

Our Manchester



State of the City Report 2020



Contents

Chapter 1:

Overview and summary 7

Impacts of COVID-19 7

Resetting the Our Manchester
Strategy 2016–2025 7

Our way of doing things 8

Our collective progress 9

A thriving and sustainable city 9

A highly skilled city 11

A progressive and equitable city 13

A liveable and low-carbon city 15

A connected city 17

Conclusion 19

Chapter 2:

A thriving and sustainable city 25

Strategic overview 25

Analysis of progress 25

A diverse and growing population 25

A young and expanding city 25

Cross-cultural, vibrant neighbourhoods 28

Increasing productivity for the
benefit of the city and the UK
as a whole 29

Supporting the growth of established
and emerging business sectors 31

Maximising the potential of the Business
Growth Hub to support Manchester's
businesses and entrepreneurs 34

Digital skills to support the
digital economy 34

Development in the city centre 34

Cultural sector 37

Cultural assets 37

Manchester International Festival 38

Manchester's international
cultural collaborations 39

Visitor economy and
international profile 40

A leading conference destination 41

Economic contribution 41

Hotels 42

Conclusion 44

Chapter 3: A highly skilled city 45

Strategic overview 45

Analysis of progress 47

Increasing the number of children
arriving at school ready to learn 47

Early Years Foundation Stage (EYFS) 47

Improving educational attainment
to be above national average 48

School inspection judgements 48

School absence and exclusions 49

School attainment 50

Key Stage 2 51

Key Stage 1 to 2 progress 52

Key Stage 4 52

Key Stage 2 to 4 progress 56

Post-16 attainment 57

Key Stage 5 57

Post-16 vocational education,
LTE Estates Strategy and the future
of skills in Manchester 57

Focusing on Science, Technology,
Engineering, Maths, Digital skills
and Creative 59

Digital activity 59

The Fast-track Digital Workforce Fund 60

High school digital audit 61

Equality, diversity and digital inclusion 61

Digital Inclusion Working Group 62

Digital skills for employment 64

Digital inclusion and deprivation 64

Focus on skills for a
zero-carbon economy 65

Education and skills: challenges
and opportunities 66

Inspiring the next generation to
be the best they can be and providing
them with the knowledge, skills and
resilience they need to succeed 67

Careers Education Information
and Guidance (CEIAG) 68

Skills for Life programme 69

The Enterprise Adviser Network 70

The Sir Howard Bernstein Legacy Fund 71

A meaningful work placement
for every young person 71

The Council's work placement scheme 71

Meet Your Future 71

Our Town Hall 72

Increasing the number of
graduates in the city 72

Building awareness of and growing the
number of apprenticeships in the city 73

COVID-19 and apprenticeships 75

Kickstart 75

Reducing the number of residents
with no or low qualifications, and
increasing the opportunities for
people to improve their skills
throughout their working lives 76

Residents aged over 50 and the
challenges they face 79

Adult education 80

Working with employers to promote
payment of the Real Living Wage 81

Creating new jobs accessible to
Manchester residents, and
reducing the number of people
who are out of work 83

Response to welfare reform
and COVID-19 88

Conclusion 89

Chapter 4:

A progressive and equitable city ... 91

Strategic overview 91

Analysis of progress 92

Ensuring that shelter and support
is available for homeless people who
want and need it 92

Making homelessness a rare occurrence 94

Making homelessness as brief
as possible 95

Making homelessness a
one-off occurrence 95

Tackling rough sleeping 96

Everyone In 98

Supporting people to find work,
stay in work, and progress at work 99

Family poverty 101

Implementing the Family
Poverty Strategy 101

Measuring child poverty in Manchester ... 104

Manchester's Poverty Truth
Commission (MPTC) 106

Anchor institutions 106

Ensuring the best outcomes
for vulnerable children 106

Impacts of COVID-19 107

Referrals to Children's Services 108

Looked After Children (LAC) 109

Edge of care 110

Care planning and practice 110

Permanence 110

Percentage of children ceasing to
be looked after during the year
who were adopted 111

Percentage of care leavers aged 19–21
who were in unknown or unsuitable
accommodation 111

Early Help 112

Integrating health and social care 115

Supporting older people to live
independently for longer 116

New admissions to local authority-
supported permanent residential/
nursing care 116

Delayed transfers of care 117

Our Manchester Carers Strategy 120

Our Manchester Disability Plan 121

Improving health outcomes 121

COVID-19 and Manchester's
resident population 122

Healthy life expectancy at birth
(overarching indicator) 123

Improving outcomes in the
first 1,000 days of a child's life 124

Infant deaths 124

Smoking in pregnancy 126

Low birthweight of term babies 127

Hospital admissions for dental
decay in young children (0–5 years) 128

Other measures of the health
of children and young people 129

Excess weight in children in Year 6
(10/11 years) 129

Under-18 conceptions 131

Supporting people, households
and communities to be socially
connected and make changes
that matter to them 133

Self-reported wellbeing 133

Long-term mental-health problems
in adults aged 18+ (GP Patient Survey) 135

Unplanned hospitalisation for chronic
ambulatory care sensitive conditions 136

| | |
|--|-----|
| Creating an age-friendly city that promotes good health and wellbeing for people in middle and later life..... | 138 |
| Healthy life expectancy at age 65 | 138 |
| Emergency hospital admissions for injuries due to falls in older people | 139 |
| Taking action on preventable early deaths | 140 |
| Proportion of cancers diagnosed at an early stage (experimental statistic)..... | 140 |
| Premature mortality from causes considered preventable | 142 |
| Reducing deaths from suicides and injuries of undetermined intent | 144 |
| Admission episodes for alcohol-related conditions | 145 |
| Physical activity and inactivity..... | 147 |
| Continuing to be recognised as a pioneering age-friendly city | 149 |
| Age-Friendly Manchester | 149 |
| Developing age-friendly neighbourhoods..... | 150 |
| Developing age-friendly services | 151 |
| Promoting age equality | 151 |
| Impacts of COVID-19 on older people..... | 151 |
| Conclusion | 153 |
| Looking forward..... | 153 |

Chapter 5: A liveable and low-carbon city155

| | |
|---------------------------------|-----|
| Strategic overview | 155 |
|---------------------------------|-----|

| | |
|-----------------------------------|-----|
| Analysis of progress | 156 |
|-----------------------------------|-----|

A diverse supply of good-quality housing affordable to everyone

| | |
|-----------------------------------|-----|
| Housing development picture | 156 |
|-----------------------------------|-----|

| | |
|-------------------------------------|-----|
| Demand for housing is growing | 158 |
|-------------------------------------|-----|

| | |
|-------------------------------------|-----|
| Housing demand is diversifying..... | 158 |
|-------------------------------------|-----|

| | |
|---|-----|
| Increasing the delivery of affordable homes | 159 |
|---|-----|

| | |
|--------------------------------------|-----|
| Growth in residential lettings | 161 |
|--------------------------------------|-----|

| | |
|---|-----|
| Exceptionally diverse city centre lettings market | 162 |
|---|-----|

| | |
|--|-----|
| Options for home ownership and first-time buyers | 163 |
|--|-----|

| | |
|--|-----|
| Help to Buy (HtB) beginning to impact the city centre sales market | 164 |
|--|-----|

| | |
|--|-----|
| The population of the city centre housing market is maturing | 164 |
|--|-----|

| | |
|---|-----|
| Encouraging a low-carbon culture | 165 |
|---|-----|

| | |
|------------------------|-----|
| Zero-Carbon 2038 | 165 |
|------------------------|-----|

| | |
|--|-----|
| Ensuring our communities are environmentally protected | 167 |
|--|-----|

| | |
|------------------|-----|
| Air quality..... | 168 |
|------------------|-----|

| | |
|--|-----|
| Recycling more of our waste, and clean, litter-free neighbourhoods | 171 |
|--|-----|

| | |
|----------------------------------|-----|
| Recycling more of our waste..... | 171 |
|----------------------------------|-----|

| | |
|---|-----|
| Becoming a cleaner litter-free city | 172 |
|---|-----|

| | |
|---|-----|
| Safe and cohesive neighbourhoods | 177 |
|---|-----|

| | |
|--------------------------|-----|
| Victim-based crime | 177 |
|--------------------------|-----|

| | |
|-------------------------|-----|
| Violence offences | 179 |
|-------------------------|-----|

| | |
|----------------------------------|-----|
| Domestic violence and abuse..... | 179 |
|----------------------------------|-----|

| | |
|----------------------------|-----|
| Antisocial behaviour | 181 |
|----------------------------|-----|

| | |
|--------------------------|-----|
| Community cohesion | 182 |
|--------------------------|-----|

| | |
|--|-----|
| Improving the quality of parks, green spaces, rivers and canals | 185 |
|--|-----|

| | |
|----------------------------------|-----|
| Manchester's Park Strategy | 187 |
|----------------------------------|-----|

| | |
|--|-----|
| Use of new technology to improve services..... | 188 |
|--|-----|

| | |
|---|-----|
| Attractive and vibrant neighbourhoods: culture, libraries, leisure, sport and volunteering | 189 |
|---|-----|

| | |
|--|-----|
| An internationally attractive city | 189 |
|--|-----|

| | |
|---|-----|
| Investing in our facilities; recognising our strengths..... | 193 |
|---|-----|

| | |
|---|-----|
| Culture, libraries and leisure activity to benefit all residents; celebrating diversity and communities | 194 |
|---|-----|

| | |
|---|-----|
| Increasing volunteering across the city | 201 |
|---|-----|

| | |
|-------------------------|-----|
| Conclusion | 202 |
|-------------------------|-----|

Chapter 6:

A connected city205

Strategic overview205

Analysis of progress206

Connections by air206

Manchester Airport206

Air freight208

Connections by rail209

Highway connections209

Strategic road network210

Key route network210

Streets for All211

Highway network five-year
investment plan211

Emergency Active Travel Fund Activity212

An integrated transport system212

Encouraging walking and cycling,
and the use of public transport213

Bus travel215

Metrolink215

Walking and cycling216

Mobile connections218

Cleaner air and reduced emissions218

Sustainable connections
supporting a thriving city219

Modal shift to sustainable modes219

Congestion222

Road safety224

A place for people and innovation225

Electric vehicles225

Automated vehicles225

Digital investment226

Technology demonstrators226

CityVerve226

Digital connectivity226

Conclusion234

Chapter 1: Overview and summary

Impacts of COVID-19

Manchester has achieved exceptional growth over the past two decades, with very significant increases in the city's population and sustained economic growth, helped by major investment and strong partnerships. The city's assets, infrastructure, innovation, population and skills have enabled the city to be more resilient to the last recession than many other parts of the UK, and have powered growth over the past decade.

Developing a more inclusive economy and society is a key challenge identified in the city's Our Manchester Strategy. This means connecting all the citizens of Manchester to the opportunities of economic growth and tackling the significant inequalities among Manchester's diverse communities. Deprivation, poverty and health outcomes were significant challenges before COVID-19, and the pandemic has heightened inequalities right across the city.

Manchester is at a critical point, due to the combined challenges of the continued impacts of COVID-19, the UK exiting the EU, and the uncertainties in our well-established international relationships and trade. Adapting and mitigating the impact of climate change is a major challenge given the city's zero-carbon ambitions, but also an opportunity to build into our recovery plans. Our Economic Growth Plan sets out the importance of investing in our people, our places, and our prosperity to continue to strengthen our role in driving economic growth throughout the North and beyond the boundaries of the city. The next phase of public-service reform and health and social-care integration will require redoubling efforts to connect all our residents to the opportunities of economic growth and reduce demand.

This report looks back to the position from the period March 2019 to March 2020, so predates almost all the impacts of COVID-19. Examples of the early evidence of the impacts of COVID-19 are highlighted where this is available. The State of the City Report 2021 will provide a much fuller picture of the impacts of COVID-19 over the next 12 months.

Resetting the Our Manchester Strategy 2016–2025

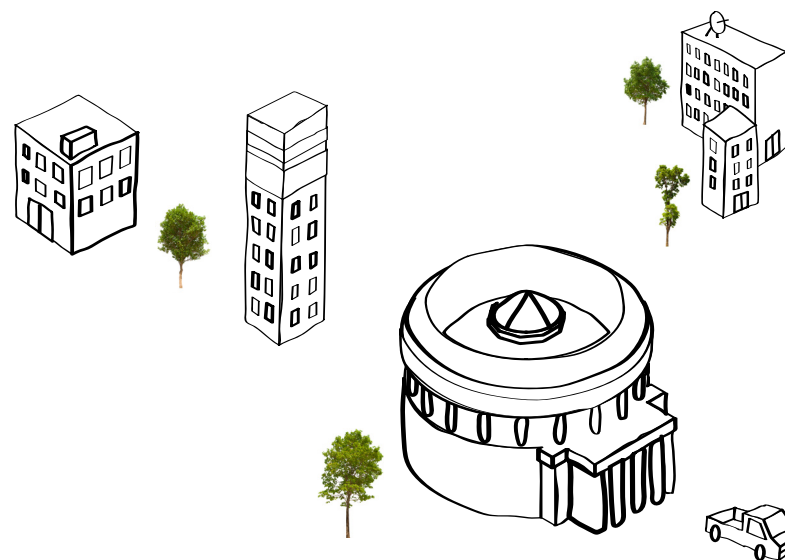
In 2015, people were asked what their dream Manchester would be like, to help shape the Manchester Strategy 2016–25 and to let us know what makes the city a place where people want to live, work, play and do business. The consultation, which reached tens of thousands, gave the clearest picture yet of what matters to people, and conveyed to us that Manchester should aim to be:

- **Thriving** – creating great jobs and healthy businesses
- **Filled with talent** – home-grown talent and attracting the best in the world
- **Fair** – with equal chances for all to unlock their potential
- **A great place to live** – with lots of things to do
- **Buzzing with connections** – including world-class transport and broadband.

The Our Manchester Strategy was the culmination of this process. It was formally adopted by the Council in January 2016 and was launched in March 2016, setting out our long-term vision for Manchester's future and providing a framework for action by us and our partners across the city. The overarching vision is for Manchester to be in the top flight of world-class cities by 2025:

- With a competitive, dynamic and sustainable economy that draws on our distinctive strengths in science, advanced manufacturing, culture, creative and digital business, and that cultivates and encourages new ideas
- With highly skilled, enterprising and industrious people
- A city connected internationally and within the UK
- A city that plays its full part in limiting the impacts of climate change
- A city where residents from all backgrounds feel safe, can aspire, succeed and live well
- A clean, attractive, culturally rich, outward-looking and welcoming city.

In light of the progress Manchester has made over the past five years and the impact of COVID-19 on the city, the Our Manchester Strategy is being reset. This will reframe the existing Strategy, with it continuing to provide the overarching ambition of the city of Manchester to be in the top flight of world-class cities by 2020, but reflect the most pressing priorities we need to focus on to achieve this. The Strategy will remain distinctly about Manchester – our people and our place. Listening to the fullest range of voices and experiences across our communities is key to the reset process, with the overarching principles of equality, inclusivity and sustainability being at its heart. The Strategy reset is due to be adopted in March 2021.



Our way of doing things

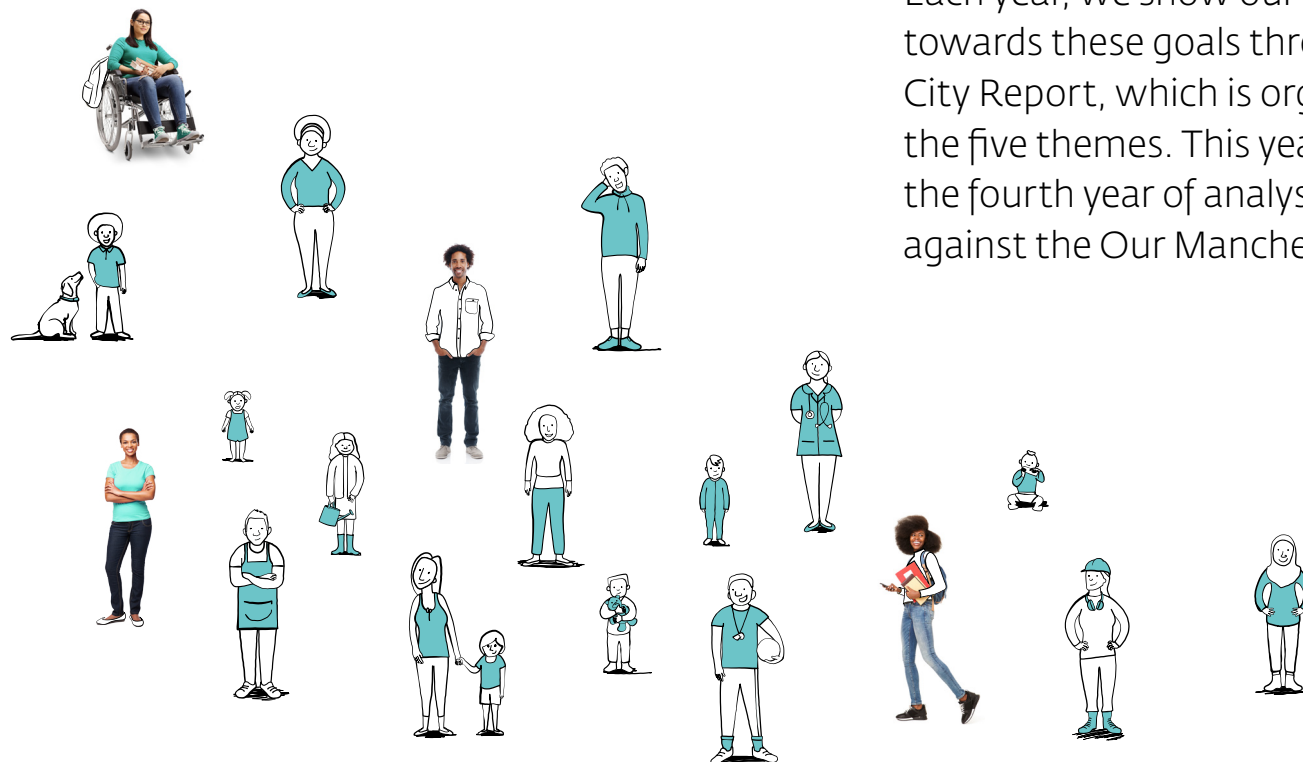
The Our Manchester Strategy identified 64 priorities for realising this vision. These are known as the 64 'we-wills', which Manchester's people and organisations (not just the Council) have agreed to work towards together. Delivery of these we-wills is dependent upon people and organisations across the city coming together so that their collective knowledge, skills and effort can be harnessed. To facilitate this, the four basic principles of the Our Manchester approach identify ways to change what we do and how we do it, so we can all play our part in delivering the Our Manchester Strategy.

These four Our Manchester principles are:

- **Better lives** – it's about people
- **Listening** – we listen, learn and respond
- **Recognising strengths of individuals and communities** – we start from strengths
- **Working together** – we build relationships and create conversations.

Working well by using these basic principles takes a certain kind of person behaving in certain ways. Organisations working for Manchester have joined a conversation about which 'behaviours' would be needed for people to deliver Our Manchester. Four of the top responses have been:

- We work together and trust each other
- We're proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things.



Our collective progress

The 64 we-wills sit under one of the five key themes in the Our Manchester Strategy, along with measures of success that are intended to monitor progress in achieving the aims and objectives of the document. These five themes are:

- A thriving and sustainable city
- A highly skilled city
- A progressive and equitable city
- A liveable and low-carbon city
- A connected city.

Each year, we show our collective progress towards these goals through the State of the City Report, which is organised according to the five themes. This year's Report represents the fourth year of analysis of our progress against the Our Manchester Strategy.

A thriving and sustainable city

A key factor driving the recent growth of Manchester was the stability and diversification of its economy. This has created many jobs and attracted high levels of investment, making the city an attractive place to live, work and study. Manchester's growing international reputation has meant that it continues to be an attractive place to do business and visit, supported by Manchester Airport and the city's strong cultural offer.

In the past year, Manchester has continued to experience strong levels of population growth at twice the national growth rate. However, as one of the main contributors to this growth is international immigration, including foreign students, effort is needed to minimise the impact that COVID-19 may have on Manchester's future population growth. A good sign for continued population growth has been the recent trend of many graduates and young adults choosing to remain in the city, attracted by Manchester's new housing and career opportunities, leading to an increase in the resident population aged 25–39.

During 2019, Manchester's economy continued to grow at a faster rate than the UK as a whole. Total employment continued to rise, with the largest number of employees being employed in the financial, professional and scientific sectors as the city continues to diversify its economy towards the knowledge-intensive sectors. The success of this diversification was also evident in the cultural, creative and digital sector, and the science, research and development sector, which were both forecast to continue growing at a significant rate.

However, the impact of COVID-19 will affect the growth prospects of different sectors in differing ways. It is already clear that the onset of the pandemic has led to significant job losses across the city, resulting in the unemployment claimant count almost doubling from March to May 2020. Therefore, the diverse and adaptable nature of Manchester's economy will be needed to ensure that the city is able to respond to and weather the economic challenges ahead. Alongside this, the continuing presence of a significant gap between resident and workplace wages presents a further challenge to achieving a recovery that is founded on more inclusive growth.

During the past year, the development of the city centre continued to be transformational, as its boundaries expanded and new communities

flourished in previously underutilised areas. While the pace of development did slow during the months of the national lockdown, over 75% of residential and more than 80% of commercial development projects returned to site post-lockdown. There has also been planning approval of a number of substantial apartments, co-living spaces and hotels, demonstrating a confidence that the city can recover and continue to be a place where people wish to live, work and visit.

Serving as an employment centre for Manchester and the wider region, the city centre continues to attract a wide range of national and international companies. The residential market continues to thrive, with high-quality accommodation located close to employment opportunities and a diverse leisure and cultural offer. Manchester will continue to maintain a strategic and long-term approach to the regeneration of the city, with details of the planned delivery of major development schemes being set out in a refreshed City Centre Strategic Plan in late 2020.

Cultural activity is both key to Manchester's growth and at the heart of the city's identity, enhancing its attractiveness and reputation. During the year, several key cultural venues have secured investment for large-scale

development programmes to improve their facilities. However, the need to put in place stringent social-distancing measures to counter COVID-19 has made the reopening of many of the city's cultural venues not economically feasible, leaving the future of some of them in question. The year also saw the return of the renowned biennial Manchester International Festival, a key cultural event bringing national and international audiences to the city. Another key development has been the start of building work on The Factory, a world-class cultural space at the heart of the city. Cultural collaboration has also continued to be an important way to forge international relations, particularly as a UNESCO City of Literature and through Manchester's membership of the Music Cities Network.

Manchester continues to attract international visitors, remaining the third most-visited city in the UK. The city is seeking to build on its reputation as a leading national and international conference destination through the 2019 launch of the Manchester Business Tourism Strategy 2019–2025, which aims to make the city a global destination of choice for conferences that align with the city's priorities. However, it is unclear what impact COVID-19 will have on these ambitions.

A highly skilled city

A highly skilled workforce is essential to ensure Manchester's economy continues to thrive. Increasing skill levels within the city's population will ensure our residents can access the high-level jobs the city's economy is creating and help reduce levels of dependency, giving everyone the opportunity to benefit from the city's economic success. Over the past 15 years, the progress made in improving the skill levels of residents has been a key component in ensuring the city's overall growth is maintained.

Ensuring children have a good start in life and preparing them to learn is critical to the future success of the city. The Council remains committed to improving school-readiness through continued engagement with Early Years settings and the provision of specific targeted early help intervention where it is needed. Despite this, after several years of improvement, the proportion of children reaching a good level of development fell slightly in 2019 and continues to be below the national average.

The quality of Manchester's primary and secondary schools continues to improve, with the number being rated as 'Good' or 'Outstanding' by Ofsted being above the national average. Efforts continue to be made

to ensure the outcomes of all Manchester children at all levels of education are in line with national results. Over the year, there was a slight decrease in Key Stage 2 results, and performance continues to be below the national average. Progress between Key Stages 1 and 2 in reading, writing and maths continued to be statistically significantly above the national average, with the most relative progress being made in maths. This year, Manchester's average Attainment 8 scores remained slightly lower than the national average, and Progress 8 scores remained statistically significantly below the national average. Manchester also continued to see the number of pupils achieving grade 5 or above in both English and maths fall below the national average. The closure of schools due to COVID-19 has hugely affected young people in the city. Despite remote learning and home schooling, there are likely to be attainment setbacks in future years. Manchester's educational institutions continue to work hard to ensure our young people can access education, with schools successfully reopening in September 2020.

Work continues to improve the skills of Manchester's children and young people. Following a successful pilot during 2018/19, Skills for Life – a programme that seeks to

equip children and young people with five key transferable 'soft' skills that will better prepare them to succeed in the real world – has been launched citywide. The Manchester College continues to support its students to think beyond their next educational step towards their ultimate career ambitions so that they can be assisted to meet these aspirations. The College is also developing an exciting new city centre campus, which will be completed in summer 2022.

There remains a focus on increasing the number of residents obtaining qualifications in STEM, digital and creative skills. Particularly rapid progress is needed in the development of digital and technical skills, as the growth of Manchester's digital sector is being inhibited by the lack of good-quality candidates to fill the available roles. Several fast-track and intensive training courses are now emerging to address this challenge. In addition, these initiatives are focused on improving diversity within the sector and ensuring that there is greater digital inclusion, so that all Manchester residents have a basic level of digital literacy. As Manchester works to fulfil its commitment to be zero-carbon by 2038, there is also a need to ensure Manchester's residents are equipped with the skills and knowledge to access jobs that will support

the zero-carbon economy. The delivery and management of this shift will be an important component of the city's future Work and Skills Strategy, due to be refreshed in 2021.

Ensuring the city's residents have the necessary skills to engage with the needs of the job market has become increasingly important following the ongoing economic impact of COVID-19. There is a need to ensure that full advantage is taken of the Government's schemes to support people into work and training. This includes the Kickstart Scheme, which will support young people aged 16–24 at risk of long-term unemployment into newly created paid employment, with the Government directly paying employers the young people's wages for six months, plus an amount to cover overheads.

Effective careers education information and guidance (CEIAG) plays an important role in building ambition and aspiration to ensure Manchester's young people have the necessary knowledge, understanding, confidence and skills to make informed choices and plans about their future learning and careers. The Council continues to support the CEIAG network to help make our young people aware of the city's changing economy. Increasing the links between local businesses and employers to

schools continues to be a key priority. A meaningful work placement for every young person in the city is also one of the aspirations of the Our Manchester Strategy being progressed by the Council, providing work-experience opportunities via its online portal.

Efforts to increase the number and quality of apprenticeships has continued throughout 2019/20, with particular attention paid to altering the perception that apprenticeships are only for young people and for certain trades and sectors. Recently, fewer apprenticeships have been created for young adults and at an intermediate level, suggesting that many employers are using apprenticeships as a means to upskill their existing workforces. While there is a need to provide higher and advanced-level apprenticeships to address the high-level technical skills gap that exists, it is also vital to increase opportunities for 16 and 17-year-olds and those aged under 25 to begin their careers as apprentices.

Despite the strength and resilience of Manchester's economy, there are still significant challenges to overcome to connect all Manchester's residents to the city's growth. Although an improvement on last year, there remains a disparity in Manchester between the earnings of those working in the city and

those living in the city, with a higher percentage of those living in the city getting paid less than the Real Living Wage and working in lower-skilled occupations. The Council became an accredited Living Wage Employer in late 2019 and is committed to working with a range of partners and business networks to raise awareness of the challenges of low wages in the city. The Council also promotes the Real Living Wage, and pursues inclusive growth through commissioning and procurement activities. The Developing a More Inclusive Economy – Our Manchester Industrial Strategy aims to maximise opportunities for residents to obtain roles in higher-paid sectors by reducing any existing barriers and building a stronger foundational economy.

Although the number of residents with no qualifications continues to fall, it remains above the national average, and over half of these working-age residents are not in employment. In certain communities, there remain concentrations of residents with low or no qualifications, alongside issues of social exclusion and poor health. An integrated approach with partners is required to address these issues. Adult education provides one route to respond to these challenges, but a more cohesive skills system with clearer defined priorities is needed if it is to make a

significant impact on social mobility in the city. The Manchester Adult Education and Skills Plan has been launched to take advantage of the opportunities provided by the devolution of the adult education budget in Greater Manchester and adopt a place-based approach to meet the needs of the city's residents.

A progressive and equitable city

Manchester aims to be a place where everyone has the same opportunities and life chances, with the potential to lead a safe, healthy, happy and fulfilled life, no matter where they were born or where they live. This means reducing disparities between different areas of the city and different communities within the city. While Manchester has made real progress towards achieving this aim – including improvements in education and housing, better access to jobs, and reducing the number of young people not in employment, education or training – much more work is needed.

The urgency of this has been heightened by the exacerbating effect of COVID-19 on the existing inequalities in the city. For example, Pakistani, Bangladeshi and Black African communities have been significantly more affected in terms of both health and unemployment. Older people, disabled people, younger people, those who are poorer or living in more deprived

areas, and those who were asked to shield have all suffered disproportionately during the pandemic; many will need support in the medium to long term to help deal with these impacts. Manchester remains committed to tackling the entrenched inequalities and becoming a progressive and equitable city.

Manchester is in the process of radically transforming its public services so they are focused around our people and communities, rather than organisational silos. Our approach is called Bringing Services Together for People in Places, and involves integrated place-based working in 13 neighbourhoods of the city. Collaboration is occurring across traditional boundaries, and partnerships with the voluntary sector are resulting in innovation and new ways of working. Health providers, the Council, the voluntary sector, education providers and communities are being brought together in ways that will target the specific challenges we have in Manchester.

The number of individuals and households experiencing homelessness in Manchester has remained high. The number of people presenting as homeless and owed a statutory duty has increased in 2019/20, although the number of individuals recorded as rough sleeping in the city has declined. Significant

changes have been introduced as a result of the Homelessness Reduction Act in 2018. The Council continues to work with its voluntary, statutory and business partners in the city to develop new interventions to address the multiple reasons that people experience homelessness, and to make this experience as rare and brief as possible. During COVID-19, the response to the 'everyone in' call successfully provided safe, supported accommodation for over 330 people who had been sleeping rough in the city, or who had been living in shared spaces in emergency accommodation.

Activity continues to support our residents to access good-quality work, work being a key contributor to reducing health inequalities and improving health and wellbeing. High rates of health-related worklessness have persisted in Manchester in times of economic growth and economic downturn. Various initiatives have been developed to provide support for those with long-term health problems and disabilities; there is now a need to ensure that the work of these programmes is scaled up to support those with physical and mental-health issues.

Reducing the number of children and families living in poverty, supporting them to be more resilient and able to meet their full potential, is key to building a progressive and equitable

city. Work in Manchester has focused on employment as a route out of poverty, raising and protecting family incomes, boosting resilience and building on strengths. While the number of children living in poverty has continued to rise, the rate of growth has slowed each year since the introduction of the Family Poverty Strategy in 2017. The Manchester Poverty Truth Commission is examining the realities of living in poverty in order to identify key actions to eradicate it. Engagement with anchor institutions and key stakeholders in the city's economy has sought to harness their potential in tackling poverty.

However, COVID-19 endangers much of the progress that has been made in tackling poverty throughout Manchester, partly due to the large increase in unemployment across the city – the claimant count almost doubled from March to May 2020. The end of the Government Coronavirus Job Retention Scheme in October 2020 risks a further increase, with 62,200 Manchester residents remaining on furlough and 15,900 receiving self-employment support, which equates to 32% of Manchester's working-age population. Further Government support is being provided via the Job Retention Bonus Scheme and Job Support Scheme, but a significant rise in redundancies and unemployment is still expected.

Building a safe, happy, healthy and successful future for our children and young people is imperative for the city's success, as outlined in the Manchester Children and Young People's Plan. Referral rates to Children's Services continued to fall but remain above the national average. The number of looked-after children continues to increase and remains above the national average. Consequently, Children's Services are taking a comprehensive approach to reduce the number of entrants into the care system and the length of time that children spend in local authority care.

Manchester's Early Help Strategy (2018–22) states that families, particularly those with multiple and complex needs, will have access to co-ordinated Early Help in accordance with need as soon as difficulties are identified. The offer is personalised, multi-agency and embedded within a whole-family approach. This approach is also fully integrated with the national Troubled Families programme, and the funding available for successful delivery of this programme has been invested to support the delivery of the Early Help Strategy.

A Healthier Manchester – detailing the strategic approach to improving the health outcomes of the city's residents, while also moving towards financial and clinical sustainability of health

and care services – was refreshed in 2019/20. It reaffirmed the city's aims to improve health outcomes for all citizens, tackle health inequalities, and ensure that the health and social care system is financially sustainable. The establishment of Manchester Health and Care Commissioning in 2017 and the Manchester Local Care Organisation in 2018 has resulted in improved integration of services and reduced duplication, creating a smooth process for helping residents to recover in their homes or deal with long-term health issues. Investment in new models of care is starting to show reductions in demand and improvements in outcomes for residents.

A long-term plan to tackle Manchester's entrenched health inequalities is set out in the Manchester Population Health Plan (2018–27). This plan is now the overarching health and wellbeing plan for the city and has seen some progress made in the past year, including a small (but not statistically significant) increase in life expectancy for both men and women, as well as an increase in healthy life expectancy. Other positive progress includes an increase in the rate of early diagnosis for cancer, fewer mothers smoking during pregnancy, a reduction in the number of under-18 conceptions, and a significant reduction in the rate of suicides. However, despite these

improvements, Manchester still has some of the worst health outcomes in the country and there are also significant inequalities between the most and least deprived areas of the city.

Falls are the largest cause of emergency hospital admissions for older people and significantly impact on long-term outcomes. Manchester has a higher-than-average rate of emergency hospital admissions due to unintentional falls in people aged 65 and over. The work of the Manchester Falls Collaborative includes the development of a single point of access for those who have fallen. This will strengthen commissioning and operational links to broader wellbeing work, and develop a multi-agency outcomes framework that will focus on the best way to reduce variation in fall-prevention practice.

The Age-Friendly Manchester programme aims to improve the quality of life for older people in the city, making Manchester a better place for people to grow old. Manchester: A Great Place to Grow Older (2017–21) outlines systems and structures needed to work well together to improve the health and wellbeing of older people through a collaborative and partnership programme. Intervention, prevention, reablement and services that better serve people's needs in the community are resulting

in fewer adults, particularly older people, in need of going into residential or nursing care. However, Manchester's older people have been disproportionately affected by COVID-19 and the impacts of the lockdown. Many felt marginalised, silenced and not heard as a result of being framed as vulnerable and in need throughout the pandemic, which has had a significant impact on their sense of wellbeing. There is a need to focus on being more age-friendly for Manchester to be a progressive and equitable city.

In order to progress towards becoming a progressive and equitable city, there has been a continual shift in the focus of services towards the prevention of problems and early intervention. Services are being focused in hubs within communities to aid integration and partnership working, and to maximise the impact of the strengths of the communities in which people live. Such actions aim to ensure people get the right support from the right place at the right time, so they can lead healthy, happy and fulfilled lives wherever they were born and wherever they live, and so they can continue to benefit from the success of the city.

A liveable and low-carbon city

Ensuring Manchester is a great place to live is a crucial factor in fulfilling our ambition to be a top flight world-class city by 2025. This will be achieved by providing a range of high-quality housing options in clean, safe, attractive and cohesive neighbourhoods, and by maintaining widespread access to high-quality cultural, sporting and leisure facilities. Pursuing a zero-carbon future with cleaner air will also help to create attractive neighbourhoods where people are happy.

Manchester continues to try and meet the varied housing needs of all its residents by developing a diverse supply of good-quality housing available to rent and buy that is well designed, energy-efficient and affordable. The city's approach is guided by its Residential Growth Strategy (2015–2025) and includes a minimum number of affordable new homes that are to be built during this period. In 2019/20, more new homes were built in the city than in any of the London boroughs. In particular, the number of socially rented homes completed in Manchester is growing year on year.

Manchester City Council declared a climate emergency in July 2019, recognising that the crisis of climate change is the single biggest challenge faced by the world today and can

only be overcome by taking urgent, radical action. Since then, a partnership including representatives from ten sectors with responsibility for over 20% of the city's direct CO₂ emissions and with influence over the remaining 80% has been established to ensure communities and businesses are engaged, inspired and supported to take action against climate change. This approach is set out in the Manchester Climate Change Framework 2020–25, endorsed by the Council in March 2020. This provides an overarching framework into which organisations and sectors can 'plug in' their own bespoke plans.

Manchester has set a carbon budget for its direct carbon emissions, setting out how much CO₂ can be used. There needs to be a 50% reduction by 2025 and a year-on-year 13% reduction. Based on emissions for 2018 and projected emissions for 2019, Manchester is not yet following the recommended pathway, so we need to increase our annual reduction rate to meet our ambitious zero-carbon 2038 target.

Ensuring that Manchester is clean and well maintained and that residents are supported to take pride in the city is one of its key priorities. The Council continues to be committed to recycling more of the city's waste. In 2019/20, the improved recycling rate achieved over

recent years and the decrease in residual waste collected from households were maintained, saving the Council over £8million per year. Work is ongoing in areas where recycling rates are poor and to improve the quality of recycled material collected. The introduction of smart litter bins in the city centre and increased investment to tackle fly-tipping have also contributed to supporting our litter-free city objectives.

Through the Community Safety Partnership, the Council continues to work with other public-sector bodies, universities, Greater Manchester Police, businesses and communities to develop new initiatives to tackle crime and antisocial behaviour. While the overall approach is to reduce the amount of reported crime, in some cases known to be underreported (such as domestic violence and abuse incidents), the strategy encourages people to report suspected incidents. As an inclusive, welcoming and tolerant city that celebrates diversity, Manchester continues to maintain the strength and cohesiveness of its communities. Alongside its Hate Crime Strategy, an important role is played by the RADEQUAL campaign, a community network and grant programme that funded five voluntary and community groups in 2019/20 to build awareness, skills, and resilience to prejudice, hate and extremism.

Conserving, protecting and enhancing biodiversity is a key priority for Manchester. A plentiful supply of well-managed green and blue infrastructure plays an important role in improving health and wellbeing; it also encourages more active lifestyles, and contributes towards the city's carbon-reduction strategy. An ongoing commitment in this area is shown by the inclusion of substantial areas of open space in two of the city's major regeneration schemes, Northern Gateway and Mayfield. The Council played a major role in securing £5million from the Urban Innovation Action Fund for the IGNITION project, which aims to increase the amount of urban green infrastructure across Greater Manchester.

Manchester's galleries, museums and cultural venues continue to attract substantial numbers of visitors, who contribute to the local economy through their spend on hotels, restaurants and retail. Through its partnerships, the Council continues to support a diverse annual programme of cultural activities that build on the city's strengths and distinctiveness. This promotes Manchester as a top tourism and events destination, and ensures that residents benefit from the hosting of these events and that they are able to engage and feel a strong sense of connection with the city.

Manchester's libraries continue to play a vital role throughout the city, receiving nearly 3.4million visits in 2019/20. As well as a place to access and participate in cultural activities, libraries are hubs that help to address deprivation and inequality, providing access to IT facilities, and offering training, support and assistance to residents. Recognising their important impact on the lives of residents, the city's libraries and Manchester Art Gallery responded to the national lockdown by creating a range of engaging online content that both educated and entertained. Efforts have subsequently been made to implement a careful and managed strategy to reopen cultural facilities throughout the city, welcoming visitors back to Manchester and helping its wider recovery.

Manchester continues to make progress in delivering its ambitious plan to improve and enhance its leisure and park facilities over the next 20 years. The city's leisure facilities remain well used, and the June 2019 launch of MCRactive – a ten-year strategy to tackle inactivity – has already shown favourable results.

Manchester's residents continue to demonstrate a willingness to give up their time to make a difference to the communities where they live, work or spend their leisure time. The expansion

of the Manchester Volunteer Inspire Volunteer Programme (MCRVIP) to cover many more volunteering opportunities at a neighbourhood level went live in June 2019 and has made volunteering even easier. This established programme meant Manchester was able to swiftly put in place an effective support system of volunteers to provide food and assistance for residents who were isolated or in need during COVID-19.

A connected city

For a city to be successful it needs to be well connected locally, nationally and internationally. Connections are essential for residents to access work opportunities, education and services, and for businesses to access markets and their customers. As modern technology is increasingly enabling these connections to happen virtually, fast and reliable digital connectivity is needed alongside effective and efficient physical connectivity.

The Council has continued to work collaboratively with Transport for Greater Manchester (TfGM) to take a strategic approach to planning our city's transport network. This approach has led to the development of a refreshed City Centre Transport Strategy, which is currently under review and due to be published within the next year.

Manchester Airport enables excellent national and international connectivity by air to be maintained. Passenger numbers continued to rise in 2019 and it remains the third-busiest airport in the UK. The Airport is currently undergoing a £1billion transformation programme due to be fully completed in 2024. This work will significantly increase the size of Terminal 2, and also involve other improvement and enhancement work, maximising the capacity of the Airport to be able to carry 55million passengers a year.

However, air traffic has been severely impacted by the COVID-19 pandemic, and the number of passengers has significantly reduced since March 2020. Monthly passenger figures from Manchester Airports Group reported reductions of 99% in April 2020, 99.3% in May 2020, and 98.6% in June 2020 compared to the same periods in 2019. In recognition of Manchester Airport's key role in supporting the economy of the city and the North as a national and international transport hub, the Council has been the major contributor to an economic support package put together in May 2020 by all ten Greater Manchester local authorities.

Progress continues to be made to improve Manchester's rail connectivity. Preparations continue to facilitate the construction of High

Speed 2 (HS2), and plans are being developed by Transport for the North for high-speed rail links to other northern cities. All these schemes will do much to transform the connectivity of the region to the rest of the UK, driving economic growth.

Improvements have been made to strategic and key route road networks to support the movement of people and freight locally and around the country. This includes the creation of new sections of smart motorways and work on various sections of the Manchester and Salford Inner Relief Road (MSIRR) in order to distribute traffic more effectively throughout the city and to improve the capacity of the network. Working with partners to improve the safety of the highway network through targeted investment to develop infrastructure to reduce accidents and enforcement operations has seen a significant reduction in those killed or seriously injured on Manchester's roads during 2019.

Car journeys into the city centre have continued to decline during peak times. This can be attributed to an increasing use of sustainable travel modes, largely focused on rail and Metrolink users. Following significant improvements, the Metrolink network continues to expand and is the largest light

rail network in the UK. Bus travel continues to be supported by investments in bus-priority infrastructure on key routes into the city, and by working with bus operators to manage services entering the city centre to minimise impacts on congestion, safety and the environment.

Increased amounts of investment are being made into the highways network to make it easier and more attractive to make more short journeys on foot or by bike. As part of this, work is being undertaken to develop a Streets for All Strategy, which aims to create better streets by balancing the competing demands of different road users. By April 2020, Manchester had ten bids agreed for funding that had been made available to deliver key schemes to improve cycling and walking in the city as part of the Greater Manchester Cycling and Walking Commissioner's infrastructure plan to create what is known as the 'Bee Network'.

The COVID-19 pandemic has had a huge impact on the volume of patronage on public transport and on highway usage. It remains to be seen how long-lasting these changes will be. TfGM figures for the whole Greater Manchester network show that at the lowest point of demand, in mid-April 2020, compared

to the early March 2020 pre-lockdown baseline, Metrolink, bus and rail usage was down by more than 95% and highways usage was down by 73%.

The extent to which public transport can regain mode share is likely to be dependent on a range of factors. These include confidence in hygiene and cleanliness, the effectiveness and adoption of face coverings by passengers, and overall prevalence of COVID-19 in the community, as well as messaging and communication from public bodies and transport operators. Also, it is unclear whether the upsurge in walking and cycling that was encouraged by the clearer roads of the lockdown period will be sustained.

Work is underway to develop a more resilient and accessible integrated transport system that is attractive and affordable to residents to enable them to access jobs, education and services in a seamless journey by combining several different modes of transport. Within Manchester, there are a range of park and ride and cycle parking schemes linked with Metrolink stops and mainline stations. Contactless payments have been introduced on buses and Metrolink, but smart ticketing is not yet available across all transport modes in Manchester. Full integration in terms of

ticketing and timetables across all transport modes is hindered by a lack of local control over all services.

The transport system is a major source of emissions that are damaging health and contribute to climate change. Manchester is taking action to reduce the harmful levels of pollutants that exist in some areas of the city. This work includes working with the other nine Greater Manchester authorities to develop a Clean Air Plan for the region. The introduction of a Clean Air Zone forms part of the Plan. Measures to encourage the use of electric and low-emission vehicles, along with increasing levels of walking, cycling and Metrolink usage, are needed. Ways to further decarbonise transport by increasing the use of low-emission and electric vehicles and implementing a public-charging network are being explored.

Manchester remains at the forefront of work to research, pilot and implement the use of digital technology to transform connectivity and how the city functions. The innovative solutions being developed by the facilities associated with Manchester Science Partnerships along the Oxford Road Corridor have been groundbreaking; this work needs nurturing to ensure its potential transformative impact is realised. However, Manchester's

aspirations to be a leading digital city are undermined by rates of availability and take-up of superfast/ultrafast broadband by residential and SME premises which, although improving, are still lower than many other major UK cities. A particular challenge is to not only improve digital connectivity throughout all the city's neighbourhoods, but to ensure that this provision is affordable so that all residents have the ability and the digital devices to be able to access it.

Conclusion

Significant progress has been made since the launch of the Our Manchester Strategy, with Manchester's population, economy and international profile all increasing. However, even before COVID-19 brought new obstacles, there were a number of significant challenges to overcome to fully deliver the Strategy's vision for Manchester by 2025. The future of the UK outside the European Union continues to remain unclear, which may have an impact on future levels of migration and investment in the city. There is a need to address our communities' health outcomes and deprivation in our communities, and to ensure that our residents have the necessary skills to benefit from the success of the city. Addressing climate change becomes increasingly pressing each

year. When planning Manchester's recovery from COVID-19, we need to ensure a continued focus on addressing the challenges the city already faces, as well as the emerging ones resulting from the pandemic.

The reset of the Our Manchester Strategy will reframe the existing Strategy, recognising the progress Manchester has made over the past five years since the Strategy's launch in 2016, and the new and evolving challenges that have resulted from ongoing effects of COVID-19. The reset will ensure the city focuses on the most salient priorities for the next five years to ensure we achieve our 2025 vision.

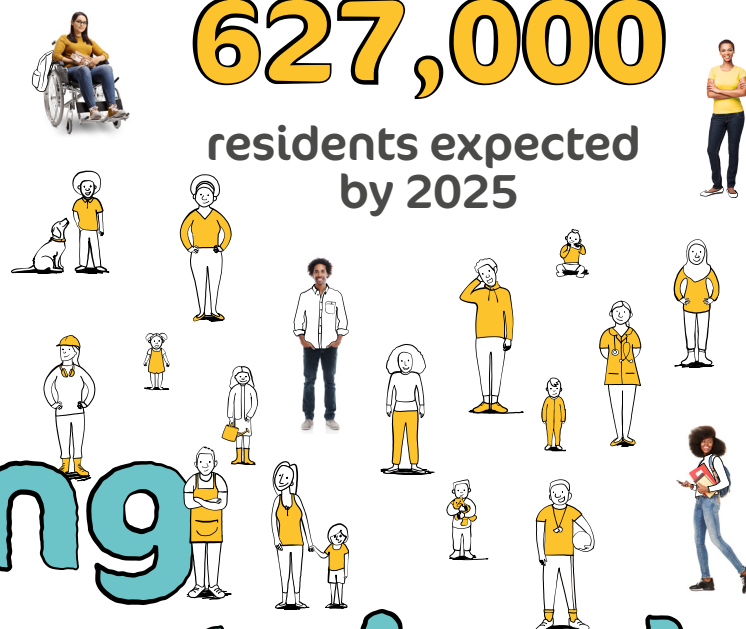
Through the Our Manchester approach, Manchester is seeking to address these challenges in a different way. Organisations, businesses and voluntary groups are continuing to put the four Our Manchester 'behaviours', outlined earlier in the chapter, into action and change the way they work. The Our Manchester approach is enabling new and different relationships to be established between the Council, partners, residents and workers in the city to ensure the city fulfils its full potential and meets the aspirations of all who live and work in the city.

