43		19	40
2005	45		17	40
2006	44		16	40
2007	44		21	40
2008	43		24	40
2009	42		24	40
2010	45	64	28	40
2011	44	66	23	40
2012	41	62	24	40
2013	47	55	22	40

Source: Environmental Protection Group

There has been an overall downward trend in NO₂ concentrations since the early 1990s at the Manchester Piccadilly monitoring site. However, the annual objective has been exceeded, primarily in the city centre and along arterial roads. It is therefore important that we take action to ensure that further reductions are made. The Council has declared an Air Quality Management Area (AQMA) for this pollutant and has had an Air Quality Action Plan (AQAP) in place since 2004.

A detailed assessment of air quality is currently being progressed in partnership with the other nine Greater Manchester local authorities and Transport for Greater Manchester. Dispersion modelling will assess significant roads and vehicle emissions, and the exercise will provide information on concentrations of NO₂ at roadside locations for assessment against the air-quality objectives. Assessment of all other sources showed that there are no new or significantly changed sources that could lead to occasions where the objectives are exceeded.

The Council is also continuing to develop and implement its AQAP in partnership with stakeholders to improve local air quality.

Waste and recycling

The Council is committed to increasing the amount of waste recycled by providing services that meet the needs of residents. Following the successful implementation of prioritised recycling collections in June and July 2011, recycling increased significantly in 2012/13 but in 2013/14 dropped by one and a half percentage points to 35.1% (provisional figures). This was due to changes in processing of street cleansing waste. Kerbside service tonnages have remained static in 2013/14 compared to 2012/13:

- Kerbside organic recycling has increased by 20 tonnes from 24,659 to 24,679 tonnes. But contaminated organic loads are increasing rapidly from four tonnes in 2012/13 to 252 tonnes in 2013/14; this is due to changes in the standard governing the quality of the compost produced. Education work will need to be conducted with residents to encourage them to use their garden waste bin correctly.
- Dry recycling collected from the kerbside has remained static in 2013/14.
- Kerbside refuse has fallen 52% in the past decade despite household and population growth.

Table 8.3

Waste and recycling

Indicator	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14
% of household waste recycled	16.7%	16.63%	16.72%	15.25%	12.47%	17%	19.9%	22.02%	20.17%
% of household waste composted	2.31%	3.94%	4.84%	5%	6.34%	8.72%	14.09%	14.67%	14.94%
% of household waste reused	–	–	–	0.03%	0.01%	0.1%	0.01%	0.1%	0.04%
Total	19.01%	20.57%	21.56%	20.28%	18.82%	25.82%	34.00%	36.79%	35.15%

Source: MCC Waste and Recycling

The total kerbside household waste recycled and composted has increased steadily over the years. The amount of residual waste collected from households has remained static in 2013/14 compared to 2012/13. Bulky waste jobs decreased in 2013/14 to 24,444 jobs, compared to 32,926 in 2012/13 – a 28% decrease.

Table 8.4

Residual household waste collection

Indicator	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14
Residual household waste collection(kg)	735	694.54	700.6	631.43	517.94	480.66	484

Source: MCC Waste and Recycling

Fly-tipping

One of Manchester's key priorities is to ensure the city is clean and well maintained, and that residents are supported to take pride in, and responsibility for, their surroundings. Within this context it is a priority of the city to stop all incidents of fly-tipping from occurring, and to ensure that all waste is disposed of in a regulated manner via waste disposal and recycling facilities.

The city has continued to work closely with communities and partner agencies to:

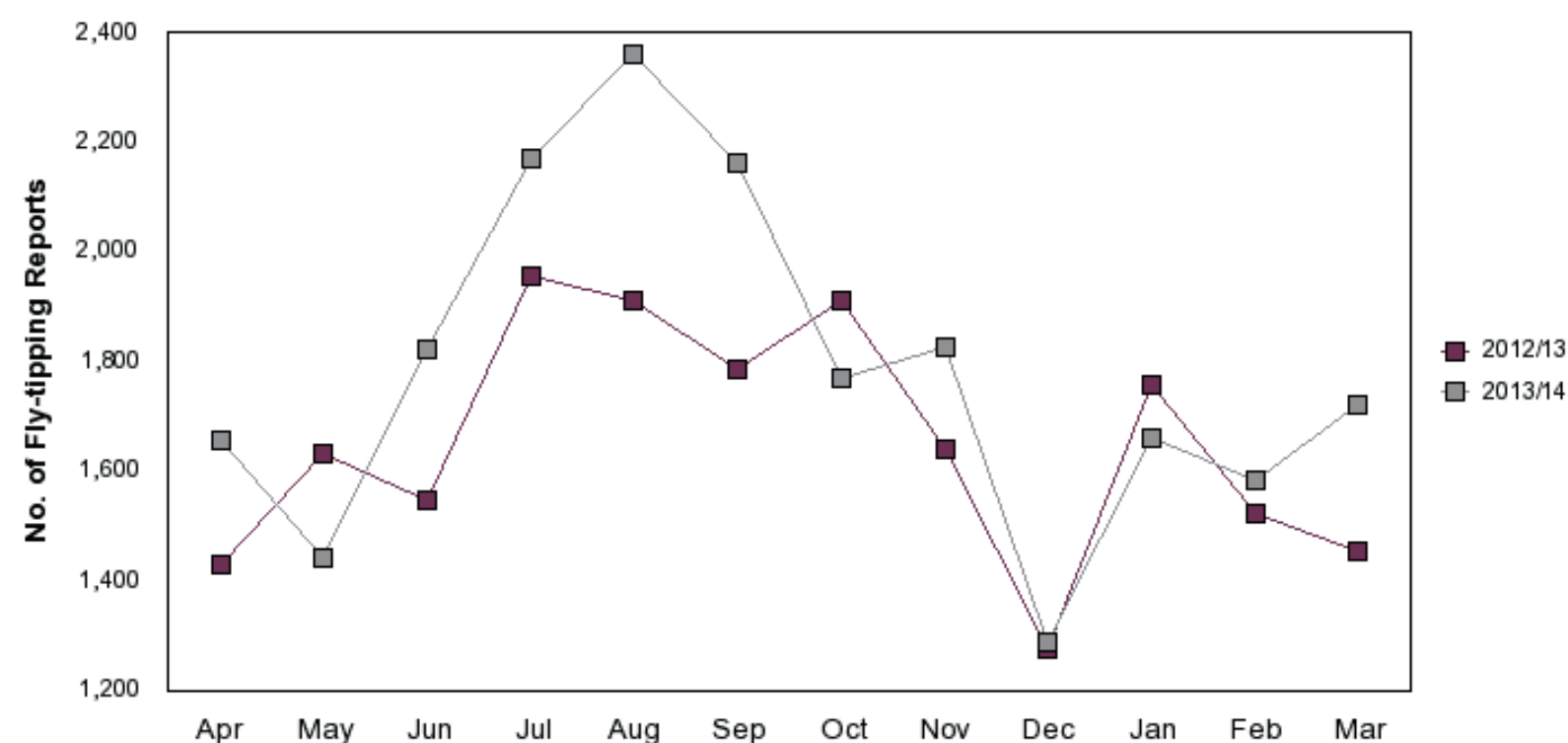
- undertake a range of enforcement activities aimed at deterring the perpetrators from fly-tipping
- deliver a programme of education activities to support behavioural change
- remove fly-tipping when it appears, as quickly and efficiently as possible.

Fly-tipping has reduced across the city since 2004 as a response to focused interventions; however, the number of incidents reported remained fairly consistent from 2010 to 2013, and during the past 12 months there has been an overall increase in fly-tipping activity reported.

Figures for the past two years to March 2014 are illustrated below.