Population

Strong level of population growth as more graduates and young adults are attracted by new housing and career opportunities in the city, **increasing the number of residents aged 25–39.**

Source: Manchester City Council Forecasting Model S2020 (forecast does not include impact of COVID-19)

627,000
residents expected
by 2025



Thriving and sustainable

Tourism

The city remains the third most-visited destination by international visitors, after London and Edinburgh. **Visits to the city grew by 60%** between 2013 and 2019, compared to a 22% average growth rate across the UK.

Source: 2019 International Passenger Survey, Visit Britain/ONS

1.66m

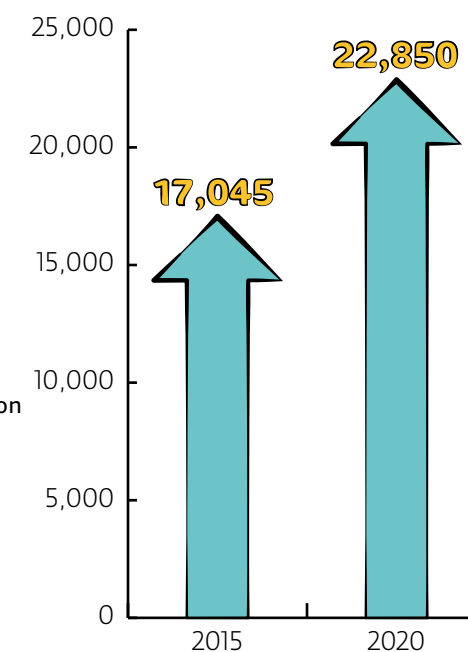
international visitors



Businesses

The city has a leading reputation for enterprise and high levels of confidence, evidenced by large-scale development and regeneration programmes. The number of active enterprises has **increased by 34%** since 2015.

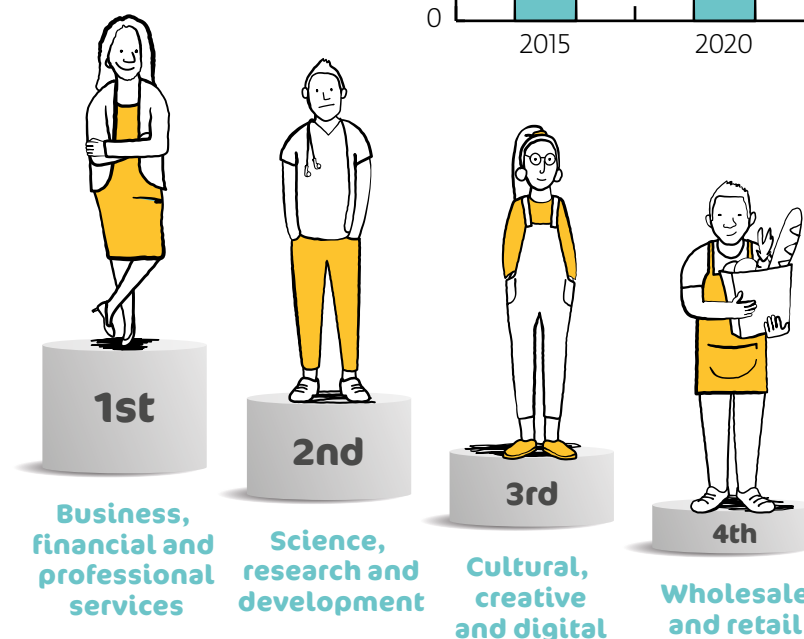
Source: ONS UK Business activity, size and location



Employment

Employment in the city continues to rise, reaching **400,000** in 2018. A fifth of the workforce is employed in the financial, professional and scientific sectors. Economic growth is boosted by the city's fastest-growing sectors.

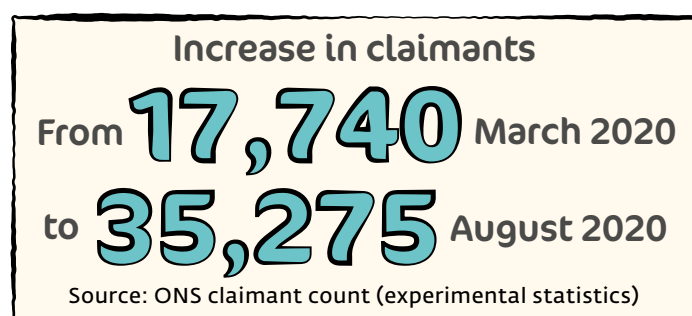
Source: ONS Business Register and Employment Survey; Greater Manchester Forecasting Model, 2019, Oxford Economics



COVID-19 update: Over 62,000 residents furloughed and almost 16,000 in receipt of self-employment support, equal to 32% of Manchester's resident working-age population.

Unemployment benefits

COVID-19 update: Significant increase in ONS claimant count between March 2020 and August 2020; unemployment claimant rate almost doubled, from 4.6% to 9.1%.



Living wage

We aim to ensure that everybody is paid at least a Real Living Wage by 2025. It is estimated that **78%** of Manchester residents earned at least the Real Living Wage of £9 in 2019, up from **72%** in 2018.



Source: Provisional 2019 Annual Survey of Hours and Earnings, ONS

Key Stage 1-2 progress

Key Stage 1–2 progress made by Manchester pupils in Reading, Writing and Maths in 2018/19 was statistically **significantly above the national average**, with the most relative progress being made in maths.

Source: Department for Education

Highly skilled

Qualifications

A high proportion of Manchester's residents are qualified to degree level or above. Over the past 15 years, the proportion of residents with no qualifications has **reduced from 25% to 11%**. Low skill levels are more prevalent in residents aged over 50.

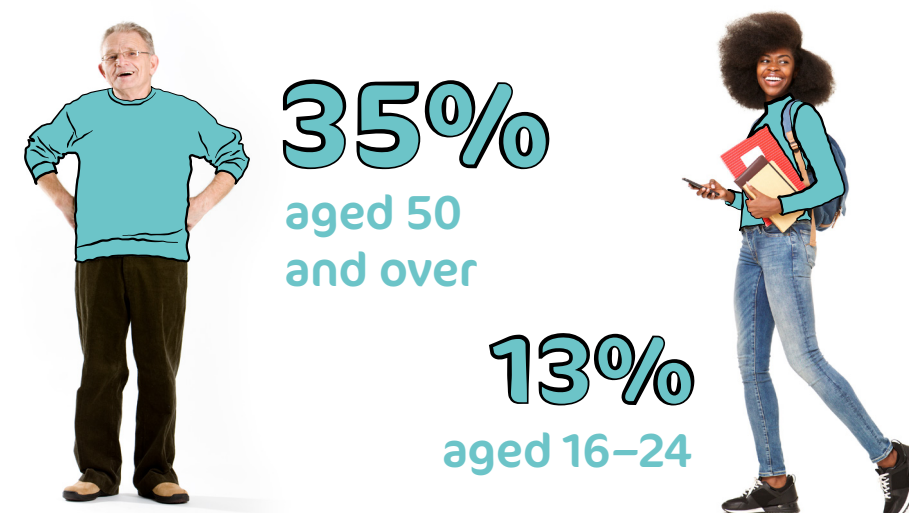
Source: ONS Annual Population Survey, 2019

School quality

The proportion of schools judged to be good or outstanding by Ofsted is now **higher than national average** for both primary and secondary schools. This represents a **significant improvement for secondary schools** in particular.



Those with very low qualifications or none at all:



Family poverty

45,150 children living in poverty, after housing costs taken into consideration, in March 2019, a **reduction of 160 children** since March 2018. Affecting around 40.6% of those aged under 16, this rate is significantly higher than the UK average.

COVID-19 update: During May 2020 at the height of the pandemic, **3,177 households** signed up to receive food response support.

Source: Research by the Centre for Research in Social Policy at Loughborough University for the End Child Poverty Coalition

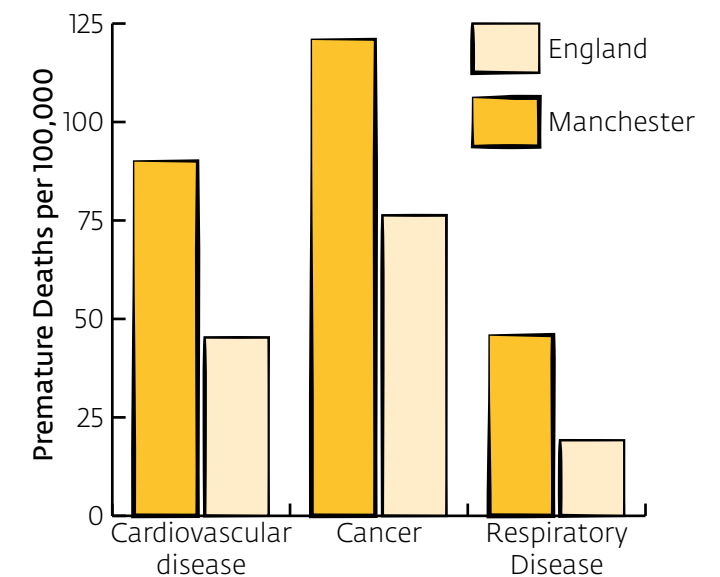


Premature mortality

from causes considered preventable

Although rates have fallen in recent periods, Manchester has the highest rate (per 100,000) in England of premature deaths from cardiovascular disease, cancer and respiratory disease.

Source: 2016-18 three-year average, Public Health England/ONS



Progressive and equitable

Rough sleeping

91 people were counted as sleeping rough in Manchester city centre in 2019, compared to 123 in 2018. However, as a rate per 10,000 households (4.2) this is **more than twice the national average** (1.8).

COVID-19 update: 'Everyone In' initiative provided safe, supported accommodation for over 330 people.

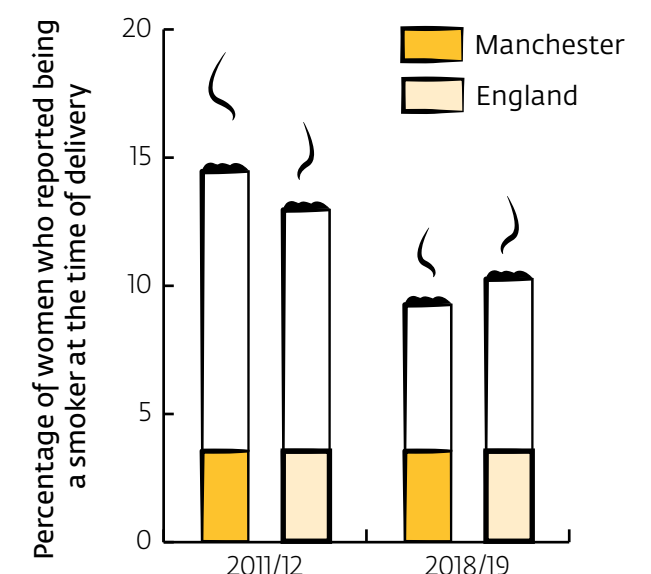
Source: Ministry of Housing, Communities and Local Government



Mothers smoking during pregnancy

Smoking during pregnancy can cause serious health problems for the mother and baby. The proportion of mothers who reported being a smoker at the time of delivery has **fallen from a peak of 14.8% in 2011/12** and is now below the England average.

Source: NHS Digital



Volunteering

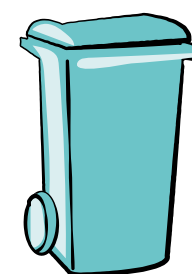
COVID-19 update: The resilience and generosity of our residents who stepped up in numerous volunteering roles to support others during the COVID-19 pandemic was truly outstanding. **Over 3,600 volunteers** registered with the COVID-19 community volunteering scheme, launched in March 2020.

Source: Manchester Community Central

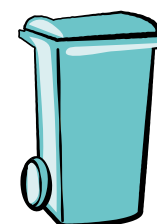
Recycling

Significant progress has been made across the city to **increase recycling rates to 40%** and reduce the levels of residual waste. There has been a 21% reduction in the amount of residual waste collected per household since 2015/16.

COVID-19 update: tonnages of refuse and bottles and cans increased by around 30% as residents were consuming more at home.



519kg
per household
2015/16
baseline



409kg
per household
2019/20
(provisional)

Source: Waste Data Flow

Liveable and low-carbon

Housing

The city is at the forefront of the response to the national housing shortage, with more new homes built in 2019/20 than any London borough, bringing the total new homes built since 2015/16 to **13,219**.

4,161 new homes
in the city

Source: Manchester City Council Expected Completions List

Cultural facilities

Our galleries, museums and cultural venues continue to attract substantial numbers of visitors. Visits to Central Library **exceeded two million for the first time**, making it the most visited public library in the United Kingdom.

COVID-19 update: Use of libraries continued through virtual activities and online resources. The use of ebooks, audiobooks, e-magazines and e-newspapers increased by some **0%**.

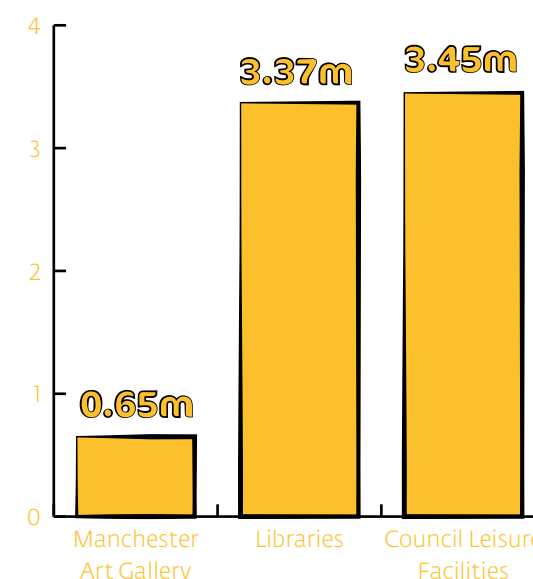
Source: Manchester City Council

Air quality

Concentrations of nitrogen dioxide (NO₂) have continued to fall but parts of the city were still exceeding the 40µg/m³ legal limit in 2019.

COVID-19 update: Provisional monthly nitrogen dioxide (NO₂) concentrations dropped significantly as a result of lockdown restrictions.

Source: Air Quality England (micrograms per cubic metre)



Highways network investment

£47.3million invested since 2017 to improve the condition of the city's roads, footways and drainage has reduced the proportion of the road network rated as in poor condition, from 25% in 2017 to 20% in 2019.

Source: Manchester City Council, GEIST survey

Poor road condition
reducing from

25%
to
20%



Airport

Between 2015 and 2019, the number of passengers at Manchester Airport increased by 27% to 29.4million passengers.

COVID-19 update: Passenger numbers dropped by 99% in April, May and June, compared to 2019.

Source: Civil Aviation Authority



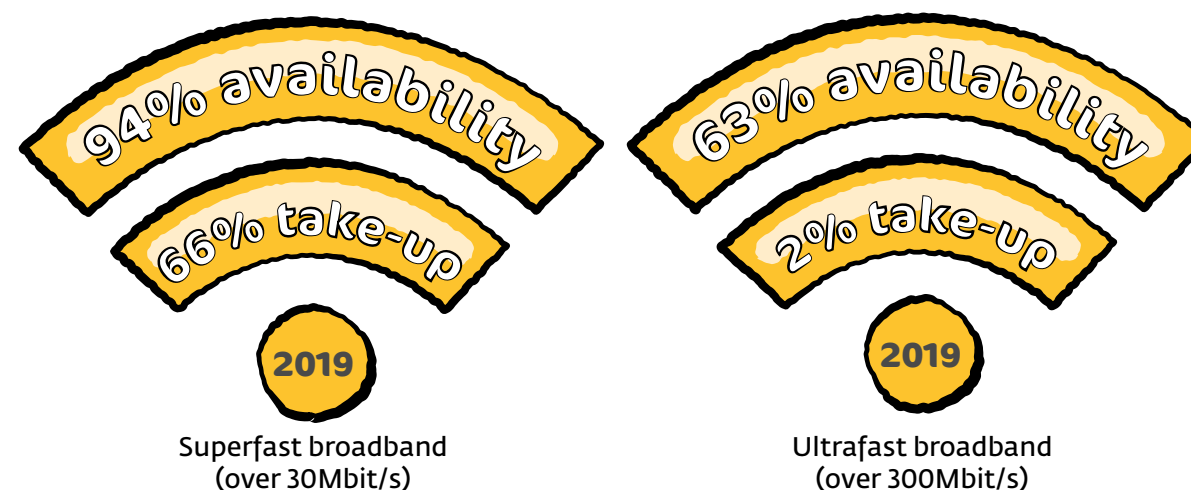
Almost

29.4m

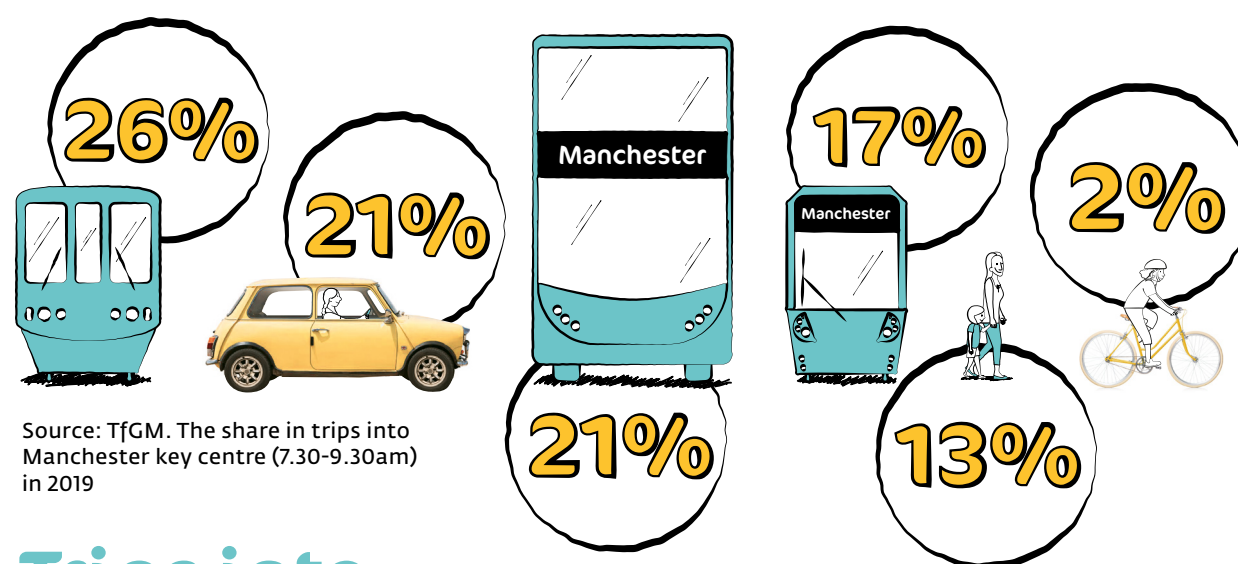
Connected

Digital connectivity

People do not always sign up to faster broadband packages where they are available. Ultrafast broadband (over 300Mbit/s) is now available to 63% of the city's homes and businesses but less than 3,000 premises have taken up these ultrafast services.



Source: Ofcom



Source: TfGM. The share in trips into Manchester key centre (7.30-9.30am) in 2019

Trips into Manchester city centre

Increasing journey times on the road network are likely to have made commuting by car and bus a less attractive option. Between 2015 and 2019, the number of rail trips increased by 13% and Metrolink trips increased by 73%.

COVID-19 update: At the lowest point of demand, Metrolink, bus and rail usage was down by more than 95% and highways usage was down by 73%.

Chapter 2: A thriving and sustainable city

Strategic overview

Manchester's growth over the past decade can be attributed to the stability and diversification of the city's economy. This thriving economy has enabled the creation of many jobs and opportunities, and has contributed to the significant growth in our resident population. The visitor economy has been a key driver in the city's economic success, supported by Manchester Airport as a global gateway. The cultural offer that has made Manchester a sought-after destination has continued to thrive in the past year, not least with building work progressing at The Factory, a globally significant visitor attraction that will also create new employment and training opportunities.

The economy in Manchester has continued to diversify towards knowledge-intensive sectors. Science, research and innovation; business, financial and professional services; and cultural, creative and digital being three of the fastest-growing sectors. New businesses continue to be founded in Manchester, and existing large businesses are relocating and expanding their workforce here.

While the strength and diversification in Manchester's economy has safeguarded against previous economic shocks, the unparalleled reach of the global COVID-19 pandemic and the economic shutdown experienced from mid-March 2020 could not have been anticipated. The impact of this economic shutdown will significantly impact on the labour market and employment in future years. The challenge will be ensuring the right sectoral support and stimulus in key industries, such as construction, hospitality, retail, culture and sport, as well as safeguarding the role of the Airport to mitigate against the economic impact of COVID-19 on aviation, tourism and the visitor economy.

Analysis of progress

A diverse and growing population

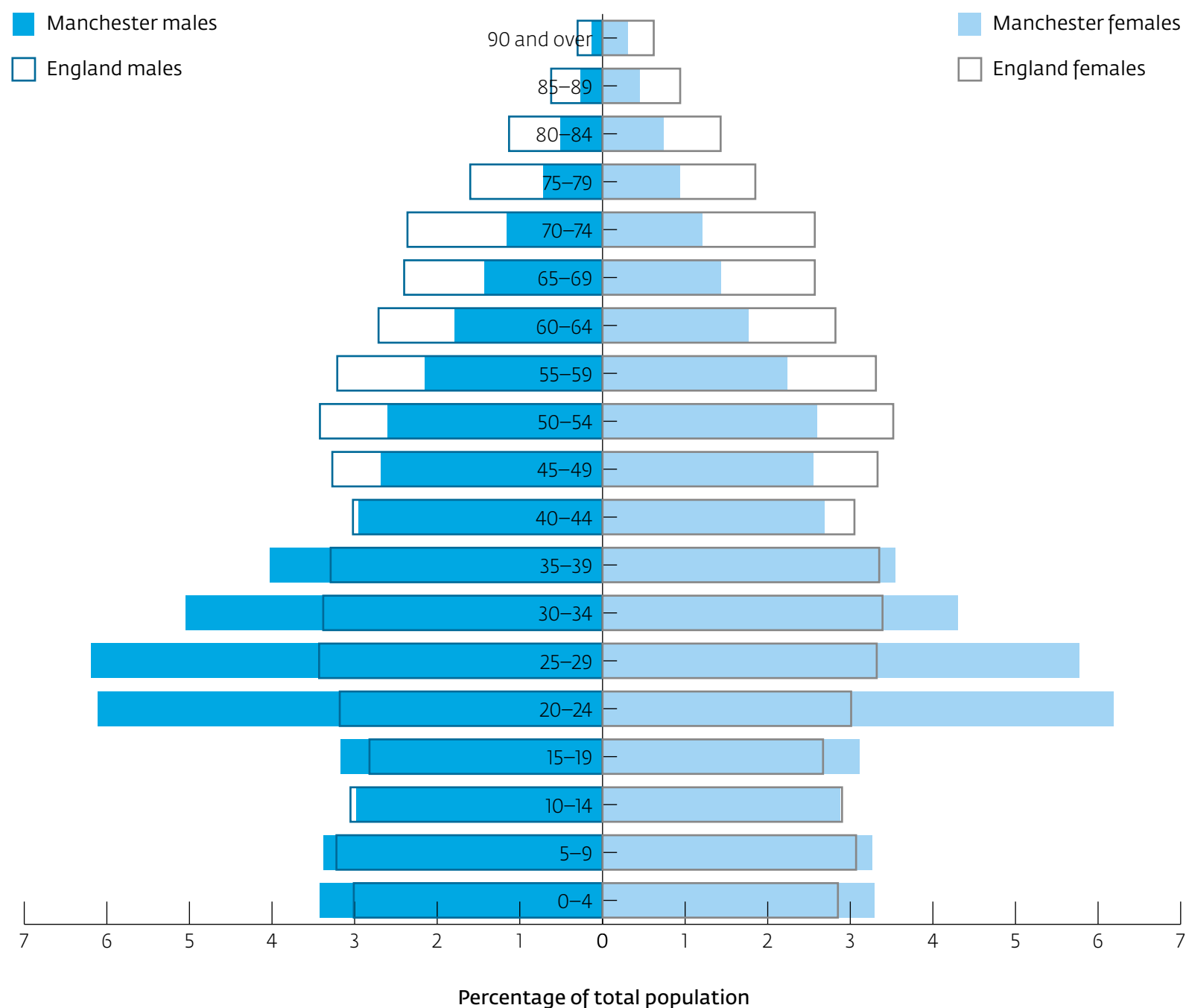
A young and expanding city

Throughout the past year, Manchester has continued to see a strong level of population growth due to a buoyant housing market stimulated by the many new high-quality properties available in the wider city centre and an increasing number of international students living in the city from outside Europe.

This is reflected in the Office for National Statistics (ONS) 2019 mid-year estimates. Despite the UK population seeing the lowest increase in 15 years between 2018 and 2019, Manchester's resident population is estimated to have grown by 1%, twice the national growth rate of 0.5%. However, Manchester's main driver of growth remains international immigration, and COVID-19 will impact significantly on foreign student and worker numbers in the coming year. Therefore, Manchester City Council is working hard with a range of partners and stakeholders to devise a recovery strategy to get immigration back on track.

According to ONS, the mid-year 2019 resident population is estimated to be 552,858. Figure 2.1 shows the distribution of this population by age compared to the national average; it illustrates the young profile of the city, particularly of student age. This profile has changed in recent years, as many graduates and young adults have been attracted by the new housing and career opportunities in Manchester, increasing the number of residents aged 25–39.

Figure 2.1:
Mid-year population estimates by age for Manchester and England, 2019



Source: 2019 mid-year population estimate, ONS © Crown Copyright

Although Manchester's estimated annual population growth between 2018 and 2019 is higher than seen in the previous two years, it is still much lower than expected, based on the strong economy and housing market in mid-2019. Manchester City Council's in-house forecasting model (MCCFM) estimates its 2019 resident population to be 576,500 residents, 23,600 more than estimated by ONS. This difference is due to the cumulative effects of lower ONS estimates since 2011, which do not appear to be adequately capturing the growth from migration evident in the take-up of jobs, housing and increasing demand for school places over this period.

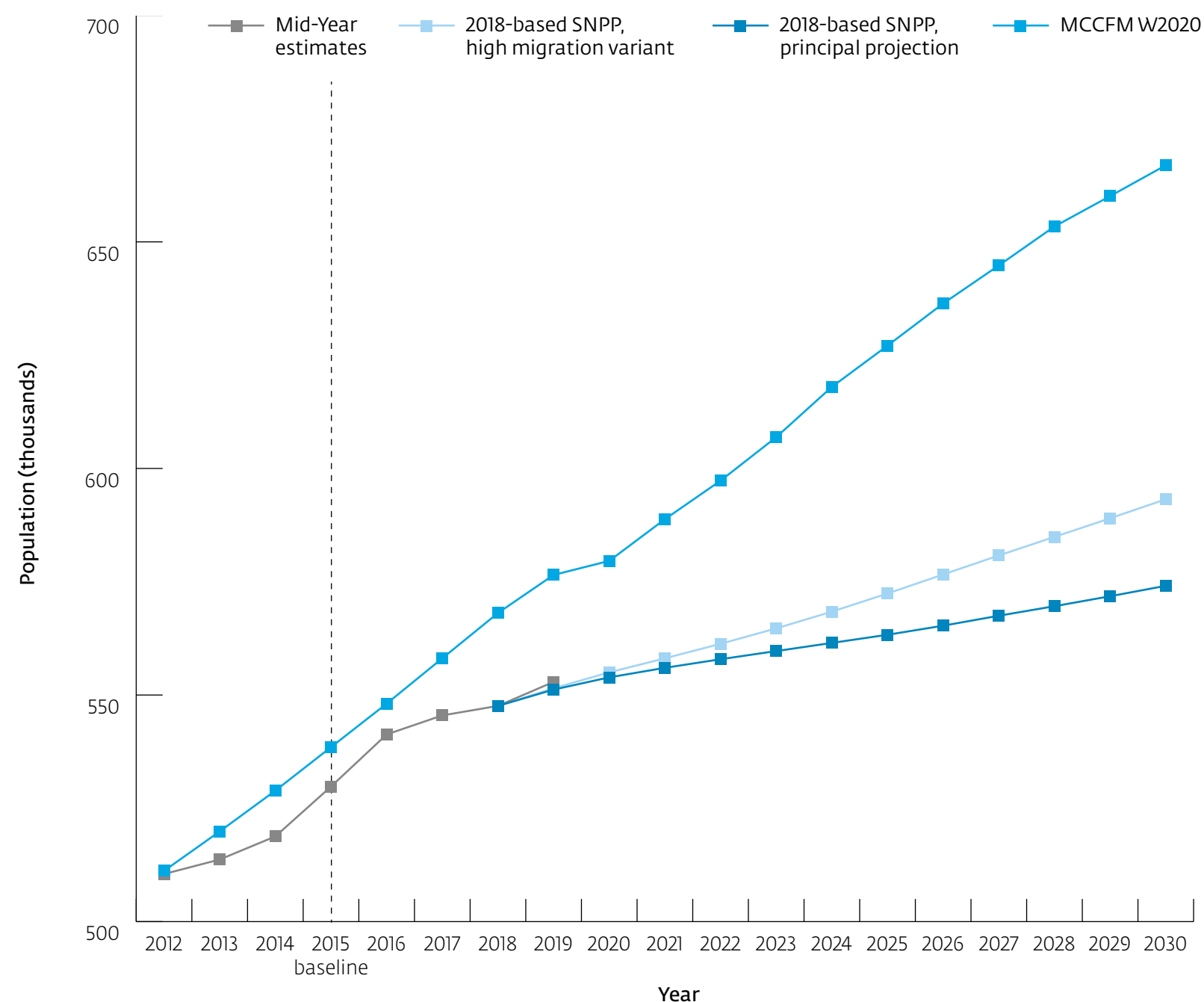
ONS 2018 Subnational Population Projections (SNPP) indicate that the city will continue to grow, with an expected population of around 563,300 by 2025, a significant reduction of around 20,000 on their previous 2016-based projection. It should be noted that as this is a projection based on past trends, it does not take into account external factors. COVID-19 will therefore not have been a factor in the reduced projections; it is more likely to be a reflection of the national picture of very low growth. MCCFM predicts a stronger rate of growth, with 627,000 residents expected by 2025. While MCCFM as a forecast does include external factors, the effects of COVID-19 will

not yet be reflected until the impact of the virus becomes clearer and data becomes available. The higher figure is mainly because, unlike ONS projections, MCCFM's migration assumptions include anticipated new housing completions. The future of many construction projections and the ensuing availability of new housing stock will have altered from current forecasts and will be determined by Manchester's economic recovery from COVID-19.

ONS now produces an alternative projection giving a higher rate of growth from migration. Although this gives a more realistic trajectory of expected growth, as it started in 2018, it loses any of the cumulative higher growth from previous years. The 2018 figure also does not take into account the intense building programme underway in the city from mid-2018 onwards. As a result, these figures are still lower than MCCFM.

Figure 2.2 shows how the number of people living in the city is expected to grow over the next decade, according to the two ONS projections and MCCFM. The figures show the expected growth pre-COVID-19 and will need adjusting as new data becomes available.

Figure 2.2:
Manchester's population estimates and predictions, 2012–2030



Source: Mid-Year Estimates (MYE) of population and Subnational Population Projections (SNPP), ONS © Crown Copyright; MCCFM W2020, Manchester City Council (PRI)

Cross-cultural, vibrant neighbourhoods

Manchester has a very long tradition of attracting people into the city from around the world, based on its reputation of integrated communities and cultural respect. This trend has continued over the past 12 months.

Many areas have continued to attract people from abroad into their well-established communities, which has led to an increase in children as more families settle. In addition, there is now an increasing number of international students and, subsequently, graduates choosing to remain in the city as young professionals. This has led to a concentration of growth around the wider city centre in areas not usually associated with international residents.

Despite concerns that Brexit would reduce the number of EU undergraduate students, the opposite has happened in Manchester, with numbers rising year on year in the city's universities. The 2018/19 academic year has seen an increase in EU undergraduates attending, rising from 2,717 in 2017/18 to 2,836 in 2018/19. Undergraduate numbers from the rest of the world have similarly increased, rising from 6,810 to 6,924 over the same period. There has been negligible growth in postgraduate students from the EU, from 1,083 in 2017/18 to 1,088 in 2018/19. Growth in non-EU postgraduate

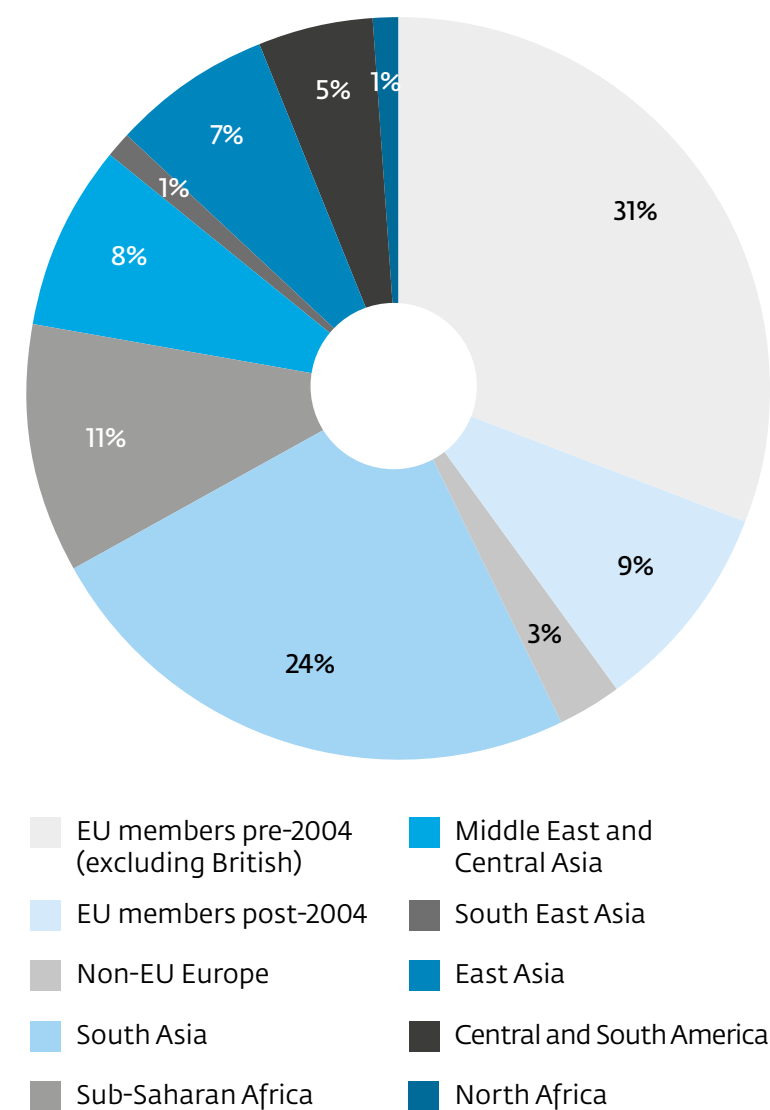
students was significantly higher, from 5,897 in 2017/18, up to 6,460 in 2018/19.¹ These numbers will undoubtedly be impacted by COVID-19 in the next academic year.

According to the ONS Annual Population survey, estimates for 2019 indicate that the number of residents with a non-British nationality has grown since 2018, but this rise is in line with the overall population growth so the proportion has stayed the same at 20% of the total. Within these figures, European nationalities (which made up nearly half of the non-British figures in 2018) are now estimated to be slightly lower at 48,000 residents, potentially as a result of Brexit; however, the number of non-EU nationals has grown.

The growth in non-British numbers is mainly from Asian nationalities, increasing from an estimated 41,000 in 2018 to 45,000 in 2019 and now forming 40% of the non-British population in Manchester (Figure 2.3). Within these nationalities, South Asian nationalities dominate, with an estimated 26,000 residents. It should be noted that all these estimates have varying margins of error as they are partly based on surveys.

¹ Higher Education Statistical Agency 2020

Figure 2.3:
Manchester's foreign national residents –
estimate of nationality, mid-2019



Source: Annual Population Survey, 2019, ONS © Crown Copyright

Increasing productivity for the benefit of the city and the UK as a whole

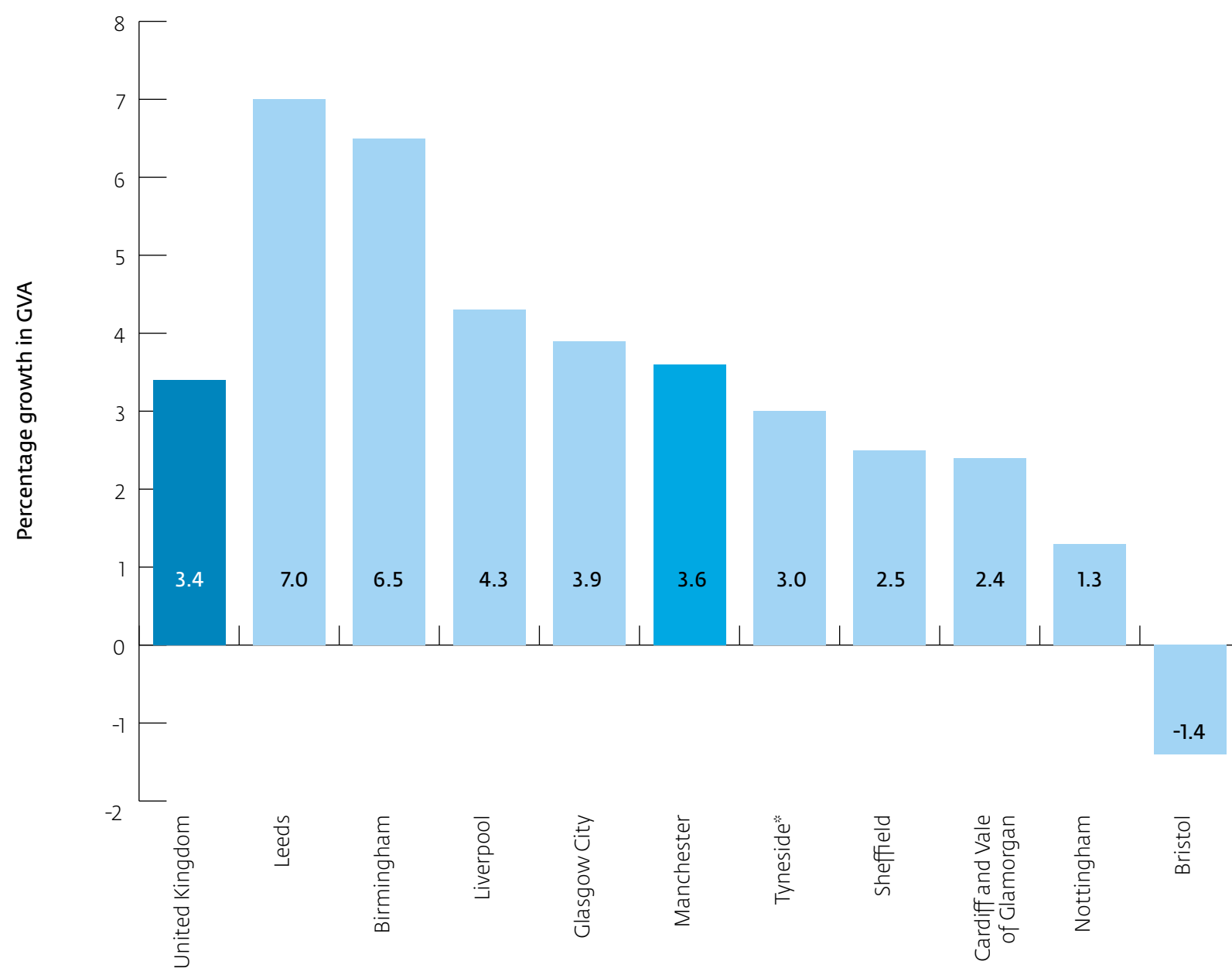
Gross value added (GVA) is a measure of the value of goods and services produced by an area, and is commonly used as an indicator of economic performance. Historically, ONS have produced estimates of regional GVA using the income approach and the production approach. In 2017, the strengths from both approaches were taken to produce a new balanced measure of regional GVA – known as GVA (B) – a single measure of economic activity within a region.

Manchester's economy has continued to grow. In 2017, Manchester's GVA (B) was £21.7million, which increased to £22.5million in 2018.

Figure 2.4 shows that between 2017 and 2018, Manchester's overall GVA (B) grew by 3.6%, compared to 3.4% for the UK.

Figure 2.4:

Growth in GVA (balanced approach) between 2017 and 2018



*Tyneside includes Newcastle, Gateshead, North Tyneside and South Tyneside

Source: Regional economic activity by gross value added (balanced), ONS © Crown Copyright.

In 2018, Manchester's GVA (B) per head of resident population was £41,177, compared to £28,729 for the UK as a whole. This has increased from £37,634 in 2016. GVA (B) per head can be a useful way of comparing regions of different sizes. However, when assessing regional economic performance, it is now recommended to use the experimental labour productivity statistics, GVA per hour worked or GVA per job filled, as these measures provide a direct comparison between the level of economic output and the direct labour input of those producing the output.

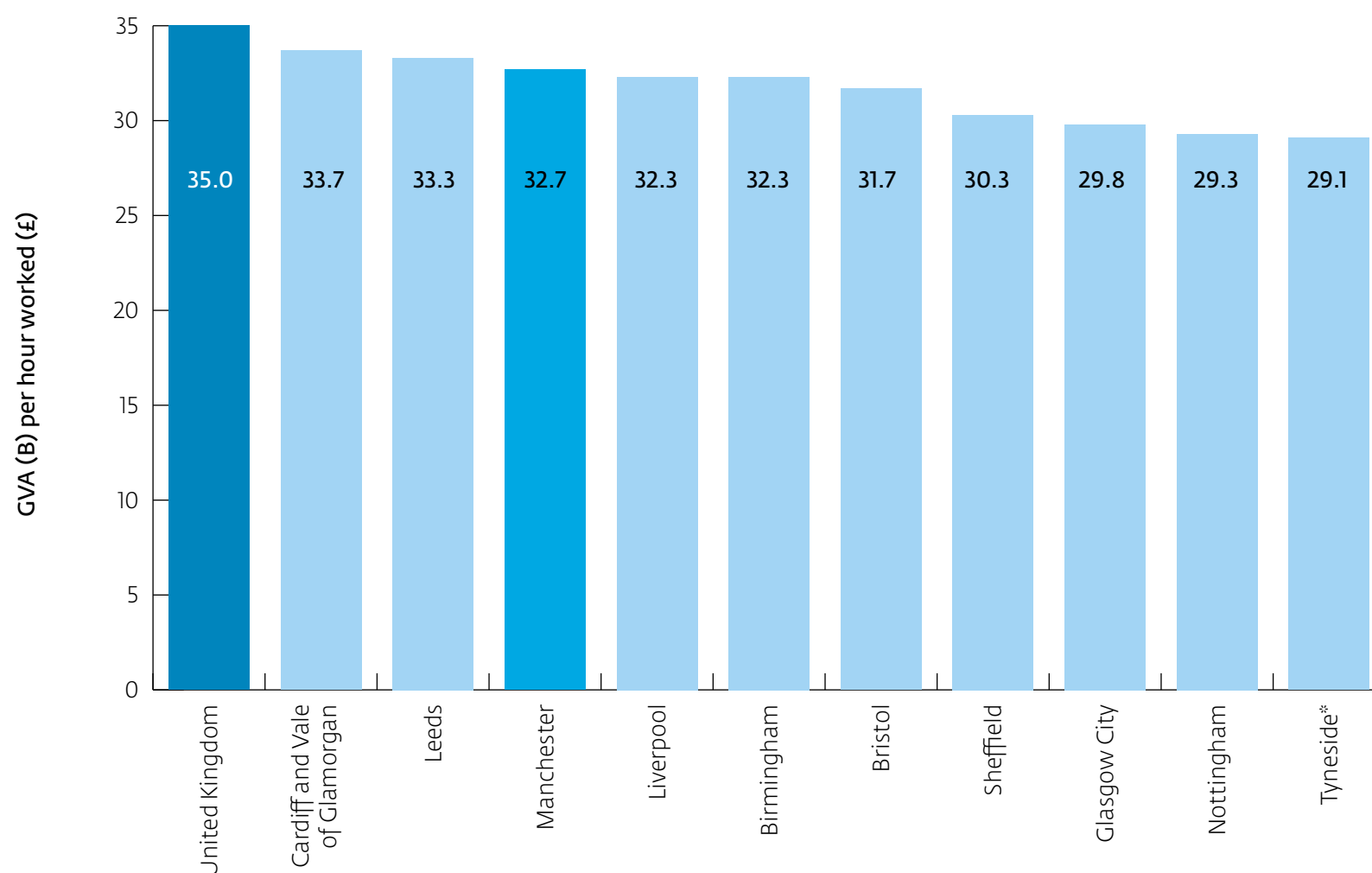
This is not the case for GVA per head, as this measure includes people not in the workforce (including children, pensioners and others not economically active) in the calculation, and can also be very heavily biased by commuting flows. This is because if an area has a large number of in-commuters, as in Manchester, the output these commuters produce is captured in the estimate of GVA, but the commuters are not captured in the estimate of residential population. In this situation, a GVA per head measure would be artificially high if used as a proxy for economic performance of an area.

As the ONS has developed these statistics, previous years' figures have been revised. According to current ONS statistics, Manchester's Nominal GVA (B) per hour

worked (data smoothed using a weighted five-year moving average) has increased consistently each year, from £23.80 per hour in 2004 to £32.70 per hour in 2018.

Figure 2.5 shows that in 2018 productivity levels were similar across the UK Core Cities, ranging from £29.10 to £33.70 GVA (B) per hour worked.

Figure 2.5:
Nominal GVA (B) per hour worked in 2018 (provisional)



*Tyneside includes Newcastle, Gateshead, North Tyneside and South Tyneside

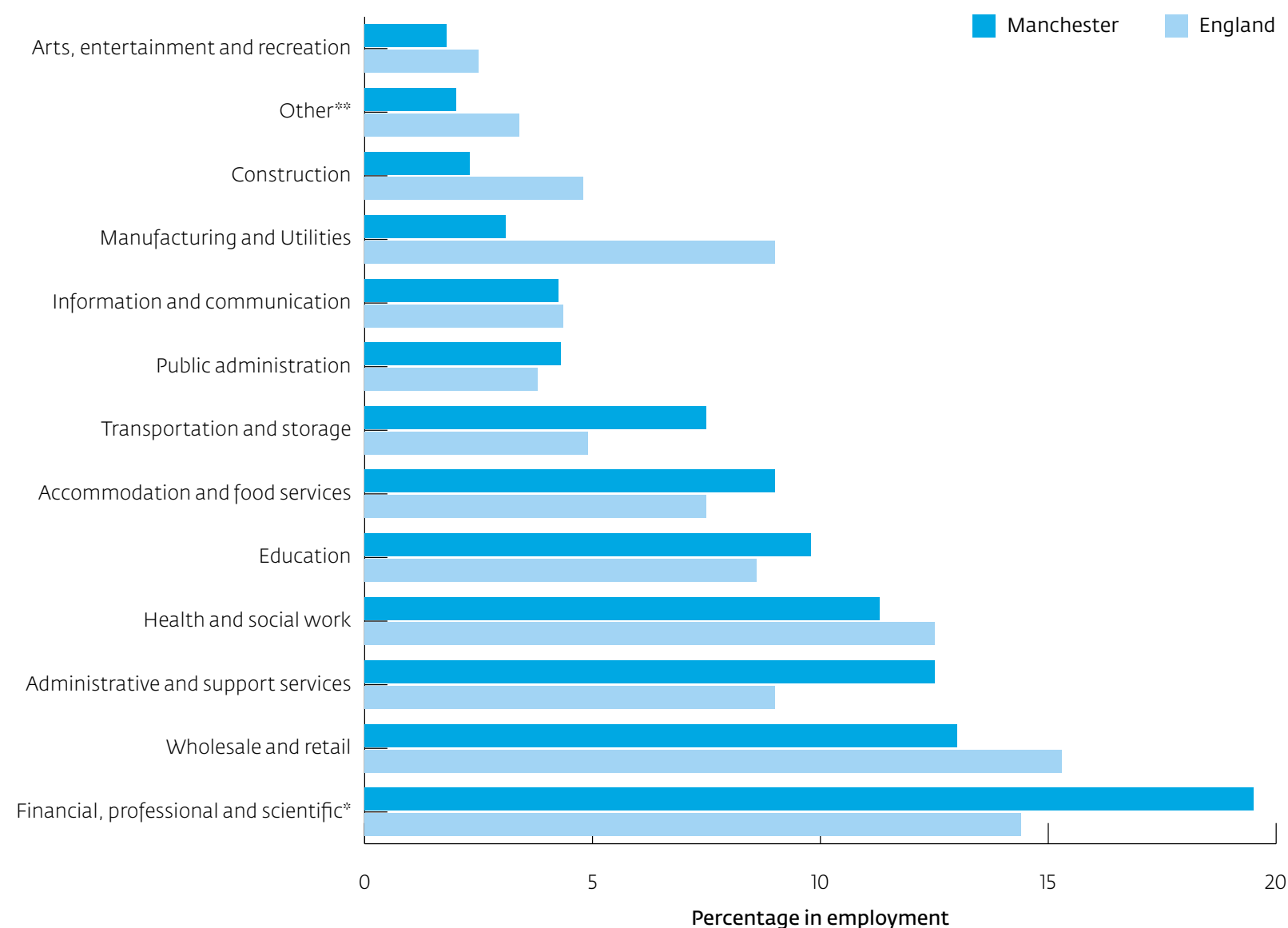
Source: Regional economic activity by gross value added (balanced), ONS © Crown Copyright

The Government published its Industrial Strategy in autumn 2017, and both Manchester and Greater Manchester published their city and city region versions in 2019. **Developing a More Inclusive Economy – Our Manchester Industrial Strategy** sets out how a more inclusive and sustainable economy can be developed for the city's residents and workers by focusing on three pillars: people, place, and prosperity. In addition to the traditional measures of economic growth and productivity, such as the GVA measures summarised above, broader measures are being considered to report on the impact of the Strategy. For example, the ONS's annual Personal Wellbeing Report and Natural England's annual Monitoring Natural Environment Report now inform economic reporting in Manchester. The Strategy will be reviewed in response to COVID-19 and economic recovery, ensuring an inclusive economy will be of paramount importance to safeguard prosperity for all the city's residents.

Supporting the growth of established and emerging business sectors

Total employment in Manchester has continued to rise. The latest ONS Business Register and Employment Survey shows that employment rose from 357,000 in 2015 to 400,000 in 2018.

Figure 2.6:
Structure of employment (percentage by sector), 2018 (provisional)



* (Includes three sectors: Financial and Insurance, Real estate and Professional, Scientific and Technical)
 ** Includes three sectors: Agriculture, forestry & fishing; Mining & Quarrying; Other Service Activities.

Source: ONS Business Register and Employment Survey, ONS (provisional 2018) © Crown copyright

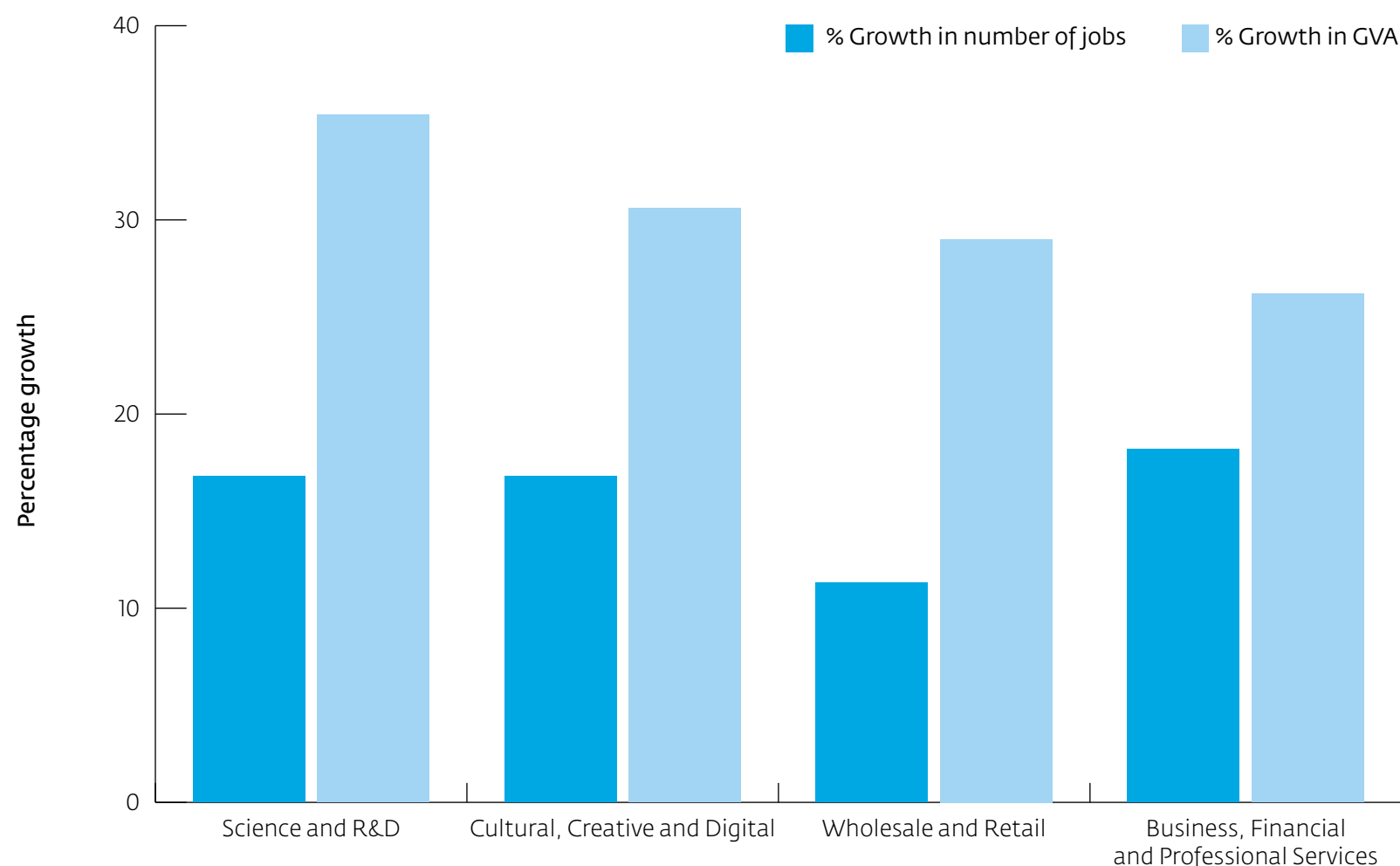
Figure 2.6 shows the distribution of employment across sectors in Manchester and England as a whole. The data shows that the largest number of employees in Manchester, 78,000 people (19.5%), are employed in the financial, professional and scientific sectors, compared to just 14.4% in England as a whole. This highlights that the city continues to successfully diversify its economy towards knowledge-intensive sectors. However, there remains a significant gap between resident and workplace wages, representing a real challenge to achieving a more inclusive economy. Further information on this is provided in the 'A highly skilled city' chapter.

Manchester's high-growth sectors in terms of GVA and number of jobs have remained fairly consistent over recent years, but there have been some changes in the latest publication of the Greater Manchester Forecasting Model. Business, financial and professional services; cultural, creative and digital; and wholesale and retail remain major growth sectors. However, science, research and development has replaced construction as a major growth sector and is projected to grow at a significant rate, driven by the strong knowledge economy, health innovation and world-class research activity increasing in the city in developments such as Citylabs 2.0.

As shown in Figure 2.7, there continues to be potential for accelerating Manchester's growth across all four of the city's fastest-growing sectors. Cultural, creative and digital industries continue to make a significant contribution to Manchester's economy, making the city a

more attractive place to live, visit, work and study. This sector's GVA is forecast to increase by 30.6%, equating to 11,600 jobs, between 2017 and 2027, making it the second fastest-growing sector in the city.

Figure 2.7:
Fastest-growing sectors (2017–2027)



Source: Greater Manchester Forecasting Model (2019), Oxford Economics

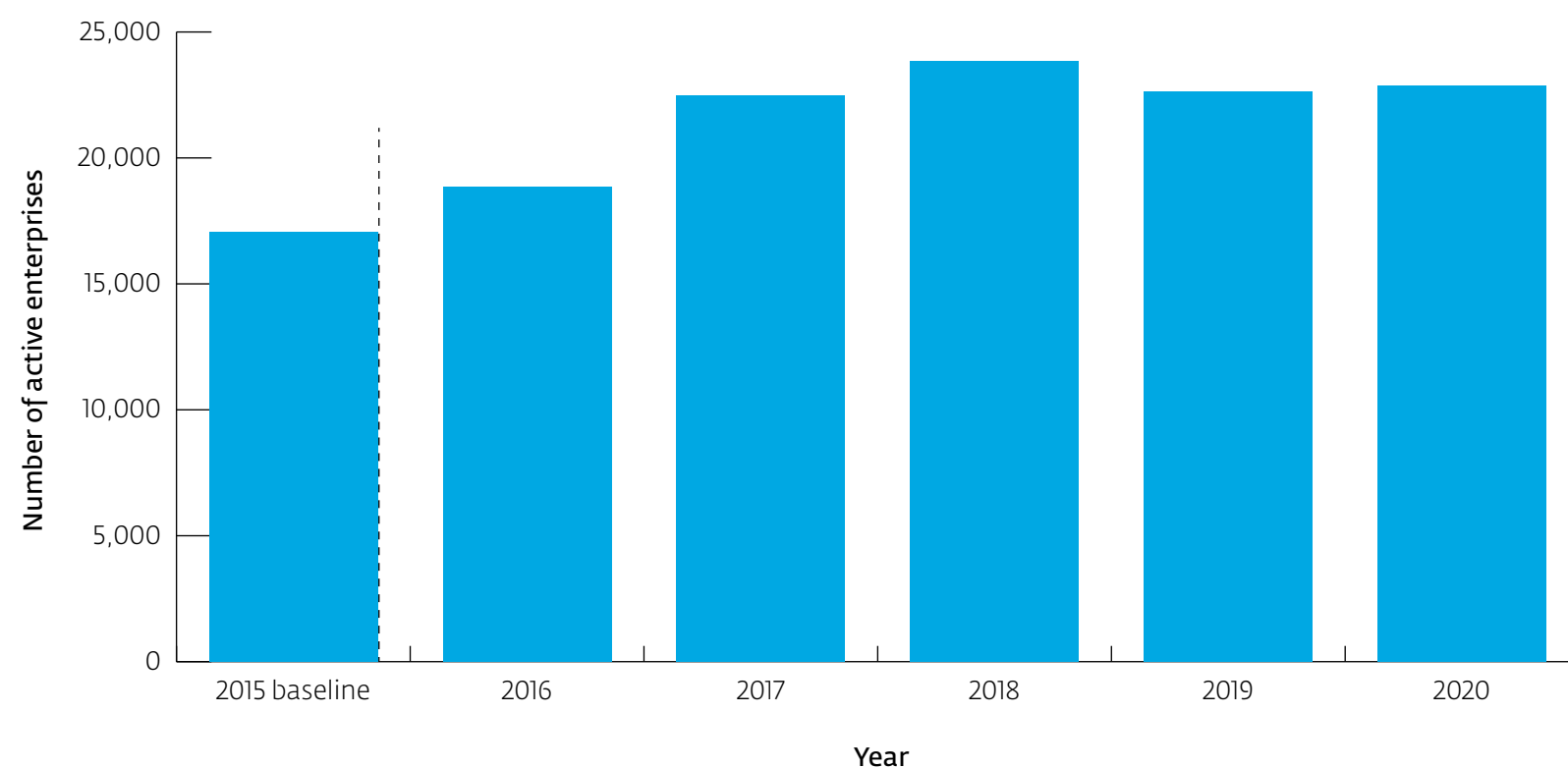
Current forecasts do not take into account the economic impact of COVID-19, which will undoubtedly reshape economic activity and associated growth projections for the city. For example, early indications show that the online retail sector and food and drink sales have experienced upturns resulting from the economic shutdown measures experienced throughout spring 2020. Conversely, the cultural sector has experienced an unparalleled decrease in output, and is likely to experience smaller audience numbers for the foreseeable future as a result of social-distancing measures.

Manchester has remained a city with a leading reputation for enterprise and high levels of confidence, evidenced by the large-scale development and regeneration programmes continuing across the region. The ONS UK business activity, size and location figures are based on a snapshot of the Inter-Departmental Business Register taken in March each year, which includes all businesses registered for Value Added Tax (VAT) and/or Pay As You Earn (PAYE). Figure 2.8 shows how the number of active enterprises has increased year on year since the publication of the Our Manchester Strategy, rising from 17,045 in 2015 to 23,845 in 2018.

The decrease to 22,630 in 2019 can be largely attributed to online retail businesses, which decreased by 34.2% between 2018 and 2019, from 3,995 to 2,630 businesses. The latest snapshot reports 22,850 businesses in March 2020, a modest increase of 220 businesses from the previous year. The number of online retail businesses have continued to decrease, to 2,450 in 2020. Since 2015, foreign online sellers selling their goods in the UK have needed to register for VAT with HMRC. Very often, these

VAT registrations use the UK address of a management company or accountancy firm, so it can be difficult to identify and exclude these businesses from the publications. Online retail businesses have increased significantly in Manchester, from just 515 in 2015. The decrease in online retail businesses over the past couple of years may be in part due to the identification and exclusion of more of these foreign online sellers from the overall business count.

Figure 2.8:
Number of active enterprises in Manchester



Source: UK Business activity, size and location, ONS © Crown copyright

Maximising the potential of the Business Growth Hub to support Manchester's businesses and entrepreneurs

The Business Growth Hub (BGH) provides a fully funded offer to encourage businesses to start up and grow across Greater Manchester. The Hub is funded by a range of local, national and European funders, including: the European Regional Development Fund (supported by The Ministry of Housing, Communities and Local Government); the Greater Manchester Combined Authority; the Department for Business, Energy and Industrial Strategy; and the Greater Manchester Local Enterprise Partnership.

In early 2020, the BGH supported Didsbury-based tech NowSignage, launched in 2013 as a niche Twitter Wall product. Recognising the potential to reach a wider market and grow the business, NowSignage approached BGH and accessed the fully funded Greater Connected Programme. This intensive growth programme for digital, creative and technology SMEs assisted NowSignage to identify several new markets and secure hundreds of new clients. They are now on track to triple their turnover in 2020 and have created five new employment opportunities.

Digital skills to support the digital economy

Manchester's digital sector is thriving and plays a significant role in the economy. There is great potential for the city to become a world leader in the field of technology, yet due to an acute shortage of digital skills there is currently limited means for this level of growth to be realised.

Manchester Digital's 2020 Skills Audit revealed that 72% of Greater Manchester's technology and digital businesses expanded in 2020, compared to 54% growth in 2019.² While this is a positive change, it is still an overall decrease when compared to the 83% growth seen in 2017. As well as uncertainty over Brexit, the skills shortage within the industry is central to this decrease, with nearly a quarter of digital companies reporting that they have not been able to fill all advertised vacancies due to a lack of candidates with the breadth of skill sets required for delivery.³

Manchester continues to work collaboratively with industry, education and the Government to address these issues. Key to this approach are the creation of pathways into digital and tech careers, promoting a wider breadth of opportunities in the industry, and ensuring these better match the demographics of our communities. Addressing digital skills

challenges in the city is discussed in more detail in the 'A highly skilled city' chapter.

Development in the city centre

Over the past 12 months, Manchester has continued to develop as a leading global city to live, work and visit. The city centre sits at the heart of this, experiencing the highest levels of construction activity in recent times. The scale and pace of growth and development change is transformational, with expanding city centre boundaries, a new skyline taking shape, and new communities thriving in previously under-utilised areas.

The city centre continues to evolve to meet the diverse demands of the growing population using it, creating a place that functions as:

- a UK leading employment hub
- an increasingly attractive place to live
- an internationally renowned place in which to study
- a leading destination for retail and leisure
- a popular destination for domestic and international visitors.

² Manchester Digital Skills Audit, 2020

³ Ibid

Manchester has strengthened its position as an international investment location this year. According to the Financial Times' Foreign Direct Investment (FDI) survey for 2020/21, it is now Europe's fifth best large city for business, and was voted best city for business in the UK 2019 by Management Today. The city has retained its global ranking as 12th most-popular location for FDI in the 2019 IBM Global Location Trends.

The city centre continues to account for 44% of all employment within the city and 13% of the wider Greater Manchester region total employment, with over 176,000 people employed there,⁴ contributing to a £6billion city centre economy. A number of key growth sectors are crucial to driving the economy, such as health innovation; advanced materials and manufacturing; and digital, creative and media. These are complemented by the existing industries that have historically thrived in the city centre (including financial and professional services, and retail) to create a truly diverse commercial offer.

This year, the city centre has continued to attract a range of occupiers who are providing high-quality job opportunities. 2019 saw the opening of a range of multinational company offices, such as Amazon at its new Research and Development facility at NOMA, and Hewlett Packard Enterprise at Circle Square.

The city centre has been selected to be the new regional hub for the global professional services firm Accenture, and multinational construction equipment and software services company Hilti. The city centre has also welcomed a number of expansions, notably Northcoders, which has set up its new campus at the Manchester Technology Centre.

Equally, the residential market continues to thrive in the city centre. Manchester has once again been voted the most liveable UK city in The Economist Global Liveability Index 2019, which is testimony to the city's vibrancy and attractiveness. The combination of high-quality accommodation, in proximity to a range of employment opportunities and a diverse and unique leisure and cultural offer, has seen the city centre population grow exponentially and diversify to include a mix of students, graduates, professionals, families and older residents. Over the past two decades, there has been a 120% increase in residents choosing to live in the city centre. There are now 72,000 people living in the city centre, with this figure expected to increase to 100,000 people by 2024.⁵

⁴ ONS Business Register and Employment Survey, 2018

⁵ MCCFM, W2020

Manchester city centre is made up of a collection of distinct and recognisable neighbourhoods. A number of these areas have emerged from key regeneration initiatives over the past two decades, while others have grown and developed organically. Alongside major new development, these established neighbourhoods will continue to play a key role in the growth and success of the city in future years. Some examples of these neighbourhoods include:

- **Spinningfields** – once one of the country's largest emergent regeneration schemes, the area is now an established world-class business district complemented by a residential offer and collection of premium restaurants, bars and shops.
- **Northern Quarter** – this area has developed organically into a distinct neighbourhood with a unique independent retail, leisure and commercial scene, along with an established residential community.
- **Ancoats and New Islington** – illustrating the growth and expansion of the traditional city centre boundaries, and once considered on the periphery, both Ancoats and New Islington have become established city centre neighbourhoods. These neighbourhoods now represent a popular and desirable place to live, complemented

by a diverse range of independent retailers, the creative and digital-sector organisations, and a burgeoning food-and-drink scene.

Alongside the established neighbourhoods, current development schemes illustrate the continued growth and ability to attract and deliver new sustainable development. The city takes a strategic and long-term approach to regeneration. Strategic regeneration frameworks (SRF) cover each area within the city centre, setting out the key regeneration objectives. A key aspect of the city's approach has been to encourage mixed-use developments that create sustainable neighbourhoods. Examples of key development schemes include:

→ **Mayfield** – the 20-acre site provides the opportunity to create a distinctive and unique city centre district. Development will see the delivery of up to 1,500 new homes, 1.6million square feet of high-quality workspaces, and retail and leisure opportunities, including two hotels and the first new city centre park in Manchester for more than 90 years. In the past 12 months, the first phases of development have secured planning consent, with the ambition to start on-site later in 2020.

→ **Great Jackson Street** – in the past year, delivery here has continued at a rapid pace. The development has already had a transformative impact on the skyline of Manchester, creating a cluster of tall towers standing over the southern edge of the city centre, which will provide more than 6,300 new homes upon completion. Work at Deansgate Square – four residential towers delivering 1,500 new homes and residential amenities – is almost complete, with two of these towers now occupied. Work on the first phases of the Crown Street site has also progressed in the past 12 months. This scheme includes a further 664 apartments, alongside new public healthcare provision and a new city centre primary education facility.

→ **First Street** – over the past decade, phased development has delivered major regeneration at First Street. The original development framework for the area presented the vision for a mixed-use neighbourhood providing a new cultural facility, 2.6million square feet of new commercial space with 1.2million square feet of office space, and retail, leisure and hotel space totalling 500,000 square feet. Having successfully delivered and integrated this quantum of development, an updated framework has now been developed setting

out the proposals for future phases of development. This will seek to provide further Grade A commercial floor space, alongside new residential development within the framework area.

In addition to the above initiatives, a number of significant schemes and projects are under development or in the pipeline for the city centre. These include: Piccadilly; St John's; Great Northern Warehouse; St Mary's Parsonage; ID Manchester; Circle Square; Kampus; and further commercial development at NOMA. Further details of planned delivery of these schemes and other key regeneration initiatives will be published in the refreshed City Centre Strategic Plan, which is expected to be published in late 2020.

The transport system serving the city centre is critical to its current functions and future economic success. A sustainable and efficient transport system is essential to ensure a prosperous economy and deliver the pledge to become a zero-carbon city by 2038. The development and delivery of world-class transport infrastructure that drives the function of Manchester as a leading international city will be set out within the emergent City Centre Transport Strategy as it develops in the coming year.

Continued focus on growth and development will play a fundamental part in the city's post-COVID-19 economic recovery. Part of this strategy will be to ensure that the city has an attractive residential offer to satisfy the demand of those seeking to live in proximity to the city centre's employment opportunities and cultural, leisure and retail amenities. It will be equally critical that the city continues to attract inward investment from the UK and overseas to ensure that the city centre remains an attractive place for organisations to locate, and to guarantee a range of employment opportunities for residents. This can be achieved by:

- Supporting businesses and sectors through a prolonged period of global economic recovery
- Ensuring that the city continues to produce a workforce with a breadth of skills, and subsequently connecting employers with access to this talent
- Ensuring a strong pipeline of commercial development that is flexible and reflective of the evolving needs of businesses and employees.

While the above pose a substantial challenge, the Council has been working to meet this head on in collaboration with partners, including

private-sector developers and the range of stakeholders operating across the city. A strong, co-ordinated and collaborative response to the global pandemic will help to build resilience and ensure that Manchester continues to successfully and sustainably grow as a leading international city.

Cultural sector

Cultural activity is key to the growth agenda for Manchester, and remains at the heart of the city's identity. Manchester's arts and culture sector has continued to perform strongly in the past year.

The impact of the COVID-19 pandemic on the cultural sector cannot be overstated, both in the short term due to the shutdown of the economy, and in the long term due to social-distancing measures, consumer confidence and structural changes to the sector that cannot yet accurately be predicted. The Council and a range of partners have been working together to safeguard the cultural economy in the city.

The following information provides an overview of progress in the cultural sector in the past year before the effects of COVID-19 were felt.

Cultural assets

The city continues to attract investment and support for the development of the city's world-class infrastructure of key cultural venues. During the past year, a number of cultural organisations have secured significant funding to further improve spaces, preserve cultural heritage, develop exciting and innovative programmes of activity that support our residents, and inspire new audiences and participants.

The £13.5million capital expansion of **Manchester Museum** includes a new South Asian Gallery. The project will create a new Exhibition Hall, South Asia Gallery, Chinese Culture Gallery, the world's first Centre for Age-Friendly Culture, and a new entrance, with visitor facilities that focus on inclusive accessible design.

The refurbishment and extension of **Contact Theatre** is underway and the resulting £6.65million investment will increase the number and range of creative opportunities for young people. The venue will reopen in September 2020 with new performance spaces, a recording studio, an arts and health development space, and creative office accommodation for artists and cultural organisations.

A refurbishment and extension of **Manchester Jewish Museum** is currently underway. The scheme is worth over £4million and is funded through a National Lottery Heritage Grant of £2.89million, with the remaining funds raised by the Museum. A pop-up museum, displaying parts of the collection, has moved into Central Library for the duration of the construction project.

Inner City Music has secured funding for a £3.5million investment in the **Band on the Wall** music venue. Work includes the revitalisation of the Coccozza building to the rear of the venue. Planned improvements will increase venue capacity and provide expanded facilities for education and community engagement programmes, while celebrating the legacy of the site.

Manchester International Festival

The biennial **Manchester International Festival** (MIF) returned in 2019 with more than 1,000 separate events attended by some 300,000 people over 18 days. It continues to be a key cultural event for the city, with an estimated economic impact of £50.2million, an increase of £10million from 2017. The 2019 Festival attracted national and international audiences, with 35% of attendees coming from outside Greater Manchester, of which 5% were

international visitors. Greater Manchester residents from across the region attended the Festival, with a concentration of Manchester residents from the city centre and the southern neighbourhoods of Manchester. MIF continues to be successful in attracting significant new audiences, with 40% first-time attendees.

The biennial festival has a positive impact on the perceptions of Manchester as a city. Research by the Audience Agency found that those attending the 2019 Festival felt that MIF:

- helps make Manchester a world-class cultural city
- makes Manchester a great place to live, work and study
- encourages and inspires the people of Manchester to be creative in new ways.

In terms of improving outcomes, respondents felt that MIF should continue to emphasise and promote the Creative Engagement programme that accompanies the Festival to Manchester residents. Respondents also welcomed the discounted tickets scheme available for local residents on low wages, but felt more needed to be done to attract audiences from ethnically and economically diverse backgrounds.

Manchester is currently building **The Factory**, a world-class cultural space in the heart of the city. One of the biggest developments of its kind in Europe, The Factory will be the permanent home for MIF. It will present a year-round programme, featuring artists from around the world, as well as creating jobs, skills and training opportunities for people from across the city. The Factory has been designed by international architectural practice Office for Metropolitan Architecture (OMA) to be one of the most flexible buildings of its kind. The planning application for this landmark development in the St John's neighbourhood was approved in June 2018; enabling work started shortly after, and the main building work commenced in 2019. It is expected to add £1.1billion to the city's economy over a decade and create 1,500 jobs; the construction phase is already bringing benefits to people from across Manchester with an ambitious programme of training, skills, employment and other opportunities for local people.

Factory Academy is the operational training model that will deliver the aspirations of a consortium of cultural sector partners, building exciting new entry routes to the creative sector for Manchester's residents. A Creative Traineeship Programme involved seven local young people working in roles

such as IT, Digital, Production, Ticketing and Development, leading up to and throughout MIF19. In October 2019, 22 young people from Manchester and Salford enrolled onto two eight-week traineeships, where they learned a variety of practical and development skills, and attended a three-week work placement hosted by a network of cultural organisations in the city. Training is being delivered in partnership with the National College of Creative Industries and Access Creative College. In February 2020, five local young people were employed as creative venue technician apprentices by the Royal Exchange Theatre, Manchester Metropolitan University, HOME and The Lowry.

Manchester's international cultural collaborations

Manchester continues to value and nurture its relationships with cities and counties internationally. Our international relationships will be important to the city's recovery in the wake of the COVID-19 crisis.

In 2019, Manchester City Council entered into an accord with the Danish cities of Aarhus and Aalborg. Like Manchester, they are building culturally rich cities that celebrate creativity and design. Following exchange visits between cultural partners, several joint projects are in development for 2020/21.

Case study: UNESCO Manchester City of Literature

Manchester was designated as a **UNESCO City of Literature** in 2017. The city is now joined to 246 Creative Cities and 39 designated Cities of Literature, including Baghdad, Dublin, Edinburgh, Barcelona, Prague, Lahore, Nanjing and Reykjavik in the global UNESCO network. With the energy of literature partners across the city and the support of The University of Manchester and Manchester Metropolitan University, the new **Manchester City of Literature** charity was set up in 2019 to take forward our local and international ambitions.

The network promotes all the things that make Manchester such a dynamic, diverse and inspiring place for the written and spoken word. Events like World Poetry Day ensured the work of established and emerging Manchester poets reached a global audience. The Manchester City of Literature partners provide training and development for writers through regular workshops, platforms and showcases, and connect writers to agents and editors through the National Creative Writing Industry day. The charity works closely with the British Council and UNESCO UK to identify international opportunities to showcase our local talent, and they have presented case studies of our approach at conferences in Italy and China.

Locally, we have grown International Mother Language Day to a three-day celebration of the diversity of the 200 languages spoken in the city. Over 5,000 people engaged with this year's events, including pupils from more than 35 Manchester schools, bringing communities together and highlighting the benefits of language and cultural diversity. Manchester City of Literature and partners have initiated projects to encourage young people in creative writing, and are working in tandem with the libraries, READ Manchester and independent publishers on schemes to encourage reading enjoyment at all ages. Both strands of work seek to improve wellbeing, confidence, literacy and, ultimately, educational attainment and employability.

The UNESCO City of Literature initiative is a project that encapsulates the Our Manchester Strategy and approach, having been co-created with partners, with values forged by the diverse and creative literary community. This co-created vision celebrates diversity, champions inclusion, and promotes the economic impact of the sector through talent, employment and tourism. It celebrates what makes Manchester distinctive and unique in this field, recognising our global strength in this sector and supporting the development of a more inclusive economy.

Also in 2019, Manchester was invited to join the prestigious **Music Cities Network**. The nine cities in the collaborative network, including Berlin, Sydney and Nantes, share their approaches to creating successful music ecologies. A newly formed Manchester Creative City initiative is spearheading Manchester's ambitions as a leading Music City.

Manchester has an impressive ecology of orchestras, chamber ensembles, choirs, venues and education institutions. Despite the breadth and depth of the sector, the Council recognises that classical music audiences do not reflect the young and diverse population of the city as a whole. With this in mind, in 2019 the Council commissioned Creative Tourist Consults and The Audience Agency to undertake research with stakeholders in the sector to explore the reasons behind this disconnect, and recommendations were made on how to make sure all Manchester's communities and residents have awareness and access to the city's world-class classical music offer. Creative Tourist Consults and The Audience Agency reported back in April 2020, and work is being undertaken to take the recommendations forward.

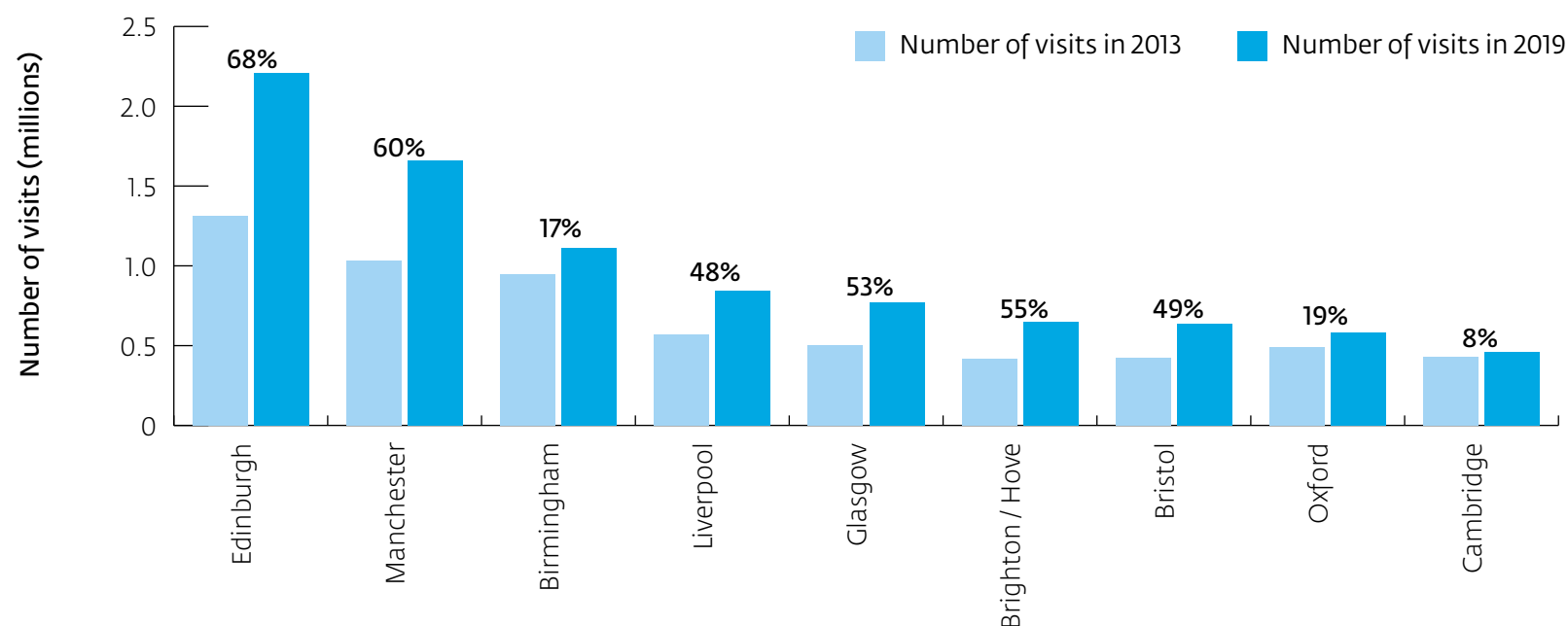
Visitor economy and international profile

The International Passenger Survey showed that the number of international visits to Manchester grew by 7% from 2018 to 2019 (from 1,548,000 to 1,661,300). In the period prior to COVID-19, Manchester remained the third most-visited city in the UK, with Manchester's top five markets (in terms of international leisure visits, excluding visits to friends and relatives) being Irish Republic, Germany, China, USA and Spain.

The recent strong performance in Manchester is part of a long-term trend, whereby visits to the city grew by 60% in the five years between 2013 and 2019. This compares very favourably with the 22% average growth rate across the UK. Figure 2.9 shows that out of the top ten cities, only Edinburgh has exceeded this rate of growth (68%).

Figure 2.9:

Estimated number of visits by overseas residents to top ten UK cities in 2019, excluding London, which ranks number one (including 2013 to 2019 percentage growth rate)



Source: International Passenger Survey, Visit Britain/ONS.

NB. First place London hosted 21.7million visits in 2019 and experienced a 24% growth rate 2013–2019. Figures are based on small sample sizes for all cities with the exception of London and should therefore be treated with caution.

Manchester's tourism sector is also supported by visitors from within the UK (staying visitors and day trippers). Using a 2016 to 2018 average, the VisitEngland Great Britain Tourism Survey estimates that Manchester is the most-visited local authority in Great Britain by domestic residents on a staying visit (2.6million visits), followed by Edinburgh and Birmingham. It also estimated that Manchester attracts 30.2million tourism day visits per year, making it the second most-visited local authority for day trips, behind the 54.9million day trippers per year to the City of London (based upon the Great Britain Day Visits Survey using a 2016–18 average).

A leading conference destination

After consultation with more than 75 business tourism partners, the new **Greater Manchester Business Tourism Strategy 2019–2025** was launched in June 2019 at Manchester Central Convention Centre. It sets out Greater Manchester's vision to become a global destination of choice for conferences that are aligned to the city region's priority sectors.

According to the biennial Conference Value and Volume Study (2018)⁶, throughout 2017 Manchester hosted some 2.6million delegates at conference and business events, with a

value of £536million. The ambition is to grow business tourism earnings in Greater Manchester from £862million in 2017 by 40% or more by 2025, generating an additional £345million for the regional economy and supporting a further 14,000 jobs. Manchester, particularly the city centre (including the Oxford Road Corridor), will be critical to achieving this.

However, the impact of COVID-19 on business tourism cannot be underestimated, as travel and working practices, business model viability and economic stability will be reshaped during economic recovery.

Economic contribution

All visitors to the city make a huge contribution to Manchester's tourism sector and the economy more generally. This is illustrated in Table 2.1, which summarises the visitor value to Greater Manchester from a sample of visitor types, with figures taken from a range of different sources.

Table 2.1:
Summary of the visitor value for a sample of visitor types

| Visitor type to Greater Manchester | Spend per day | Average length of stay | Spend per trip | Source |
|---|---------------|------------------------|----------------|--------|
| Leisure day visitor | £46 | 1 day | £46 | 1 |
| Conference day delegate* | £62 | – | £93 | 2 |
| Leisure visitor staying in paid-for accommodation | £130 | 2.7 nights | £351 | 1 |
| International association delegate | – | – | £333 | 2 |

*Could be attending a conference for more than one day but not staying over

Sources: Greater Manchester Leisure Visits Survey 2018 (1) and Conference Value and Volume 2018; reporting on the 2017 market (2)

⁶ Undertaken by RJS Associates

According to STEAM's Tourism Economic Impact Model⁷ (the recognised measure of the value of tourism in the UK), the 4.8million staying visits and 59million day visits in 2018 were worth £4.86billion to Manchester's economy and supported 53,400 jobs. This is an increase on 2017, when the economic impact of tourism was estimated to be £4.51billion, supporting 50,400 jobs. These figures represent a huge level of growth over the five years since 2013, when the visitor economy was worth £3.71billion and supported 46,000 jobs.

VisitBritain's initial 2020 forecast, released in December 2019, was for inbound visits to the UK to grow by 2.9% and for spending by inbound visitors to grow by 6.6%, setting new records in each case. The impact of COVID-19 effectively stalled Manchester's tourism sector, with borders closed, airlines grounded, and UK residents required to stay at home. Forecasting at this time is difficult, given the fast-moving situation and the unique circumstances; however, the losses are already dramatic. VisitBritain's most recent forecast⁸

⁷ STEAM (Scarborough Tourism Economic Activity Monitor), Global Tourism Solutions (UK) Ltd – 2018 report

⁸ <https://www.visitbritain.org/2020-tourism-forecast> (VisitBritain central scenario)

for inbound tourism is for a decline of 73% in visits to 11million and 79% in spend to £6billion. This would represent a loss compared to the pre-COVID-19 forecast of 30.7million visits and £24billion spend. Similarly, VisitBritain is now forecasting £46.8billion in domestic tourism spend in Britain in 2020, down 49% on 2019, when spending by domestic tourists in Britain was £91.6billion. Therefore, it is very clear that many of Manchester's tourism businesses will be negatively affected in 2020 and beyond, with potentially devastating consequences for the wider economies that depend upon them.

Hotels

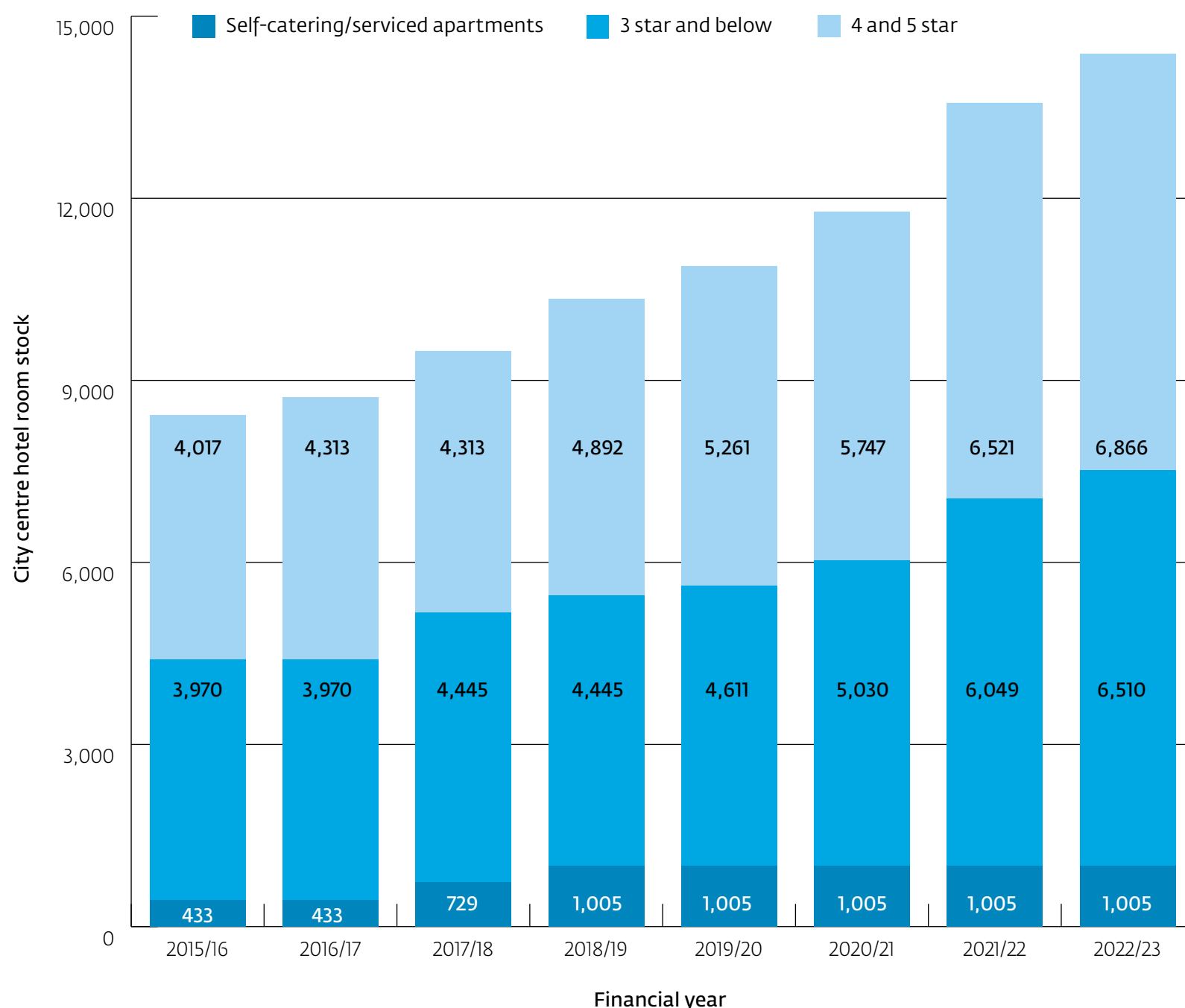
The growth in the number of people visiting and staying in Manchester pushed city centre hotel occupancy to a record high of 80% in 2019, despite capacity (room stock) increasing by 70% (circa 4,300 additional rooms) between 2009 and 2019 and the emergence of Airbnb as an alternative and highly competitive form of visitor accommodation. There are now typically 25 days a year when one or more major events (eg. Parklife, Manchester Pride, major outdoor concerts, the Conservative Party Conference) are taking place in Manchester, resulting in barely a spare room to be found in the city.

In the period prior to COVID-19, there was a huge (and at times unmet) demand for visitor accommodation in the city. In response to this growing demand, 2019/20 saw 670 new hotel beds completed across five individual schemes:

- Dakota Deluxe (5-star) – 137 rooms
- London Warehouse (Aparthotel – refurb) – 166 rooms
- Stock Exchange (5-star) – 41 rooms
- Brooklyn Hotel (4-star) – 191 rooms
- The Niu Loom at The Irish World Heritage Centre (3-star) – 135 rooms.

This is less than the 855 delivered in 2018/19 but in line with the five-year average of 649 new rooms per annum. The total number of rooms in the city centre under construction in Q4 2019/20 was 2,747 rooms, with a further 2,673 rooms with planning permission. This is a pipeline that represents an unprecedented level of growth in visitor accommodation supply in the city centre. Figure 2.10 demonstrates that this increase in the city centre is expected to be most acute in 2021/22, when there is projected to be circa 1,800 rooms added to the total stock.

Figure 2.10:
Growth in city centre room stock based on the consented hotel pipeline



Sources: Manchester City Council Business Rates (existing room stock, 2015/16 to 2019/20),
Manchester City Council Expected Commercial Completions List (expected growth, 2020/21 to 2022/23)

Assuming that the pipeline is delivered as expected (notwithstanding the potential impacts of COVID-19 on hotel operators and construction plans), the scale of hotel development means that the challenge for the city now relates to maintaining occupancy rates. Indeed, unprecedented supply means that demand for rooms in the city centre will need to grow at circa 7% in the period up to 2024/25, well above 2017/18 levels (5.8%), in order to maintain occupancy levels at 80%.

Growing Manchester's business and leisure markets was always going to be testing, given the intense global competition for tourists and the growing business visits and events marketplace (with new conference centres due to open in Aberdeen, Gateshead, Blackpool and Cardiff within the next few years). However, this challenge has become markedly more acute in light of the devastating effect COVID-19 will have on Manchester's visitor economy, and the yet unknown consequences of Brexit for visitors to the UK. Recognising the need for increased resources to attract more overnight visitors into Manchester, an Accommodation Business Improvement District (ABID) has been developed by Marketing Manchester, Manchester City Council, CityCo, and the Manchester Hoteliers Association. It is estimated that over the five years of its

lifespan, the ABID will generate £16.5million for reinvestment into the promotion and marketing of the city centre.

Conclusion

Manchester's population and economy have continued to grow in the past year, underpinned by diversification, key developments, international connections, and our cultural offer.

Going forward, the resilience of Manchester's economy will be tested as we face an economic downturn following COVID-19 and the macroeconomic uncertainty around Brexit. Cities with large populations, and in particular young populations, are likely to experience higher levels of economic disruption and unemployment in the wake of the economic crisis. A successful economic recovery will be based around Manchester's globally recognised sectoral strengths and our key assets (including the city centre). It will also require a focus on people, ensuring our residents have the right skills and qualifications to access any new opportunities; this will be considered further in the next chapter. This also provides an opportunity to refocus Manchester's economy to be more inclusive and sustainable,

as outlined in **Developing a More Inclusive Economy: Our Manchester Industrial Strategy**. By working on these priorities, Manchester can still achieve its strategic goal of becoming a thriving and sustainable world-class city by 2025, which all our residents and workers can participate in and benefit from.