Figure 8.1

Fly-tipping reports (Manchester, 2012/13 and 2013/14)



Source: Manchester City Council Waste and recycling

Fly-tipping is a criminal activity and is an immediate offence punishable by prosecution. However, in order to effect a prosecution, very strong evidence is required; witnesses are required and the witnesses must be willing to

give a statement informing the Council of who was responsible (or provide a vehicle registration number). Ideally, there should also be evidence in the fly-tipped waste itself to corroborate the statements.

The challenges associated with prosecution have necessitated that as well as formal enforcement measures, other interventions need to be undertaken with agencies and our partners to ensure overall compliance and reduce the incidents of fly-tipping in the city.

- Regular, intensive monitoring in hotspot areas
- Action days alongside other Council departments and partner agencies to try to reduce dependency on the Council, encourage greater ownership of areas, and achieve behavioural change
- Advice/education and information given across a wide range of topics, including recycling, fire safety, tenancy advice, responsible dog ownership, and mediation
- Establishing and running landlord forum to educate landlords in their responsibilities to achieve compliance
- Advisory signage; for example, signs on alley-gates warning against fly-tipping.

Fly-tipping remains a constant challenge for the city, but there is no simple approach to remedy the issue. Only by acting in partnership with other agencies and partners to deliver a wide range of different compliance and educational interventions will the city achieve its aims of reducing the number of incidents.

Street cleanliness

The standard of street cleansing in an area makes a significant contribution to the perception of an area and therefore its appeal as a neighbourhood of choice. Effective and efficient cleansing services are essential to deliver these neighbourhoods of choice. In order to maintain clean streets, it is also important that residents, businesses and visitors to the city are supported and challenged to take responsibility for their surroundings.

There are over 1,600km of public highways in Manchester; the street cleaning service is responsible for the cleansing of public rights of way, passageways, central reservations, open spaces, parks and recycling sites. There is also the challenge of cleansing a busy city centre that operates 24 hours a day, seven days a week, in addition to a number of vibrant local district centres.

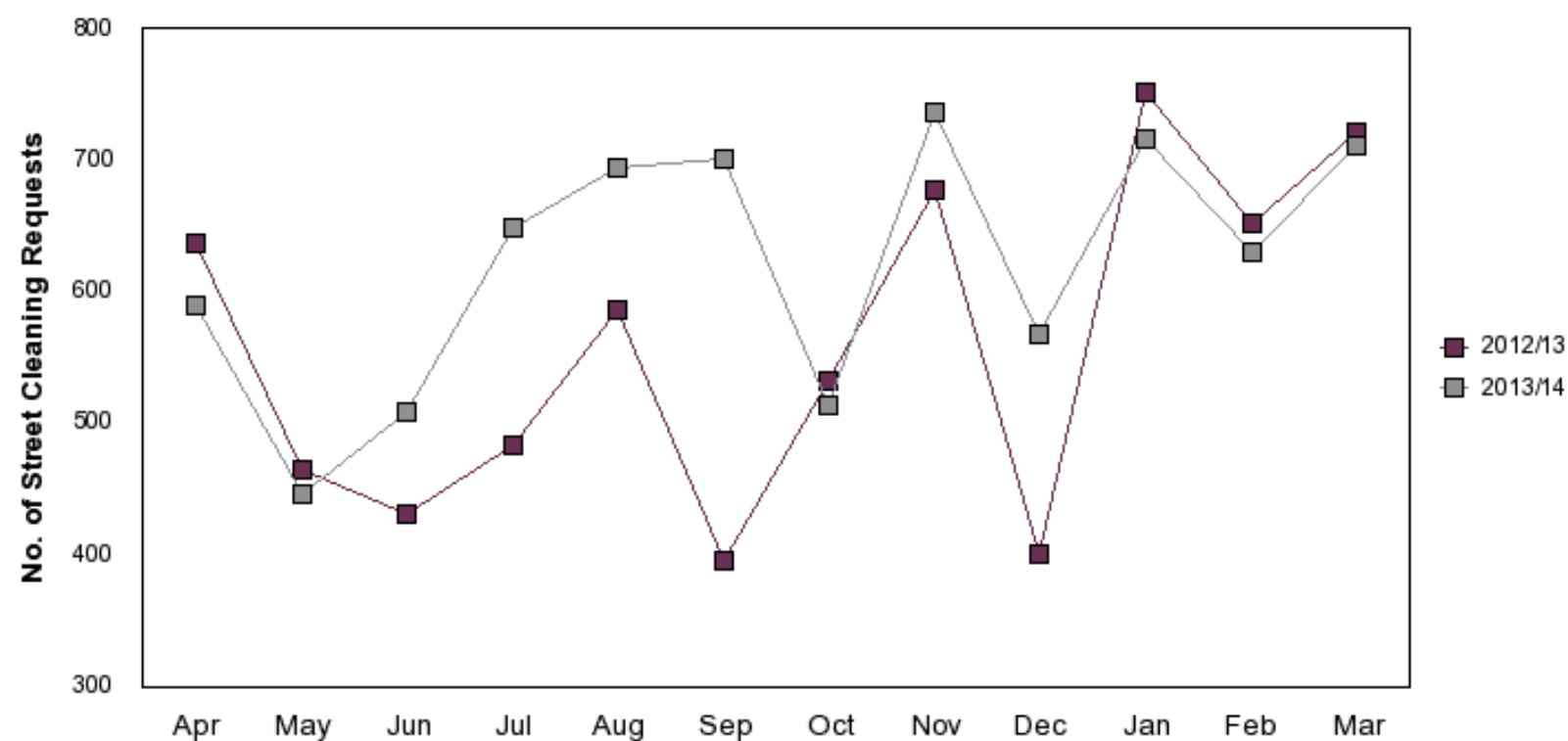
These challenges demand a service that improves cleanliness, response times and customer satisfaction against a reducing net spend. This has been pursued by exploring partnerships with Council departments and our waste disposal contractors, as well as working with businesses and the public, using education and enforcement to reduce littering and increase environmental commitment.

Officers continue to work closely with communities and partner agencies to address littering hotspots through a process of enforcement and education, and a programme of direct action in partnership with the local community. Guidance is given to local residents and businesses on their environmental responsibilities, and enforcement notices are issued to those who persist in non-compliance.

The chart below illustrates the volume of requests for street cleansing over the past two years until March 2014; while levels have been broadly consistent, there has been an overall increase in requests over the past 12 months.

Figure 8.2

Street cleansing requests (Manchester, 2012/13 and 2013/14)



Source: Manchester City Council Waste and Recycling

A review of the operational cleansing services has taken place over the past 12 months. In order to further develop and improve the service, it is being considered for a contract model that provides street cleansing with the waste collection services. This is due to be delivered in 2015.

During 2014/15 the visual environment will continue to be a key priority for the city. Examples of planned actions for this year include:

- ➔ Improved and joined-up neighbourhood management, giving all officers and operatives a sense of ownership of the area they work in.
- ➔ The continued development of a multi-operational approach to street cleaning, refuse collection and passageway clearance, to build on the zoning day methodology (where each ward has these services delivered together on one day).
- ➔ Closer ties and more integrated working with Registered Social Landlords and housing companies.
- ➔ Closer practical working arrangements with schools whose perimeters impact on the visual environment.
- ➔ Increasing the number of businesses with an obligation to have a designated person responsible for waste management, and a clean premises business plan to include the external areas of the building.
- ➔ Persuading businesses to take more responsibility for the litter and waste their customers produce and asking them to contribute practically to its removal.
- ➔ Taking enforcement action against those businesses not willing to take responsibility for litter related to their premises and land.

Community wellbeing and neighbourhood satisfaction

Strategic overview

Community wellbeing, social cohesion, satisfaction with neighbourhoods and the general happiness of Manchester's people are important objectives of the Community Strategy¹. Wellbeing and happiness tend to go hand in hand, but there are many factors that contribute to wellbeing and influence people's general happiness and overall satisfaction with their lives and neighbourhoods:

- Gaining or enhancing skills, through employment and volunteering
- Participating in the rich and varied cultural, leisure and sporting opportunities the city has to offer
- Having a sense of belonging and contributing positively to the local community through voluntary activity.

All these help to improve aspirations and build optimism and resilience in our communities.

The considerable economic growth in Manchester clearly contributes to the overall sense of wellbeing, but there remain considerable challenges for the city and its

partners to address in order to ensure that all Manchester residents are able to benefit from and contribute to the city's growth. Poor skill levels, worklessness and benefit dependency still characterise many of the city's communities, influencing how happy people feel.

On the whole, Manchester's people tend to be of a happy disposition rather than dissatisfied or unhappy; however, it is noteworthy that levels of deprivation impact upon satisfaction with life and happiness levels, with Manchester's more deprived wards generally scoring lower in measures of satisfaction with life and happiness.

There is also a negative relationship between deprivation and cohesion. More deprived areas are less likely to say that people from different backgrounds get on well together.

It is important that the reasons for these differences are understood so that action can be geared towards enabling people in these communities to take action to improve community wellbeing in areas where dissatisfaction is highest.

The reduction in public sector finances has also created challenges that may impact on satisfaction levels as new approaches to delivering public services are introduced. The push for communities to become less dependent on public agencies can create positive wellbeing impacts through providing opportunities for people to gain skills through volunteering, eg. in community-run libraries or sports clubs. However, it may also impact negatively through the perception that there is less investment in their neighbourhood.

The city's voluntary sector has a critical role to play in supporting the drive to reduce dependency and achieving improvements in the lives of Manchester residents. The sector provides employment and work placements; importantly, many volunteering opportunities that can help residents develop their skills, reduce their risk of social isolation, assist in finding work and improve their overall sense of wellbeing.

¹ Progress against Community Strategy targets is reported in the Community Strategy Performance Dashboard (see http://www.manchester.gov.uk/manchesterpartnership/downloads/file/313/community_strategy_dashboard_q4_1314) and the Authority Monitoring Report (see http://www.manchester.gov.uk/downloads/download/972/authority_monitoring_report)

Analysis of progress

Satisfaction with the Council and happiness indicators

The Partnership has commissioned a series of rolling telephone surveys asking residents key questions about things that affect their lives and their neighbourhoods and how these impact on their overall happiness. With these telephone surveys it is possible to track changes in perception on a more regular basis.

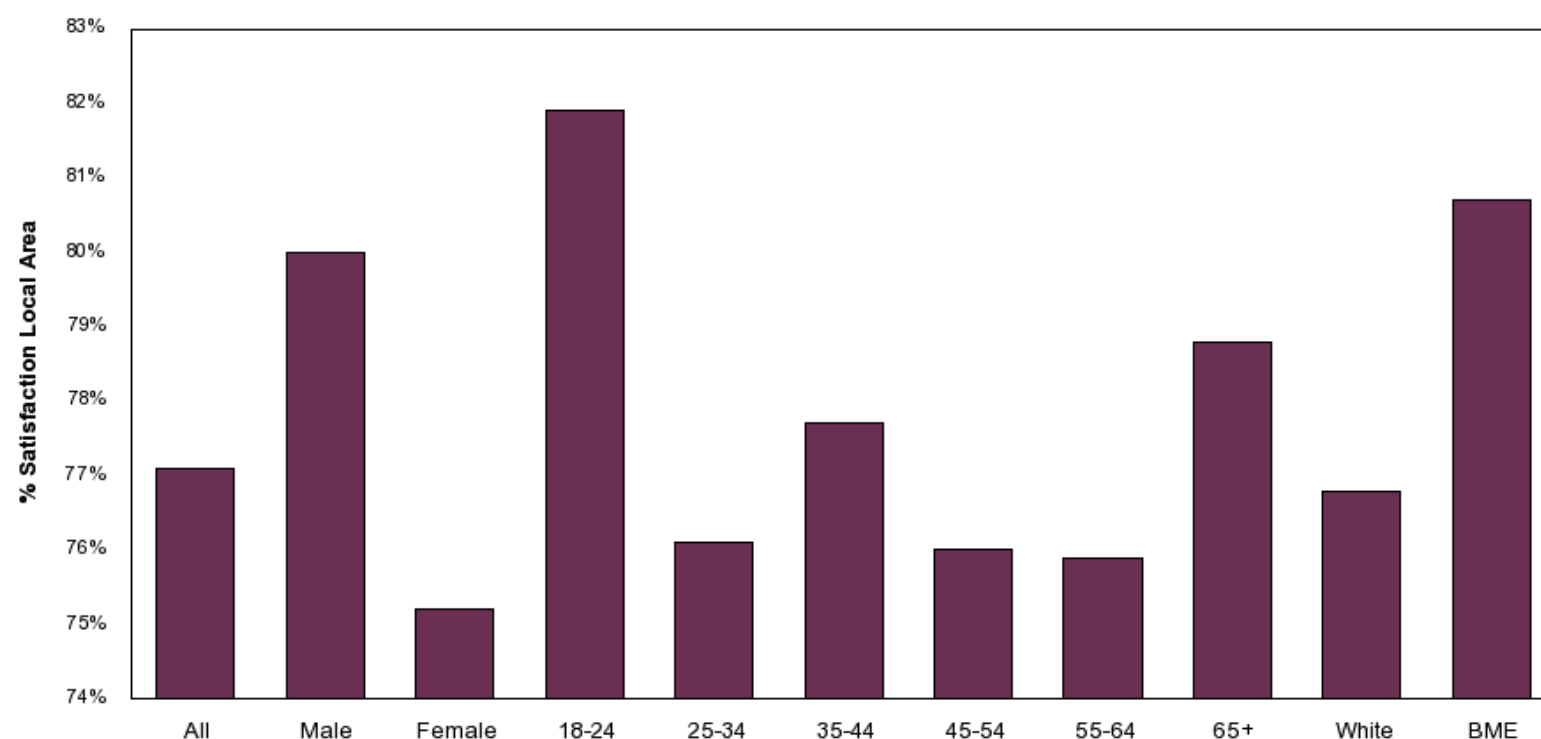
Over recent years the respondents to Manchester's resident surveys have expressed increased satisfaction with their local area as a place to live, and overall there has been a significant improvement in respondents' satisfaction since 2000/01.

Satisfaction levels across the range of happiness and wellbeing indicators in this year's telephone survey are broadly consistent with last year's, with the results being accurate to approximately $\pm 1.47\%$ at the 95% confidence interval.

In this year's survey, 77% of respondents were satisfied with their local area as a place to live (figure 9.1); this is consistent with the previous two years. Analysis of the survey identified that issues of cohesion and perceptions of antisocial behaviour are key factors in levels of residents' satisfaction with their local area as a place to live. 83% of those who agree that people from different backgrounds get on well together are satisfied with their local area as a place to live, compared with 41% who disagree that people from different backgrounds get on well together. The 47% who perceive high levels of antisocial behaviour in the local area are satisfied with the area as a place to live compared to 82% who do not perceive high levels of antisocial behaviour. Male respondents and younger respondents (18 to 24- year-olds) are more likely to be satisfied with their local area. This year has seen an increase in satisfaction among black and minority ethnic (BME) groups, while white groups have remained consistent with last year's result. 42% of respondents feel they can influence decision-making in their local area, which is an increase from 40% last year.