Chapter 3: A highly skilled city

Strategic overview

In recent years, The State of the City Report has highlighted the continuing disparities between the economic success of certain neighbourhoods and groups in the city – their life chances, wages, quality of life, health and opportunities – and those of others. We have discussed the disparity between those who work in the city and benefit more from the city's success, and employees who live in the city but may work elsewhere. Despite interventions to address these inequalities, there is an increasing recognition that the current economic model is unsustainable and interventions alone will not be sufficient in the absence of a more structural shift. As is the case in many other UK cities, the UK's exit from the European Union raises significant implications about Manchester's future economic success, alongside the impacts of COVID-19 and the importance of an effective recovery for the city.

Manchester has committed to a more inclusive form of economic growth that enables more people to benefit from the opportunities created by that growth. As outlined in the 'A thriving and sustainable city' chapter, the **Developing a More Inclusive Economy – Our Manchester Industrial Strategy** recognises this in its core themes and sets out how we are to achieve this for the residents of Manchester, now and in the future. Our Work and Skills Strategy has also been reviewed to refine and reflect our ambitions to reach a more inclusive and greener way of managing and growing our economy. This chapter provides us with an opportunity to report labour-market intelligence and skills in this context, and to set out how we will connect residents to opportunities arising from the growth of the city to support a more inclusive and zero-carbon economy.

In this chapter we will discuss how despite the progress made in schools in the city – reduced absence and reduced persistent absence; reduced permanent exclusions; an increase in the proportion of schools judged to be good or better by Ofsted – there are ongoing and persistent challenges in some aspects of pre-16 education that continue to be prioritised through the strategic partnerships with schools and settings in the city.

This chapter will discuss how the new Manchester Adult Education and Skills Plan (MAESP) is providing direction of travel with regard to the changing skills needs in the economy. The rapid change of the skills supply-and-demand landscape means some occupations are growing rapidly while others are declining; at the same time, requisite skills within occupations are changing as a result of automation and digitalisation. Physical skills are becoming less important, and analytical and interpersonal skills are becoming more important. Negotiation, co-ordination and critical thinking are frequently the most desired skills reported by employers.

At the time of writing, this is more important than ever given the growing evidence that the impact of COVID-19 will adversely affect those groups who are already vulnerable and furthest away from the labour market. Hospitality, retail, tourism and cultural creative industries – those industries that support the conurbation core of the city – will be the groups of workers hit the hardest. Part-time workers and those on insecure contracts – predominantly women – will also be disproportionately affected.

Work is underway to understand the impact of the pandemic on learning outcomes and wellbeing of children at all stages of their education. Work is also being done with our schools and settings to support them as they aim to get back to business as usual and respond to the impact of COVID-19 on our children's education (more detail can be found in the '**A progressive and equitable city**' chapter). Young people at a critical juncture in their education and those entering the labour market, as well as those aged 50 and over, are also particularly vulnerable to the economic crisis COVID-19 presents. Black, Asian and ethnic minority groups are also more vulnerable to COVID-19, and the rising dependency on welfare benefits will require a new response if we are to mitigate a long-term impact on the health and work chances of these groups.

COVID-19 has acted as a catalyst for Manchester to develop a more targeted and collaborative approach to tackling digital inclusion. It has brought an urgent need to gain clarity around some of the motivations of and barriers faced by those who are at risk of becoming digitally excluded. Now more than ever, it is imperative that we identify what access to digital and technology residents currently have, use and need. We also need to clearly understand the motivation for people to engage with digital if they haven't already done so, and keep them online so they can access basic services to keep healthy, fed and well, as well as progress onto further learning and employment.

Analysis of progress

Increasing the number of children arriving at school ready to learn

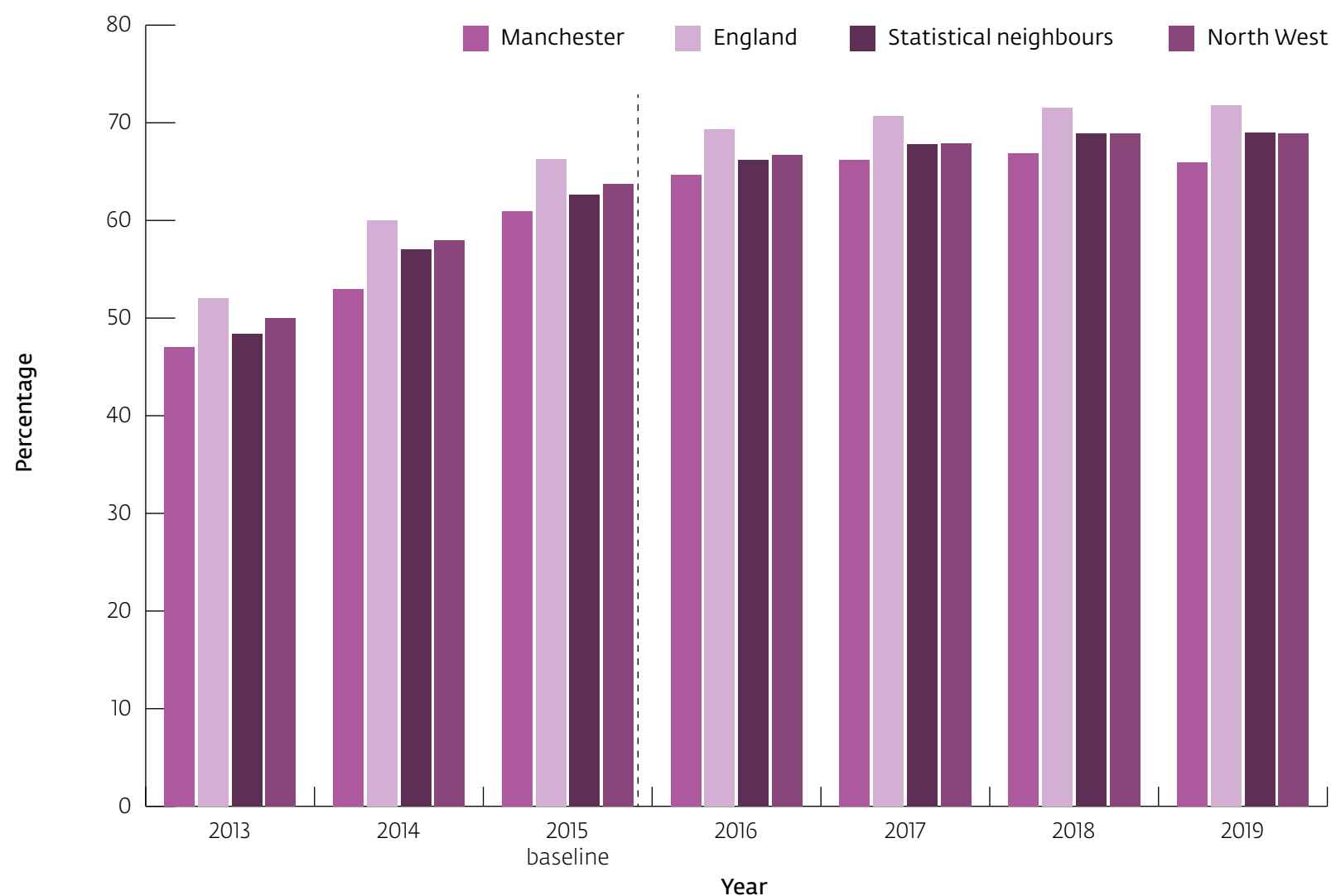
Early Years Foundation Stage (EYFS)

The Early Years Foundation Stage (EYFS) profile is a teacher assessment of children's development at the end of the academic year in which the child turns five. Children reach 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 in the early learning goals in the specific areas of mathematics and literacy. Figure 3.1 shows that the proportion of children achieving a good level of development has fallen slightly over the past year, and at 65.9% in 2019 it is lower than the national average (71.8%), as well as those of statistical neighbours (69%)¹ and north west local authorities (68.9%).

The Council remains committed to improving school-readiness through continued engagement with Early Years settings and schools. This ensures that they are all providing good or better settings and embedding the Early

Years Delivery Model as a universal approach, which has led to earlier identification of need and provision. This includes specific targeted early help intervention where it is needed.

Figure 3.1:
Percentage of EYFS children achieving a good level of development



¹ Statistical neighbours: Newcastle upon Tyne, Middlesbrough, Liverpool, Salford, Greenwich, Nottingham, Birmingham, Coventry, Bristol, Southampton

Source: Department for Education

Improving educational attainment to be above national average

School inspection judgements

Figure 3.2 shows that on 31 August 2019, the percentage of Manchester schools judged to be good or outstanding by Ofsted in their most recent inspection was higher than the national average for primary, secondary and all schools overall. This represents a significant improvement for secondary schools in particular, increasing from 58% judged good or better in August 2018, to 77% in August 2019.

Although the proportion of schools good or better in Manchester is now higher than national figures, there is a continued focus on ensuring that residents have access to high-quality schools and settings in the city. There are a number of measures in place that are working in partnership with school leaders and Multi-Academy Trusts in the city through the agreed quality-assurance process to improve secondary school outcomes. This also includes targeting schools for bespoke intervention programmes delivered through Teaching Schools, such as the Maths mastery programme and Reading programmes. In addition, the Council is working with the Regional School Commissioner to ensure improved performance of academies. The Council has also established a Wythenshawe

Partnership Education board, which includes local services, businesses, schools and the Regional Schools Commissioner all working together to improve outcomes for children living in this area of the city.

Figure 3.2:
Percentage of schools judged to be good or better schools



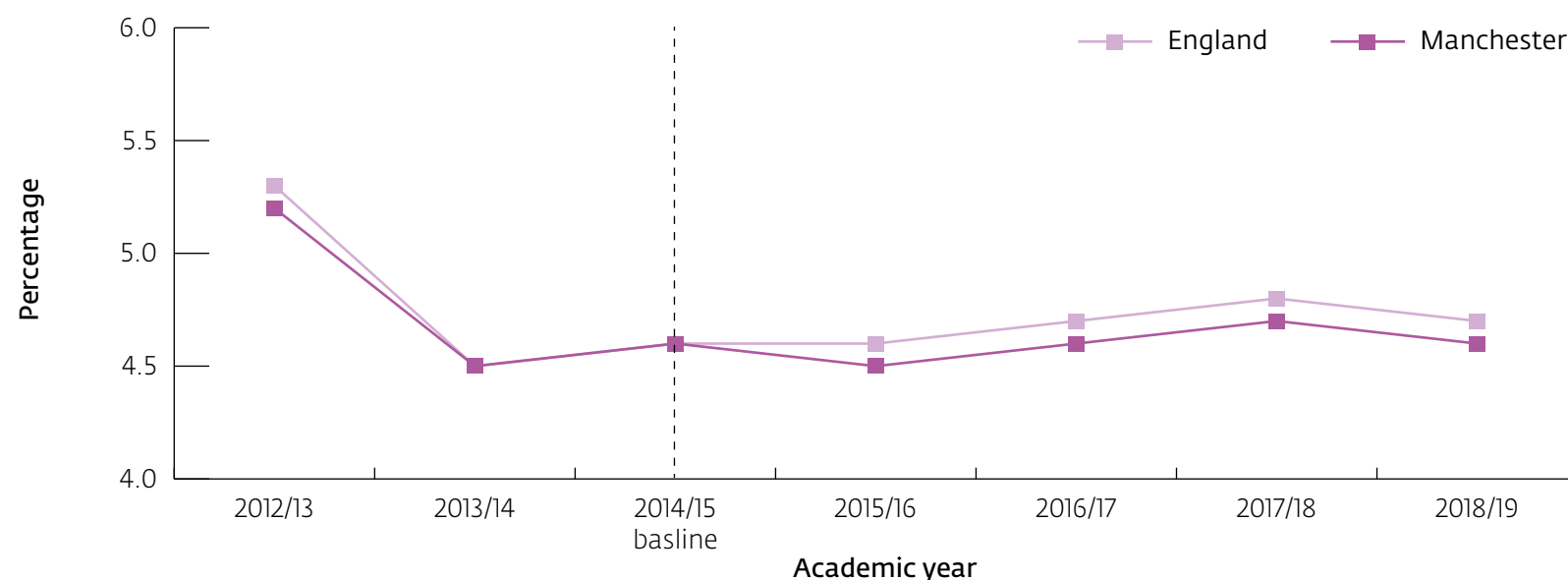
Source: Ofsted

School absence and exclusions

Figure 3.3 shows the overall absence rates in schools in Manchester, and Figure 3.4 shows the percentage of pupils who have been persistently absent from schools. The percentage of sessions missed before a pupil is deemed to be persistently absent is 10%. One session is classed as half a day. Figures 3.3 and 3.4 show prior years' figures calculated using the new definition, so results are directly comparable.

Figure 3.3:

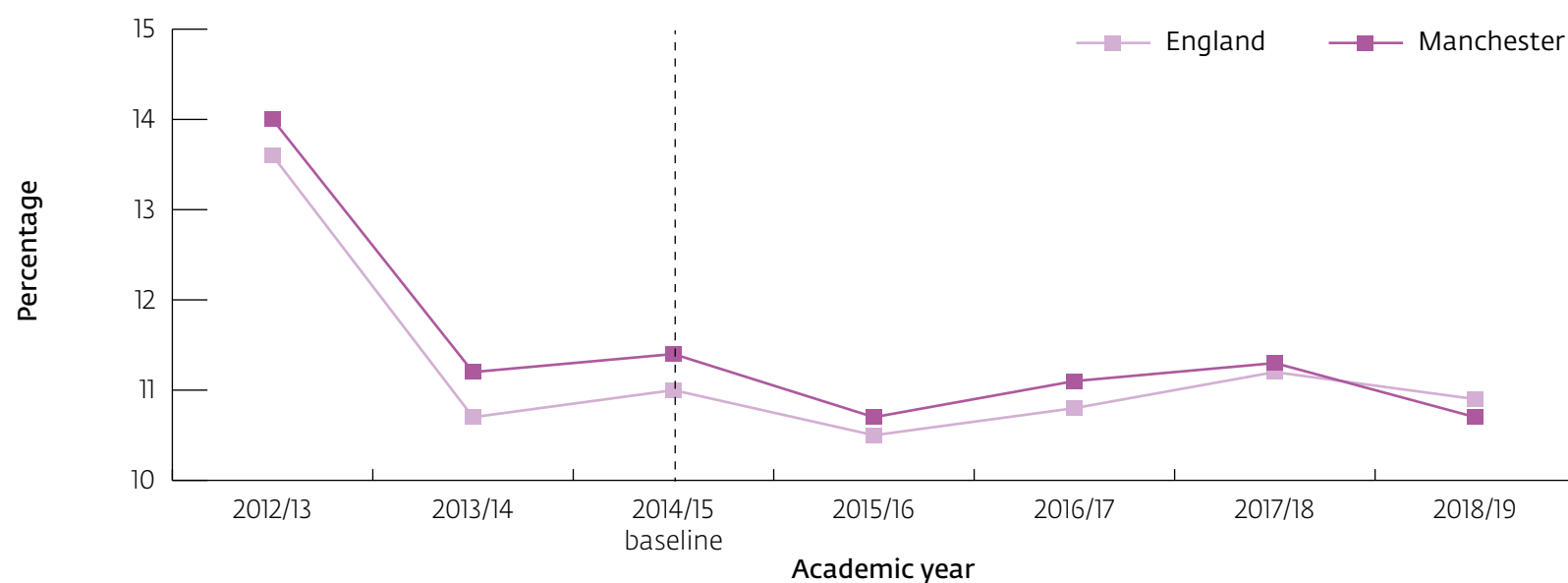
Pupils' overall absence – percentage of total sessions missed due to authorised and unauthorised absence



Source: Department for Education

Figure 3.4:

Pupils' persistent absence – percentage of enrolments classed as persistent absentees (>10% of sessions missed)



Source: Department for Education

Figure 3.3 shows that after two years of rises, school absence has decreased over the past year, and overall absence in Manchester schools remains slightly better than the national average: 4.6% in 2018/19 compared to 4.7% nationally. Figure 3.4 shows that the proportion of pupils classified as being persistently absent has also decreased, to 10.7% in 2018/19, and has fallen below the national average for the first time.

Working in partnership with the Council, schools in Manchester are committed to sustaining the improvements in school attendance. The Council provides support for schools to continually improve attendance by targeting those whose absence is below the national average. Bespoke support is offered, including attendance surgeries, as well as regular training and advice for all schools, and regular conferences focused on specific aspects of attendance. There are also strong links to early help, with attendance officers located in each of the three Early Help Hubs.

Reducing exclusion from education and ensuring all Manchester's early years' settings, schools and post-16 providers are inclusive and able to meet the needs of their local communities is a key priority for Manchester City Council to ensure improved experiences and outcomes for all children and young people.

The Manchester Inclusion Strategy has been developed to help the Council, early years' settings, schools, post-16 providers and other services work in a more coherent way to support young people to attend well and/or to reduce the risk of exclusion. The strategy provides an outline of approaches, interventions and services, to support all Manchester settings, schools and post-16 providers. This ensures that the needs of all young people are understood and addressed in order to support good attendance and prevent the use of exclusion wherever possible.

School attainment

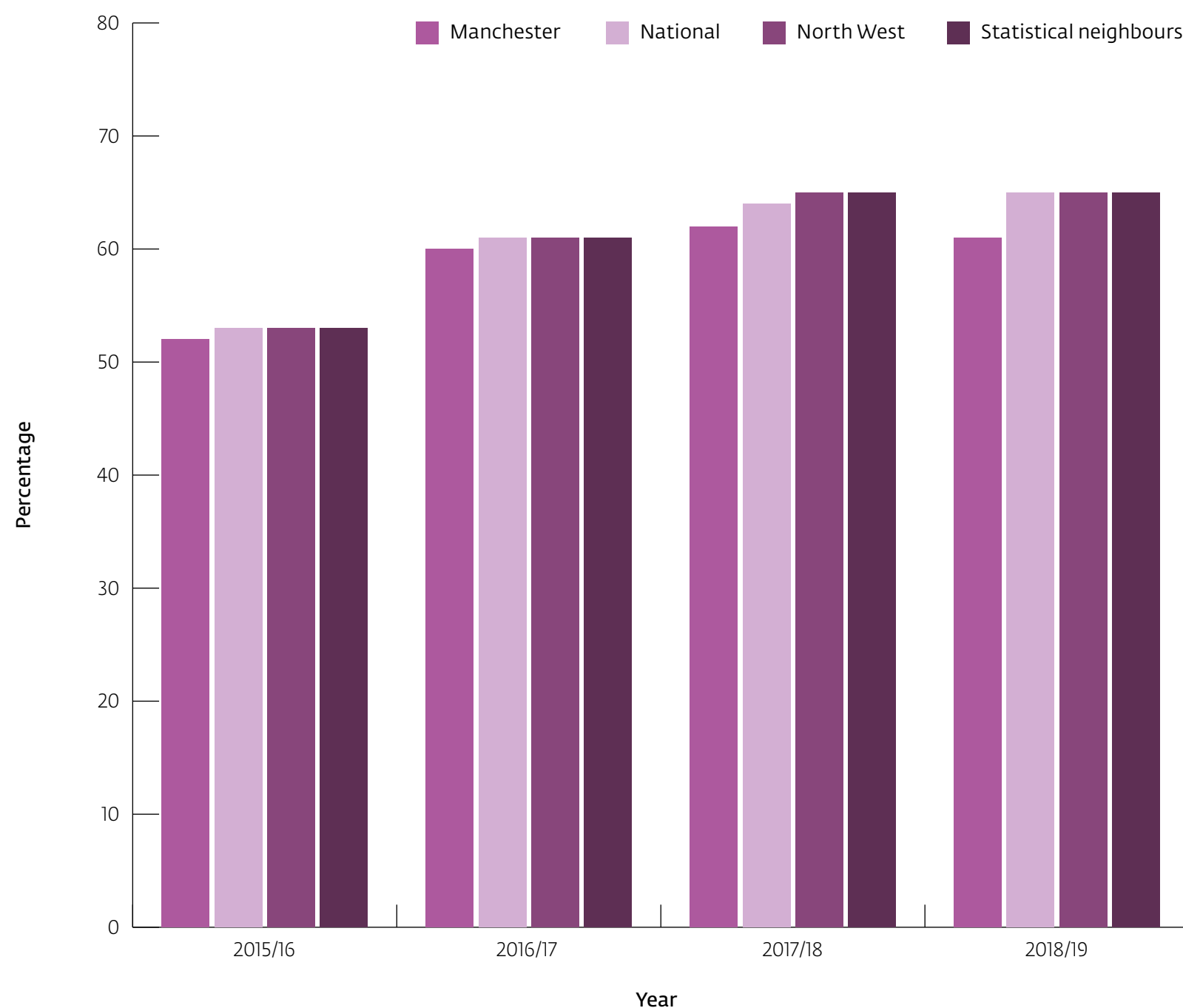
Through the strategic partnership working with the Manchester Schools Alliance, Teaching Schools, National Leaders of Education and the Manchester School Improvement Partnership, there is a continued focus on bringing all outcomes for Manchester children at all levels of education to be at least in line with national results – for expected standards and higher standards. This includes a particular focus on closing the gap between boys and girls, ensuring pupil progress stays above the national average in all areas, and continuing work on improving outcomes in reading as part of the impact of the Read Manchester initiative.

The Council continues to work in partnership with schools through the quality assurance (QA) process and actively engages with Teaching Schools, to broker school-to-school support and thematic school-improvement interventions at all key stages.

Key Stage 2

The key performance measure of attainment at the end of Key Stage 2 is the percentage of pupils achieving the expected standard in the core subjects of Reading, Writing and Maths. Figure 3.5 shows how Manchester compares relative to national figures and those of statistical neighbours and north west local authorities. There has been a slight deterioration in performance since last year, with 61% of pupils achieving the expected standard compared to 62% in 2018, and Manchester remains below the national, north west and statistical neighbours figures of 65%.

Figure 3.5:
Percentage of pupils achieving the expected standard in Reading, Writing and Maths



Source: Department for Education

Key Stage 1 to 2 progress

In line with the performance measures for KS2, progress scores measure progress between KS1 and KS2. The measure compares the progress pupils have made relative to other pupils nationally with the same level of attainment at the previous key stage. As well as looking at the scores, confidence intervals need to be considered, as they take into consideration the size of the cohort. KS1–2 progress scores do not include special schools. The national progress score for each subject, by definition, is set to 0.

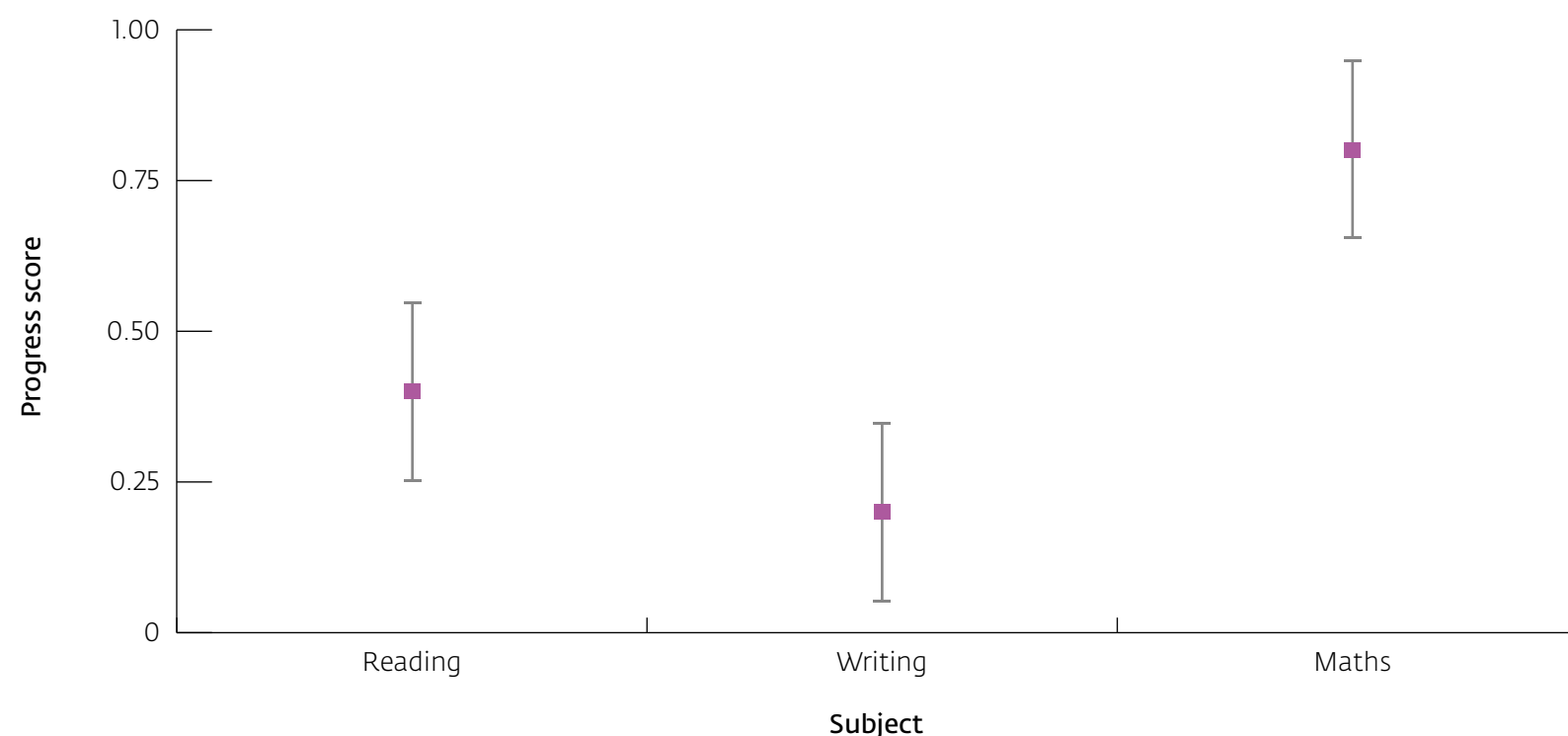
Confidence intervals should be interpreted as follows:

- If the entire confidence interval line is above 0, then the progress score is statistically significantly above the national average.
- If the entire confidence interval line is below 0, then the progress score is statistically significantly below the national average.
- If the confidence interval line crosses or touches 0, then the progress score is not significantly different to the national average.

Figure 3.6 shows that the progress made by Manchester pupils in Reading, Writing and Maths in 2018/19 was statistically significantly above the national average, with the most relative progress being made in Maths.

Figure 3.6:

Progress scores of pupils in Reading, Writing and Maths, 2018/19



Source: Department for Education

Key Stage 4

The key measures at KS4 are:

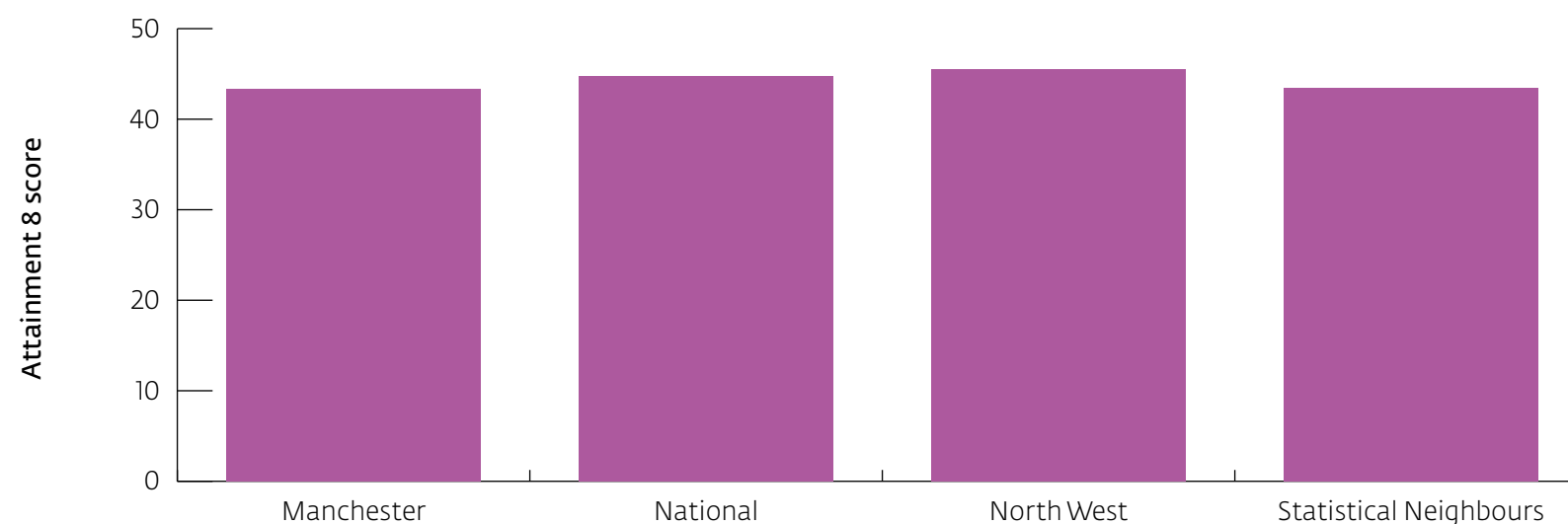
- Attainment 8
- Progress 8
- Percentage of pupils achieving A*–C in both English and Maths (achieving a grade 5 or above from 2016/17)
- Percentage achieving the English Baccalaureate.

Attainment 8 measures the average achievement of pupils on up to eight qualifications, including English and Maths, three qualifications that count towards the English Baccalaureate (sciences, languages and humanities), and three other qualifications from the Department for Education (DfE) approved list. Figure 3.7 shows the Attainment 8 score compared to comparator groups for 2018/19, and Figure 3.8 compares the rates of change over the past three years.

Since the 2016/17 academic year, there has been a phased introduction of a revised, more rigorous national curriculum. In 2019, the more challenging GCSEs in English Language, English Literature and Mathematics were examined for the third time and all subjects are now examined using the 1–9 numerical grade (9 being the highest score), with the exception of a small number of ancient and modern foreign languages.

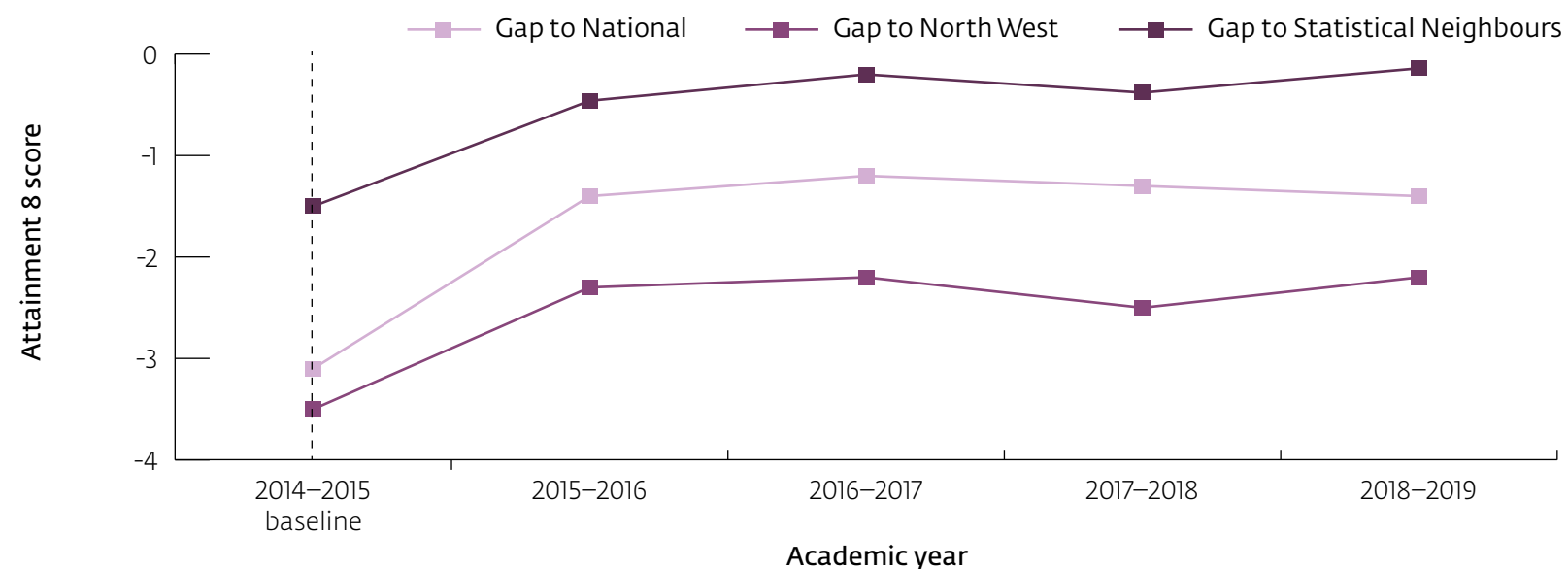
Figure 3.7 shows that at 43.3, Manchester has a slightly lower Attainment 8 score than the national Attainment 8 score of 44.7 and is also slightly below both the north west and statistical neighbours Attainment 8 scores. Figure 3.8 shows that although the gap has widened slightly to national figures, it has narrowed for other comparators.

Figure 3.7:
Attainment 8 score, 2018/19



Source: Department for Education

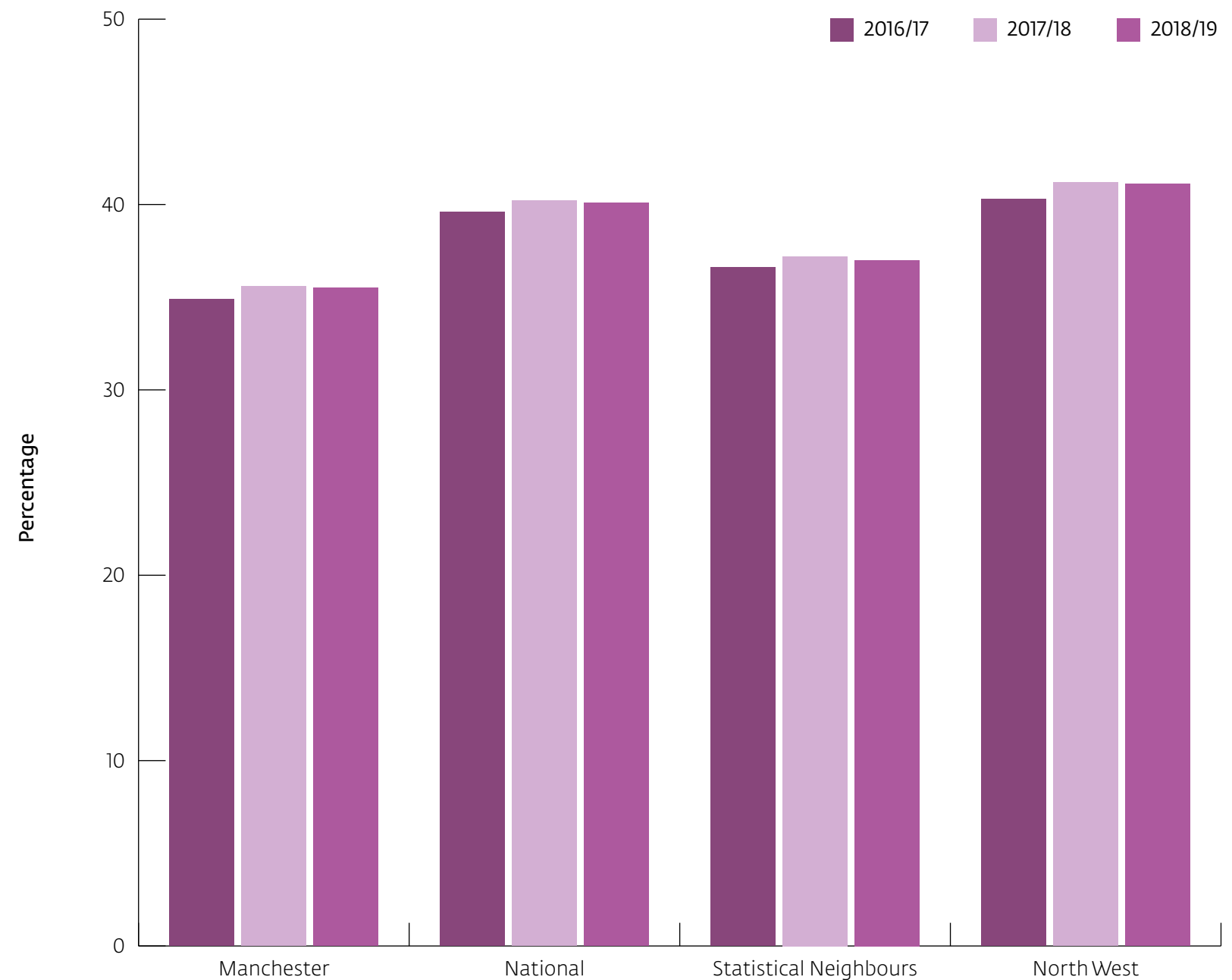
Figure 3.8:
Attainment 8 score Manchester gap comparison



Source: Department for Education

Figure 3.9 shows that at 35.5% Manchester has a lower percentage of pupils achieving a GCSE in both English and Maths than the national figure of 40.1%, or in the comparator groups.

Figure 3.9:
Percentage of pupils achieving grade 5 or above in both English and Maths

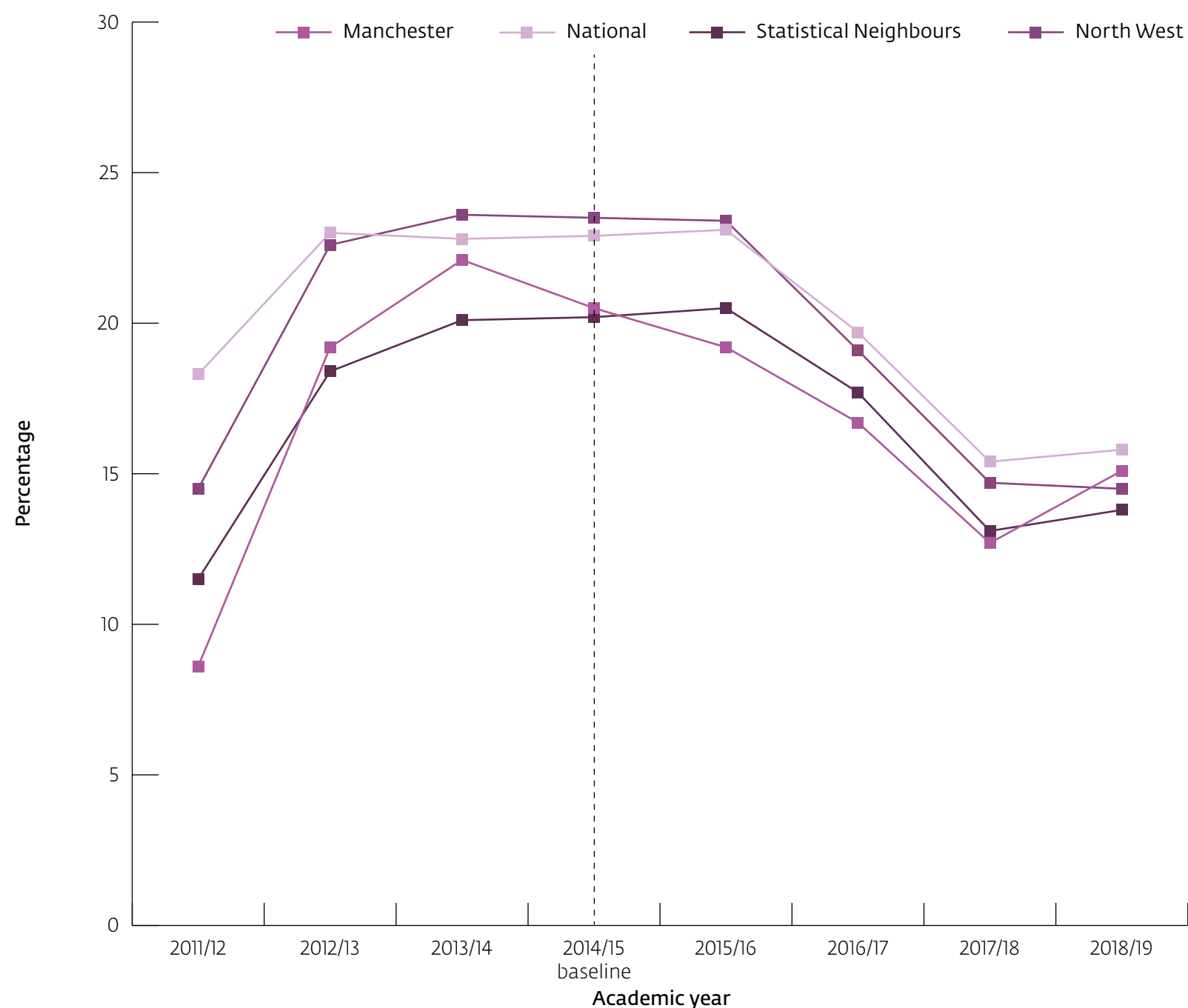


Source: Department for Education

The English Baccalaureate is a measure of pupils who have achieved the required standard in all the English Baccalaureate subjects as mentioned above, as well as English and Maths. It is calculated as a percentage of the number of pupils in the Key Stage 4 cohort, not the percentage of pupils who have been entered for all the qualifying subjects.

Figure 3.10 shows that at 15.1% the percentage of Manchester pupils achieving the English Baccalaureate, with grade 5 or above in English and Maths, has increased over the past year. While this remains below the national average of 15.8%, the gap has narrowed and performance is now ahead of both north west and statistical neighbours. There has also been an increase in the average points score for English Baccalaureate in both Manchester and nationally. Manchester's score of 3.79 is still below the national score of 3.87; however, the gap has narrowed to 0.08 points. Improving the English Baccalaureate performance is indicative of the work that schools have done across Manchester on their curriculum.

Figure 3.10:
Percentage of pupils achieving English Baccalaureate (A*–C and grade 5 or above)



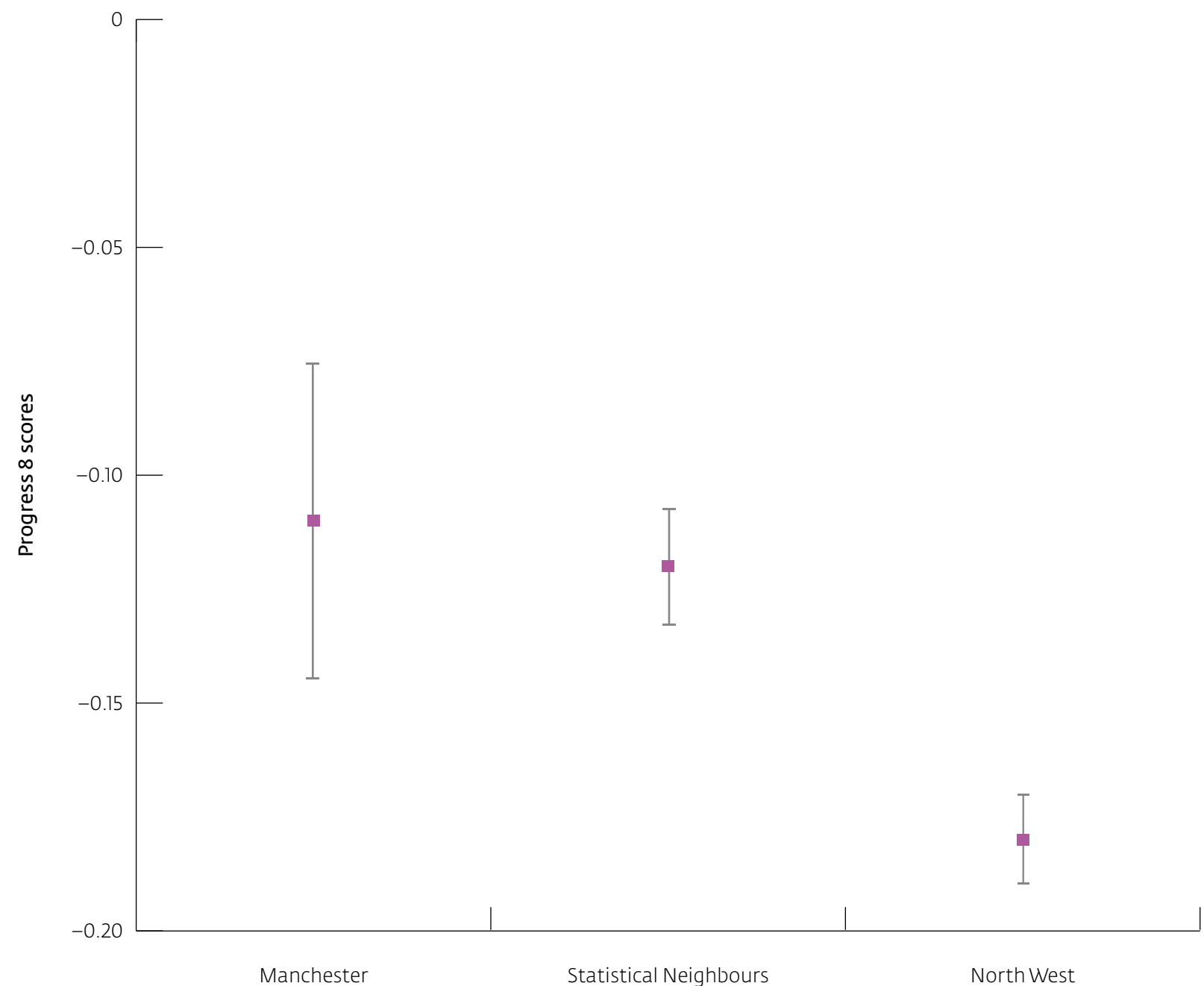
Source: Department for Education

Key Stage 2 to 4 progress

Progress 8 measures the amount of progress pupils have made relative to other pupils nationally with the same level of attainment at Key Stage 2. As well as looking at the scores, confidence intervals need to be considered, as they take into consideration the size of the cohort. Progress 8 scores include special schools. The national progress score for each subject, by definition, is set to 0.

Figure 3.11 shows that Manchester pupils have a Progress 8 score of -0.11 , which is higher than the north west but below the national progress score of 0.

Figure 3.11:
Progress 8 scores, 2018/19



Source: Department for Education

Post-16 attainment

Key Stage 5

All post-16 provision in the city is judged to be good or better and there is a high-quality wide-ranging offer of post-16 education for our young people. Table 3.1 shows that the number of A level entries has maintained its peak at around 8,300; the number of A* to A results has increased slightly in 2018/19, but at 22.2% is slightly below the England average of 22.6%. The proportion of entries achieving A–E grades in 2018/19 is 97.4%, a decrease of 0.6% from the previous year but slightly higher than the England average.

A level entries and attainment remains a key indicator for the academic success of the city's young people at KS5. The post-16 reference group remains the key forum through which the Council engages with all post-16 providers to maintain this focus on an improved offer and outcomes at Key Stage 5.