Figure 9.1

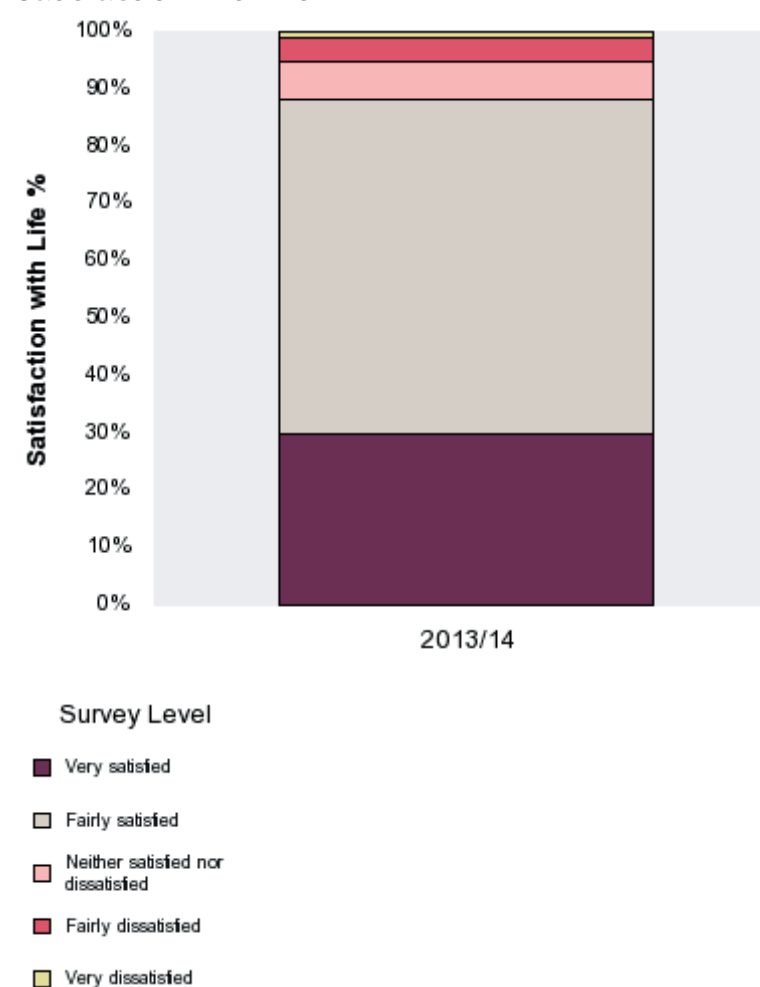
Satisfaction with local area by gender, age and ethnicity



Residents were also asked how satisfied they are with their lives and, all things considered, how happy they are. As in last year's survey, Manchester residents are more likely to be satisfied with their lives as a whole and be of a happy disposition than dissatisfied or unhappy. Figure 9.2 shows the vast majority of respondents to the resident survey were very satisfied (30%) or fairly satisfied (58.2%) with their life as a whole, with only 5% dissatisfied.

Figure 9.2

Satisfaction with life



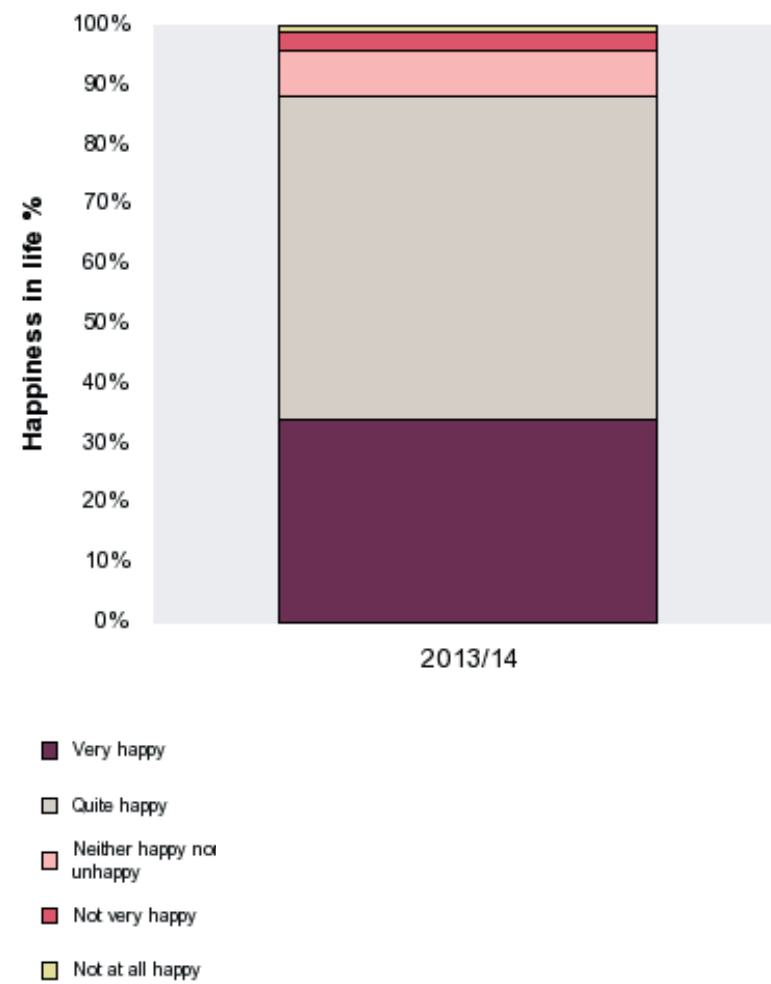
Source: Manchester Residents Telephone Survey 2013/14

Figure 9.3 indicates the vast majority of respondents describe themselves as being very happy (34%) or quite happy (54%), with only 4% not being happy with their life, broadly similar to last year's responses.

People in good health were more likely to be happy and satisfied with their lives (94%), compared with those in very bad health (5%). The percentage of respondents who are happy and satisfied with their lives varies with other factors, such as satisfaction with their local area as a place to live, perceptions of antisocial behaviour, views on community cohesion, and satisfaction with the way Manchester City Council runs things.

Figure 9.3

Happiness: all things considered, how happy are you?

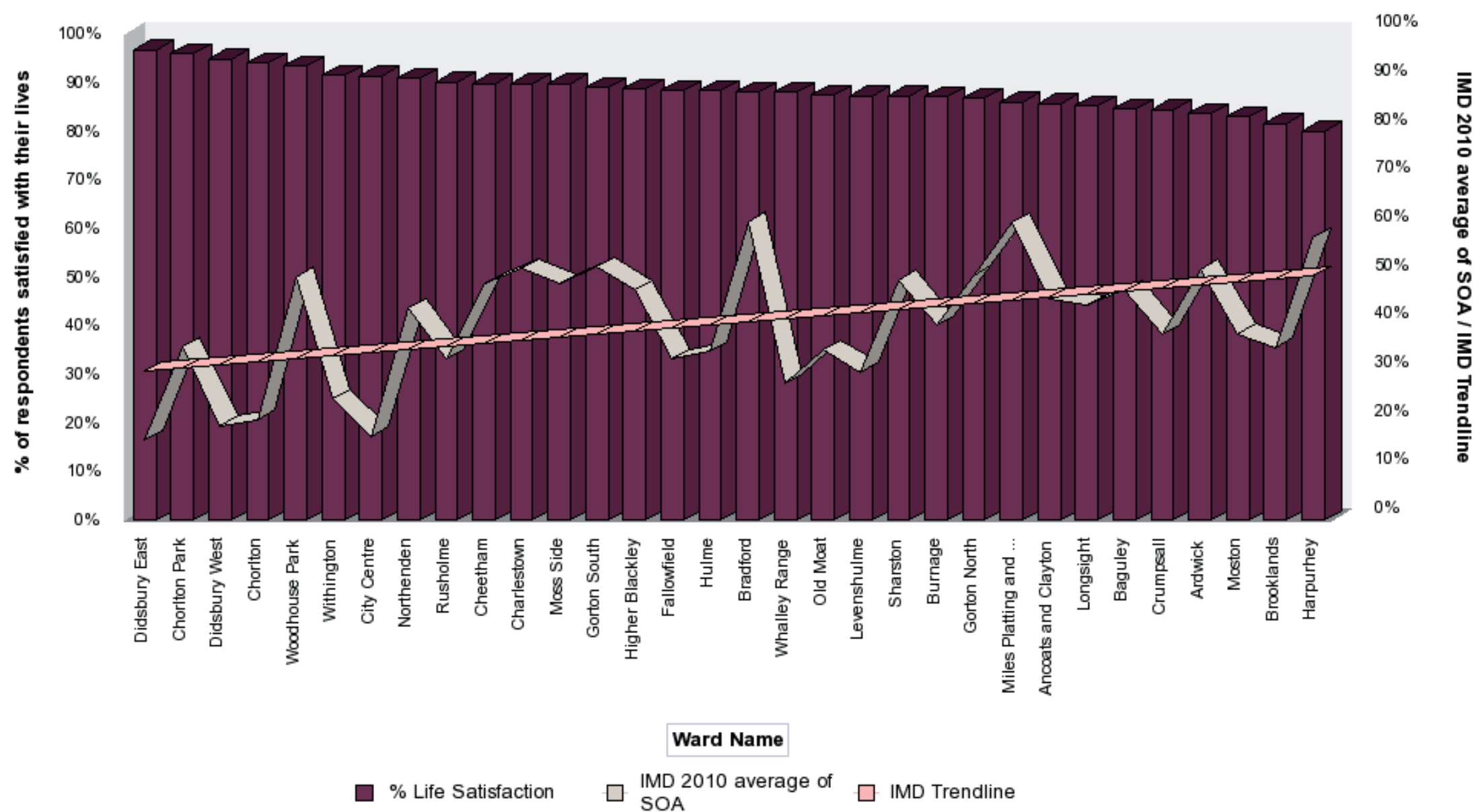


Source: Manchester Residents Telephone Survey 2013/14

According to the survey, respondents in the city are generally satisfied with their lives. However, it is noteworthy that levels of deprivation impact upon satisfaction with life and happiness levels, with Manchester's more deprived wards (according to IMD) generally scoring lower percentages in measures of satisfaction with life and happiness. This is shown in figures 9.4 and 9.5.

Figure 9.4

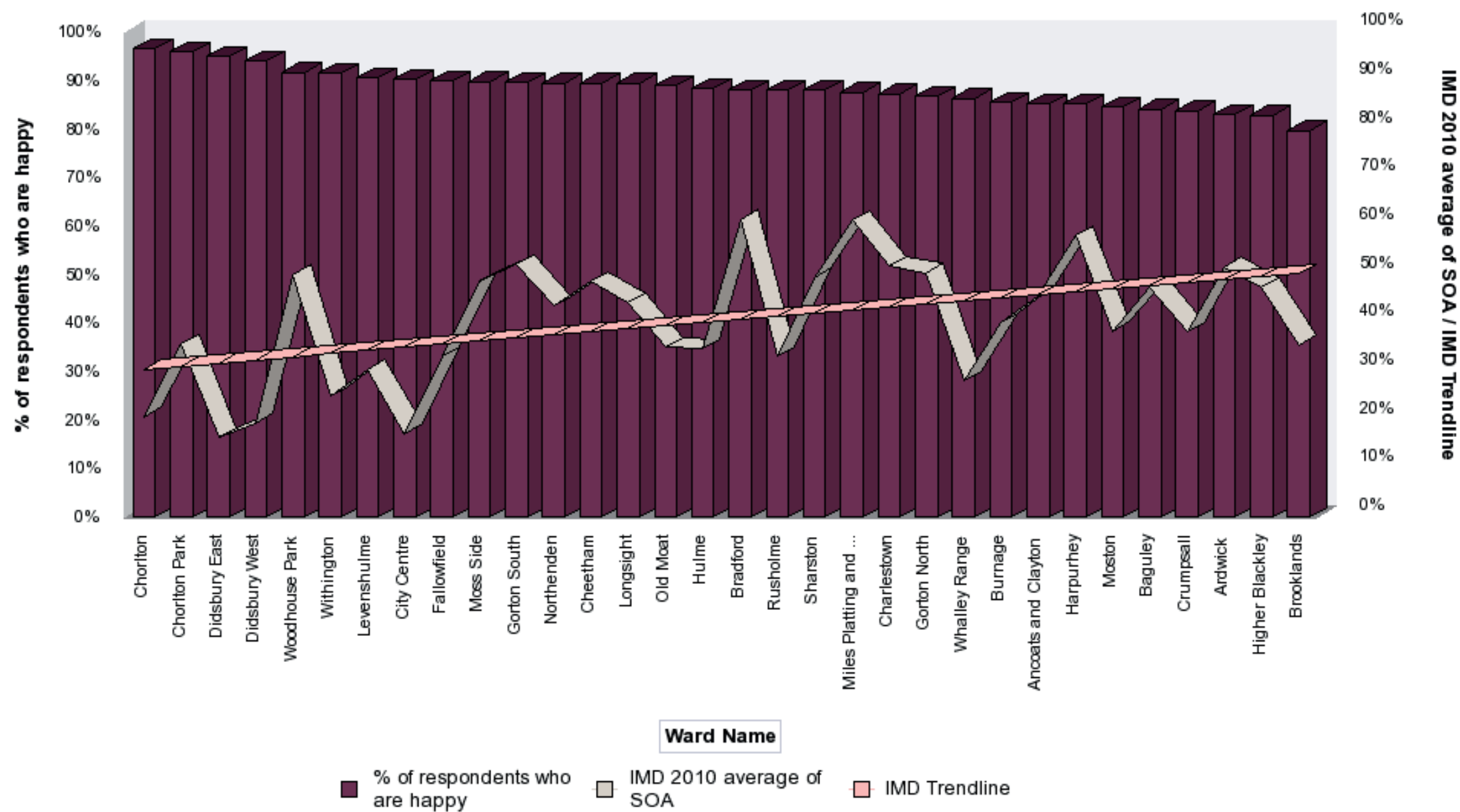
Deprivation and satisfaction with life



Source: Manchester Residents Telephone Survey 2013/14

Figure 9.5

Deprivation and happiness



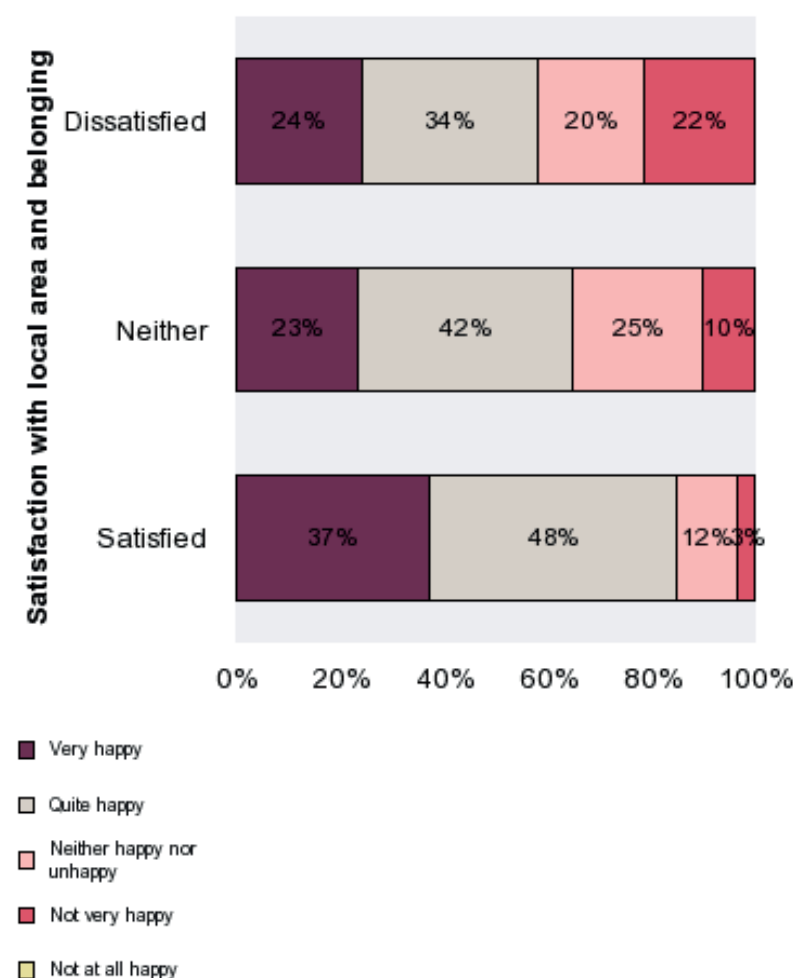
Source: Manchester Residents Telephone Survey 2013/14

The results on feelings of belonging from this year's telephone survey show that 79% of respondents feel either very strongly (34%) or fairly strongly (45%) that they belong to their immediate neighbourhood: an increase from 76% last year. Those respondents who are more satisfied with their local area feel they belong more to their local area (figure 9.6).