Table 3.1:
Percentage of Key Stage 5 A level results

| | | 2011/12 | 2012/13 | 2013/14 | 2014/15 Baseline | 2015/16 | 2016/17 | 2017/18 | 2018/19 |
|---------------------------------|------------|---------|---------|---------|---------------------|---------|---------|---------|---------|
| Number of entries | Manchester | 5,935 | 5,946 | 6,646 | 7,469 | 8,271 | 8,151 | 8,342 | 8,310 |
| % entries achieving A*–A | Manchester | 24.4 | 23.7 | 23.2 | 22.0 | 22.3 | 24.5 | 21.8 | 22.2 |
| | England | 27.2 | 26.7 | 26.7 | 26.7 | 26.5 | 26.9 | 23.6 | 22.6 |
| % entries achieving A*–E | Manchester | 98.9 | 99.1 | 99.0 | 98.8 | 99.1 | 98.7 | 98.0 | 97.4 |
| | England | 98.6 | 98.7 | 98.6 | 98.8 | 98.8 | 98.2 | 97.7 | 97.3 |

Source: Department for Education

Post-16 vocational education, LTE Estates Strategy and the future of skills in Manchester

The Manchester College (and its higher education arm UCEN Manchester) delivers a significant volume of post-16 vocational and technical education each year – over 5,200 16 to 18-year-olds, 6,000 adults and 1,300 higher-education students enrolled in 2019/20. A cornerstone of the College's 2020 Be Amazing strategy focused on 'careers not courses', outlining the College's ambition to shift the culture from one of support to a healthy balance between support and challenge for colleagues and students. The 'challenge' component of the strategy aims to encourage students to think beyond the next steps of their education and instead focus on their ultimate career ambitions so that the College can proactively help them achieve their aspirations.

From a standing start back in 2016, the College now has over a thousand partnerships that cover every subject area with employers across Greater Manchester and the north west. These employers state that 90% of the College's students are ready for the workplace. These partnerships have led to the College running courses that are co-designed and co-delivered with employers; they are aligned to the skills needs of Manchester and meet employer need, and have enabled the College to launch its **Industry Excellence Academy**, which gives students even better opportunities to prepare for a future career. Prior to the COVID-19 lockdown, 268 Industry Placements (taking 315 hours) were live, and 2,049 work placements had already taken place across a range of sectors.

This commitment to ensuring that all students achieve their full potential, underpinned by focusing on future employment prospects, has also played an integral role in seeing the College become the number-one college in Greater Manchester for overall achievement (with a 91.7% achievement rate). The College was also ranked first for 16–18 achievement and for adult achievement, both higher than the national rates overall and at every level of study (levels 1, 2 and 3). In addition, the College was also rated number one in the country for basic skills Maths and English achievement across all ages.

The LTE Group² is undergoing a generational physical transformation, moving away from an outdated 1980s model of post-16 education with its dispersed estate in ageing buildings that are not easy to travel to. The five organisations that comprise the LTE Group have joined forces to underpin the largest single investment (£139million) in post-16 skills in Manchester by a single group, including a significant financial contribution from Manchester City Council.

Working in partnership at a strategic level has resulted in the identification and acquisition of a new city-centre site for the College and UCEN Manchester, opposite the Manchester Arena, where a £93million state-of-the-art Centre of Excellence is currently being built. Phase one focuses on the Creative and Digital industries, including The Manchester Film School and The Arden School of Theatre, and is due to complete in September 2022. Phase 2 would accommodate the Centre of Excellence in Business, Financial and Professional Services on the same campus location. In addition, £25million investment at Openshaw will see the creation of the Centres of Excellence in Health and Wellbeing and Construction and Logistics by September 2022. The remaining investment will be in the learning hubs at Wythenshawe and Harpurhey. Bank-lending support and confidence from Santander has been achieved through a strong, collaborative partnership between the LTE Group, Manchester City Council, Greater Manchester Combined Authority, and the Local Enterprise Partnership. This has led to a long-term sustainable delivery plan without the need for Government funding.

The projected impact by 2030 responds to all aspects of the Our Manchester Strategy. Focusing on high-level skills, this investment aims to close the resident wage gap, and increase the number of local people in new jobs created in the city, with one million Mancunians upskilled in the investment's lifespan. It is projected that there will be a 23% growth in higher skills, with clear pathways to higher education and an offer that will be employer co-designed, and delivered with a focus on future jobs. This will further the 2025 ambition for the College to be the number-one provider of technical and vocational training in the north west.

Another key development in the city's post-16 education is that the Connell Sixth Form College has joined the Co-operative Academy Trust to create post-16 pathways for young people studying in Co-op academy high schools in the city. This also strengthens Connell's links with one of the city's key employers, creating opportunities for their young people. From September 2020, as well as offering both academic and vocational courses, Connell Co-op College, as it will now be known, will for the first time enable students to start courses that include one-day paid work experience with the Co-op. For the remainder of the time they will study for a BTEC Level 3

² The Manchester College, MOL, Novus, Total People, UCEN Manchester

qualification across a range of business areas. The Co-op already offers 16-year-olds leaving its academies the opportunity to become an apprentice, but this is the first time that teenagers will receive a grant so they can work at the Co-op while continuing their sixth-form studies.

Focusing on Science, Technology, Engineering, Maths, Digital skills and Creative

The focus in recent years on increasing the number of pupils obtaining qualifications in the STEM (Science, Technology, Engineering and Maths), digital and creative subjects has continued. The growth sectors in Manchester (see Figure 3.12) will continue to require a highly skilled workforce, particularly in those subjects that underpin them. Table 3.2 shows that the number of A level entries in STEM subjects increased each year between 2011/12 and 2017/18 but dropped slightly in 2018/19 to 2,964. The percentage of pupils in Manchester achieving top grades of A*–A in STEM subjects fell slightly in 2018/19; the national figure also fell, resulting in the gap between Manchester and England narrowing. The percentage of pupils achieving an A*–E pass grade in STEM subjects has increased to 96.3% in Manchester, slightly higher than the national figure of 95.9%.

These results are based on A levels only, and on the following subjects identified from the DfE performance table: Biological Sciences, Chemistry, Physics, Other Science, Maths, Further Maths, Computing and ICT. The results may therefore not be a definitive list of STEM qualifications achieved.

Table 3.2:
Percentage of Key Stage 5 A level results in STEM subjects

| | | 2011/12 | 2012/13 | 2013/14 | 2014/15 baseline | 2015/16 | 2016/17 | 2017/18 | 2018/19 |
|---------------------------------|------------|---------|---------|---------|---------------------|---------|---------|---------|---------|
| Number of entries | Manchester | 1,812 | 1,844 | 2,060 | 2,249 | 2,479 | 2,486 | 3,001 | 2,964 |
| % entries achieving A*–A | Manchester | 27.5 | 27.5 | 26.7 | 27.0 | 26.8 | 27.6 | 25.9 | 24.9 |
| | England | 36.3 | 35.8 | 35.4 | 35.3 | 35.2 | 31.2 | 31.1 | 29.0 |
| % entries achieving A*–E | Manchester | 98.3 | 98.8 | 98.8 | 93.6 | 98.7 | 98.1 | 93.7 | 96.3 |
| | England | 98.3 | 98.8 | 98.4 | 98.5 | 98.5 | 97.2 | 96.9 | 95.9 |

Source: Department for Education

Digital activity

With almost 8,000 digital and creative businesses in Greater Manchester employing more than 82,300 people and generating £4.1 billion of economic growth annually, Greater Manchester is already home to the largest cluster of digital and creative industries outside London. Between now and 2025, an additional 2,100 jobs will be created in the creative and digital industries within Manchester specifically

(GMCA Digital Strategy 2018–2020). However, as set out in the GMCA Digital Skills Strategy 2018–2020 and the Council's **Manchester's Digital Sector** 2018 report, the digital industry is currently in the midst of a major talent shortage where demand for skilled professionals is outstripping supply.

In last year's State of the City Report we focused on Manchester's ambition to be a world-leading digital city and the challenges residents faced in accessing the right and adequate skills to fulfil that ambition. The COVID-19 pandemic has made this more urgent, demonstrating the need for residents to have access to digital to gain information and knowledge of services to help them keep safe and healthy, and have access to information on jobs and training opportunities.

There continues to be a high volume of creative and digital businesses based in the city that is rapidly increasing the demand for digital and technical skills. Manchester Digital is an independent trade association for digital businesses in the north west and carries out an annual Digital Skills Audit. Headline findings from the 2020 survey show nearly a quarter of companies reported they were not able to fill all vacancies advertised in the past 12 months (compared to one third last year). The main roles that they couldn't fill remain the same as last year – DevOps, developer, and business development. The main reason given for not filling these roles was a lack of good-quality candidates, with a number of companies also identifying salary demands as a reason.

At a Greater Manchester level there are a number of emerging fast-track and intensive training courses being invested in that are designed to upskill a more diverse range of people into the industry. However, it is important that these programmes continue to align with the roles that the industry tells us are difficult to fill through the Digital Skills Audit. Examples of how we are achieving this in Manchester are outlined below.

The Fast-track Digital Workforce Fund

This £3million Greater Manchester digital skills pilot was announced in the October 2018 budget. The aim is to support employers to recruit hard-to-fill digital vacancies through working with training providers to co-design

bespoke short training courses, providing new opportunities for a wide and diverse range of residents to enter the digital, creative and tech industry. It also provides a great opportunity for us to test completely new models of developing skills in response to employer need. Out of 21 bids, five high-quality projects have been chosen to be funded in the first round. These projects are going to work with more than 200 Greater Manchester residents, providing opportunities for young people and career-changers to secure a position in tech; we have also managed to secure a high level of interest and match funding from employers from across Greater Manchester. Four of the projects targeting Manchester residents are shown in Table 3.3.

Table 3.3:

Examples of four funded projects that will help Manchester residents to secure a role in tech

| Name of project | Target cohort | Skill area |
|-----------------|--|----------------------|
| Tech Returners | Returners to tech and career changers | Software Development |
| Generation | Disadvantaged 18 to 25-year-olds | Cloud Engineering |
| QA | Underemployed graduates, career-changers and returners to tech | DevOps |
| Tech Manchester | Women in Hulme, Whalley Range, Fallowfield and Moss Side | Linux Engineers |

High school digital audit

The Digital Skills Network comprises over 100 digital and education professionals who convene bimonthly with a broad purpose of sharing good practice and collaborating on activity that tackles Manchester's digital skills challenge. A large focus of the network has been to explore how young people can develop the skills needed for a career in digital. A focus for the group has been to deliver greater impact in 2019, and it is essential that young people's exposure to digital skills is taken into account when considering what the current digital offer across Manchester's high schools will look like in the future.

The Future of Skills: Employment in 2030

Nesta report explores the future changes of employment and the impact this will have on the skills that employers demand. The report highlights that interpersonal skills, cognitive skills, and systems skills are likely to be in high demand. It also highlights that the future workforce will need specialist skills, but also a broad range of transferable skills to be equipped for the changing world of work. More specifically, it states that creative, digital, design and engineering occupations have bright outlooks and are strongly complemented by digital technology.

The rapid pace in technology makes it difficult for schools to adapt and maintain an up-to-date and relevant curriculum. The narrow focus of the computing curriculum, difficulty in attracting teachers with digital specialism and keeping their knowledge up to date, as well as lack of awareness by teachers, parents and carers about the scale and breadth of opportunities within the creative and digital workplace contribute to young people disengaging from the computing curriculum/digital more broadly after the age of 13. To become a leading digital and highly skilled city, Manchester needs a strong pipeline of highly skilled digital talent. It is therefore recognised that a need for a high-school digital audit was required to understand provision and highlight any gaps.

The results of the audit showed a very varied picture in digital skills across all high schools in the areas of digital working, digital living, digital specialisms, the extra-curricular offer, and the skills and capacity of staff. In conclusion it found that school governors and leaders require support and guidance on developing an effective digital strategy: a vision and the delivery of a broader offer, including digital working and digital living. The current dominant force in shaping the digital experience at KS3 is the GCSE Computer Science, although most

do not study for this qualification. The audit found that most schools have not yet developed a broader digital offer for students at KS4 and that there is a need to strengthen links between schools and industry. The findings of the audit reinforced the fact that digital exclusion and social exclusion in the city are interrelated, and that tackling inequality is therefore at the core of driving digital inclusion. Since the high school digital audit, COVID-19 has meant that children and young people have had to learn online. Lack of access to technology and kit for disadvantaged young people and their families is a priority to address.

Equality, diversity and digital inclusion

The formal curriculum is not the only way to equip young people with the knowledge and skills in the digital sector. All the projects the Council has supported in 2019/20 were focused on engaging those who are underrepresented in tech – women, ethnic minorities, and those living in areas of deprivation. The gender imbalance in tech is well documented, and there has not been a significant change to the ratios since 2018. Only 16% of women in the region's workforce are in technical roles, according to the Digital Skills Audit 2020.

Digital Her is a membership organisation operating in the city. It has a simple mission to inspire and empower girls to engage with STEM-related subjects at GCSE and A level, and have the confidence and desire to explore the incredible careers available in digital and tech. The Council has supported Digital Her to provide the support, opportunities and guidance needed to encourage a new generation of women into the industry. They do this by introducing girls to real role models and visible mentors from within their membership, and ensuring influencers such as teachers, careers advisers and parents are informed and able to support and advise girls interested in digital and tech. However, feedback from many Digital Her role models shows that there are not enough peer mentors for women when they have entered the industry and are looking to develop and progress.

InnovateHer is a Council-sponsored programme that aims to improve the gender balance within the sector, providing opportunities for girls aged between 12 and 16 through project-based academies, mentoring and networks. The programme was created to address some of the issues that have long been documented in reports and research papers, such as the My Tech Future report (July 2016), which found that girls excel at school academically and

often outperform boys in terms of grades, but this performance does not always translate into the workplace. This eight-week programme, based at Cedar Mount School in Gorton, is an intervention to correct this discrepancy and create a space where girls can connect, collaborate and grow together, while learning new skills and gaining direct access to the industry and mentors. It is designed to inspire them and get them excited about a future career in technology. The cohort learn key digital skills that are not currently widely taught in schools as part of the curriculum and are introduced to role models from the industry. Up-to-date advice and information about roles within the industry and guidance on how to go about getting a job are provided, as well as the teaching of soft skills such as communication, pitching and presenting, and collaborating in a team.

Evaluation of students following the programme found that 83% felt more confident about a career in tech, and 50% said they would definitely consider studying computer science/IT-related subjects at GCSE level.

While there has not been a significant increase of women entering the workplace, there is a groundswell of action across the region to ensure that women are more aware of the

opportunities the tech industry can offer them. It is important that momentum around these programmes is maintained and scaled up, as there is still a long way to go to achieve gender parity.

Digital Inclusion Working Group

The Council has convened a Digital Inclusion Working Group. Members include Council Officers (ie. Customer Service Centre, Libraries and ICT) and external partners (eg. housing associations, NHS, and VCSE representatives) that work in our communities. The aim of the group is to develop a more collaborative approach to reducing digital exclusion and working together to gain a better understanding of resident barriers, and improving access to provision.

Case study: Digital Inclusion Working Group

Digital exclusion exists where a person lacks one or more of the following: skills, access to the internet, confidence to use the internet or motivation to use the internet. This leaves residents at higher risk of social isolation, with poor access to services, poorer job prospects, and at a financial disadvantage. In 2019 the 'Evidencing the Challenge of Digital Inclusion in the City of Manchester' report estimated 27,000 adults in Manchester were digitally excluded. In reality we know that this number is much higher and is continuing to increase at a fast pace due to the impact of lockdown and the sustained impacts of COVID-19. In fact, GMCA have reported that as many as 1.2million residents in Greater Manchester could be digitally excluded post COVID-19.

The challenge of reducing this level of digital exclusion could only be met by adopting an Our Manchester approach. The Council needed to support community organisations to help more residents be confident regular online users. There is already a large number of organisations supporting digital, including libraries, Manchester Adult Education Service, Citizens Advice, housing associations and local community organisations such as YES Manchester and Wai Ying Society.

After having conversations with such organisations, in autumn 2019 the Work and Skills team and Libraries convened a Digital Inclusion Working Group, consisting of these and other organisations, including colleagues from the health sector. The group has worked together

to develop approaches to increase the number of residents who are online. The group has worked in an Our Manchester way to gain a better understanding of residents' barriers to being online; it developed a collaborative approach to reducing digital exclusion and improving access to provision, and provided wider initiatives to make a real difference to digital inclusion.

The group has since identified key areas of focus, and launched cross-sectoral subgroups to develop a series of actions tackling these priority areas. Two of the subgroups are:

- Residents for whom English is an additional language, and black and Asian minority ethnic residents
- Access to digital health, wellbeing and care.

The working group has identified motivation as being a key and challenging barrier to residents engaging with digital, and has commissioned work to promote positive stories of how being digital has enhanced the lives of individual residents. A local artist, Len Grant, has created a small booklet showcasing sketches of eight residents who have engaged with members of the working group to tell their stories and share their experiences. Themes of experiences include money-saving, accessing healthcare, socialising, and employment.

The group has identified lack of internet access at home as a key barrier to being a confident online user. This shared experience has been crucial in

developing plans for device-donation schemes for residents most in need. The group has also enabled smaller community organisations to support one another and share best practice across the city.

Members of the Digital Inclusion Working Group have come together to resource a digital-support service managed by libraries. The service supports residents who have internet access but don't have the skills or confidence to use it effectively. Residents can access the service directly or by being referred by Council services (such as the COVID-19 Community Response Hub) and partner organisations. They then receive a phone call from a member of the Digital Inclusion Working Group or other local UK online centre. Phone calls can be made in 15 languages, and support has been given on things such as how to turn on a device, making video calls, doing online supermarket shopping, and accessing health information.

This Our Manchester approach has proved effective in positively tackling the digital divide in Manchester.

Digital skills for employment

The Council has worked with Barclays, MMU and local work clubs that have a focus on over-50s, to deliver the Barclays Digital Eagles programme to support Manchester students to access industry-led training, and gain digital skills and the softer skills needed for future employment. Barclays has so far trained 19 MMU students who have been supporting sessions at Tree of Life Centre in Wythenshawe, Northmoor Community Centre in Longsight, Barlow Moor Road Community Centre in Chorlton, YES Manchester in Newton Heath, and the Chrysalis Family Centre in Moss Side. Owing to the interest received from students, and the positive storytelling from the work club leads, we have scaled up the project to reach more residents.

Digital inclusion and deprivation

We know that there is a strong correlation between deprivation and digital inclusion in the city. The majority of people working in the tech industry have come from university and hold degrees. The number working in the sector who hold apprenticeships is still low, though we expect to see a year-on-year increase as degree apprenticeships gain in popularity and employers realise they need to offer broader pathways into their businesses. There will also be an increase in line with the expanding range of digital apprenticeships.³

The National College for Digital Skills is a specialist college that inspires the students of today to become the digital pioneers of tomorrow. The college has a base in Manchester and we are working with it to provide students with the opportunity to learn relevant digital skills to pursue their dream job in tech. Like us, the college works to remove the barriers to progress for women and individuals from low-income backgrounds in the tech industry. It currently provides a pilot programme delivering a range of apprenticeship programmes at all levels across areas where there are currently skill shortages, such as level 4 data analyst, level 4 software developer, and level 6 digital degree apprenticeship. The curriculums are designed by employers for employers, and reviewed and evolved on an annual basis to ensure they remain current; they have three overarching themes: technical, creative, and digital skills. They provide good pastoral care and meaningful industry involvement in classroom delivery.

Dicey Tech work to ensure that students learn future work skills and businesses have sustainable talent pipelines. The Council supported them to deliver a two-day weekend Autonomous Vehicles event at Manchester Science Park. This was attended by 40 to 50 students from Hulme and Moss Side schools,

and community groups local to the venue. The aim was to encourage students to interact with new technologies and learn technical skills, such as CAD design, 3D printing, materials, IoT and sensor technology, robotic vision and artificial Intelligence; they also had the chance to learn about the automotive industry, and interact with professionals to gain 'on the job'-type learning experience. Students were encouraged to develop a better sense of what it's like to work in technology sectors and be inspired to pursue potentially new career paths.

Forty students were engaged from four schools – 12 from Manchester Academy, 12 from Xaverian College, 11 from Parrs Wood High School, and five from Tauheedul Islam Boys' High School. 88% of students said they were inspired to learn more about technology, 79% said the experience motivated them to research careers in technology (particularly in the automotive industry), and staff from all four schools asked for more events because they wanted to get involved.

We will continue to encourage digital tech industries to base in the city and continue to ensure our students are able to learn the skills for these roles.

³ Digital Skills Audit 2020

Focus on skills for a zero-carbon economy

Many of the occupations that will support a thriving zero-carbon economy are those discussed above. The focus in recent years on STEM and digital technologies puts Manchester in an advantageous position. In 2019/20, the Council worked to deliver a concerted response to the global environmental crisis; many areas of this response are also covered in other chapters. This response was based on years of action and commitment as exemplified by Manchester: A Certain Future (the citywide plan to reduce carbon emissions from 2010–2020) and the Manchester Climate Change Action Plan (2020–2025). Here we will focus on the activity carried out to ensure Manchester is well equipped with the skills, now and in the future, to enable us to reach our target of a zero-carbon economy by 2038.

Manchester's ambition to become a zero-carbon inclusive economy is clearly stated in the Developing a More Inclusive Economy – Our Manchester Industrial Strategy and the Manchester Climate Change Framework 2020–25. However, defining and measuring the green skills (or low-carbon skills) needed to achieve the ambition is challenging. Applicable across most sectors in some capacity, for example, transport, education, construction,

digital and financial, and professional services. 'The green economy is defined as one in which value and growth are maximised across the whole economy, while natural assets are managed sustainably.'⁴ While there is a focus on some of the environmental or carbon-reduction industries, there also needs to be a wider focus to include some of the generic skills that businesses need to improve resource efficiency (eg. project and risk management) and any technical skills or processes needed as they work towards this.

The need to move towards clean growth and a greener economy is referenced throughout the Developing a More Inclusive Economy – Our Manchester Industrial Strategy. The Strategy recognises that, in order to achieve our zero-carbon 2038 ambition, it has to be central to everything the city does, rather than an add-on. The city's economic success cannot be to the detriment of our environmental aims, and environmental justice is key to creating an inclusive economy. Clean growth and green skills are specifically referenced in the Our Manchester Industrial Strategy in the following areas:

→ **Equipping people with the skills to prosper** – the need to ensure Manchester residents have the skills to access the jobs that will be created in the green economy

- **Transport infrastructure** – the move towards non-carbon intensive transport, such as electric solutions, cycling and walking
- **Digital infrastructure** – smart cities can be used to create environmental solutions that support our zero-carbon ambition
- **Inclusive and zero-carbon new developments** – ensuring that all major new developments are low to zero-carbon; this aim will also be supported by the Local Plan refresh
- **Investment to improve the environment** – ensuring the continued support for environmental programmes, including green and blue infrastructure
- **Foundational economy** – supporting those who currently work in utilities (energy generation) and transport, who are likely to see their roles change with the transition to a green economy
- **Reimagined, repurposed and retrofitted commercial premises** – more environmentally sustainable than new build, while presenting an opportunity to retrofit.

⁴ HM Government: Skills for a Green Economy

The implementation of the work is in its very early days but will include the following strategic initiatives that relate to the green economy:

- Developing a programme focused on supporting green tech and services jobs
- Creating a framework for new development to ensure all major projects become inclusive exemplars, including environmental sustainability
- Developing and supporting innovative investment in environmental programmes
- Developing a programme of work on future investment models to establish how to ensure the greatest impact from them.

Education and skills: challenges and opportunities

The projections for long-term skills demand are uncertain at a Manchester level, and how the data is interpreted changes. Further research is planned in this area. However, we know that education and skills will underpin our ability to reach our ambition of a zero-carbon economy by 2038. As well as the environmental crisis there is also a compelling social and economic drive; by ensuring our residents are equipped with the necessary skills to fill the available roles, the journey to 2038 can also be a route to addressing inequality.

A policy framework for education and skills is under development; this will support the transition to a zero-carbon economy and set out the different elements of meeting the increased demand for green skills, including:

- Planning now for the skills demand of young people who are yet to enter the labour market
- Supporting existing workers experiencing or at risk of job losses (due to the decline of carbon-heavy industries) to move into new employment in a zero-carbon economy in the future. This applies to those currently employed in carbon-based industries who have highly transferable skills that will be needed in a zero-carbon economy (such as construction workers), and those with no or low skills in need of support
- Supporting workers already in the labour market with skills valuable in a zero-carbon economy but who will need to upskill in order to adapt to sectoral changes, arising as a result of policy or technological developments.

Clean Growth and Productivity: The shift to carbon neutrality will mean that some firms, particularly those that have carbon-intensive operations, will need support to speed up

their progress towards carbon neutrality without constraining growth. Certain skill sets will be required if we are to accelerate the implementation of energy and material efficiency measures in the design and production of green products and services.

Businesses have a key role and need to respond to this agenda. The Council has used existing networks to make the benefits of investment in green skills clear, and has provided opportunities in terms of innovation, sustainability, efficiencies and productivity.

In January, Manchester's Construction and Skills Network focused on green skills and the skill challenges in the construction industry.

Manchester City Council has good partnerships and relationships with schools, colleges, training providers and universities to drive and influence this agenda. The University of Manchester and Manchester Metropolitan University have a strong track record of harnessing their expertise in this field to work alongside business and industrial partners, local authorities, the Government, community groups, charities, schools, colleges, and the public, eg. projects such as Future Economies and Industry 4.0.

The first Green Skills, Clean Energy summit was held in September 2019 by MMU. It brought together academics, policy-makers and industry professionals to understand the skills gap and challenges facing the industry, to support Greater Manchester to become zero-carbon by 2038.

Manchester Adult Education and Skills Plan has a number of themes that are relevant to the green economy, including the importance of residents developing basic and more advanced digital skills, which will be key for many roles in this sector. The devolution of the Adult Education Budget (AEB) provides an opportunity to commission new qualifications and skills provision to address some of the entry-level routes into employment required by a zero-carbon economy. This is important if the city's residents with lower qualifications and skills are to benefit from green growth. However, in the short term the AEB will primarily remain focused on basic skills (English, Maths, Digital and ESOL) for those with low or no skills.

The Careers Education, Information Advice and Guidance network (CEIAG) brings the career leads from schools and colleges together to support one another and share good practice. A green skills-themed CEIAG

network was held in December 2019, which built on the strong focus of the network on the promotion of Science, Technology, Engineering and Maths (STEM) subjects, as a route for students to benefit from opportunities in the city's growth sectors. In addition to STEM, the network focuses on Skills for Life, which promotes a citywide approach for young people to develop the softer skills needed for employment and life. This will help equip the city's young people with transferrable skills and wider carbon literacy needed to underpin the transition to a zero-carbon economy.

Becoming a carbon-neutral city by 2038 is an ambitious target for Manchester. It will have skill implications for all aspects and sectors of the Manchester economy, including Energy, Planning, Transport, Social Value, and Procurement and Housing, among others. In the future, the Work and Skills Board will continue to provide oversight of the delivery of the city's **Work and Skills Strategy**, which will be refreshed to include a strong focus on the skills needed to maximise the employment opportunities for a zero-carbon Manchester.

Inspiring the next generation to be the best they can be and providing them with the knowledge, skills and resilience they need to succeed

Careers education, information, advice and guidance have undergone significant positive transformation over the past four years, with renewed emphasis nationally and investment in resources and infrastructure to improve careers programmes in secondary and post-16 provision. This section discusses how this has developed in Manchester and how it contributes to the ambition of linking the students of today with the skills to attain good jobs and careers in key sectors.

The Greater Manchester Local Industrial Strategy identifies the following areas as unique sector strengths and assets of the city region that, if capitalised on, will drive growth and productivity. Manchester is at the epicentre of each of these sectors and provides the city's residents with good-quality career opportunities. It is therefore vital that we connect young people to the opportunities arising from these:

→ **Health innovation** – Manchester provides global leadership in health and care innovation, and extending healthy lives through linking academic research and front-line delivery to

improve the health of our residents, eg. through the Manchester Science Park, Corridor Enterprise Zone and Citylabs.

- **Advanced materials and manufacturing** – the National Graphene Institute and Graphene Engineering Innovation Centre is based in Manchester, and will continue with the Henry Royce Institute, currently under construction, alongside the development plans for the ID Manchester district.
- **Digital, creative and media** – Manchester is a leading European digital city region. Sharp Project and Space Studios in east Manchester help solidify our offer to creative businesses. There has been growth in the city's creative and digital space, such as Federation House. MIDAS indicates that Manchester has the greatest concentration of e-commerce start-ups than anywhere else in the UK.
- **Clean growth** – opportunities of the green economy and reaching zero-carbon by 2038; the Tyndall Centre for Climate Change Research and Manchester's universities are at the forefront of research into technologies and services that will enable transition to zero-carbon economy.

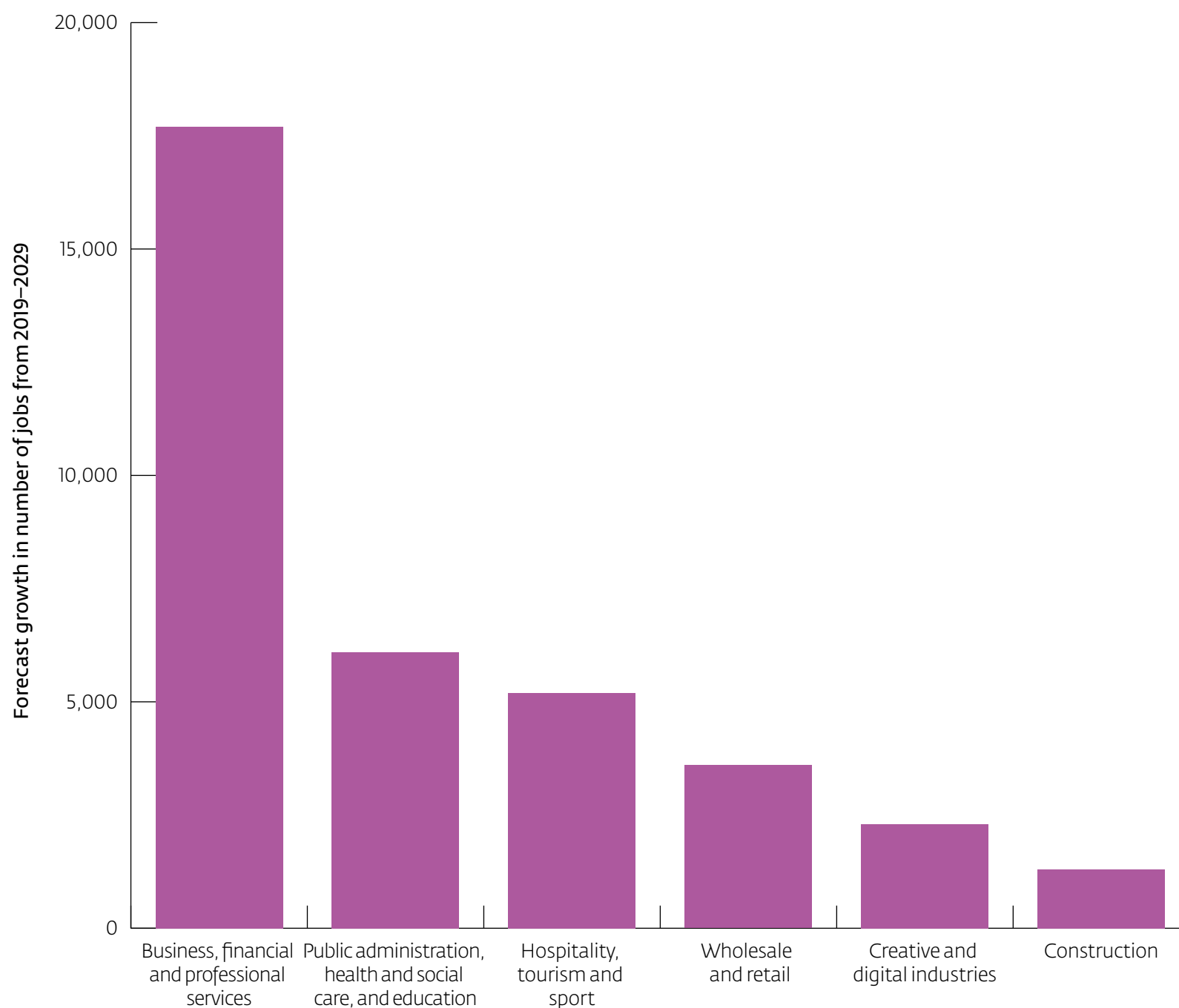
Careers Education Information and Guidance (CEIAG)

As set out in the Our Manchester Industrial Strategy, CEIAG is imperative to developing a more inclusive economy, building ambition and aspiration, and ensuring young people understand and can access Manchester's labour market. CEIAG is essential for providing the knowledge, understanding, confidence and skills that are necessary for all our young people to make informed choices and plans for their future learning and careers. This is especially important in terms of the support required for our priority groups, including the work to prevent young people becoming NEET. It is also key to connect young people to the city's future economy and labour market, thus supporting economic growth in the city.

The Council has a role in facilitating the CEIAG network. This enables professional peer support for career advisers, sharing good practice, and providing quality assurance. It meets quarterly and has 92% of career leads and staff from Manchester schools and colleges engaging with the network in various forms.

We support the network through the production of a CEIAG newsletter, which is circulated to all career leads. In addition, there is a monthly labour-market information slide pack and toolkit, regular engagement through visits, as well as phone and email contact. The newsletter, labour-market information pack and monthly messages support schools and colleges to make young people aware of the changing economy, preparing them for career opportunities that underpin our ambition for an inclusive economy. Figure 3.12 provides an overview of the growth that has been forecast across key sectors in the city. Current forecasts do not take into account the economic impact of COVID-19, which will undoubtedly reshape economic activity and associated growth projections for the city.

Figure 3.12:
Forecast growth in number of jobs from 2019 to 2029 in key growth sectors



Source: Greater Manchester Forecasting Model 2019, Oxford Economics

Skills for Life programme

Manchester's Skills for Life programme has responded to the growing call from young people and employers for a 'curriculum for life', to equip children and young people with the 'softer skills' and knowledge needed to be better prepared and succeed in the real world. The programme has a clear focus on the development of five skills: communication, teamwork, self-management, self-belief, and problem-solving. It was launched in June 2019, following the pilot phase during the academic year 2018/19 within 30 education settings.

Through campaigns and promotional materials, Skills for Life has raised the profile of the transferable skills required by all employers so that children and young people understand the importance and relevance, especially in emerging sectors and the changing labour market (as illustrated in Figure 3.12). Work on how employers can embed Skills for Life has developed, and a new 'Employer Engagement with Schools' booklet sets out a number of asks for employers, such as:

- **Spread the word** – raise awareness of the Manchester Skills for Life programme with other employers

- **Adopt the language** – weave the language of the five skills into whatever you do with children and young people
- **Create opportunities** – signpost children and young people to skill-building activities
- **Test the skills** – find ways to assess and unlock the potential of your future workforce
- **Value the learning** – support children and young people to reflect, record and own their skills progression.

The Enterprise Adviser Network

The purpose of the Enterprise Adviser Network (EAN) is to create powerful, lasting connections between local businesses and schools and colleges across the city. The Enterprise Co-ordinators recruit senior business volunteers (Enterprise Advisers) to work strategically with school-leadership teams to guide and influence the development and implementation of an effective careers programme in line with the Careers strategy, statutory guidance and **Gatsby Benchmarks**.⁵ It will have employer encounters and workplace experiences at its heart, to inspire young people and prepare them for the fast-changing world of work.

Since May 2017, Manchester City Council has invested in Manchester's Enterprise Adviser Network by part-funding an Enterprise Co-ordinator; an additional Enterprise Co-ordinator was added in September 2018. Currently, there is capacity for all secondary schools and colleges to benefit from having an Enterprise Adviser, who will support them to undertake a diagnostic review of their current careers provision. Overall, Manchester is making impressive progress in implementing the Gatsby Benchmarks. Out of 41 schools and colleges, 22 have achieved 100% implementation of benchmark 5 – encounters with employers and employees; 24 have achieved 100% implementation of benchmark 6 – experiences of workplaces; and 34 have achieved 100% implementation of benchmark 8 – personal guidance.

Following the lower initial results for benchmark 4 (linking curriculum learning to careers) and benchmark 5 (encounters with employers and employees), there has been focused work to improve the employer engagement with schools through the EAN. Manchester is already improving employer encounters and workplace experiences for more schools by:

- Focusing on learner preparedness, ensuring students are fully aware of the expectations required of them prior to the placement taking place
- Working to ensure students are taking part in placements that link to their interests and career aspirations
- Offering greater flexibility with dates to better meet the needs of businesses
- Driving and developing their own employer engagement strategy, growing their business networks and building sustainable relationships
- Offering alternatives to individual placements, such as site/office visits, extended work experience, eg. one or two days a week, bespoke programmes to individual needs.

⁵ The Gatsby Benchmarks are a framework of eight guidelines that define the best careers provision in schools and colleges. The Careers Strategy is built around them, and they are the foundation for planning and improving education programmes

The Sir Howard Bernstein Legacy Fund

The Sir Howard Bernstein Legacy Fund also links schoolchildren from priority groups to businesses. Now in its third year, it focuses on three annual projects: aspirational industry-based mentoring, a summer school for school-leavers, and supporting the Manchester youth market. The fund also offers the Manchester's Rising Stars Bursary Fund, which provides financial support for young Mancunians to take their next steps in employment, education or training. All these projects aim to provide young people with the skills and professional connections to succeed.

Referrals to the Sir Howard Bernstein Summer School are received from schools across the city, with a focus on high NEET-producing schools and those with high free school meals and pupil-premium populations. The programme is designed and targeted at vocationally unsure young people, such as potentially NEET, vulnerable and those considering technical and apprenticeship pathways. The project offers transition support, careers inspiration activities, and development of employability skills through an eight-week programme, working with students from the end of their GCSE exams to GCSE results and college enrolment. Sessions are run in conjunction with large and growth-sector employers in

the city, such as Hewlett Packard Enterprises and PWC, and focus on raising awareness and skill development. Students receive a weekly bursary conditional on attendance and are supported to open a bank account to receive this. The programme includes several reward mechanisms and provides food as a measure to tackle holiday hunger.

In the autumn or spring terms, the summer school programme is supplemented with a work-experience placement with one of the partner employers. The placement has a bursary attached to fund clothing, travel and lunches; it also ensures that young people from disadvantaged backgrounds have access to high-quality work experience placements without finances being a barrier. The students are then matched with an industry-based mentor to provide ongoing inspiration and professional guidance. The matches are not made as vocational matches; rather, they provide a professional network and activities to raise confidence and provide access to the workplace. In 2019, 17 young people completed the programme, and progression rates to a positive post-16 destination were 100%.

A meaningful work placement for every young person

The Council's work placement scheme

A meaningful work placement for all young people, particularly those from priority groups, is one of the aspirations in the Our Manchester Strategy. As a large employer in the city, the Council is continuing to lead by example by piloting a new approach to create a more co-ordinated and joined-up model. This could be targeted at our priority groups, such as those with a disability, looked-after children (LAC), black, Asian and minority ethnic (BAME) people, and those for whom English is not their first language. Work-placement opportunities across the Council are publicised via an **Online Portal**, which went live in December 2018. We have provided a number of work placements across a variety of departments.

Meet Your Future

The Greater Manchester initiative Meet Your Future was launched in April 2019 by the Mayor of Greater Manchester, Andy Burnham. It is a campaign to encourage organisations to engage with young people from a variety of communities across Greater Manchester by, for instance, offering work shadowing and workplace safaris/work experience. In June 2019, the Enterprise Co-ordinators organised Greater Manchester Meet Your Future Speed

Networking events for young people in years 9 and 10. They were organised to inspire young people and inform them about the range of career options and pathways available, as well as the industries that are growing and the skills in demand across our city region. Fifteen pupils from each of four Manchester schools attended – a total of 60 young people.

Our Town Hall

The Our Town Hall (OTH) Project Team and supply chain have actively engaged with a variety of schools, colleges, universities and community groups to provide career guidance and pathways into the construction industry. This has included delivering more than seventy careers and employment sessions to 25 Manchester schools and colleges and ten Manchester community groups. We have provided 43 work placements for 14 to 16-year-olds and 19 placements for those aged 17 and above. The project has actively encouraged our apprentices to mentor and inspire the next generation, and play their part as mentors and role models to young people in Manchester. Working with our higher-education establishments we have provided an insight into working on a live construction site and have supported research projects that benefit both the project and the students.

Increasing the number of graduates in the city

There are many benefits to the city's economy in increasing graduate retention. Not only does it increase the proportion of Manchester's working-age residents with higher-level qualifications, it also helps to boost the economy through the retention of skills and talent for the city's employers, and attracts investment by businesses in the city. For start-ups that want to grow quickly and efficiently, hiring graduates can offer value now, and in the long term. Including an eagerness to learn and develop, and an adaptability that is vital to help start-ups succeed, there are a number of reasons why graduate recruitment is a choice for start-ups.

One of the key factors in Manchester's overall success and resilience has been the development of a stable economy with a young, diverse and increasingly skilled workforce. This is essential for the creation of the jobs that the city needs, driving investment, and enabling the city to grow. In recent years, the city has seen major growth and investment in the digital sector, including creative and digital, cyber, fintech, bioscience, and advanced materials.

In January 2019, more than 73,000 students enrolled at Manchester's two universities. It is estimated that of all the students who

graduated in 2017/18, almost 10,000 graduates were working in the city 15 months after graduation.⁶ Our large and diverse talent pool attracts businesses into the city and is one of the key reasons why the economy continues to be successful.

The HESA Destination of Leavers survey reported the work location of graduates six months after graduating. The last year of the survey was 2016/17, when 36% of graduates indigenous to Manchester entered work in the city within six months of graduating. The HESA Graduate Outcome survey was then introduced and is now focused on the work location of graduates 15 months after graduating. The new survey is significantly different, so results cannot be compared to previous years. These are experimental statistics still undergoing review, so may be subject to further changes, and the results may be affected by potentially low response rates to the survey. Table 3.4 shows that the proportion of graduates indigenous to Manchester who entered work in the city within 15 months of graduating in the 2017/18 academic year was 20%, with a further 13% working elsewhere in Greater Manchester.

⁶ HESA Graduate Outcome Survey

Table 3.4:

Work location of graduates indigenous to Manchester

| Location | Academic year 2017/18 |
|---|-----------------------|
| Manchester | 20% |
| Greater Manchester (excluding Manchester) | 13% |
| Greater Manchester | 33% |
| North west (excluding Greater Manchester) | 32% |
| UK (excluding north west) | 32% |
| Non-UK | 3% |

Source: HESA graduate outcomes survey
(survey taken 15 months after graduation)

Building awareness of and growing the number of apprenticeships in the city

The drive to continue to increase the number and quality of apprenticeships has been sustained in the past year. We have particularly focused on changing the perception of apprenticeships as being for younger people and for certain trades or sectors. Communication campaigns have focused on the importance of adults – particularly the over-50s – having access to the support required to enter and sustain employment through apprenticeships, irrespective of their age or stage of working life. Good-quality apprenticeships are crucial to developing many of the skills required to

grow the economy, not only at the start of a career, but also as part of one's ongoing professional workforce development.

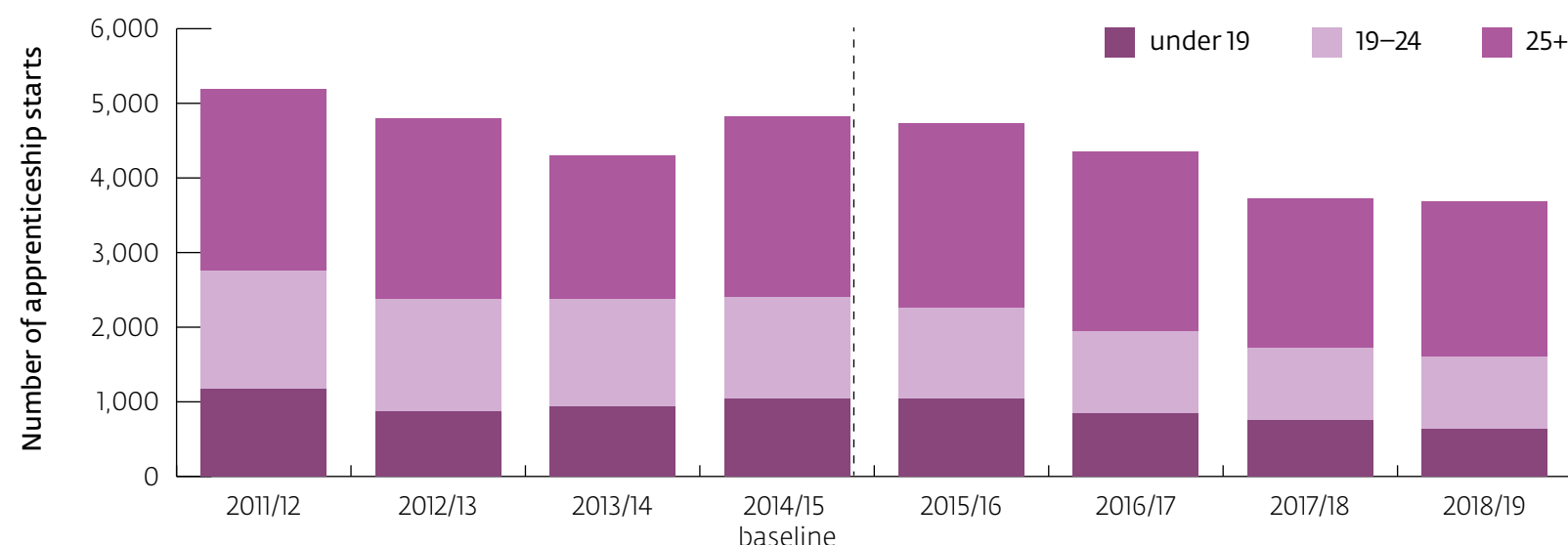
Apprenticeships are an important mechanism for business and residents from all backgrounds to obtain the skills and qualities valued by employers. Good-quality apprenticeships across a range of levels and sectors will help deliver the skills required to grow the economy and enable residents of all ages to develop the skills and attributes needed to succeed in the labour market. Employers in key-growth sectors are increasingly recognising the need to work in partnership with training providers to develop high-level roles for their industries aligned to apprenticeship standards, which are lacking in some sectors.

Fewer apprenticeship places are being created for young adults and at intermediate level. The apprenticeship levy has brought major change to the apprenticeship market, and while it was introduced to increase take-up, the trend nationally has been a continued decline. The number of intermediate starts has fallen particularly sharply, potentially reducing the pipeline of learners who can progress into high-level apprenticeships.

While the apprenticeship levy is driving better employer engagement, there are new standards continually being introduced, which presents an ongoing challenge, particularly for SMEs and training providers. Figure 3.13 and Figure 3.14 show apprenticeship take-up by age and level, respectively. They illustrate an increased use of advanced, higher and degree-level apprenticeships as a means to upskill the workforce and increase productivity, a shift driven through the introduction of the apprenticeship levy. However, there are continued low numbers of 16 to 19-year-olds accessing intermediate apprenticeships to start their chosen career.