Those respondents who do not perceive high levels of antisocial behaviour in their local area are more likely to feel they belong to their local area (figure 9.7). Older respondents are much more likely to feel they belong to their local area (figure 9.8).

Figure 9.6

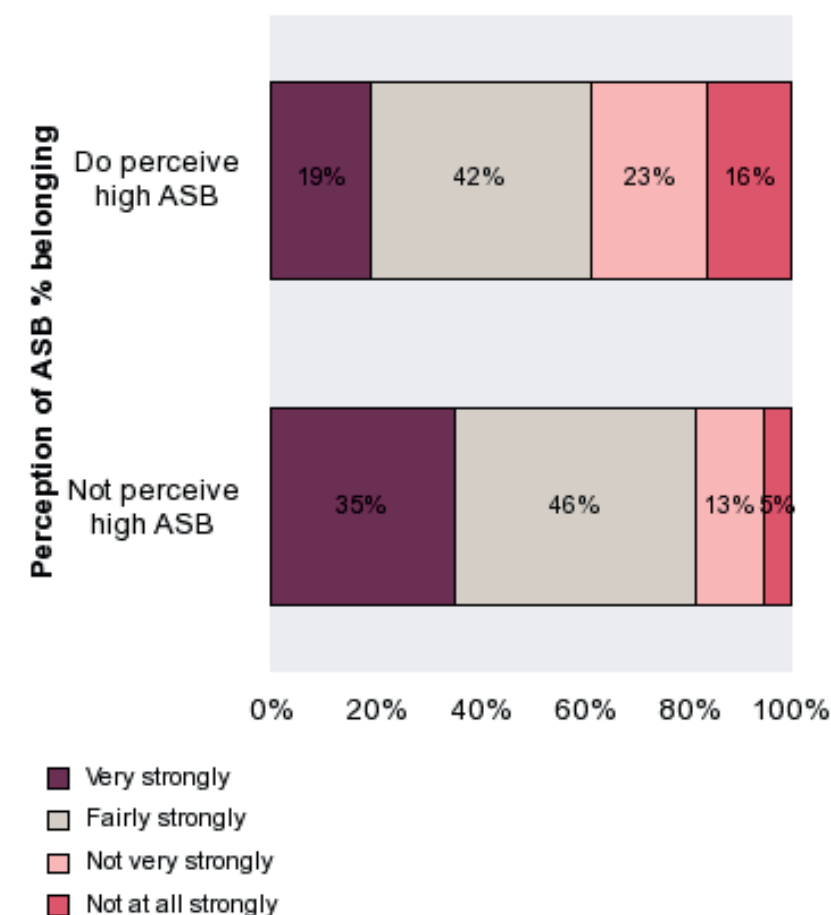
Satisfaction with local area and belonging



Source: Manchester Residents Telephone Survey 2013/14

Figure 9.7

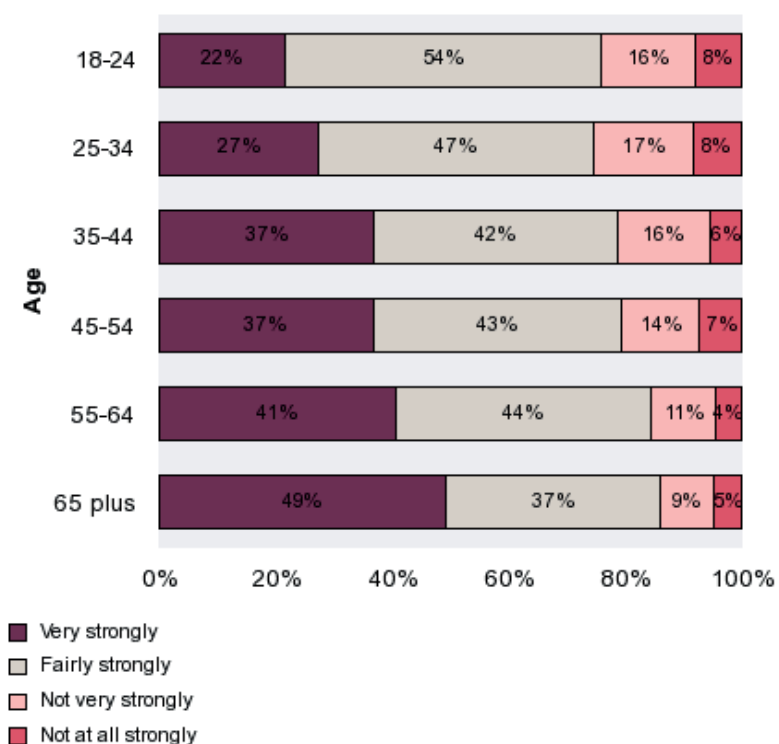
Perceptions of ASB and belonging



Source: Manchester Residents Telephone Survey 2013/14

Figure 9.8

Age and belonging



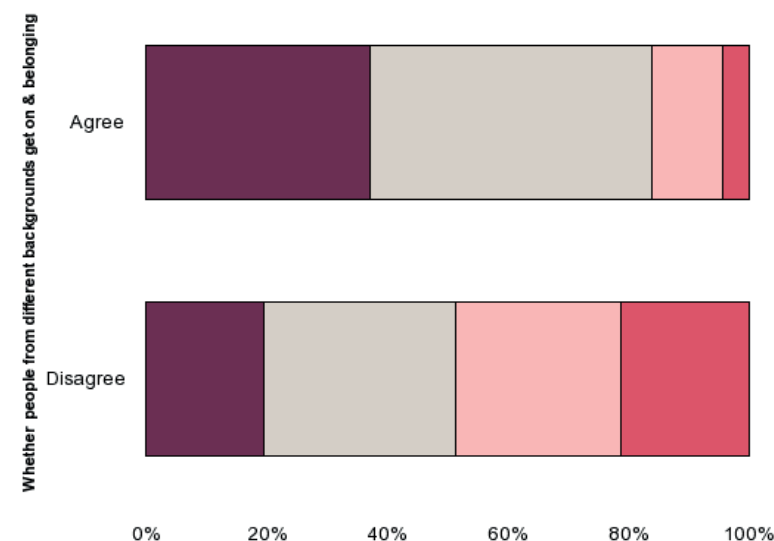
Source: Manchester Residents Telephone Survey 2013/14

Increasing community cohesion is an important goal for the city. 90% of respondents to the survey agree that people from different backgrounds get on well together; this figure has remained consistent with last year. Those respondents who feel they belong to their local area are more likely to say people from different backgrounds get on well together (figure 9.9).

There is a negative relationship between deprivation and cohesion. More deprived areas (according to IMD2010) are less likely to say that people from different backgrounds get on well together. This negative relationship between deprivation and community cohesion is illustrated in figure 9.10 (as the level of deprivation increases, the percentage of residents who agree that 'people from different backgrounds get on' tends to decrease).

Figure 9.9

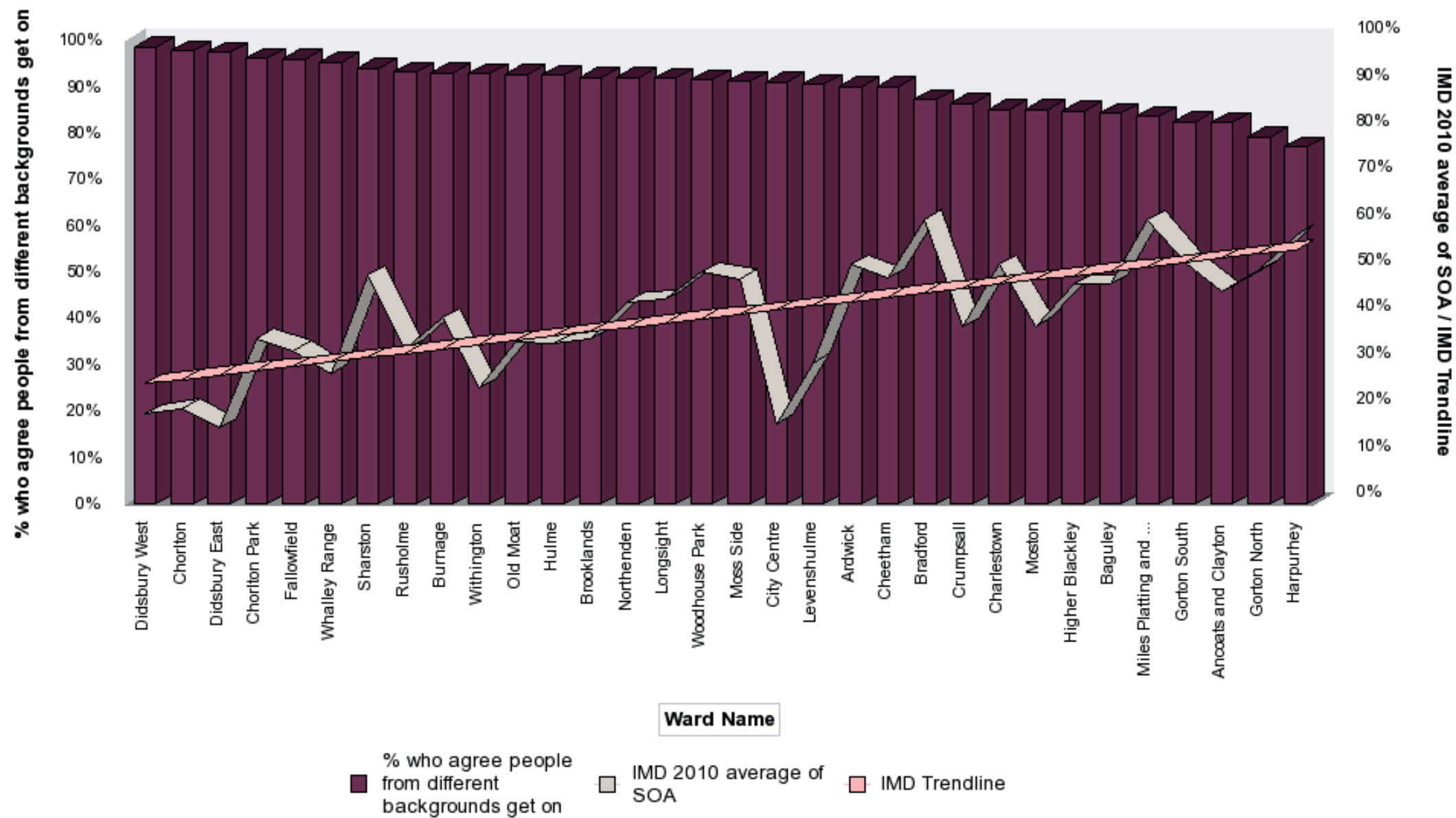
Community cohesion and belonging



Source: Manchester Residents Telephone Survey 2013/14

Figure 9.10

Deprivation and community cohesion



Cultural, leisure, recreational and library services

The importance of access to varied cultural, leisure, recreational and library facilities on community wellbeing is immense. Manchester's reputation and national profile as a creative and sporting city instils civic pride, which contributes to community wellbeing.

The cultural and leisure offer also contributes to the economic growth of the city by:

- attracting investment
- encouraging tourism
- providing local employment
- contributing to the local supply chain
- developing, attracting and retaining talent through a portfolio of high-quality facilities and events of international significance.

Case study: Manchester International Festival

Manchester City Council provides regular financial support for Manchester International Festival (MIF) to achieve a series of objectives. These deliver major economic benefit for the city by positioning Manchester as an international centre for arts and culture, attracting tourists and securing significant inward investment. The 2013 Festival achieved an estimated economic impact value of £38million.

"It's the combination of global daring and local investigation that has made the Manchester International Festival so indispensable. It mines the city, recovering its stories and finding out exceptional spaces in which to tell them."
Susannah Clapp, The Observer, July 2013

2013 also saw the Festival fulfil its commitment to play an important role in increasing community cohesion through encouraging community participation, ensuring its legacy and enabling residents to access and participate in cultural events at discounted rates.

The Festival now supports the largest volunteering programme by an art organisation in Greater Manchester – in 2013, 405 volunteers joined the scheme and delivered the equivalent of 15,000+ hours work, worth an estimated £225,000. The Festival also signposts its trained volunteers to other arts volunteer programmes, eg. the Whitworth Art Gallery's closing ceremony involved 55 volunteers drawn from the Festival.

MIF Creative and MIF Learning brought leading artists and thinkers together with local people to create extraordinary experiences and to provide learning and development opportunities for residents. A few examples include: a 75-strong, multifaith, all-female choir – Sacred Sounds – performing a new composition by Sir John Tavener (the choir now continues independently); leading Belgium theatre director Inne Goris' touring programme of theatre, seen in schools across Greater Manchester; Alison Goldfrapp in conversation with students of the Royal Northern College of Music; Jamal Edwards engaging local young music-makers at Z-Arts Sat'day Allsorts; and backstage tours of Kenneth Branagh's Macbeth for residents of Northwards Housing in

Ancoats. Through these and other initiatives, over 6,000 hours of engagement with the MIF Creative programme were recorded in 2013.

As an access initiative, 5% of all tickets on sale were offered to Greater Manchester residents on lower incomes at just £12, including top-price tickets for each show, and 90% of these tickets were sold.

In addition, 6% of the total tickets (more than 3,200) were sold at concessionary prices. Also 30% of the 2013 programme was free and these events were attended by over 50,000 people.

For the full report, visit: www.manchester.gov.uk/meetings/meeting/1970/neighbourhoods_scrutiny_committee

Manchester's network of high-quality community facilities, including cultural venues, art galleries, museums, leisure centres, libraries, parks and other public spaces, add vibrancy to neighbourhoods, which attracts creative people to live and work in Manchester.

Through local activity programmes, all residents – including the most vulnerable in Manchester – have the opportunity to participate in their communities and improve their quality of life, which contributes to improved personal resilience. The links to community wellbeing are well documented and evidence shows that regular participation in cultural activity can contribute towards community cohesion, make communities feel safer and stronger, and reduce social exclusion and isolation.

Participation

In 2013/14, just over 34million visits were made to Manchester City Council's cultural and recreational facilities (table 9.1).

Table 9.1

Number of visits to Manchester City Council's cultural and recreational facilities, 2012–14

	2012/13	2013/14
MCC – Galleries	435,323	514,852
MCC – Leisure	32,100,951	31,760,032
MCC – Libraries	1,939,597	1,851,638

Source: Manchester City Council

Although participation from the city's schools and other educational establishments in the city's recreational and leisure facilities continues to be promoted, there was an overall decrease of 3% in numbers (411,345 participants, down from 423,068 the previous year).