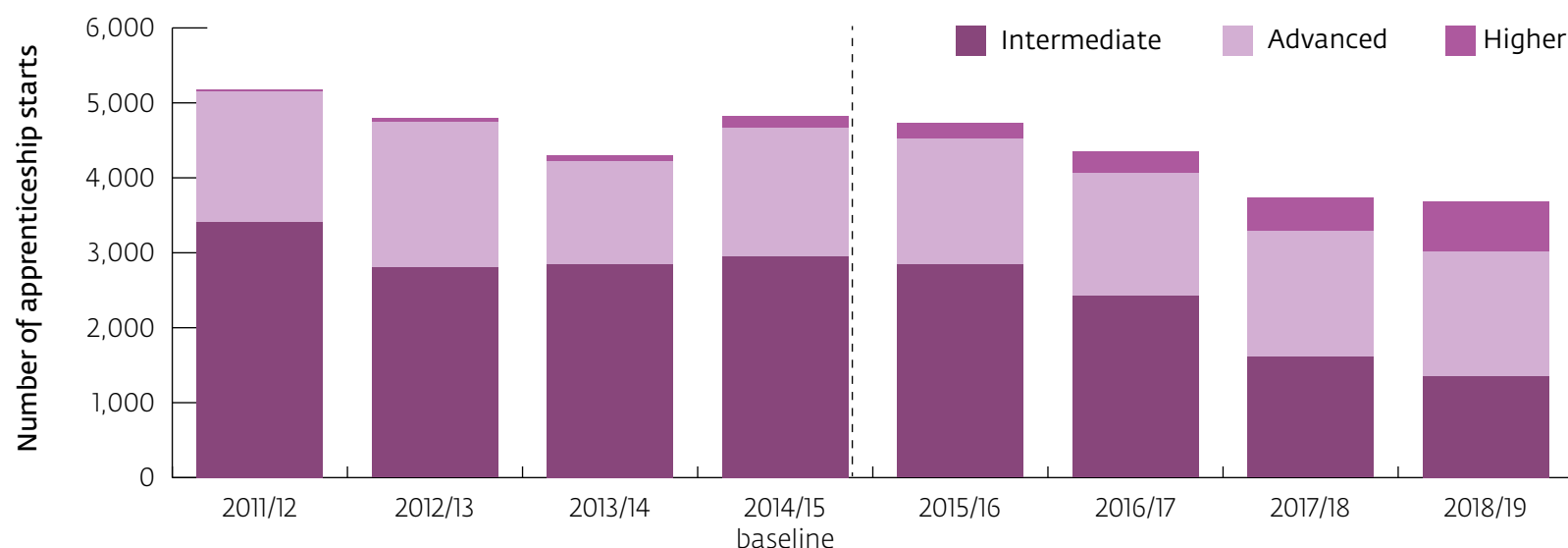
Initiatives such as the Greater Manchester Levy Matchmaking Service, which facilitates the pass down of unspent levy funds to SMEs within the city region, and the SME apprenticeship support programme, which offers £3,000 to non-levy-paying employers within Greater Manchester who haven't taken on an apprentice in the past two years, will help to increase apprenticeship creation within the city.

Figure 3.13:
Apprenticeship starts by age



Source: Skills and Education Funding Agency (FE Data Library)

Figure 3.14:
Apprenticeship starts by level



Source: Skills and Education Funding Agency (FE Data Library)

Figure 3.13 shows the trends in apprenticeship starts from 2011/12 to 2018/19 by age. There has been minimal change since 2017/18 in all age groups. The highest number of starts (2,080) remains in the 25+ age group, indicating that large employers are continuing to use the apprenticeship levy as a means of upskilling their workforce. We know there is currently a high-level technical skills gap, which means we must sustain our efforts on higher and advanced-level apprenticeships to meet this gap. There is also a need to increase the opportunities for the 16 and 17-year-old group and under-25s to begin their careers as apprentices, and this work is continuing through our work with schools and employers as set out earlier in the chapter.

Figure 3.14 shows that while apprenticeship starts at intermediate and advanced level have either declined or remained the same since 2014/15, higher-level apprenticeship starts have quadrupled from 170 in 2014/15 to 680 in 2018/19, and increased by 240 in the past year. The messages on the benefits of apprenticeships for all ages and stages of life mean that more people are seeing higher-level apprenticeships as a viable option. The increase can also be attributed to employers wanting to invest in their existing workforce so they can maximise the use of the levy.

COVID-19 and apprenticeships

Owing to the time lag on data relating to apprenticeships, at the time of writing it is difficult to provide specific data on the impact of COVID-19. It is still an emerging picture, but we do know trends at a national level will also be experienced by Manchester residents. Studies such as those undertaken by the Sutton Trust⁷ found that the COVID-19 health crisis is having significant impacts on apprentices, their employers and learning providers. Companies are furloughing or making staff redundant, off-the-job learning has been disrupted, and apprentices – already on low pay – have faced additional financial strains. Unlike other learners, apprentices haven't been given flexibility regarding timescales, end-point assessment and achievement, which most employers would support. There are many apprentices currently on furlough whose job and apprenticeship is at risk.

Many young people are more likely to be concentrated in apprenticeships at lower levels, be paid lower salaries, and be vulnerable to furloughing and redundancies as a result of the health crisis. The idea of higher-level apprenticeships being a way to 'level up' inequalities in the country will therefore be challenged by the pandemic.

Anecdotal evidence from businesses in the city indicates that they are likely to hire fewer apprentices over the coming year, or none at all. Businesses are worried about their ability to survive the crisis and this picture is likely to worsen with the COVID-19 restrictions on public life. During the summer of 2020, the Chancellor made several announcements to incentivise employers to take on apprentices; other initiatives and programmes have been announced that may make the landscape confusing for employers or young people. In the short term, Kickstart (described in the following section) may be more attractive to employers, as the young person's wages are paid.

Practical issues, such as working from home, have posed problems for apprentices, as many do not have the equipment or internet access to do so. Some learning providers have closed. Those young people who have finished school or college – particularly disadvantaged young people – will find accessing face-to-face career guidance, networking events, and work-experience opportunities harder.

In the future, there will need to be a strengthening of the support measures provided for apprenticeships, employers and training providers at all levels (national, Greater Manchester and the city) if we are to continue

to support apprenticeships as a means of upward social mobility for disadvantaged groups in the city.

Kickstart

Because of the COVID-19 impact on education there will be a cohort of young people – those leaving school, further and higher education – who will be entering a very different, more competitive jobs market. Some previously thriving sectors are not doing very well, and others are booming, such as online retail, eg. the Manchester-based HUT Group, and BooHoo. As we have discussed above with apprenticeships, some businesses are struggling to survive and it will be much more difficult to secure employment in an economy suffering from a major economic downturn.

At the time of writing, the Government has introduced a national scheme to mitigate these trends. Called Kickstart, and running until at least December 2021, it's a £2billion fund for England, Scotland and Wales to create high-quality, six-month work placements for young people aged 16–24 on Universal Credit and deemed to be at risk of long-term unemployment. Funding is

⁷ <https://www.suttontrust.com/our-research/covid-19-impacts-apprenticeships/>

available for each job and will cover 100% of the relevant National Minimum Wage (aged under 18: £4.55; aged 18–20: £6.45; aged 21–24: £8.20) for a minimum of 25 hours a week, plus the associated employer National Insurance contributions and employer minimum automatic enrolment contributions. There will also be extra funding to support young people to build their experience and help them move into sustained employment after they have completed their Kickstart-funded job. The scheme is in its very early stages and it is too early to provide data on its success nationally or in Manchester. However, we have a crucial role in making it a success for Manchester's young people and ensuring it complements other employment programmes for young people in the city.

Reducing the number of residents with no or low qualifications, and increasing the opportunities for people to improve their skills throughout their working lives

In Manchester, over half the working-age population that have low or no qualifications are not in employment (40,000 out of 76,000).⁸ Low-level earnings for Manchester residents come as a result of the proliferation of lower-skilled occupations and low-productivity sectors such as hospitality and retail: 39% of

residents work in low-skilled roles compared with 29% of those who work in the city but live outside it. Furthermore, the overall employment share held by low-productivity sectors has increased to 42.5%. Many of these are part-time roles that are traditionally concentrated in low-pay sectors.⁹

This means there is a risk that some of our communities currently with low skills could be left behind, particularly if they lack essential core skills needed for work, including communication, team-working, initiative, self-reliance, and an interest in lifelong learning, as well as job-specific skills and qualifications. Therefore, ensuring Manchester residents are able to develop the skills needed requires an integrated education, skills and work system.

A large proportion of Manchester's working-age population – mostly in the north of the city – still has no or very low qualifications; half this number are not in work. Despite interventions, these issues remain alongside social exclusion and poor health – there is a strong link between these factors and low qualifications. Of the working-age population, 50 to 67-year-olds are the most acutely affected, making it harder for them to be part of the city's economic growth. Figure 3.15 suggests that there has been an overall

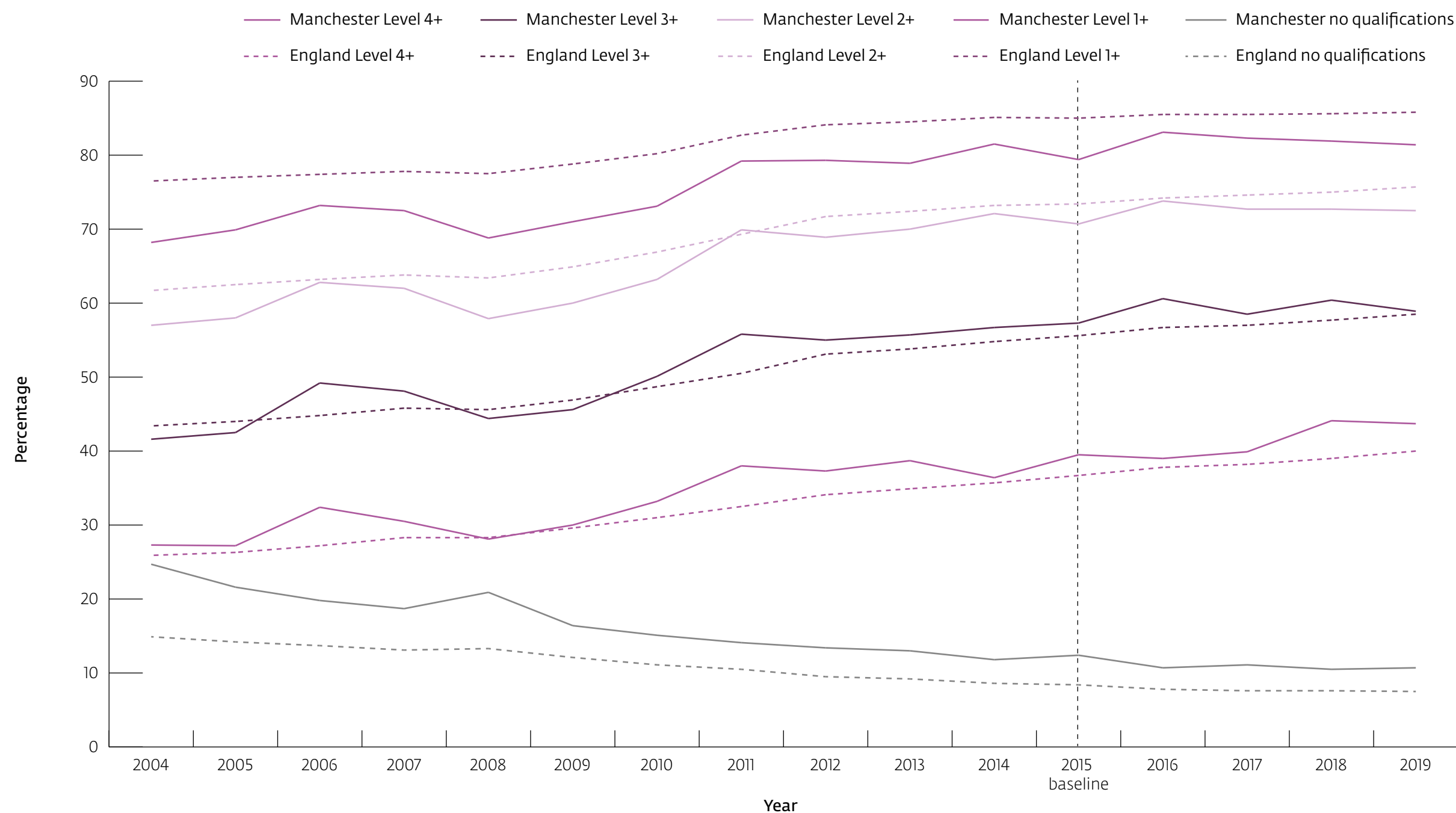
decline in the proportion of residents with low or no qualifications, and an increase in the proportion of the Manchester working-age population with higher-level qualifications. The most significant contributing factor to this is the retention of graduates in the city, as outlined previously.

According to the ONS Annual Population Survey, the proportion of the Manchester population not holding any qualifications fell from 12.4% in 2015 to 10.7% in 2019. However, there continues to be a large gap between the estimated proportion of the Manchester population with no qualifications at all, compared to the national average of 7.5%. Conversely, there has been an increase in those residents of working age holding level 4 qualifications: from 39.5% in 2015 to 43.7% in 2019, remaining above the national average of 40%.

⁸ ONS Annual Population Survey, January to December 2019

⁹ Ekosgen Research into Adult Skills for Manchester City Council, 2019

Figure 3.15:
Percentage of resident population aged 16–64 qualified to NVQ level



Source: Annual Population Survey, 2019, ONS © Crown copyright

Figure 3.16 shows the number of residents with no or low qualifications by age group. Manchester has a higher proportion of residents aged 25–49 with no or low qualifications: 17.4% compared to the England average of 14%, a slight closing of the gap since last year. There is a much higher proportion of residents aged 50–64 with no or low qualifications: 34.6% (an increase of 2.5 percentage points since last year) compared to the England average of 22.6%. It is worth noting that these survey-based figures sourced from the Annual Population Survey can be subject to a large margin of error due to small sample sizes at a local authority level, which may explain the trends shown in Figure 3.16 for this age group. However, it is recognised that the resident population aged over 50 in Manchester is particularly challenged by a lack of qualifications.

Figure 3.16:
Percentage of resident population with no or low qualifications



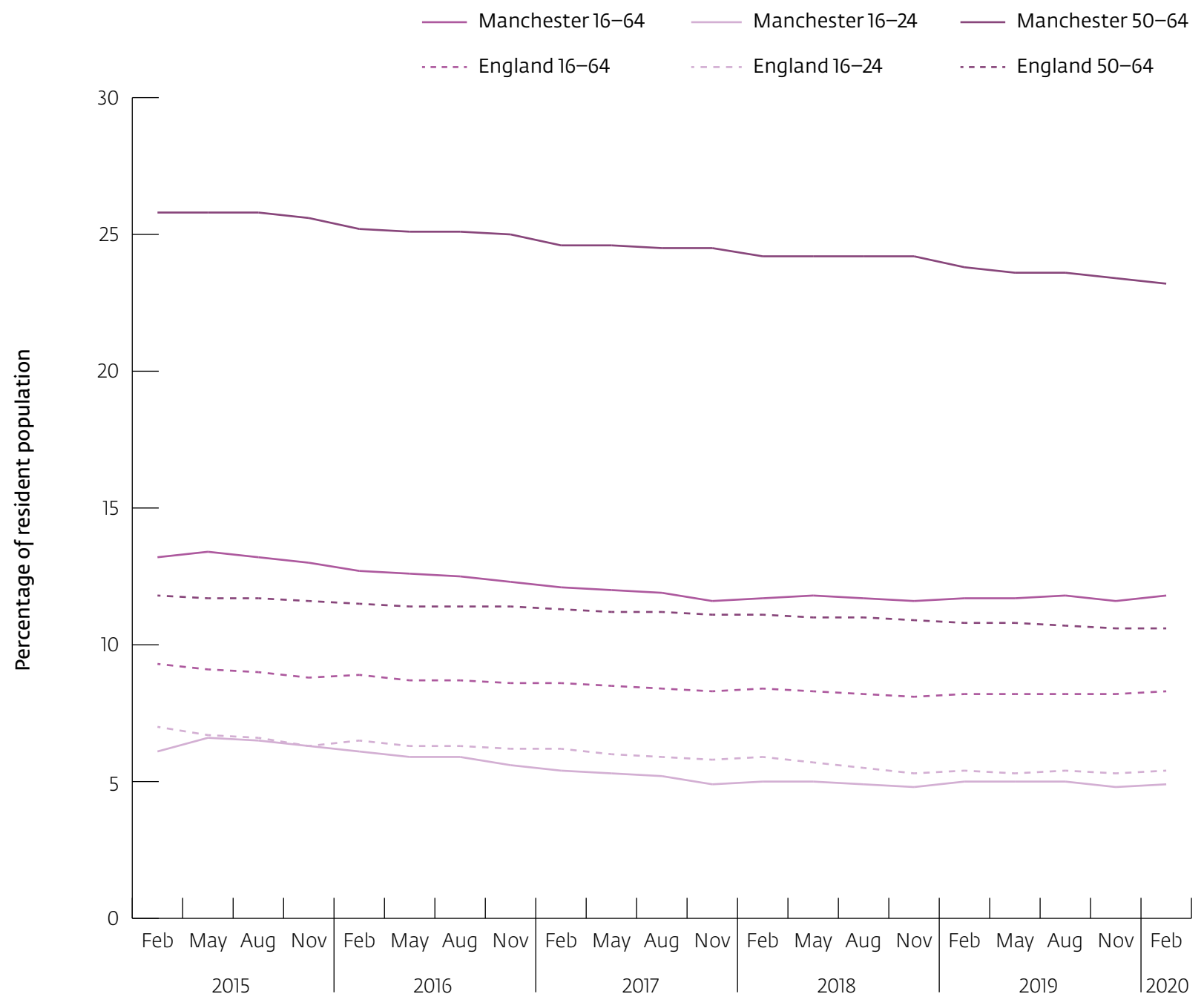
Source: Annual Population Survey, 2019, ONS © Crown copyright

Residents aged over 50 and the challenges they face

In 2019, over a third of Manchester's 50 to 64-year-olds (34.6%) were estimated as having no or very low qualifications compared to only 12.8% of 16 to 24-year-olds. Therefore, the unqualified proportion should reduce over time as older working-age residents reach retirement age and are replaced by more highly qualified school-leavers and graduates. However, this will remain a challenge for many years, particularly given that COVID-19 will present new challenges economically for young people, BAME residents and those over 50 – the groups likely to suffer the most from the economic recession brought about by the pandemic.

In last year's State of the City Report we focused in depth on the high proportion of benefit claimants in Manchester aged 50–64. In February 2020, this stood at 23.2% and has remained at this level for some years. Figure 3.17 shows there has been little change in the proportion of 50 to 64-year-olds in Manchester claiming an out-of-work benefit since November 2015; however, the same pattern is seen nationally, albeit lower.

Figure 3.17:
Percentage of resident population claiming an out-of-work benefit



Source: StatXplore, Department for Work and Pensions

We have a better understanding of the challenges and issues this group face than in the past, and the next section will focus on some of the existing and planned work to tackle these. For many, a lack of qualifications in itself is not the single barrier to employment; rather it is one of several reasons, including relevant skills, social exclusion, poverty and ill health. Therefore, approaches that seek to address low-level qualifications in isolation are unlikely to have an impact on those who might benefit from them the most.

Adult education

Adult education is a route to respond to these challenges. While there is undoubtedly some high-quality skills provision available for adults in Manchester, there is a need for a more cohesive skills system with clearly defined priorities if adult education is to have a more significant impact on the social mobility of Manchester residents and productivity of businesses in the city. In response to this we have developed and launched the **Manchester Adult Education and Skills Plan**. This is now in the implementation stage; we are using it to maximise the opportunity devolution of the Adult Education Budget presents for increased autonomy for Greater Manchester in terms of what provision is commissioned. The plan offers an opportunity for the city to shape a

place-based approach that better meets our needs and sets out our ambition to ensure that all the city's residents have the skills and education they need to play a full part in the life of the city. It also offers the opportunity for all Manchester's businesses to find the skilled and productive workers they need to thrive, while offering good-quality, well-paid work to local people. It clearly articulates our aspirations for an adult education and skills system in which learners, employers and public-funded providers work together to achieve multiple objectives: improving productivity, driving social mobility, contributing to improved health and wellbeing, and improving integration within our communities.

The devolved Adult Education Budget (AEB) is one part of a much wider education and skills landscape, most of which is not devolved but will be retained by the Government and its agencies, including apprenticeships and traineeships for learners of all ages, 16–18 activity, technical and higher education, offender learning, and student loans.

The devolved AEB sits within a wider education, skills, employment and health system that delivers an improvement in the basic and generic skills needed for life and work, including English, maths and digital

skills. That skills system must deliver the higher-level and technical skills needed to drive productivity in Manchester's growth sectors and deliver on the Local Industrial Strategy in the long term. The AEB will form a key strand of activity supporting this progression within the broader delivery of skills and employment system linking with other provision, including technical education, apprenticeships and traineeships.

Both the devolution of the Adult Education Budget and the development of a Manchester Adult Skills Plan will enable us to have more influence and target resources towards adult skills to ensure we can achieve progress on this agenda. They provide us with an opportunity for increased autonomy in terms of provision commissioned, and a chance to shape a place-based approach that better meets our needs as a city.

Working with employers to promote payment of the Real Living Wage

From school-leaving age to the age of 24, workers are entitled to a national minimum wage. This varies depending on the different ages between 16 and 24. From age 25 workers are entitled to the National Living Wage. Table 3.5 shows the different rates depending on age (April 2020).

However, the Living Wage Foundation campaigns for a National Living Wage to ensure that everyone can earn a Real Living Wage that meets living costs,¹⁰ not just the Government minimum. The new Real Living Wage rates are announced in November each year, with Living Wage employers expected to implement the rises by May the following year. Currently, the Real Living Wage is set at £9.50 per hour.

According to the Living Wage Foundation, Manchester has 95 accredited Living Wage employers headquartered in Manchester, including Manchester City Council. This equates to a pay rise for 3,826 people, putting approximately £11million back into workers' pockets.

The percentage of workforce employees paid less than the Real Living Wage stood at 17.6% (+/-1.6%) in 2018. This has now reduced by 4.5 percentage points to 13.1% (+/-1.3%) in 2019. Those resident employees paid less than the Real Living Wage stood at 27.6% (+/-2.5%) in 2018; this has now reduced by 5.8 percentage points to 21.8% (+/-2.3%) in 2019. The majority of UK local authorities showed reductions between 2018 and 2019 for both workforce and resident employees.

Figure 3.18 shows that the disparity between Manchester resident employees and Manchester workforce employees earning less than the Real Living Wage stands at approximately 8.7% – and although the gap has reduced slightly from last year's 10%, it has the highest disparity in comparison to all other UK local authorities. In 2019, an estimated 13.1% of the employees working in Manchester and 21.8% of employees living in Manchester were paid less than the Real Living Wage, which was £9 at that time.

However, a positive trend shows that Manchester has the lowest proportion of workforce employees paid less than the Real Living Wage in the north west region, and is the only local authority in Northern England to feature in the top 50 when all UK local authorities were ranked based on employee place of work in 2019 (with most other local authorities in the top 50 being located in London and the counties surrounding London).

Table 3.5:

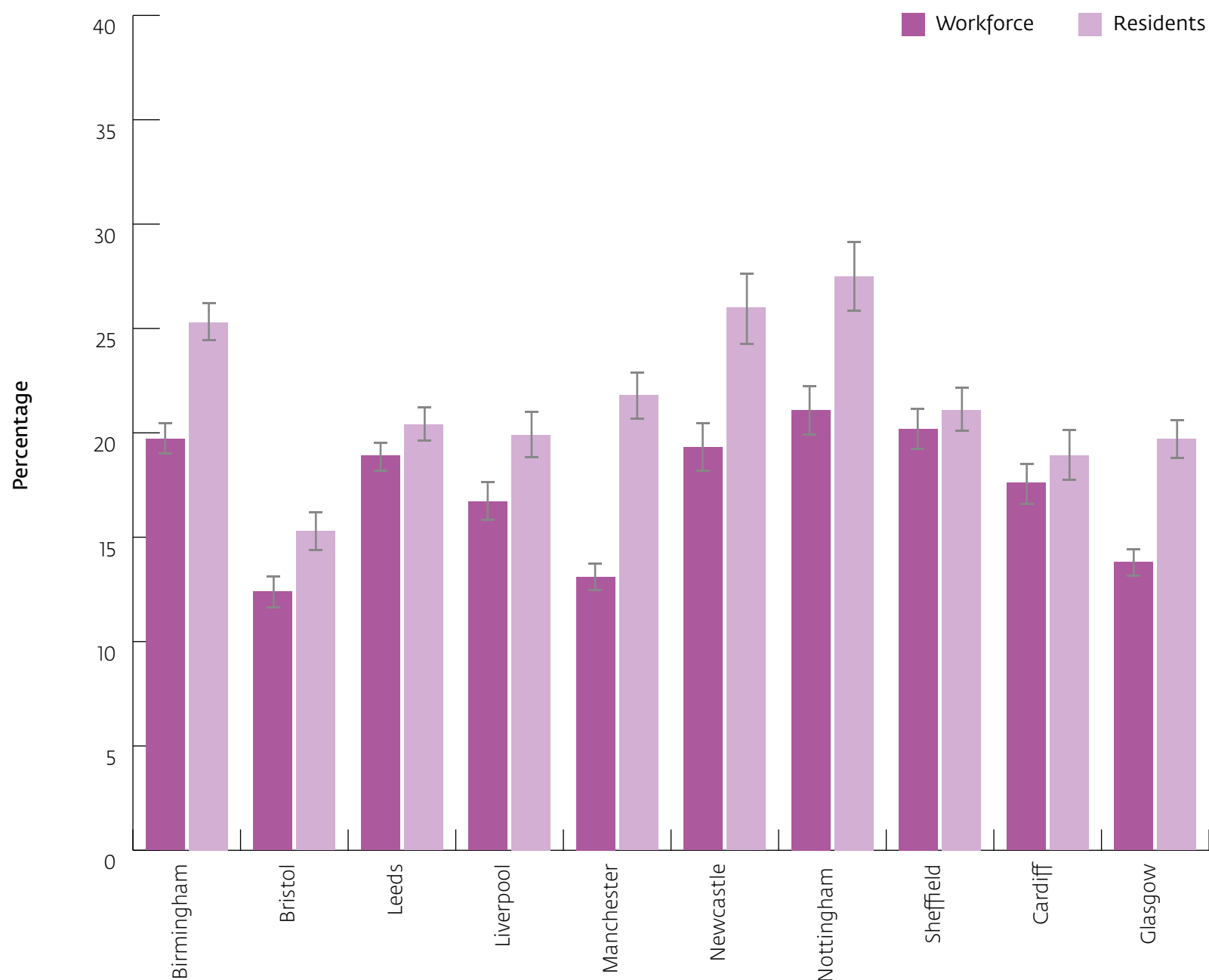
National Minimum and National Living Wage by age, April 2020

| Year | 25 and over | 21 to 24 | 18 to 20 | Under 18 | Apprentice |
|------------|-------------|----------|----------|----------|------------|
| April 2020 | £8.72 | £8.20 | £6.45 | £4.55 | £4.15 |

Source: <https://www.gov.uk/national-minimum-wage-rates>

¹⁰ Based on a core basket of household goods and services, housing costs, council tax, travel costs and childcare costs

Figure 3.18:
Percentage of employees paid less than the Real Living Wage in 2019 (provisional) – UK Core Cities



Source: Annual Survey of Hours and Earnings, 2019 (provisional), ONS © Crown copyright

There is a challenge to not only ensure that employers and businesses invested in Manchester – particularly Anchor Institutions – pay at least a Real Living Wage, but also to ensure that the right quality of life, housing and neighbourhoods are offered within the city so it continues to be a place where people choose to live and work. The Council is working with a range of partners and business networks to bring awareness to the challenges of low wages in the city and to promote the Real Living Wage. We have supported the development and promotion of the Greater Manchester Good Employment Charter, which aims to ensure that employers provide good and well-paid jobs and reduce the number of residents working in low-paid and insecure work. We continue to promote the Charter through our citywide business networks and we will also promote research in this area done by organisations such as the Living Wage Foundation. In addition, we have ensured that all contractors working on the Our Town Hall project are paying the Real Living Wage.

The proliferation of zero-hours contracts – a growth in the gig economy that is largely unregulated, ununionised and characterised by shift work – can often benefit the employee through offering flexibility.

However, such roles often don't provide the protection or employment rights enjoyed by others in more secure employment. Organisations such as Timewise have developed as a response to this, and Manchester City Council is now a Timewise employer, advocating flexible working patterns with rights, security and progression irrespective of working age, stage of life or grade. Linked to this is the work underway through our Family Poverty Strategy, focusing on sustainable and secure work as a route out of poverty, and the provision of good-quality, accessible flexible childcare as a vehicle for this.

We have also sought to promote inclusive growth through working with the Business Growth Hub to develop a local approach to business support across different sectors in Manchester. This includes the promotion of paying the Real Living Wage through Manchester City Council's supply chain and highlighting the evidence that paying it is one of a number of factors that can help drive improved productivity for businesses. Furthermore, the Council's Ethical Procurement Policy sets out the objectives the Council has agreed to deliver through commissioning and procurement activities; the Council expects its suppliers, service providers and contractors to adhere to these objectives. This includes payment of the

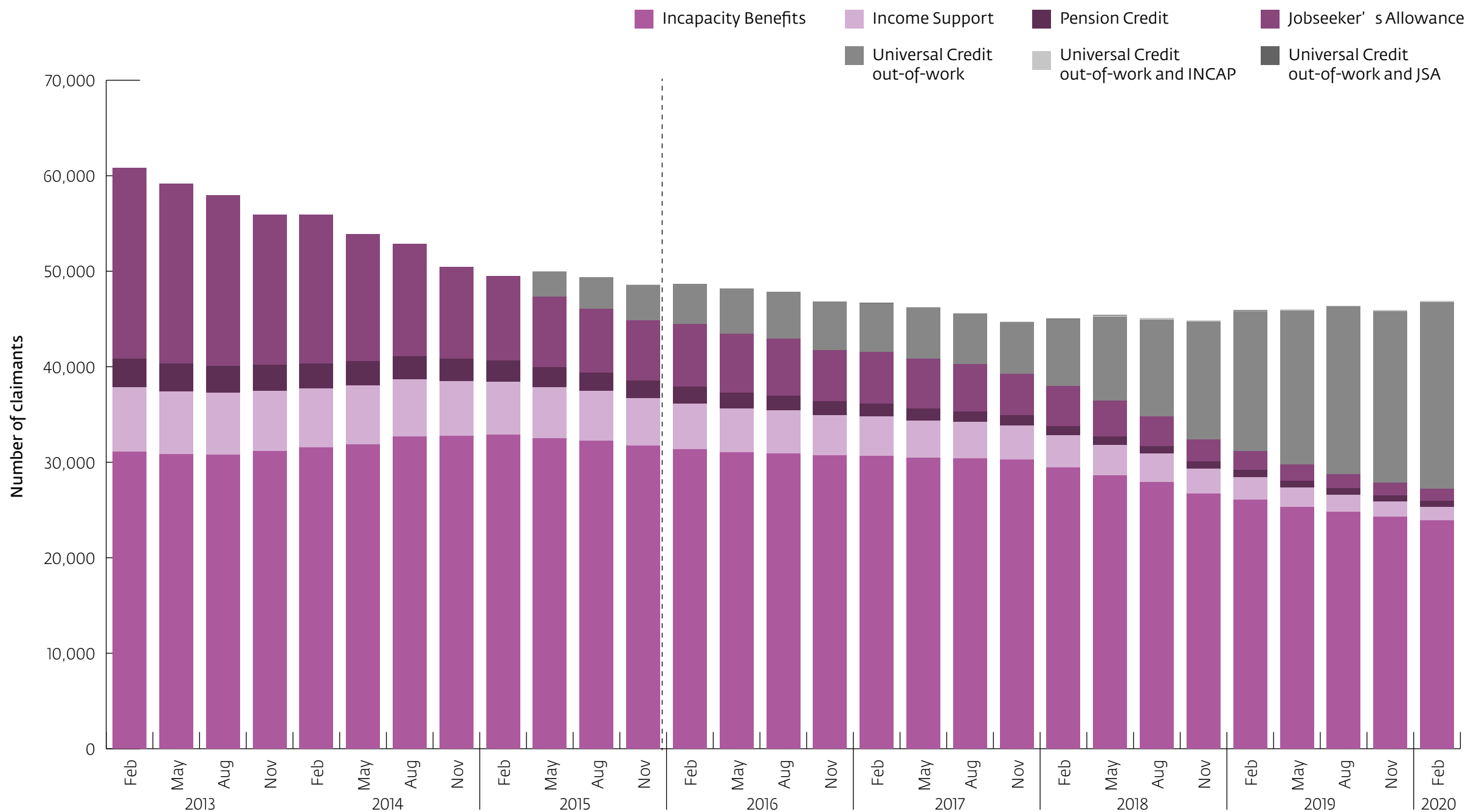
Manchester Living Wage, which is equivalent to the national Real Living Wage and higher than the National Living Wage of £8.72.

The Council's commitment to good wages and jobs with progression is outlined in the city's Local Industrial Strategy and Manchester Education and Skills Plan, and in our promotion of apprenticeships as a credible pathway to good careers with prospects. We have also supported the Ambition Manchester pilot programme, a service providing personalised, employment progression support to target residents in the Miles Platting and Newton Heath area. **The Family Poverty Strategy (2017–22)** identified the area as one with a high level of need requiring particular focus due to its persistently low skill levels. It has the lowest proportion of residents aged 16+ qualified to a Level 2 or above across Manchester, and rates of high unemployment and low-income families. The bespoke service delivers intensive support to those currently in work, over and above similar programmes currently available through the DWP and National Career Service. The pilot aimed to engage 50 participants through the Project Co-ordinator working with various key organisations to identify suitable referrals.

Creating new jobs accessible to Manchester residents, and reducing the number of people who are out of work

Figure 3.19 shows that in February 2020 there were 46,879 people claiming out-of-work benefits in Manchester. The worklessness levels in Manchester fell steadily between February 2013 and November 2017, from 60,860 to 44,712, and have since only risen slightly up to February 2020. However, the out-of-work benefits claimant count is expected to increase significantly when the May 2020 snapshot is released in November, due to the rising levels of unemployment during the COVID-19 pandemic. Out-of-work benefits include Jobseeker's Allowance (JSA), Employment Support Allowance (ESA), Income Support (IS), Universal Credit (UC) (where the claimant does not work) and Pension Credit. This figure includes some claimants who may not currently be actively seeking employment, eg. those in the support group of Employment Support Allowance, but not those who are working a low number of hours, who would previously have been recorded within the out-of-work benefit claimant numbers undertaking 'permitted work'.

Figure 3.19:
Residents aged over 16 claiming an out-of-work benefit by type



Source: Department for Work and Pensions

At 11.8% in February 2020, the out-of-work benefits claimant rate for those aged 16 and over in Manchester remains higher than the national rate of 8.3%. However, between November 2015 and February 2020, the Manchester out-of-work benefits claimant rate reduced at a faster rate, resulting in the gap between the city's claimant count and national average reducing by 0.7 percentage points. In the context of rapid working-age population growth, maintaining a higher rate of reduction suggests that the city's increased population growth is not coming at the expense of increased benefit dependency. Although, as mentioned previously, the out-of-work benefits claimant rate is expected to increase significantly when the May 2020 snapshot is released in November, due to the rising levels of unemployment during the COVID-19 pandemic.

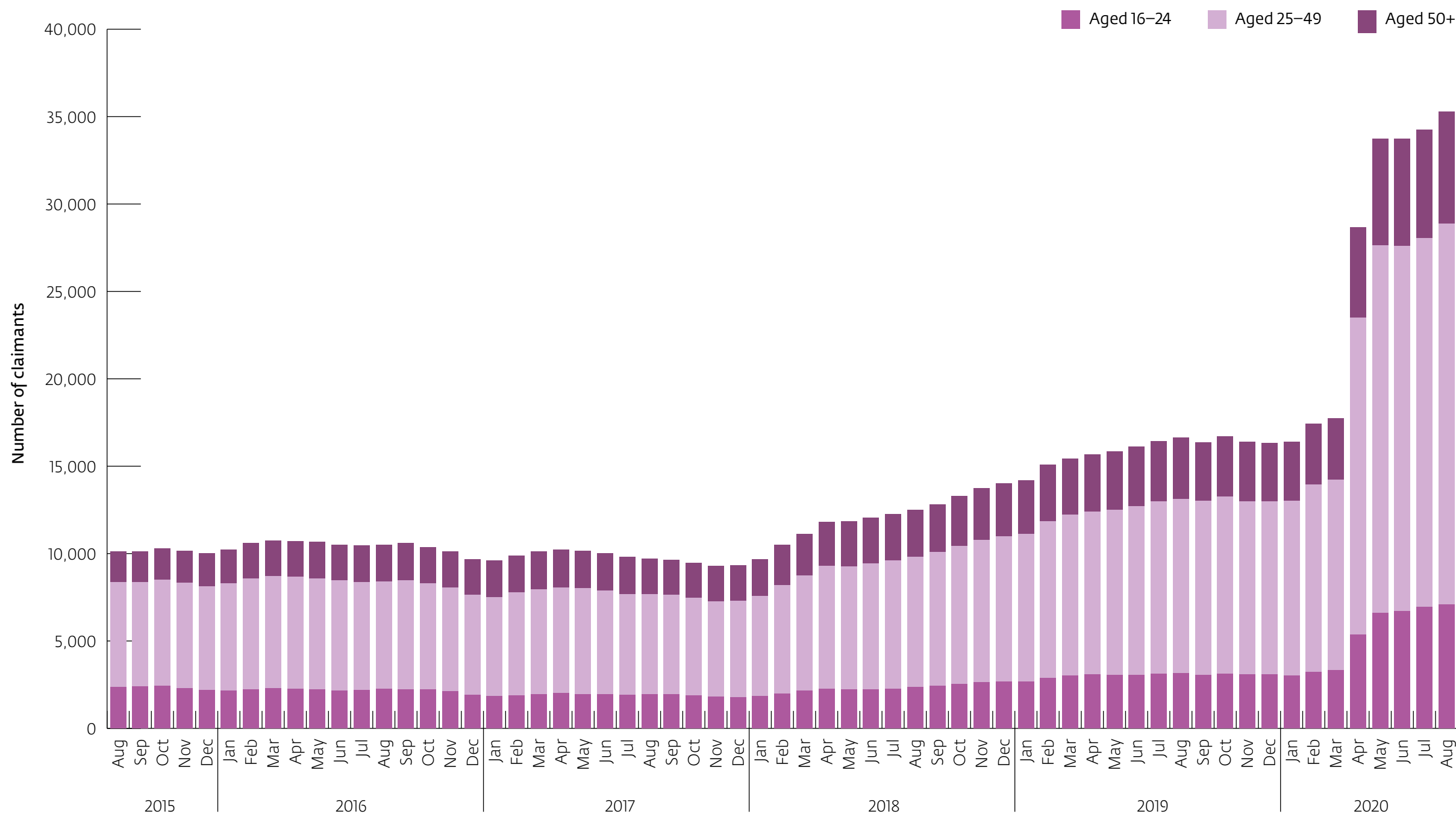
It is important that as people move into work, the employment they secure is sustainable and pays a wage they can live on. A large proportion of Manchester residents rely on in-work benefits to top up their income. Data from HM Revenues and Customs shows that in 2018/19 there was an average of around 27,500 families/individuals who were in work and claiming tax credits in Manchester. Of these, 18,500 families claimed both Working

Tax Credit (WTC) and Child Tax Credit (CTC), 5,900 families claimed CTC only, and 3,100 claimed WTC only. Universal Credit will gradually replace tax credits. Universal Credit is currently only for new claimants and claimants who have had a change in circumstances.

It is worth noting that not everyone who is out of work claims an out-of-work benefit, and the number of residents who are out of work is likely to be much higher, particularly in the 18–24 year age group. The ONS claimant count is the headline indicator of the number of people claiming benefits principally for the reason of being unemployed. It includes the number of people claiming Jobseeker's Allowance plus those who claim Universal Credit and are required to seek work and be available for work. In Manchester there were 17,740 claimants in March 2020 compared to 15,450 in March 2019 – a 15% increase compared to a 18% increase nationally. Figure 3.20 shows that there was a significant increase in the ONS claimant count between March 2020 and August 2020, almost doubling from 17,740 to 35,275 claimants as a result of the COVID-19 lockdown. Significant increases were noted across all age groups between March 2020 and August 2020 – claimants aged 16–24 more than doubled, from 3,340 to 7,090; claimants

aged 25–49 doubled, from 10,860 to 21,780; claimants aged 50 and over increased by 81%, from 3,540 to 6,405.

Figure 3.20:
Manchester claimant count – number of people claiming benefits principally for the reason of being unemployed



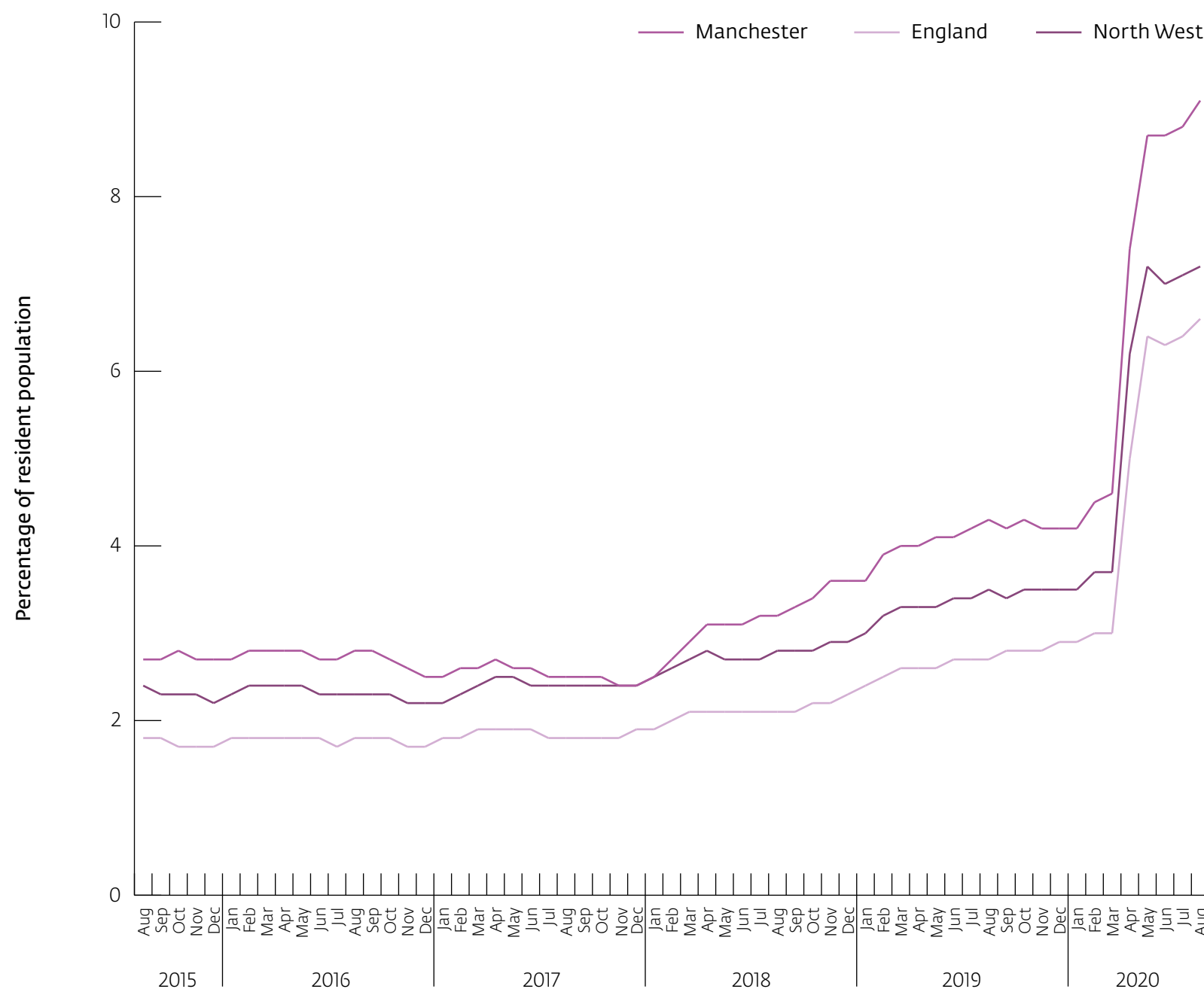
Source: ONS claimant count (experimental statistics), ONS © Crown copyright

Figure 3.21 shows that the unemployment claimant rate in Manchester has remained above national and north west regional levels for many years. Between March and August 2020 the rate increased significantly, from 4.6% to 9.1%, while nationally the rate increased from 3% to 6.6%.

Those most affected were those who had insecure and part-time work and those not benefiting from furlough or Government business grants. People who had never claimed benefits before became increasingly reliant on food banks and state benefits. It is anticipated that there will be a generation of school and college leavers who will be affected by the downturn in the economy due to COVID-19, and the introduction of Government schemes, such as Kickstart, have been introduced to prevent a new generation of benefit dependants and move young people into work.

Figure 3.21:

Percentage of resident population aged 16–64 claiming benefits principally for the reason of being unemployed



Source: ONS claimant count (experimental statistics), ONS © Crown copyright

Response to welfare reform and COVID-19

Throughout 2019, we continued to regularly monitor and investigate the impact of welfare reform across the city, which has enabled us to respond to the issues and more effectively mitigate their impact. This put us in a good position to respond to the onset of COVID-19 in March 2020; the virus has had a massive impact on those residents already benefit-dependent and vulnerable, but also those who were in work, or in less secure roles, who – in some cases for the first time – came to rely on welfare benefits to survive the pandemic. Other indicators, such as the level of homelessness, and the increase in the demand for food banks and advice services, provide us with a good understanding of the places and people in the city that need help the most.

The city's increased dependency on welfare support due to the COVID-19 pandemic has been felt across all welfare services. In August 2020, 72,605 individuals were claiming Universal Credit (including those in employment and not in employment) compared to 33,922 in August 2019. While no employment split is available for the latest figures, in July 2020 46,723 claimants were not in work and 24,206 claimants were in work, a significant increase compared to July 2019, when 22,507

claimants were not in work and 10,342 claimants were in work. Between April and September 2020, new claims for Housing benefit and Council Tax Support increased by 11% compared with the same period last year.

During May 2020 at the height of the pandemic, 3,177 households (equating to 6,331 individuals) signed up to receive food-response support. We have started to reduce dependency and enable households to become more self-sufficient, so that by 30 September 2020, only 65 households (equating to 140 individuals) were receiving food-response support. However, this may increase again depending on the severity of Government restrictions in response to the increasing number of COVID-19 cases in the UK at the time of writing.

The Council set up the Welfare Provision Scheme for carers and COVID-19. Items included in the scheme included bedding, beds, travel costs, utilities, and white goods. The scheme included vouchers of £10 per week for each old or young person in each household, to contribute towards the costs of a meal while schools were closed. A total of 6,830 applications were received and 4,332 applications processed to the value of £234,010. Under the carers scheme (not including parents caring for children), £27,124 has been paid to date.

These figures show the extent to which the impact of COVID-19 has hit hardest on those most vulnerable in the city to the extent that families have had no choice but to be dependent on welfare provision offered by the city. It will be extremely important to enable those families to upskill/retrain and find work again within the city of Manchester so as to reduce the level of dependency and length of time families are dependent, break the cycle of poverty early, and mitigate the long-term impact of COVID-19. As we have seen in previous generations that have suffered from severe economic destitution, it is hard for most people to return to the labour market once again.

Conclusion

Throughout the past year, Manchester has continued to be a thriving city with a reputation as a great place to live, work and visit. The high number of graduates remaining in the city provides a highly skilled workforce supporting growth sectors within the city, and this has continued to attract new businesses. Manchester continues to have a leading reputation for enterprise and industry; self-employment and the number of enterprises have continued to grow.

It has been well documented that the improvements made in recent years to skills, qualifications, job security and wages have not reached all our residents and communities. In-work poverty has become a significant issue for Manchester resulting from welfare reform and the rise in the gig economy. This leads to a plethora of issues and contributes to child and family poverty levels in the city.

While some sectors have experienced an uplift and experienced growth throughout the COVID-19 pandemic, such as online retail and food and drink sales, the short-term impact of COVID-19 has been devastating to certain sectors, notably hospitality, retail, leisure, culture, and the night-time economy.

The importance of the foundational economy was highlighted throughout COVID-19. The rapid move to working from home has highlighted existing work-based inequalities and showed that certain industries were more agile and better equipped to a transition to home working than others. Issues relating to a lack of childcare impacted on parents' ability to work and have had a particular impact upon women and their requirement to continue to work at home, deliver childcare, home schooling and household management. The move to a more inclusive economy must look at and attempt to mitigate these trends in gender inequality, skills and pay if home working becomes the norm in future.

Recent months have seen a staggering rise in Universal Credit claimants, and current figures stand at double what they have been in previous years. Early research and intelligence shows that young people, the over-50s and some of our black, Asian and minority ethnic communities have been most impacted by changes experienced in employment due to COVID-19. While largely still unknown, the long-term impact of COVID-19 is predicted to be an unprecedented rise in unemployment as national support schemes come to an end. In addition, previous predictions relating to job and related population increases currently remain

uncertain. However, the existing challenges remain for the over-50s, and those with low-qualification levels and skill gaps in key sectors.

Young people, those still in education and at early stages of their career have been particularly impacted by COVID-19, and are likely to continue to be in the future. Closures to education and varying degrees of home and online schooling will undoubtedly lead to setbacks in attainment. Staying longer in education to ride out the worst of the recession must be balanced with supporting young people more suited to work-based learning and related career pathways.

CEIAG and Labour Market Intelligence (LMI) will be critical in ensuring young people, parents and carers are supported to make well-informed and realistic decisions. Technical and vocational education has been particularly impacted under COVID-19 restrictions. The impact of social distancing and challenges facing the business community in implementing T levels remains to be seen. The implementation of the Government's Kickstart scheme and its impact upon other provisions, such as apprenticeships and traineeships, will be seen in the coming months. New and innovative solutions to work experience and employer engagement will be needed in the coming academic year.

Employers consistently stipulate through networks, partnerships, surveys and job adverts that communication skills, organisational skills, timekeeping and problem-solving are prerequisites for their vacancies. A number of initiatives and programmes are in place to address these gaps. The need for transferable life and employability skills, flexibility and resilience have been highlighted even more sharply throughout the COVID-19 pandemic and will be key to ensuring residents can recover from resulting changes to the labour market in the months ahead.

Digital inclusion, access to equipment and services, and digital literacy skills have been acutely highlighted in recent months as essential to access food, welfare, aid and statutory education. As detailed in this chapter, significant work is already underway to address skill gaps in industry and gaps in digital education. The focus on developing and investing in digital inclusion, as skills for digital living and digital working, will be a key driver to economic recovery.

While the future skill demands in the zero-carbon economy are uncertain, research shows that STEM, digital capabilities, creativity and core employability skills will be key. The education system needs to work to ensure

parity of esteem for academic and vocational pathways, producing a talent pipeline with a broad skills base to match the needs of the economy; the system also needs to provide healthy and successful employment opportunities for residents. The role of social value in targeting skill development and related support where it is most needed will be critical in addressing some of the new and deepened challenges facing our residents in accessing good, fair and secure employment. As well as equity there is a case for productivity and creativity in developing a diverse workforce. The future emphasis must remain on good-quality work, the Real Living Wage, training and progression opportunities, as well as workplace protection and security.

As discussed in this chapter, to ensure the skills supply can meet demand, key partners and partnerships in the city must continue to focus on building aspiration and skill qualifications, and promote the importance of lifelong learning to students, employees and employers. We need to respond to the skill challenges of the city explored in this chapter and make a significant difference for our residents, communities and businesses. The role of the zero-carbon economy within this should not be underestimated in terms of opportunities

to improve quality of health and life, and providing new training routes and careers pathways.

The future focus of the new work and skills programme will be based on recovery and economic resilience, building on the strengths of the economy to ensure long-term security, while supporting those most affected by the economic impact of COVID-19.

Chapter 4: A progressive and equitable city

Strategic overview

The Council's aim is for everyone in the city to have the same opportunities and life chances, and the potential to lead safe, healthy, happy and fulfilled lives, no matter where they were born or where they live. This means reducing the disparities between different areas of the city.

As Manchester citizens, we all need to recognise the responsibilities we have to ourselves, our families, our communities and the city, and be committed to taking an Our Manchester, strengths-based approach, starting from understanding the needs of the individual, and connecting people to draw on the strengths of the communities in which they live.

Manchester has made real progress towards achieving this aim, including improvements in education and housing, better access to jobs, and reducing the number of young people not in employment, education or training. This has mostly come from the strength of the collaboration between organisations, businesses and residents.

Despite these gains, there are still areas of deprivation in the city, with Manchester ranked the sixth most-deprived local authority area in England.¹ These areas of deprivation are far less widespread than they were ten years ago, but exist nonetheless, and we must continue to address them. In addition, the COVID-19 pandemic has deepened existing inequalities in the city, particularly for our more deprived communities, ethnic minorities, women, migrants, those living in poverty, and older people, meaning our focus on reducing inequalities is more important than ever. Black, Asian and ethnic minority households as well as those on a low income have been impacted the most in terms of their health and unemployment. There has been a large increase in unemployment across the city: the claimant count almost doubled from March to May 2020, with significant job losses, particularly in the foundational economy.

Manchester's older people have been disproportionately affected by COVID-19 and the impacts of the lockdown, and many have reported feeling marginalised. Older people are keen to play a part in Manchester's recovery and want to be able to fully benefit

from opportunities as more things open up. They also want to be part of the process of finding solutions to a range of key issues that are adversely affecting residents in mid to later life from the age of 50.

As a city we are in the process of radically transforming public services so they are focused around people and communities rather than organisational silos. We are working across traditional boundaries with the voluntary sector to bring innovation and new ways of working to the fore. We are bringing together health providers, the Council, voluntary sector, education providers and communities in ways that will target the specific challenges we have in Manchester.

Integration of health and social care has the potential to transform the experience and outcomes of people who need help by putting them at the heart of the joined-up service. There is a focus on public health and preventing illness, as well as transforming care for older people so that they can stay independent for longer. As a city we have world-leading

¹ Indices of Multiple Deprivation 2019

strengths in health-related research. We will use our research strengths and our capability to test new drugs and therapies to benefit our residents and radically improve the city's health outcomes.

We have modernised services for children and their families. The vision is for our teams to work closer with health, schools, police and other colleagues in neighbourhoods and localities. This will place a greater focus on prevention and early support to avoid problems starting in the first place for children or families, wherever possible. It will prevent problems occurring and unnecessarily escalating by ensuring that people can access the help they need early and that they are equipped to take care of themselves, increasing the life chances of our children and supporting their future independence. It will support people to find work, stay in work and progress at work, so that all residents can take advantage of the opportunities of economic growth and are able to provide for their children. There is a comprehensive programme of work in place to oversee and guide the planned changes.

Our approach is reflective of Manchester's Locality Plan and aligns with the Bring People Together in Places programme, which is part of the delivery plan for Our Manchester. In addition, we continue to increase our collaborative work across Greater Manchester, scaling up the programmes that work, and designing new programmes with the voluntary sector and other partners that address the challenges we have as a city.

The next phase of reform needs to connect more residents to the opportunities available in the economy, reducing dependency, and helping to build an effective recovery from COVID-19, while recognising that the pandemic has had significant greater impacts on those residents with the poorest outcomes.

Analysis of progress

Ensuring that shelter and support is available for homeless people who want and need it

The number of individuals and households experiencing homelessness in Manchester has remained high, and there remain significant pressures on services that are working to prevent and tackle homelessness in the city.

The significant changes introduced by the Homelessness Reduction Act in 2018 have been implemented across the service; however, the number of households presenting to the homelessness service has increased by 22% in 2019/20 from the previous year. The main reasons that people present to the homelessness service for assistance are set out in Table 4.1, which shows an increase across all reasons between 2018/19 and 2019/20, with the biggest recorded increase due to Domestic Violence and Abuse. The loss of a tenancy in the private-rented sector remains the largest recorded reason for homelessness in Manchester.

Table 4.1:
Top six reasons for loss of settled home

| Main reasons for loss of settled home | 2018/19 | 2019/20 |
|---|---------|---------|
| End of private rented tenancy – assured shorthold tenancy | 972 | 1,116 |
| Family no longer willing or able to accommodate | 922 | 1,057 |
| Other | 827 | 824 |
| Domestic abuse | 366 | 536 |
| Friends no longer willing or able to accommodate | 382 | 417 |
| Relationship with partner ended (non-violent breakdown) | 255 | 325 |

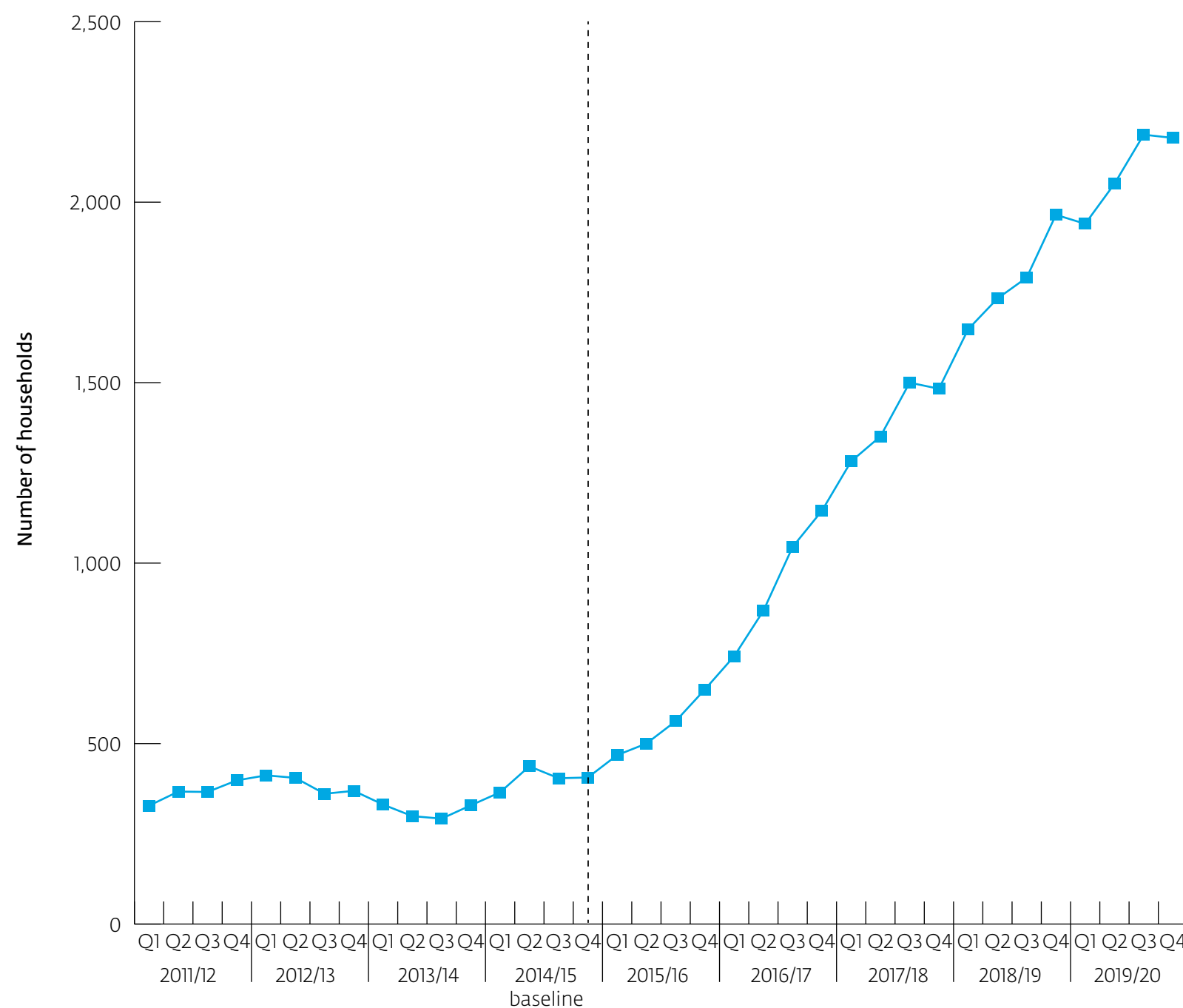
Source: HPA2, Locata

Figure 4.1 shows the number of households residing in temporary accommodation has increased significantly over the past five years: from 406 households at the end of March 2015, to 2,193 at the end of March 2020. There is an 11% year-on-year increase in the use of temporary accommodation, but the increase is significantly lower than the 22% increase in the number of households presenting to the homelessness service. This indicates that the increased focus on preventing homelessness is realising some positive outcomes.

The Council, working in partnership with its voluntary, statutory and business partners in the city, continues to work to prevent and tackle all forms of homelessness and has developed some new interventions to help meet this challenge.

Figure 4.1:

Total number of households residing in temporary accommodation at the end of the quarter



Source: Ministry of Housing, Communities and Local Government (PIe and H-CLIC statutory return)

Manchester's **Homelessness Strategy (2018–2023)** is key to tackling this challenge, and sets out three aims for reducing homelessness:

- Making homelessness a rare occurrence: increasing prevention and earlier intervention at a neighbourhood level
- Making homelessness as brief as possible: improving temporary and supported accommodation so it becomes a positive experience
- Making homelessness a one-off occurrence: increasing access to settled homes.

Making homelessness a rare occurrence

The introduction of the Homelessness Reduction Act in April 2018 placed new legal duties on local authorities to ensure that everyone who is homeless or at risk of becoming homeless has access to meaningful help and support. Central to the Act is an increased focus on the prevention and relief of homelessness, which includes an enhanced advice and support offer. In Manchester, the response to the Act has seen a continued expansion of the Council's Housing Solutions service and increased volumes of people being identified as needing advice, assistance and support. The Housing Solutions service dealt with 9,606 new applications in 2019/20;

demand for the service was fuelled by loss of accommodation in the private-rented sector and increasing difficulties in finding affordable housing. Presentations from people who are in employment are increasing, particularly from people who are on zero-hour contracts, have irregular hours, or are working part-time.

In November 2019, the opportunity arose to take over managing a newly developed self-contained accommodation unit comprising ten flats, six of which are wheelchair-accessible. The accommodation supports the Hospital Discharge Team, which was established last year, and provides step-down accommodation for patients who are discharged from hospital. The scheme has provided accommodation for 22 residents, and the average length of stay before moving on to longer-term accommodation is ten weeks. Residents have been supported to secure accommodation in social housing, the private-rented sector, or specialist long-term accommodation.

The Housing Solutions service has also established a Prison Discharge Service, which provides telephone assessments, prevention advice and support for prisoners who are due to be released from custody. It was initially envisaged that staff would go into the prisons to take face-to-face assessments, but due to

the COVID-19 pandemic this has had to be put on hold, and a remote service was established. Prior to this team being in place, prisoners could often be released without accommodation and simply advised to present at the Housing Solutions Service on the same day, meaning staff had no opportunity to do any meaningful prevention work and had to rush to find emergency accommodation. The team is now able to work with people who are being released from prison at an earlier stage, giving them the opportunity to develop accommodation and support plans prior to release, make referrals to specialist supported accommodation schemes, and register people for rehousing.

In 2019/20, the Housing Solutions Service successfully prevented 1,174 individuals and families from becoming homeless through a variety of interventions. These included financial advice and income maximisation, applying for Discretionary Housing Payments, negotiating with landlords, securing housing within the private-rental sector before a household becomes homeless, and referring to specialist floating support services that can work with households to help them maintain their tenancies where these may be at risk.

To enhance homelessness-prevention options, and with the intention of increasing access to specialist advice, an advice forum was inaugurated in 2019/20. The intention of the forum was to increase access to advice, particularly for those people and communities that can sometimes struggle to access it, and to ensure that the quality of advice is consistent throughout the city. The Council's commissioned advice providers attend the forum, along with a range of other advice agencies that operate in Manchester. The forum has already helped to develop partnerships across the sector and build the capacity of advice provision within the city.

Making homelessness as brief as possible

An online gateway system for access to Housing Related Support (HRS) services has now been in operation for a year, and new partner agencies continue to come on board to use the system. This has worked to streamline access to HRS services in the city, improving people's experiences of accessing and engaging with specialist accommodation and resettlement and floating support. The HRS accommodation and floating support and resettlement services for young people have been recommissioned, and a new provider model was launched in April 2020. Work has continued to improve the experience of people who reside in the Council's temporary accommodation schemes.

A property Inspection Team has been established to independently assess and review all private-rented sector properties used in the Dispersed Accommodation contract. This ensures the service has improved oversight of property condition and enables a robust approach to safety and condition of all properties.

An additional Welfare Contact Team has been established in dispersed temporary accommodation for families to ensure households new to the service are linked to a support contact while waiting for their case to be allocated to a dedicated Support Worker. This enables the prompt tackling of any housing benefit claim issues, ensures rent is paid without unnecessary arrears developing, and that a strong supportive oversight for families is in place from the outset of their time in temporary accommodation.

There is an increased likelihood of an individual experiencing homelessness as an adult if they have been subject to adverse childhood experiences. To develop a more trauma-informed and empathetic approach to the delivery of support to people in temporary accommodation, the homelessness directorate has implemented learning for all staff to enable better understanding of the impact of adverse childhood experiences.

Making homelessness a one-off occurrence

There is a continued focus on working with partners to increase access to settled homes in the social and private-rented sectors for people moving on from homelessness. The work to review Manchester's Social Housing Allocations Policy has been completed, and the new policy is due to come into force in autumn 2020. The new policy will increase the opportunity for people who are moving on from homelessness to access social housing, while continuing to ensure that the scheme continues to meet the housing needs of Manchester residents.

The resettlement and floating support service linked to the young person's pathway has been recommissioned, with a remit to provide short-term resettlement and floating support for young people who are moving on from homelessness. The service will work in partnership to deliver a range of resettlement and support activities to ensure that young people will be able to manage and sustain their new home and not experience homelessness again.

Initiatives within the private-rented sector have seen a dedicated move-on team established to work with the PRS access team to secure new tenancies for households that approach the Council for assistance. The PRS team ensures that properties are suitable for residents, including carrying out inspections and completing affordability assessments. The team also offers a range of incentives for landlords and tenants to facilitate access to tenancies in the sector. These incentives have been expanded, and now include specialist resettlement support and a tenancy training package for tenants, as well as the financial assistance and guarantees.

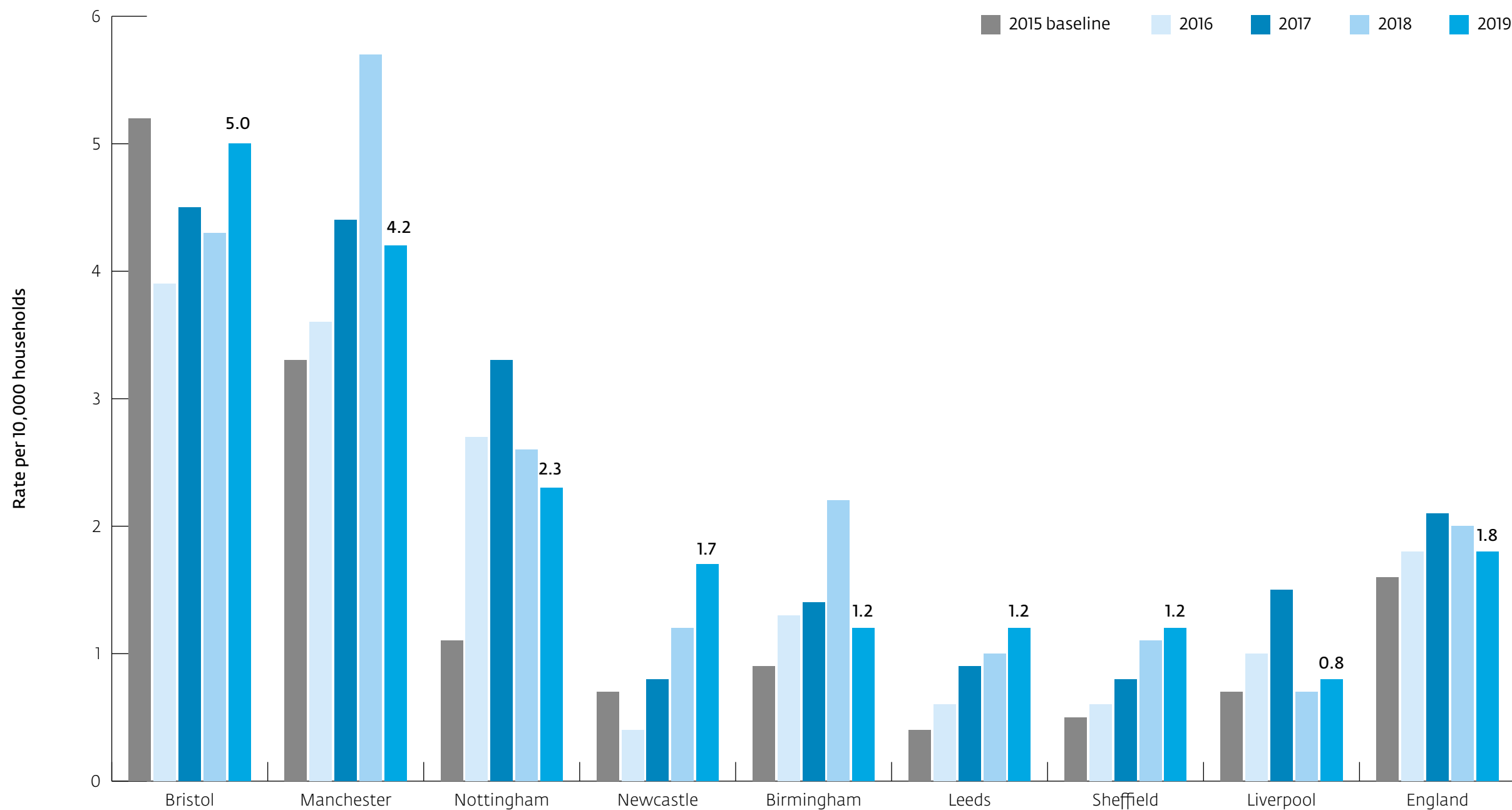
The PRS and move-on teams have successfully helped to move 515 households into private-rented sector properties in 2019/20, and they continue to work across Greater Manchester to secure good-quality affordable properties in the private-rented sector, with the intention of supporting at least 720 households into new PRS tenancies in 2020/21. The recent increase in the value of the Local Housing Allowance, implemented in April 2020, should also help to increase the amount of properties that are affordable to let in the private-rented sector for people who are moving on from homelessness or threatened with homelessness.

A landlord insurance product is being adopted as a means of incentivising landlords to work with homelessness services. The Help2Rent scheme provides insurance that will offer a landlord reassurance of a rent guarantee and damage policy. Manchester has procured an initial 50 policies, with an offer of 300+ additional policies available to use by local authorities across Greater Manchester. A partnership is also being developed with the Ethical Lettings Agency, which will increase the amount of affordable and suitable accommodation the Council will be able to use to tackle and prevent homelessness.

Tackling rough sleeping

The 2019 single-night snapshot of people sleeping rough counted 91 people in Manchester, compared to 123 in 2018. This represents a decrease of 26% and provides some evidence of positive outcomes from the ongoing work of the homelessness service and partners in the city to tackle rough sleeping and move people away from a street lifestyle. Although the figures are moving in the right direction, rates of people who are sleeping rough remain high; Figure 4.2 shows that Manchester has the second-highest rate of people sleeping rough per 10,000 households when compared to other English Core Cities.

Figure 4.2:
Single-night snapshot of the number of people sleeping rough per 10,000 households



Source: Ministry of Housing, Communities and Local Government

The range of responses that have been developed to respond to and tackle rough sleeping in the city have been increased in 2019/20. The Council's Outreach Service has grown, and now includes a dedicated Navigator Team, which provides an intensive wrap-around support structure and single point of contact for people who are sleeping rough. The Navigator Team's focus is to work with people who are entrenched in or have repeated episodes of sleeping rough, and who have complex or health-related support needs. It provides personalised and creative support options and works to develop a trusting relationship over time that empowers the homeless person to achieve positive outcomes, and ultimately move away from rough sleeping.

The rough-sleeping social-impact bond continued to deliver a high-quality service, and up to March 2020 118 people were accommodated following assistance from the scheme. The Housing First service provided a bespoke response for people who had experienced multiple and repeated episodes of homelessness and rough sleeping, and accommodated 28 people in new homes with intensive wrap-around support. The process for referrals and allocation of properties with the Manchester Housing First scheme has been refreshed, and a panel now meets

monthly to allocate available properties to individuals who are referred to the scheme. The funding from the Ministry of Housing, Communities and Local Government (MHCLG) for the Rough Sleeper Initiative (RSI) was extended for an additional year, some services funded via the initiative being refreshed and reviewed. Through working closely in partnership with accommodation and support providers in the city, 1,278 people were relieved from rough sleeping in 2019/20, and a further 525 prevented from rough sleeping in the same period using the funding from the RSI.

Additional accommodation schemes for people who sleep rough have been developed to support Greater Manchester's 'A Bed Every Night' initiative, and these continued to be delivered by the Council's partners across the city.

The Council's Outreach Service expanded its partnership with the Mental Health and Homeless Team within the Greater Manchester Mental Health (GMMH) Trust by implementing a Psychologically Informed Team. They work with people individually and systematically across Manchester, and have trained and supported more than 250 people delivering front-line accommodation and support services to people who are experiencing homelessness and rough sleeping.

Everyone In

In response to the public-health emergency effected by the COVID-19 pandemic, the Council rapidly responded to the Government's call to bring 'Everyone In' and provide accommodation for all people who were sleeping rough in the city. The Council worked with partners in the city and across Greater Manchester to rapidly source and secure a range of emergency accommodation schemes to safely house and support those who were sleeping rough or who had been made homeless as a result of the emergency. New accommodation was also secured for those people who previously occupied shared spaces in temporary or emergency accommodation schemes, ensuring that all people had an offer of somewhere safe they could stay where they could self-isolate.

This initiative succeeded in providing safe and supported accommodation for over 330 people who had been sleeping rough in the city, or living in shared spaces in emergency accommodation. Alongside the provision of accommodation for some of the most complex and vulnerable people in the city, partners working in health services, substance-misuse, and drug and alcohol support provided holistic wrap-around services for any person who needed it. This resulted in some of the most hard-to-reach

people accepting and engaging with support services for the first time. Accommodation support workers worked closely with every person who was accommodated, to plan appropriate move-on options and secure suitable accommodation to ensure that no-one needed to return to the streets.

Supporting people to find work, stay in work, and progress at work

Access to good-quality work is key to reducing health inequalities and improving health and wellbeing. Getting back into employment increases the likelihood of reporting good health and boosts quality of life. However, at the time of writing, we know we will be embarking on an economic recession due to COVID-19, and there will be a marked increase in the numbers of people newly unemployed or furloughed. The key challenge will be to prevent or mitigate the impact of increased levels of worklessness on the health of residents, given that Manchester's high rates of health-related economic inactivity have persisted and remained constant over the past decade, despite periods of growth and recession.

In Manchester, the gap in the employment rate between those with a long-term health condition and the overall employment rate was 15.7 percentage points in 2018/19 – a much wider gap than the 11.5 percentage points reported for England.²

Employment Support Allowance (ESA), Incapacity Benefits (IB), and Severe Disablement Allowance (SDA) are benefits designed to provide financial support for people who are unable to work to their full capacity due to ill health or disability. The most common clinical reasons for claiming sickness-related out-of-work benefits in Manchester are behavioural and mental-health disorders, musculoskeletal disorders, and substance-misuse issues.

In February 2020, 23,968 Manchester residents were claiming ESA/IB/SDA, a modest reduction of 7,790 claimants since November 2015. However, the introduction of Universal Credit for all new claimants across the city within this timeframe, including those with long-term health conditions, should be considered when reviewing recent trends. Work as a health outcome continues to be a priority within the city's Population Health plan and is recognised as one of the social determinants that impact upon health within the Marmot

review. This has been reflected in the governance arrangements for the city, which include the strong representation on the Work and Skills Board from Manchester Health and Care Commissioning, including a clinical lead (a GP) and the Director of Population Health and Wellbeing.

The Manchester Fit for Work and Healthy Manchester programmes were designed in collaboration with Public Health and primary care providers to test a health-led model of employment support. The delivery model for both services included developing self-care and self-efficacy, rapid access to counselling and musculoskeletal support, biopsychosocial assessment, and connections to local community assets. Now incorporated into the Public Health-commissioned social-prescribing service, this model is now known as Be Well.

The GM Working Well Early Help is being delivered by Maximus Healthworks in partnership with Pathways CiC in Manchester. The delivery model is based on key learning from other comparable contracts, ie. Fit For Work, Manchester Fit for Work, and Access to Work Mental Health Support Service.

² Public Health Outcomes Framework:
ONS Annual Population Survey

The programme intends to test whether the right early help and intervention can prevent employees from falling out of work if absent due to sickness, and support those newly unemployed with ill health or a disability back into work.

Maximus will engage directly with SMEs to offer support where these small organisations may have a gap in terms of occupational health services, and take referrals of those less than six months unemployed from Jobcentre Plus. Key features of the programme include community-based Partnership and Engagement Consultants to ensure that referral levels can be achieved from GPs, SMEs, Jobcentre Plus and self-referrals; Vocational Rehabilitation Caseworkers (VRCs) to provide personalised holistic support to address all participant needs; and embedded Health Practitioners to deliver health interventions.

By the end of May 2020, 48 referrals had been made from Jobcentre Plus, with 39 starting on programme (81%); eight referrals had been made from employers and four from GPs. Maximus have developed an action plan for employer engagement in Manchester given the number of SMEs in the city, and will work with the Council to ensure marketing is directed through the most appropriate channels.

The Working Well offer is continuing to evolve and inform further service provision. Greater Manchester and London are the only two areas where the Department for Work and Pensions has devolved the commissioning for the new Work and Health programme. This programme focuses on support for people with health problems and disabilities, along with people who are long-term unemployed. The programme, being delivered by the Growth Company in Manchester, was launched at the beginning of March 2018. The programme builds on the Working Well programme by taking a holistic approach to supporting people into good-quality employment, offering a range of skills support, work experience and employment support. Alongside this, support is provided for a range of issues, including housing, debt and health, to enable participants to sustain this work.

Referrals come predominantly from Jobcentre Plus, with the programme introducing an Integration Co-ordinator, who works closely with Jobcentre Plus to ensure high volumes of referrals onto the programme. Rather than providing all services in-house, the core Working Well value of integration with local offers is adhered to, and Integration Co-ordinators work closely with the Council and local services to ensure a broad range of

support is available for participants. By the end of March 2020, Manchester had 2,091 starts on the programme, with 98% actively engaged. Of that number, 627 have started a job. While the various Working Well and Be Well services provide support for some people in the city who are disabled or who have long-term health conditions, it has to be acknowledged that they alone cannot address the scale of health-related worklessness in the city. Generally, they have supported people with less complex health issues, although Healthy Manchester effectively engaged people within the Employment Support Allowance support group. In recognition of this, other initiatives have been developed in addition to a range of neighbourhood and citywide support services, such as work clubs.

As we now move into the recovery stage of responding to the impact of COVID-19, it will become even more important to ensure the good practice and learning from these programmes and support services are scaled up to target those groups that are more vulnerable to the effects of COVID-19 economically, geographically, and in relation to mental and physical health.

Family poverty

The **Manchester Family Poverty Strategy (2017–2022)** was developed to address child poverty in Manchester, which is a major challenge affecting many of the city's families. The Strategy, developed using the Our Manchester approach, seeks to reduce the number of children and families living in poverty in the city, and support them to be more resilient so they can reach their full potential and take advantage of the many opportunities Manchester has to offer.

The onset of COVID-19 has been unprecedented. While the full scale of the economic impact of COVID-19 is still unknown, what is increasingly apparent is that the impact of welfare reform together with the economic impact will have an immeasurable impact on some of the city's poorest families, and poverty will remain a significant issue in Manchester. The Council and its partners will continue to work hard to try and reduce the risks and mitigate the impact where possible.

Implementing the Family Poverty Strategy

Prior to the onset of COVID-19, much work was undertaken to implement the Family Poverty Strategy. The Strategy, launched in October 2017, is now in its third year of implementation, and over the past three years good overall progress has been made in delivering its objectives. The key themes, together with progress in relation to the priorities for each of the working groups, is as follows:

Sustainable work as a route out of poverty

The working group focused on understanding and analysing some of the challenges for working parents, which was identified as a major issue affecting a family's income.

The Manchester's Childcare Sufficiency Assessment for 2018/19, which sets out the suitability of the childcare offer in the city for working parents and those entitled to free childcare funding, was undertaken. Analysis of the survey highlighted that there are 12 areas in the city where there is an undersupply of childcare. Cheetham, Longsight and Moss Side are the areas of most concern; as well as being some of the most diverse wards in the city, these three wards also have the highest population of 0 to 4-year-olds. The take-up of childcare in these areas has been an issue.

One of the reasons the undersupply of high-quality childcare has been a challenge is because of inconsistent demand for places. As a result, childcare providers have been less inclined to set up in the more deprived areas of the city where demand is variable. This has meant that families in more deprived areas of the city find they have less choice when they are looking for childcare.

In terms of the take-up of childcare, Early Years Locality Leads have attributed this to a number of factors. As well as a general lack of awareness of some funding streams, tax-free childcare and their entitlement to it, many families in these areas are dealing with multiple economic and social challenges, including poor housing as well as poverty. Outreach workers in localities are now engaging with parents and grandparents (who are often caring for young children) during Stay, Play and Learn sessions to promote the benefits of early learning. A communications strategy is also being developed to promote the importance of early years and to encourage take-up of childcare provision and awareness-raising with key partners, including schools, social workers, health visitors and housing associations.

Flexible childcare – approximately a third of parent/carer respondents to the online survey reported that they needed more ‘before and after’ school childcare, greater provision during school holidays, and greater flexibility to reflect shift patterns and weekend working. This is a significant logistical challenge for childcare providers. To address this, the working group has recruited a number of anchor institutions as well as the Greater Manchester Centre for Voluntary Organisation (GMCVO) and Manchester University NHS Foundation Trust’s Head of Widening Participation to focus the group’s work on supporting residents to access employment opportunities and to identify and promote good practice.

COVID-19 response – childcare for key workers and vulnerable children has been a critical issue since the social-distancing measures were announced by the Government. Daily monitoring highlighted that an average of 30 daycare settings were open each day (Monday to Friday) and some 40 childminders provided childcare for key worker children, with an average of 330 key worker and vulnerable children cared for each day. Guaranteed summer-term funding and access to the COVID-19 Job Retention scheme offered some support for settings, as did the small business rates relief grant and the promise of zero business rates for 2020/21. Manchester City

Council officers have provided childcare for key workers and vulnerable children referred to them by colleagues and the Council’s COVID-19 helpline. They have also undertaken regular consultations with daycare providers to understand the impact of COVID-19 on the childcare sector, so plans can be made to support it.

Focusing on the basics – raising and protecting family incomes

The working group has focused on food, fuel and financial inclusion, and has made considerable progress in these areas.

Food poverty – the group commissioned a piece of work to map out food deserts across Manchester, which has been helpful in identifying gaps in food provision. In addition, the Group supported the expansion of **The Bread and Butter Thing** (TBBT) into two new locations in Manchester, providing low-income families in the city’s key areas of deprivation with good-quality supplies at a heavily discounted rate. The group also formed new partnerships, expanding the food offer and providing residents with advice around food and fuel, as well as other support. This provides a more holistic support offer to residents experiencing poverty.

Holiday hunger was identified as a major issue for children in the city. In collaboration with Young Manchester, a network of organisations was brought together to co-ordinate, organise and deliver educational activities. This included providing nutritional meals for schoolchildren over the summer holidays as a way of tackling holiday hunger. As a result of key partnerships between Kellogg’s, Young Manchester and the Council, the offer was extended to include all school holidays for the year 2020/21, providing the city’s children with much-needed support.

COVID-19 has had a significant impact on food poverty. There have been issues with the supply and delivery of food, partly as a result of panic-buying and Government guidance requiring community delivery hubs to be closed. Volunteering capacity has been reduced due to social distancing, and this has inevitably had an impact on the delivery of food items to vulnerable families. The working group has worked with the voluntary and community sector, including The Bread and Butter Thing, to support the provision of food supplies for vulnerable families.

Poverty Premium – work was undertaken by the Homeless Partnership to allow homeless people to open bank accounts. The offer by Lloyds and HSBC was extended to low-income families. Northwards Housing have also trialled low-rental offers on white goods with their tenants.

Fuel poverty continues to be a significant challenge for families living in poverty. The biggest challenge is in the owner-occupied and private-rented sector, where the local authority has no direct control over the energy-efficiency of these homes. Some private-rented homes are poorly insulated or not well maintained, which means they are more expensive for tenants to heat. The group is working closely with the Citizens Advice Bureau, which has arrangements with some of the utility companies to identify low-income families to ensure their supplies are not cut off.

Given the environmental and economic drivers for families living in low-income households to be more energy-efficient, it may be that resources that deliver low-carbon heat sources, such as heat pumps, are installed in homes in the areas with the highest levels of fuel poverty. Northwards Housing piloted this approach, which resulted in a significant reduction in energy bills. Extending this approach to the

private-rented sector would require significant upfront funding from landlords with effective incentivisation.

In July 2019, the Council declared a Climate Emergency, therefore requiring all housing providers to consider how they will meet the challenge of becoming zero-carbon by 2038. This will, inevitably, mean a shift from gas to renewable heat sources. There is a danger that unless properties are properly insulated this could lead to increasing energy costs, which will impact disproportionately on low-income households. The Council is working with registered housing providers to understand the impact of moving away from gas-fired heating, and is involved in a number of pilot projects to try to identify the best solutions for the future.

To address fuel poverty across the private-rented sectors and for homeowners, Manchester City Council is part of the Greater Manchester Warm Homes Fund and Retrofit group. The role of the group is to work collaboratively with partners from the private sector to promote and deliver a number of programmes and initiatives to support the reduction of fuel poverty. These measures include new boilers, electric storage heater replacement and insulation measures, along with energy

and debt advice. The schemes are aimed at vulnerable residents who are on benefits, are elderly or terminally ill, and who mainly live in the properties that have low EPC ratings.

Boosting resilience and building on strengths

Poverty Proofing – A 'Poverty Proofing the School Day' audit was commissioned by Cedar Mount School and delivered by Children's North East (CNE), which is a nationally recognised provider. The audit examined the whole school day, identifying where poverty would have the greatest impact on pupils and how this could be mitigated. As a result of the audit, Cedar Mount improved some of its practices and procedures, and improved the representation of its students' voices.

While it has been recognised that the ongoing commissioning of such an intensive and expensive intervention from CNE is not sustainable, or appropriate for all Manchester schools, the learning from Cedar Mount has been taken forward to scope and design a programme of work with key partners, including Cedar Mount and Early Help, to look at issues of poverty within schools as part of the wider support offer.

Information portal – A working group looking specifically at information provision within the public and voluntary sector in Manchester has been set up. The group is chaired by the Council's Director of Policy and Research, and includes representatives from across the Council, as well as partners in Leisure, Housing, and Help and Support Manchester. It seeks to develop a comprehensive information tool to meet the information needs of a range of service users, including residents as well as businesses.

Measuring child poverty in Manchester

For a number of years, child poverty has been defined as 'a household with children under 16 where income is less than 60% of the UK median'; however, the way this is measured has been changing recently. When the Family Poverty Strategy was developed, the most widely accepted metric was produced by HMRC, but this did not adequately account for in-work poverty or include Universal Credit. To address this, the End Child Poverty Coalition started producing modelled estimates that built in these elements, and Manchester City Council has used these estimates since.

In March 2020, HMRC started collaborating with DWP to produce Children in Low Income Families local area statistics,³ which replace all earlier official child-poverty statistics published by DWP and HMRC. As this new dataset addresses the missing elements in previous statistics and is based on actual numbers rather than the modelled estimates, it should now be the best metric; however, the statistics do not take into account housing costs. The End Child Poverty Coalition (ECP) are now using this new dataset and combining it with housing-cost information from the Valuation Office and the Understanding Society survey,⁴ and this will be adopted by Manchester City Council to measure progress. It should be noted that the statistics have not yet been recognised as official, so are classified as experimental, and they are a measure of children in families rather than households. It should also be noted that this metric excludes those aged 16–19 due to the difficulty in identifying 16 to 19-year-olds defined as child dependants. The new statistics from ECP and the HMRC/DWP dataset it is based on are not backwardly compatible with other child-poverty figures, so should not be compared with them to identify change over time; to address this, DWP have released comparable figures from 2014 onwards.

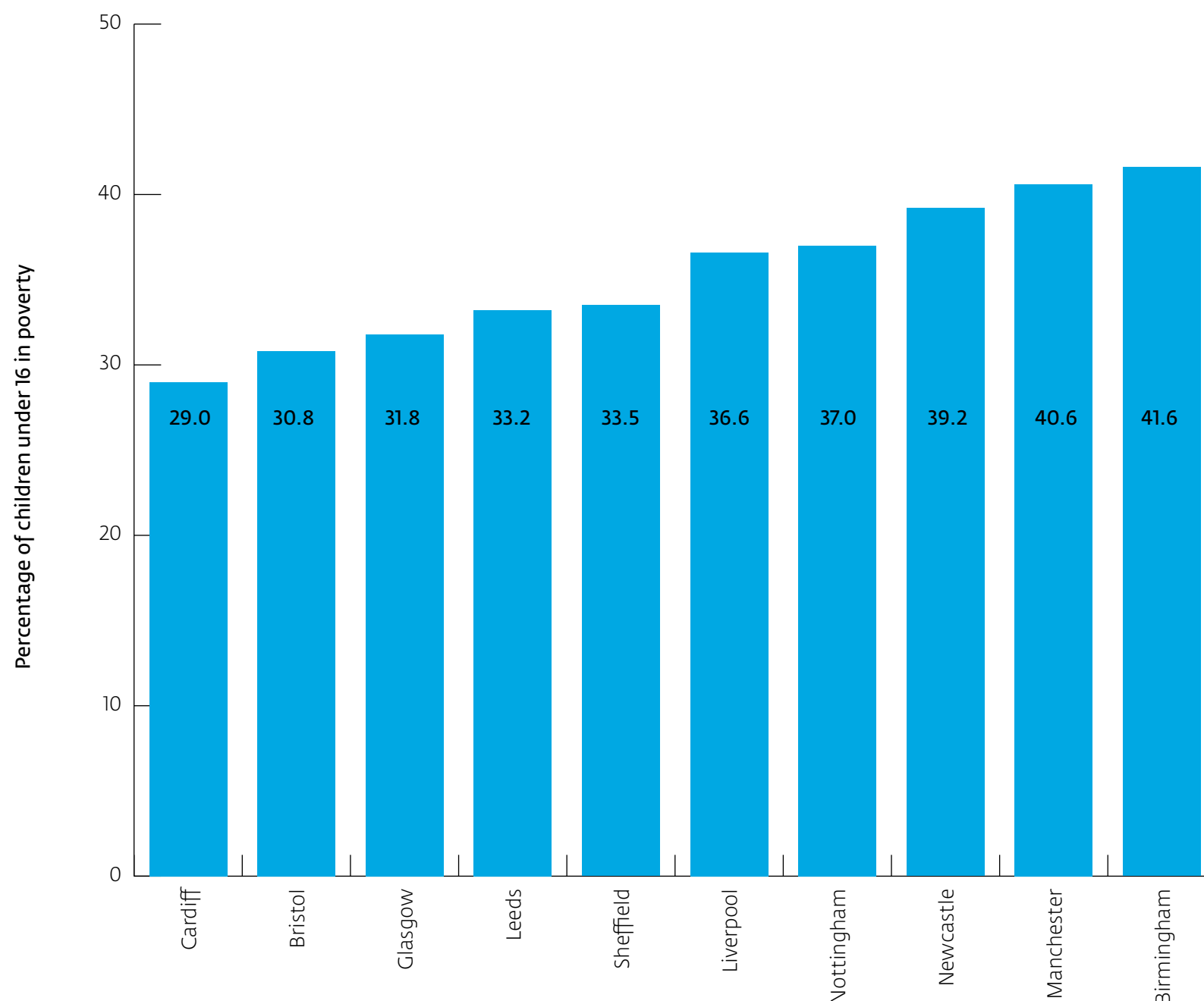
Using these new statistics, around 45,150⁵ children in Manchester were estimated to be living in poverty (after housing costs were taken into consideration) at the end of March 2019. This is 40.6% of those aged under 16 living in Manchester, based on ONS population estimates, and a significantly higher proportion than the UK average of 30%. Of the local authorities in England, Manchester has the 17th-highest rate of child poverty. It has the highest rate within Greater Manchester local authorities, and the second-highest rate within the Core Cities, after Birmingham at 41.6% (Figure 4.3).

³ Source: Children in Low Income Families – local area statistics, Great Britain: 2014/15 to 2018/19 (Experimental) DWP, Stat-Xplore

⁴ Research by the Centre for Research in Social Policy at Loughborough University for the End Child Poverty Coalition, 2020

⁵ Provisional

Figure 4.3:
Percentage of children under 16 estimated to be living in poverty (after housing costs) in the UK Core Cities 2018/19



At the end of March 2019, 10,292 more children were estimated to be living in poverty than at the same point in 2015, and the relative proportion of children living in poverty had increased. The percentage of children living in poverty grew steadily each year from 33.6% in 2015 (revised figure), but this is very much in line with other local authorities and most likely driven by changes to the welfare system.⁶ However, since the Family Poverty Strategy was introduced, the rate of this growth has been slowing in Manchester, and has actually reduced over the year to March 2019 by 160 children. This has been one of the key priorities in the strategy.

As well as delivering key priorities as set out in the strategy, a number of activities have been progressed that will also support the city's response to eradicating poverty.

Source: Research by the Centre for Research in Social Policy at Loughborough University for the End Child Poverty Coalition, 2020

⁶ Including the freeze on working-age benefits and tax credits over this period and Universal Credit issues

Manchester's Poverty Truth Commission (MPTC)

The Manchester Poverty Truth Commission was officially launched in June 2019, comprising 12 grassroots commissioners and 14 civic/business commissioners from a range of sectors across Manchester. Since the launch, the full commission has met on a monthly basis to examine the realities of living in poverty and to identify key areas of change to eradicate it. The Commission has identified the following areas of focus:

- Child poverty
- Exploitation
- The benefits system and council tax.

The Commission will be looking at how these priority areas can be addressed. To date, the work of the Commission has already seen some positive outcomes, eg. Home Theatre now provides care leavers with £1 theatre tickets. The Commission is due to conclude and report its findings later in the year.