Table 9.2

Number of participants from schools/other educational groups in Manchester City Council cultural and recreational facilities 2011–13

	2012/13	2013/14
MCC – Galleries	13,841	17,525
MCC – Leisure	493,615	499,199
MCC – Libraries	22,210	20,577

Source: Manchester City Council

Galleries experienced their busiest year ever. The vision to present internationally important art has not only brought economic benefit to the city, but is meeting local residents' desire for higher quality programming.

Manchester Art Gallery increased annual visits by 22% to 507,341, while visits to the Gallery of Costume increased by 25% to 24,478. Most new visits were by people from groups that are underrepresented in the gallery audience, including 16,000 more black and minority ethnic people (up 76%), 9,000 more disabled people (up 36%), and 1,000 more visits from low-income households (up 3%).

This increase in visits can be ascribed to the quality and popularity of the artistic programme. 2013/14's exhibitions and displays included a celebration of local philanthropist Thomas Horsfall; a display of Grayson Perry's six magnificent tapestries; the Do It! exhibition for the Manchester International Festival; a new exhibition by Jeremy Deller; the Clore Interactive Gallery reopening as the Clore Art Studio; and overviews of the work of Christian Dior and Ossie Clarke.

While there has been a decrease in visits to libraries since the closure of Central Library in 2010, it is anticipated that now it has reopened the number of visitors will increase significantly over the coming year.

The transformed Central Library, the second-largest public library in the UK, will be a major cultural destination. It is intended to be an inclusive space, appealing to families, children and young people – and should attract aspiring entrepreneurs as well as more traditional library audiences. Central Library had 45,000 visits and 15,000 PC bookings in the first two weeks, while Wi-Fi usage reached almost 14,000. At libraries across the city, 482,000 PC bookings took place

and 1.2million items were borrowed by 100,000 active library users.

Sports participation in Manchester saw the largest increase since the 2012 Olympics and Paralympics – more than any other major city. According to Sport England's Active People Survey 7 (October 2012 to October 2013), participation in Sport in Manchester (percentage of residents taking part in 30 minutes of sport or active recreation per week) rose by almost 6%, from 35.5% to 41.2%. This is well above the national average (35.7%), the north west average (35.9%) and that of Greater Manchester (36.3%). The survey also reported that club membership saw the highest-ever result in the city, up to 27.5% from 15% in the previous survey, with participation in organised sport increasing from 28.2% to 35% over the same period. Volunteering in sport also increased from 4.3% to 5.2%.

Work is underway to ensure continued improved opportunities to participate in sport and physical activity. A £27million investment strategy over the next two years will replace five older leisure centres with three new centrally located facilities in Beswick,

Levenshulme and Hough End. This investment will reduce on-going revenue costs by some £1.3million per annum and will provide an additional platform to further increase sport and physical activity participation. In addition, new management and governance arrangements have been implemented for Manchester's indoor leisure facilities with the establishment of the Eastlands Trust. Separately, Manchester's community indoor leisure facilities are going through a procurement process to appoint an operator. This new approach will achieve further savings, and combined with the new governance arrangements will simplify complex structures and improve communication of the offer to local residents.

The Manchester Standard is being introduced in 2014 to measure the quality of our parks and green spaces against criteria that are important to Manchester residents. This means not focusing solely on how well they are looked after, but also on how communities are engaged and how they sustain and develop the individual characteristics of a space. To ensure that our understanding of quality is maintained, applications for Green Flag and Green Heritage

Awards will be submitted at a selected number of sites. For the first time a community application for a Green Flag Award at Debdale Park has been made.

Objectives for the next two years: **Growth**

- Attract private sector and international investment (including income diversification, commercial income, trusts and foundations)
- Deliver and maintain a portfolio of high-quality facilities, events and exhibitions of international significance to develop Manchester as a year-round tourist destination.

Place

- Deliver and maintain a sustainable portfolio of high-quality local facilities and assets to attract and retain economically independent families
- A neighbourhood-focused approach to delivering high-quality activity available for every resident in Manchester.

People

- Ensure the cultural, leisure, recreational and library services are accessible to all residents, regardless of personal circumstances, to support all residents to be resilient and to have happy, healthy, stable and engaged lifestyles
- Ensure work and skills are at the heart of all people-based interventions, supporting Manchester residents to gain employment
- Work with communities, volunteers, venues and other third-party providers to develop innovative and sustainable activity.

The voluntary sector

Manchester has a large and vibrant voluntary and community sector (VCS), which adds huge value to the quality of life of Manchester's residents and communities. The sector performs wide and varied roles and consists of organisations of all types and sizes, covering all sections of the community and thematic areas of interest.

In 2013, Manchester's voluntary sector support body, Macc, published research into the state of the city's VCS. The statistics that follow are largely drawn from that research, which can be

found in full here: www.manchestercommunitycentral.org/state-sector-2013

There are an estimated 3,093 VCS organisations in Manchester. 64% of these are 'micro' in size (having an annual income of less than £10,000), 17% are small (£10,000–£100,000), 13% are medium (between £100,000 and £1million), and 5% are large (annual income greater than £1million).

The total income of the city's voluntary sector was estimated at £477million in 2011/12 (down from £508million in 2009/10), with most of this income going to the large and medium-sized organisations. Although small and micro organisations make up over 80% of organisations in the voluntary sector, they account for less than 10% of total income.

Although there are 12,400 (full-time equivalent) staff employed by VCS organisations in Manchester, many organisations' work is delivered mostly or wholly by unpaid volunteers. In 2012/13, an estimated 94,300 volunteers in Manchester contributed some 370,400 hours of their time each week. Many organisations have reported an increase in the number of their volunteers in the past 12 months.

The key challenges facing Manchester's voluntary sector are reduced access to funding, rising costs and increasing demand for services, particularly in the context of welfare reform.

Although there are big challenges, the VCS in Manchester is responding through partnerships or consortia to successfully bid for funding (such as Big Lottery) that the public sector cannot access. The sector is also taking advantage of new opportunities, such as crowd funding and community asset transfer. The voluntary sector can use its first-hand knowledge of different communities to work with the Manchester Partnership to design improved services that best meet the needs of Manchester residents.

The Council believes the voluntary sector in the city has a critical role to play in improving the lives of Manchester residents. The sector provides employment and work placements and, importantly, many volunteering opportunities that can help residents develop their skills and reduce their risk of social isolation. Many VCS organisations also help people to find work through job clubs and through providing training.

Because the voluntary sector works at grass-roots level in every neighbourhood and with every community of interest, these organisations can reach deep into communities in a way that the Council and other big organisations can't, helping people to help themselves and their neighbours.

The Council provides funding for the VCS through grants and contracts, as well as new models such as spot purchasing. Work is ongoing with the sector to improve how investment is made, engage with the city's many groups, and improve the connections between the city's public, private and voluntary sectors.

Conclusion

Indicators of community wellbeing, social cohesion and general happiness among Manchester's population are generally travelling in the right direction, with slight year-on-year improvements in most indicators.

The lower levels of satisfaction in community cohesion in areas with higher levels of deprivation are of concern and further work will be undertaken to both understand and address the underlying causes.

The links between community wellbeing and participation in cultural, leisure and sporting activities are clear, with participation in most of these areas on the increase. With the rebirth of Central Library it is anticipated that library visitors will also increase.

At a neighbourhood level, maintaining high-quality local facilities and services is recognised as important to supporting residents to be resilient and to have happy, healthy, stable and engaged lifestyles. This includes helping residents to gain skills and providing the opportunities for them to become actively involved in running services, particularly in developing sustainable solutions to deliver cultural and leisure activities. As noted above, the city's voluntary sector has a critical role to play helping residents develop their skills, reducing social isolation, and helping people to use skills developed through volunteering to find work.