Anchor institutions

Anchor institutions have a key role to play in helping the city to meet the priorities of the Family Poverty Strategy. As well as being key stakeholders in the economy, they create and

sustain a significant number of jobs, spend billions through procurement processes, and are rooted in the city. Therefore, they are well placed to improve outcomes for the city's poorest families and their children.

To harness the role of anchor institutions in tackling poverty, over an 18-month period a number of seminars were organised that aimed to promote social inclusion. This included progressive procurement, and supporting young people living in poverty by giving them careers advice and guidance to help them secure good-quality employment, and in doing so breaking the poverty cycle.

On the whole, anchors from across sectors have been engaged and committed to social value. While the impact of COVID-19 is not fully understood at present, it will no doubt have an immeasurable impact on businesses as well as anchor institutions in the city. Therefore, the Council will continue to work with its partners and anchors to identify the full impact and how it can be mitigated in order to lessen the repercussions on the city's most vulnerable communities as far as possible.

Ensuring the best outcomes for vulnerable children

The Our Manchester Strategy sets out the city's vision for Manchester to be in the top flight of world-class cities by 2025. Critical to the delivery of the vision is supporting the citizens of Manchester, which includes its children, young people and their families, to achieve their potential and benefit from the city's improving economic, cultural, and social capital.

The Children and Young People's Plan: Our Manchester, Our Children (2020–2024), due to be published later this year, will translate the Our Manchester priorities and the 64 'we wills' into a vision for 'building a safe, happy, healthy and successful future for children and young people'. This means:

- All children and young people feel **safe**, their welfare promoted and safeguarded from harm within their homes, schools and communities.
- All children and young people grow up **happy** – having fun, having opportunities to take part in leisure and culture activities, and having good social, emotional, and mental wellbeing. It also means all children and young people feeling they have a voice and influence as active Manchester citizens.

- The physical and mental **health** of all children and young people is maximised, enabling them to lead healthy, active lives, and to have the resilience to overcome emotional and behavioural challenges.
- All children and young people have the opportunity to thrive and achieve individual **success** in a way that is meaningful to them. This may be in their education, or in their emotional or personal lives.

The plan also highlights particular areas that Manchester is 'passionate' about achieving: ensuring children and young people live in safe, stable and loving homes; reducing the number of children and young people in care; ensuring children and young people have the best start in the first years of life; and ensuring children and young people fulfil their potential, attend a good school, and take advantage of the city's opportunities.

The delivery of Our Manchester, Our Children Plan can only be achieved through strong partnerships, and by effective leadership and management at a locality level; and across the city there is a clear commitment to achieving positive outcomes for our children. The strength of the partnership in respect of Children's Services was recognised within Ofsted's

Inspection of Children's Services in 2017, and again in a recent Peer Review undertaken by the Local Government Association in May 2019.

Impacts of COVID-19

Manchester is still assessing the full impact of COVID-19 and the resulting period of lockdown on the city, its children and young people. Our children and young people have shown incredible resilience during this time. Early feedback indicated that while only 12% of our school-age population had returned to school before September 2020, they were eager to get back to restore their routines and learning. Some also reported they enjoyed accessing online learning. However, we know many did not return to school, college or a setting. Manchester's educational institutions continue to work hard to ensure our young people can access education, with schools successfully reopening in September 2020. We anticipate that there are likely to be long-lasting changes to how we require children to learn, play and interact with one another as a result of disruption to their schooling due to risk of localised infections. The full impact of these changes on how we expect children to learn as well as the long-term effects of COVID-19 on this generation are unknown. However, we do know that it is likely that children and young people, in particular those from

disadvantaged families, will have been disproportionately impacted, and the opportunities for young people post-education will be reduced. It is anticipated that:

- the education gap between those who are disadvantaged and other children will have widened significantly
- there could be high levels of anxiety and mental-health issues as time goes on
- there could be an impact on school attendance, as children have not been required to attend school for some time
- there could be higher levels of school exclusions, as some young people struggle to return to routine and boundaries
- there could be a lack of opportunities for young people post-school, and increased levels of NEET.

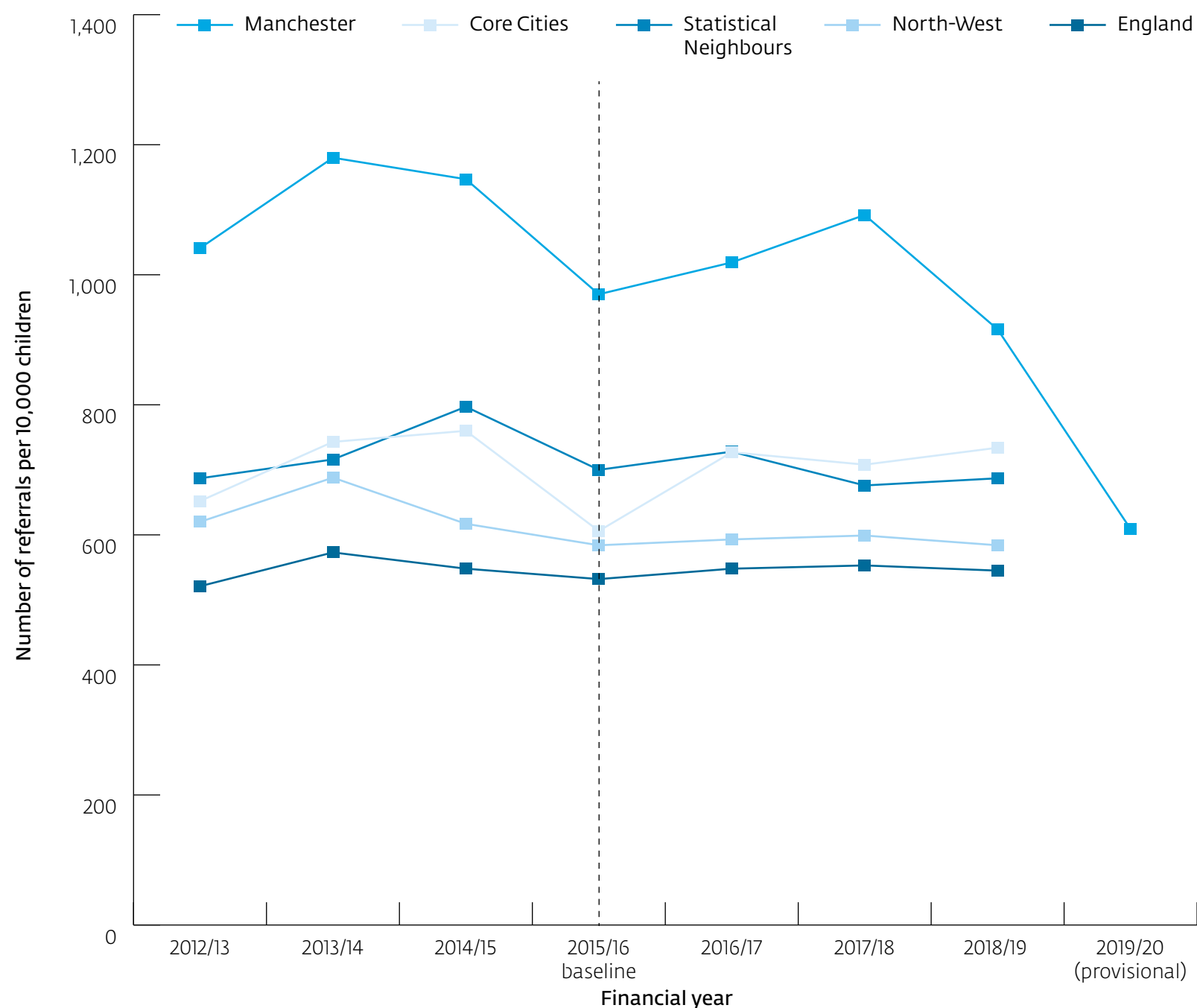
The future delivery of the Children and Young People's Plan will therefore be considered within the context of COVID-19 and the anticipated impact on children, in addition to issues of race, disadvantage and discrimination.

Referrals to Children's Services

The provisional 2019/20 rate of referrals of 609 per 10,000 children is the lowest rate for a number of years, reflecting our strategic ambition to increase the accessibility to social-care expertise. Figure 4.4 shows that this rate compares favourably to the national (545), regional (584), Core City (734) and statistical neighbour (687) averages for 2018/19.

Figure 4.4:

Rate of referrals per 10,000 of the child population aged under 18



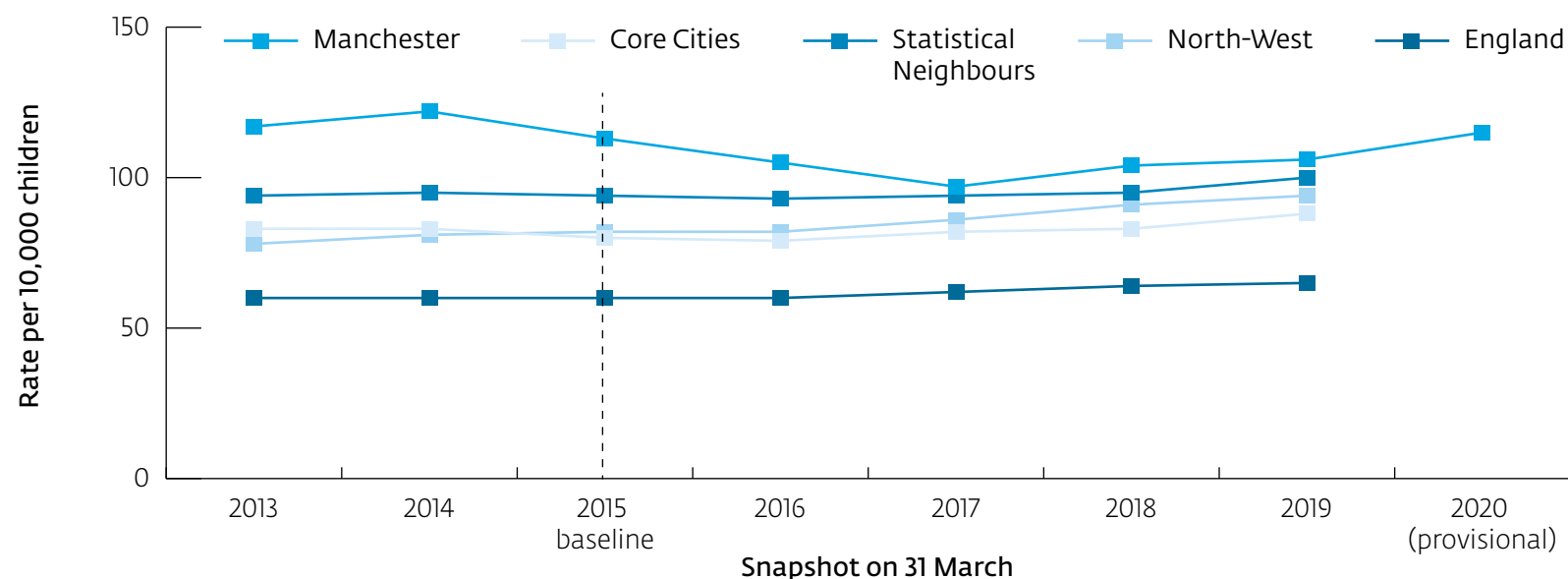
Source: Department for Education / MiCare

Looked After Children (LAC)

Figures 4.5 and 4.6 show that following a decrease between 2014 and 2017, the provisional number and rate of children looked after by the Council has continued to increase to 115 per 10,000 children in 2019/20, and remains above the national (65), regional (94), Core City (88) and statistical neighbour (100) averages for 2018/19. There were 1,407 Looked After Children at the end of March 2020. Although the rate of Looked After Children is consistently above comparator authorities, the increases are reflective of a national and regional trend.

Figure 4.5:

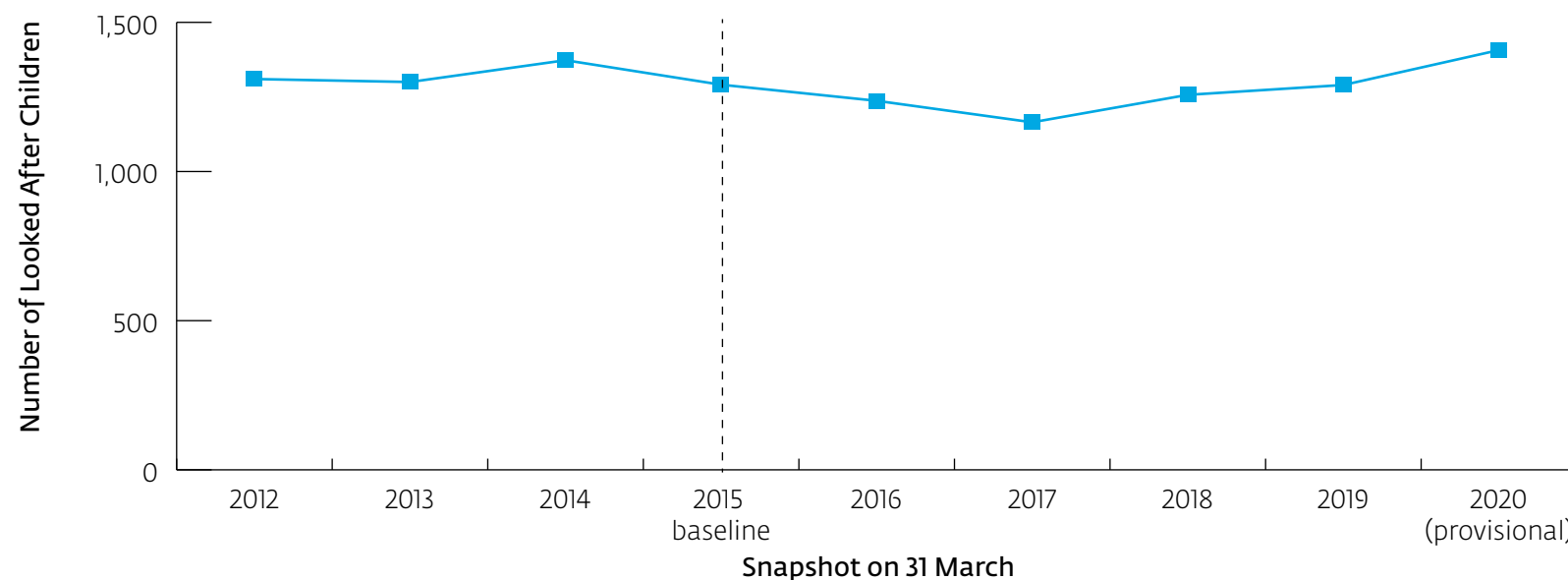
Rate of Looked After Children per 10,000 of the child population aged under 18 as at 31 March



Source: Department for Education

Figure 4.6:

Number of Looked After Children



Source: Department for Education

Essentially, the service takes a threefold approach to reduce the number of entrants into the care system and the length of time children spend in local authority care:

- Continuing and developing edge-of-care and rehabilitation interventions
- Improvements to care planning and practice
- Shifting and accelerating the approach to permanence earlier in the child's journey through the social-care system.

Edge of care

Children's Services employs a range of evidence-based interventions aimed at supporting families to remain together and where possible prevent the need for children to go into care, or where they do to ensure a timely return home. These include Multi-Systemic Therapy, Multi-Treatment Foster Care, No Wrong Door, and the Adolescent Support Unit – Alonzi House.

Care planning and practice

Fundamentally, the approach to reducing the number of children entering the care system is predicated on early intervention and high-quality practice that assesses risk, and issues and plans for sustainable change in families

and individual behaviour. Children's Services has a well-developed workforce development strategy that is working to deliver improved practice in the key areas that will ultimately improve outcomes for all children, including those at risk of or in care, such as improvements in risk assessment and SMART planning.

Permanence

Planning for a permanent 'forever home' for children begins with supporting children to remain within their family and community from the very first interaction with social care services. This is the essence of reform being delivered by the service: to support children to remain within their family where it is 'safe' to do so, and for those who do become 'looked after', improve the timeliness in securing a permanent alternative arrangement. It is essential that practice and the framework of policy and process that underpins it is focused on planning for and securing alternative solutions outside of the looked after system as soon as possible. This includes placements with family or friends through special guardianship orders or adoption; for some this will also include a long-term fostering arrangement. The service refreshed its permanence policy and framework, alongside the ongoing workforce development strategy to promote this.

Percentage of children ceasing to be looked after during the year who were adopted

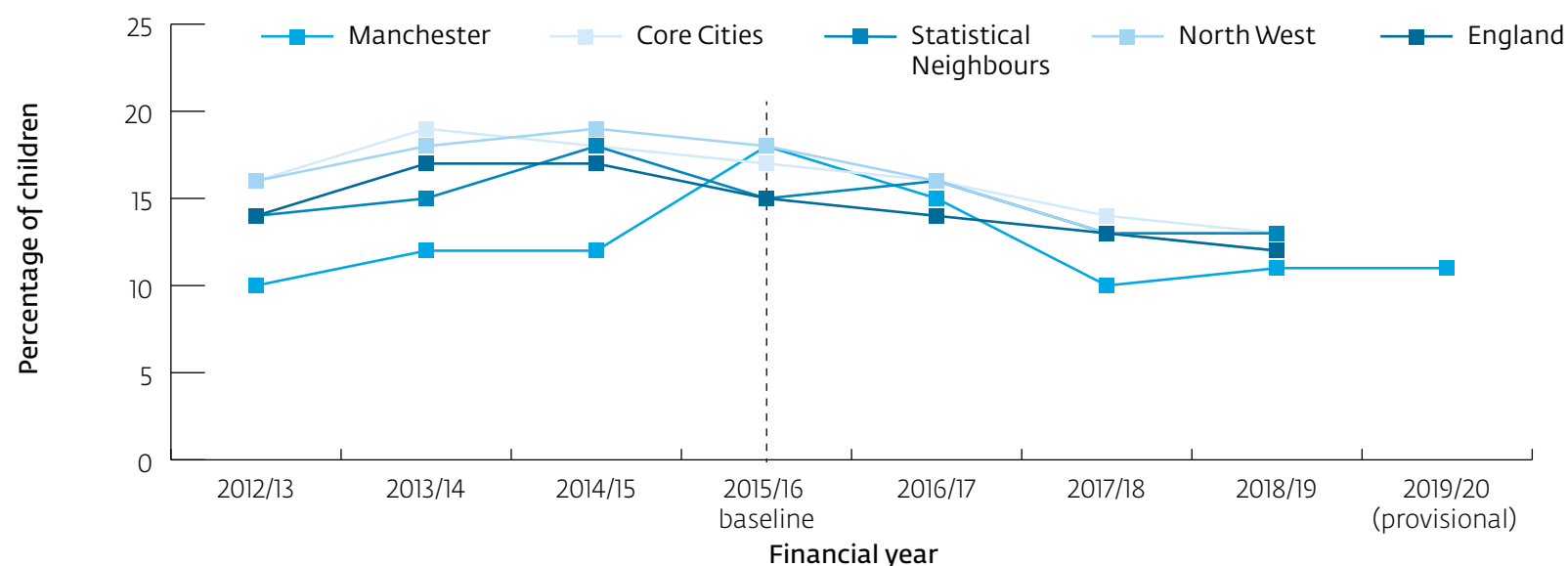
Figure 4.7 shows that the percentage of children ceasing to be LAC through adoption was 11% in 2019/20, the same percentage as the previous year. Although the latest comparator figures are not yet available, the most recent national, regional and Core City average figures indicate rates have been falling since 2014/15.

Percentage of care leavers aged 19–21 who were in unknown or unsuitable accommodation

Figure 4.8 shows that the percentage of care leavers aged 19–21 who were in unknown or unsuitable accommodation has fallen significantly over the past year, from 26% in 2018/19, to 17% in 2019/20, closing the gap to comparator groups.

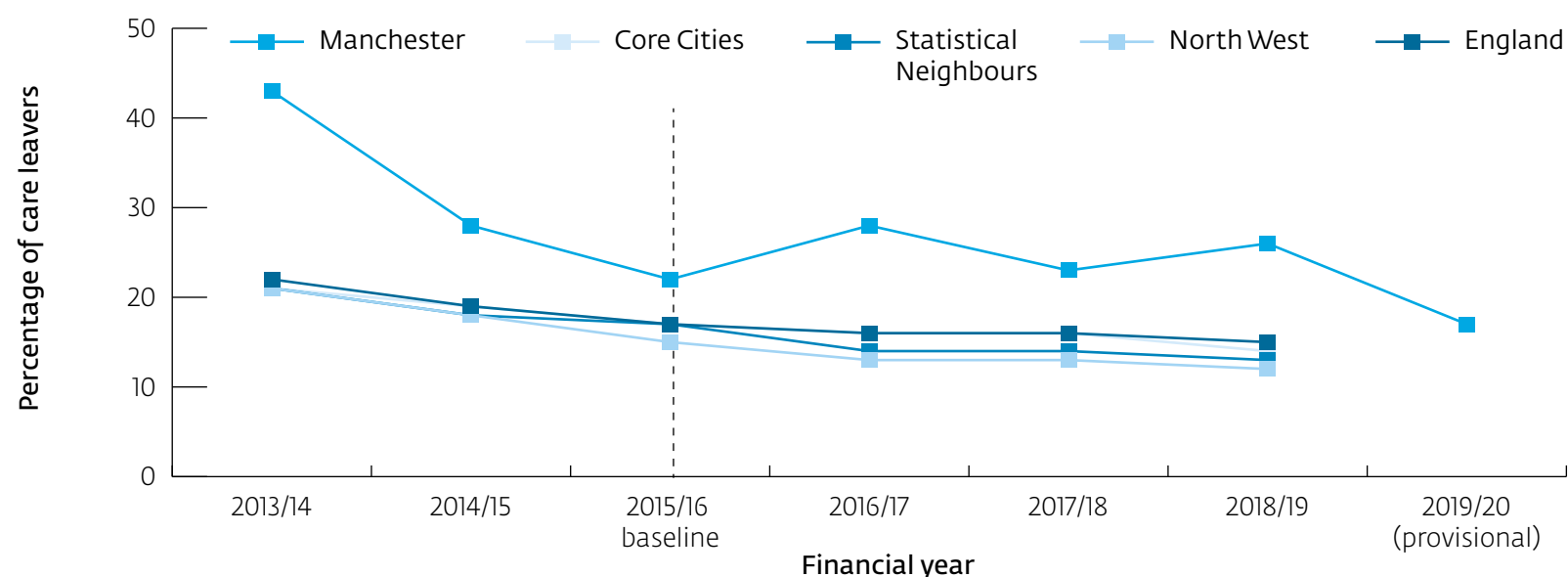
Like all local authorities, Manchester now has a duty to provide support for all care leavers who want it up to the age of 25. In line with this, the Council has reviewed its Care Leavers offer with a strong focus on having a positive relationship, and through this supporting young people to engage in education, employment and training, and ensuring that all Care Leavers have access to suitable accommodation. Significantly there have been no care leavers in emergency accommodation since 2018.

Figure 4.7:
Percentage of children ceasing to be looked after during the year who were adopted



Source: Department for Education

Figure 4.8:
Percentage of care leavers aged 19–21 who were in unknown or unsuitable accommodation



Source: Department for Education

Case study: Leaving Care service

Doing the best we can for our young people leaving care is a top priority for the Council. The Council's Leaving Care service came in-house in October 2019, and since then there has been significant progress in supporting young people into independence.

The Council has ended intentional homelessness for our young people, introduced council tax exemption until the age of 25, and worked as part of Greater Manchester to extend free travel. There has been a range of projects to support young people with education, employment, mentoring, finance and banking, and accommodation run in partnership with The Prince's Trust.

There has been a particular focus on preventing and supporting homelessness, with the Homelessness Prevention Service offering a holistic approach, focusing primarily on prevention and early intervention, with a range of different accommodation options including staying put, semi-independent accommodation, supported living and independent living on offer.

The Care Leavers Service has supported young people to make Housing Benefit claims, or to access local housing allowance if they are in private-rented accommodation. Care Leavers now have high-priority access to social housing in accordance with our housing-allocation policy. Eligible young people can also access a setting-up home grant of up to £2,000, which can be used to furnish their first property. This is to pay for the things they need to set up their own home, eg. a cooker, furniture, crockery and insurance.

Through these initiatives, more young people than ever have been able to either secure their own tenancies or have clear plans to progress to their tenancy from supported accommodation.

Autumn 2020 saw the opening of the Beehive. As well as being the new home of the Leaving Care Service, it also has six self-contained units that provide an accommodation option especially for Care Leavers in their transition to adulthood and independent living. With staff to help with living skills, such as budgeting and cooking, it is seen as a 'stepping stone', non-permanent provision to support Care Leavers on their way to securing their own tenancy.

Early Help

Manchester refreshed its strategic approach to Early Help in 2018. Our ambition, articulated in the **Early Help Strategy (2018–2022)**, is that 'families, particularly those with multiple and complex needs, will have access to co-ordinated Early Help in accordance with need as soon as difficulties are identified. The offer is personalised, multi-agency and embedded within a whole-family approach. Children and young people in those families will live safe, happy, healthy and successful lives'.

A number of national reviews have identified that a focus on early intervention or prevention – Early Help – can enable children, young people and their families to achieve their potential, and reduce demand on more reactive and expensive services.

In Manchester, the national Troubled Families (TF) programme is fully integrated into our Early Help approach through funding, systems and impact analysis:

- Funding: approximately one third of our offer of Early Help is funded through TF
- Systems: offering whole-family support through an identified 'key worker'
- Impact analysis: thorough evaluation of sustained impact.

When the initial five-year programme ended in March 2020, 9,561 families had been worked with (attachments). Manchester was able to reach 95% of its target of successfully working with 8,023 families, with 7,590 families achieving a positive and sustained impact.

The funding available for the successful delivery of the TF programme has been invested in supporting the delivery of the **Early Help Strategy (2018–2022)** and to further integrate our approach. This has meant we can:

- Continue to grow the multi-agency offer of Early Help in the city through our locality-based Early Help Hubs and other 'place based' settings such as schools, children's centres and the developments around North Manchester General Hospital
- Further develop an Early Help culture centred on positive behaviours, such as strength-based conversations
- Promote the use of the Early Help Assessment as the tool to co-ordinate Early Help support around a family
- Create a visible and more accessible offer of Early Help.

More recently, the offer of Early Help has been responding to the COVID-19 crisis and supporting vulnerable families that might be struggling. In the short term this has included:

- Providing 140 families with support, reassurance and guidance through a quickly established Parenting Support Line
- Door-to-door delivery of age-related activity packs to the homes of children and young people
- Delivery of packs of essential items (nappies, toilet rolls etc) to vulnerable families
- Providing a 'business as usual' offer of help to families, but delivered differently.

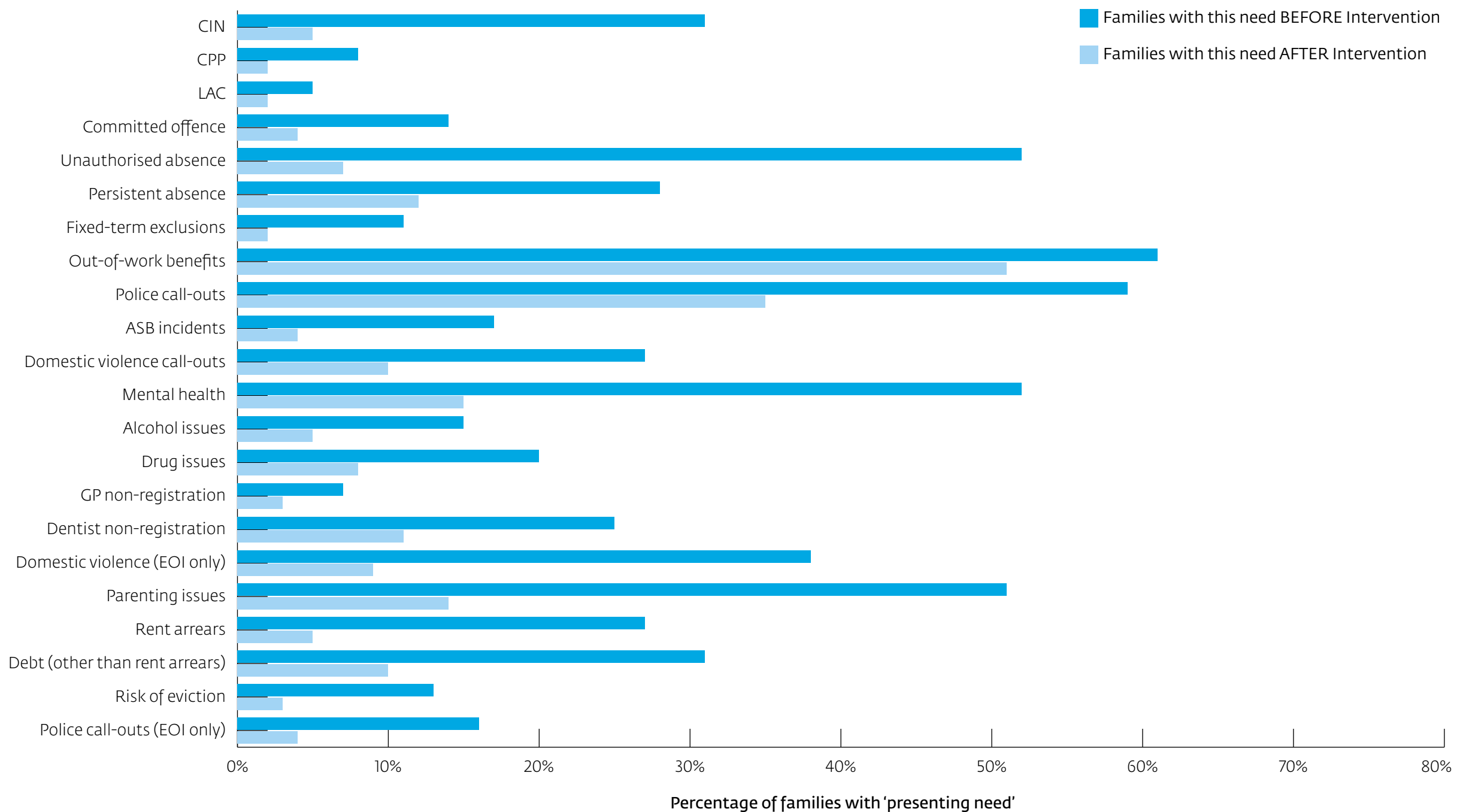
The city's Sure Start Children's Centres and our integrated approach ensure that our children have the best start in life and are ready for school. Our Start Well Partnership is focusing on the 1,000 days and developing our Start Well Strategy. We know there remains a stubborn 6% gap between the children in Manchester and the national average in relation to achieving a good level of development. We have a strong core offer delivered by our Children's Centres and pathways that provide parenting interventions and programmes to support communication and language development.

Early Years, Early Help and the Manchester Local Care Organisation (MLCO) are helping to develop new ways of working that reflect a whole-family approach, and the Early Help Hubs have a key role to support this collaboration at a neighbourhood level. Engagement with families and partners on Start Well priorities is underway and is focusing on 'what matters to families', and this will inform and shape the Start Well and Early Help priorities. In the future we will achieve further impact and sustainability of the Early Help Strategy and approach via the continued partnership arrangements, including the Early Help Hubs, Bringing Services Together and closer collaboration with the MLCO. Sustaining partnership collaboration will inform future delivery arrangements and will enable us to collectively deliver Team around the Family/School/Neighbourhood arrangements.

Finally, we measure the impact of our Early Help offer – a thorough local evaluation. Figure 4.9 shows a targeted offer of Early Help (this might be delivered by a school, early years setting, health, or the local authority through an Early Help Assessment (EHA)) can make a significant difference to the lives of families in Manchester.

Figure 4.9:

Percentage of families with 'presenting need' vs percentage of families with the 'presenting need' at 12 months post-intervention



Source: Manchester City Council, Research Intelligence and Data Science Team. Based on 7,734 families that received support during the period 2015–2020. (EOI only) – end of intervention only

Most importantly, the evaluation demonstrated that by offering support earlier and at the right time we can help a family sustain the progress they have made 12 months after targeted support has ended. For example:

- Of the 52% of families who had a child with any unauthorised absence from school in the previous year, on average 87% had seen an improvement in their unauthorised absence 12 months after intervention.
- Of the 31% of families with a Child in Need (CIN) in the family, on average 83% of cases were successfully de-escalated by 12 months after intervention.
- Of the 52% of families where at least one individual was identified as having poor mental health, on average 70% had seen an improvement or had relevant support in place.

Integrating health and social care

Manchester's vision for health and wellbeing is set out in the Manchester Locality Plan, Our Healthier Manchester. The aims are to significantly improve health outcomes for residents, reduce health inequalities in the city, and move towards a financially sustainable health and social-care system. A healthy and well population is essential to realising the wider ambitions of becoming a top-flight city

in the Our Manchester Strategy, and impacting on each of the five themes in the strategy – progressive and equitable, thriving and sustainable, highly skilled, liveable and low-carbon, and connected.

The **Manchester Population Health Plan (2018–2027)** is the city's overarching plan for reducing health inequalities and improving health outcomes for Manchester residents. The Locality Plan sets out how this transformation will be delivered. The plan is supported by growth, development of skills, education, early years, improved housing and employment. Partners working across Manchester in the public sector, businesses, the voluntary sector and communities, all have a role to play in making Manchester the best it can be.

Our Healthier Manchester embodies the Our Manchester approach. It describes:

- A stronger emphasis on prevention and enabling self-care, with people as active partners in their health and wellbeing
- A strength-based approach to assessment that focuses on what matters to the person
- The development of and connection to assets in communities that support people's health and wellbeing.

Significant change has already been achieved through the development of the Manchester Local Care Organisation (MLCO), Manchester Health and Care Commissioning (MHCC) and the Single Hospital Service (SHS). The next phase of integration will look at accelerating these changes so that greater improvements are made for the benefit of Manchester residents.

The MLCO is a partnership of organisations that provide community health, primary care and mental-health services, including the Council's social-care services. It joins up the care that Mancunians receive to help keep them out of hospital and to live independently. The introduction of Integrated Neighbourhood Teams (INTs) is transforming how residents experience their community-based health and social care. The integrated teams reduce duplication, meaning that different organisations talk to each other more about a patient's care. This helps to break down boundaries between different organisations and ensures there's a smooth process for helping people in their homes when they are recovering, or dealing with long-term health issues.

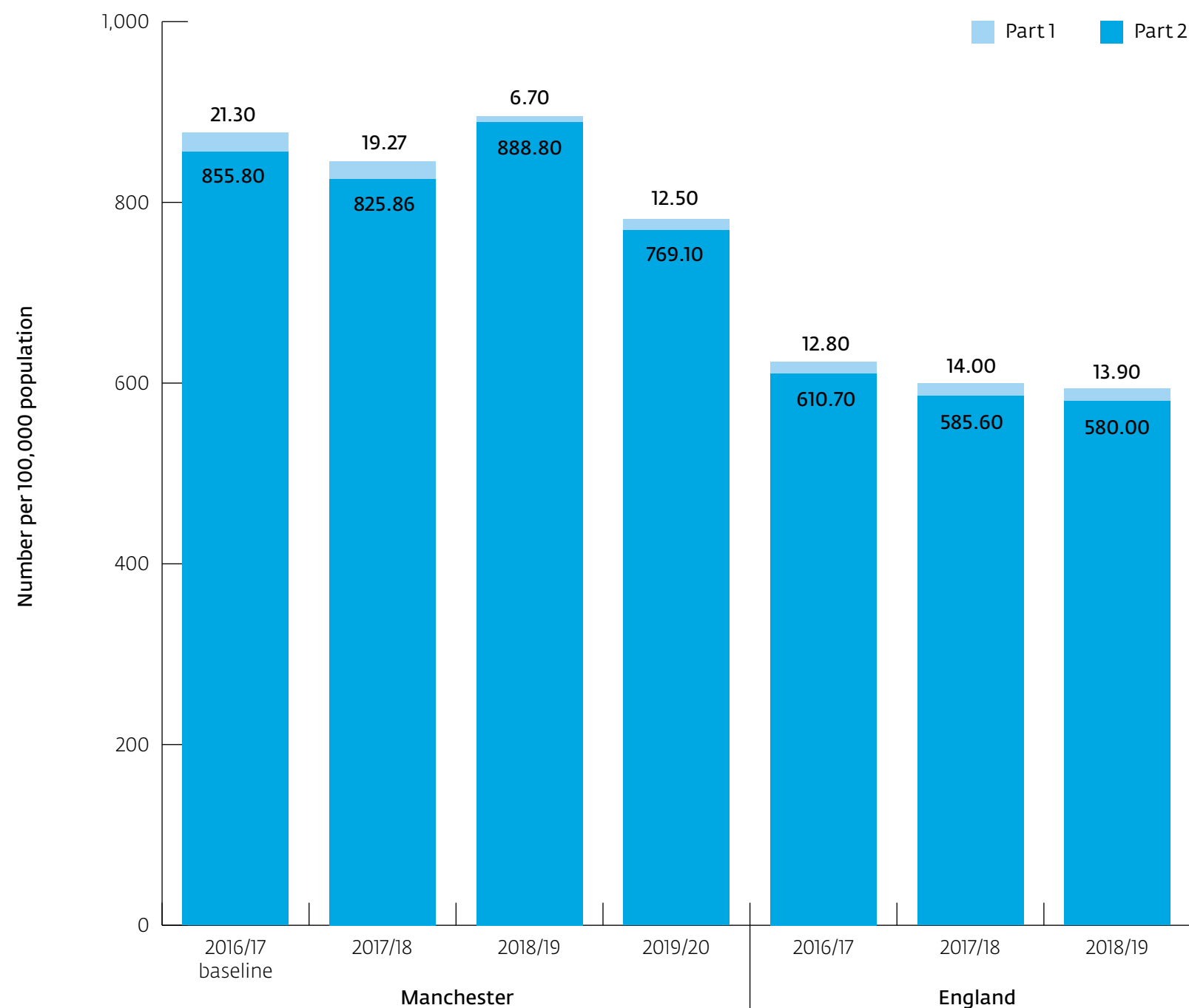
Supporting older people to live independently for longer

New admissions to local authority-supported permanent residential/nursing care

Confirmed figures for 2019/20 are not currently available due to the COVID-19 pandemic, but Figure 4.10 shows that the provisional rate of those aged 18–64 admitted to permanent residential/nursing care was 12.5 per 100,000 in 2019/20; this is an increase from the figure of 6.7 reported in 2018/19, but a significant decrease from the 2016/17 baseline of 21.30 per 100,000. Provisional figures show that the rate of those aged 65 and over admitted to permanent residential/nursing care was 769.1 per 100,000, down from 888.8 in 2018/19; this is a decrease from the 2016/17 baseline of 855.80 per 100,000.

Figure 4.10:

Long-term support needs of young adults (aged 18–64) (part 1) and older adults (aged 65+) (part 2) met by admission to residential and nursing care homes, per 100,000 population



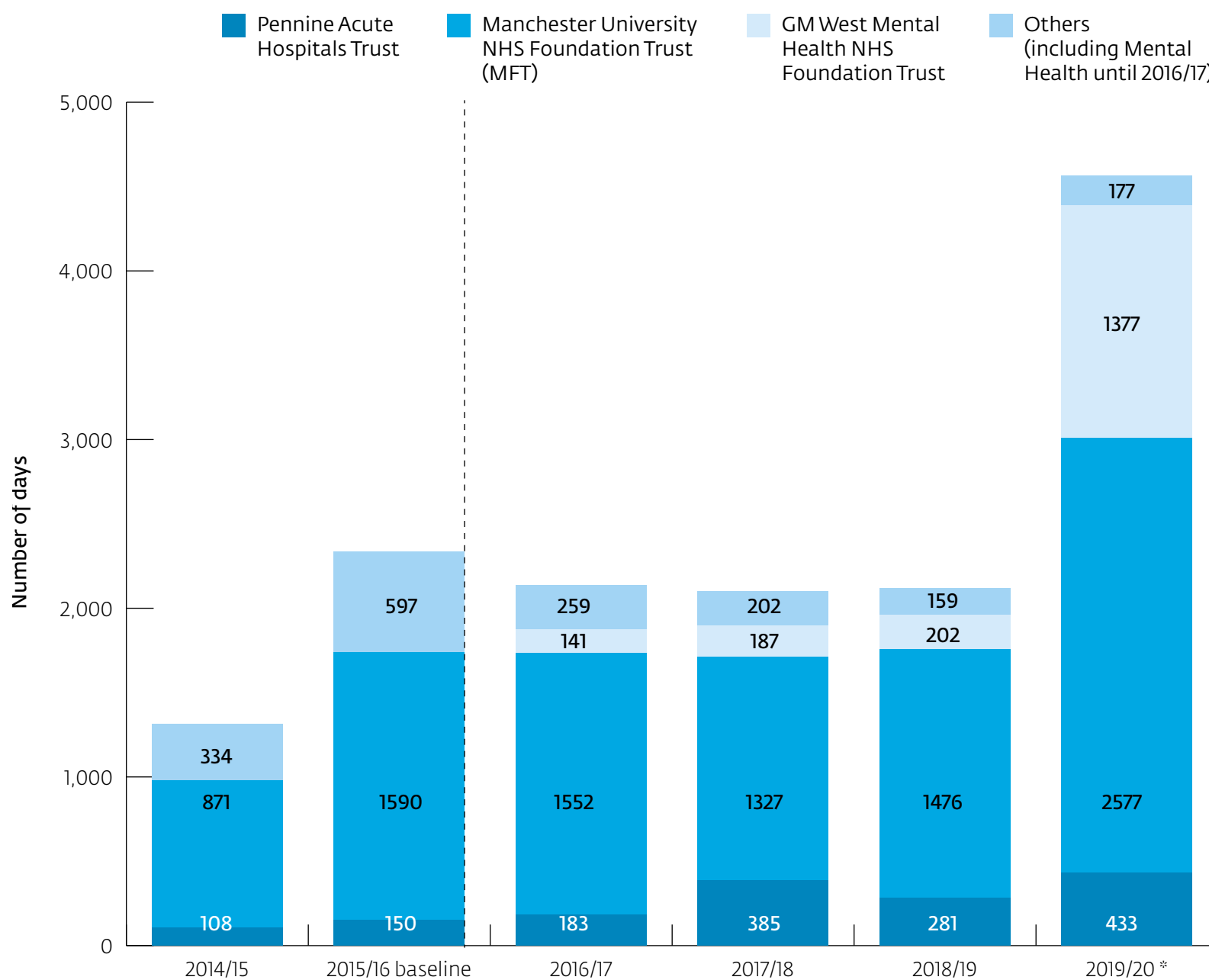
Source: ASCOF (2A part 1 and part 2), Department of Health, Adult Social Care Outcomes Framework 2018/19

Delayed transfers of care

Owing to the COVID-19 pandemic, updates to the NHS digital dataset for 2020 (from which figures for delayed transfers of care are taken) are not currently available. The local figures reported below only include people delayed in Manchester's hospitals, whereas the NHS digital dataset includes delays in all hospitals in England. Therefore, the figures below are not directly comparable with the figures from previous years.

Local figures for the end of February 2020 (numbers for March are unavailable due to the COVID-19 pandemic), illustrated in Figures 4.11 and 4.12, show that both the number of people delayed and the number of days delayed have risen considerably since 2018/19. At the end of February 2020, 157 people were delayed for a total of 4,564 days between them.

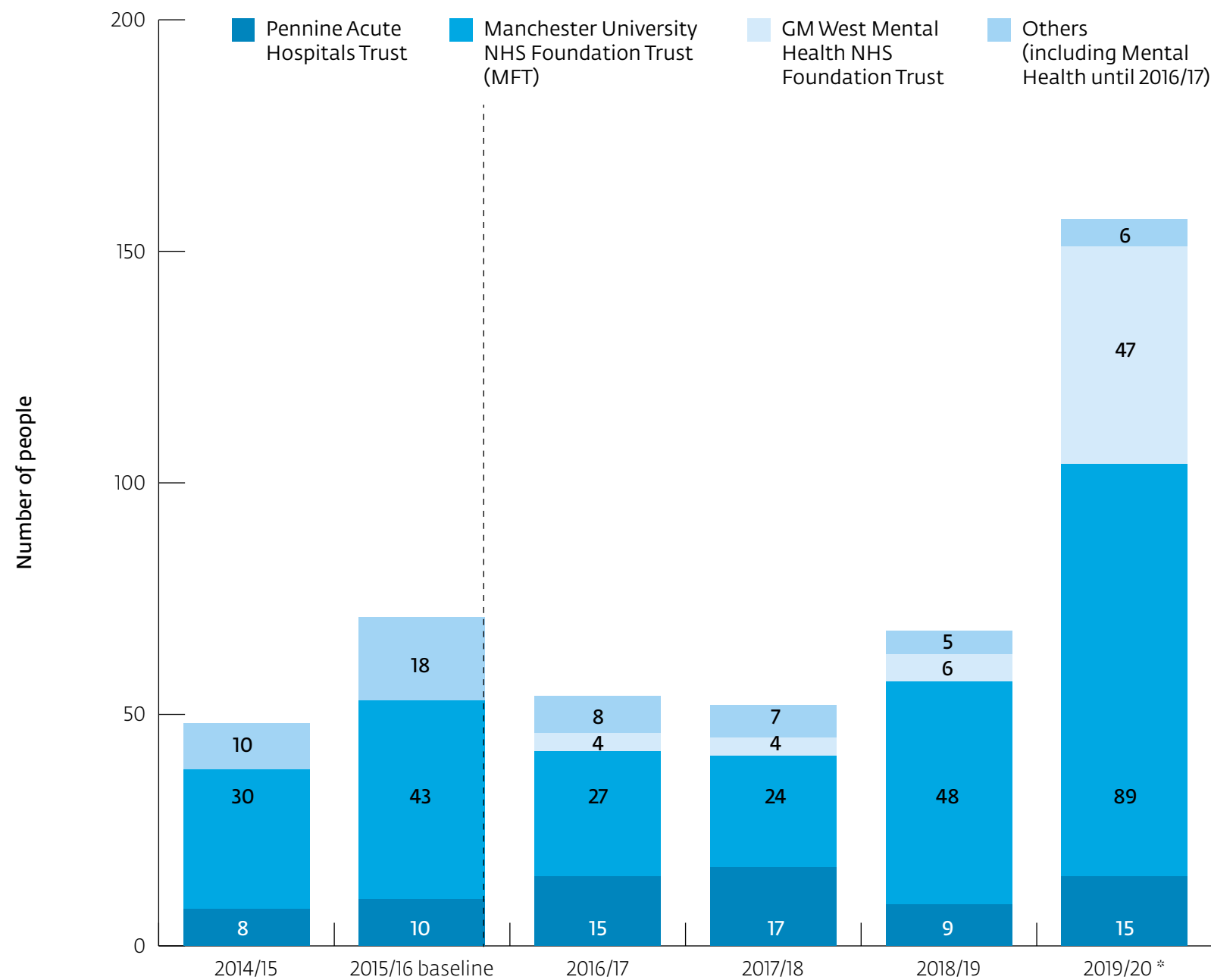
Figure 4.11:
Delayed transfers of care (acute and non-acute delays): number of days delayed



* February 2020 figures due to COVID-19

Source: UNIFY2, NHS England

Figure 4.12:
Delayed transfers of care (acute and non-acute delays): number of people delayed



* February 2020 figures due to COVID-19

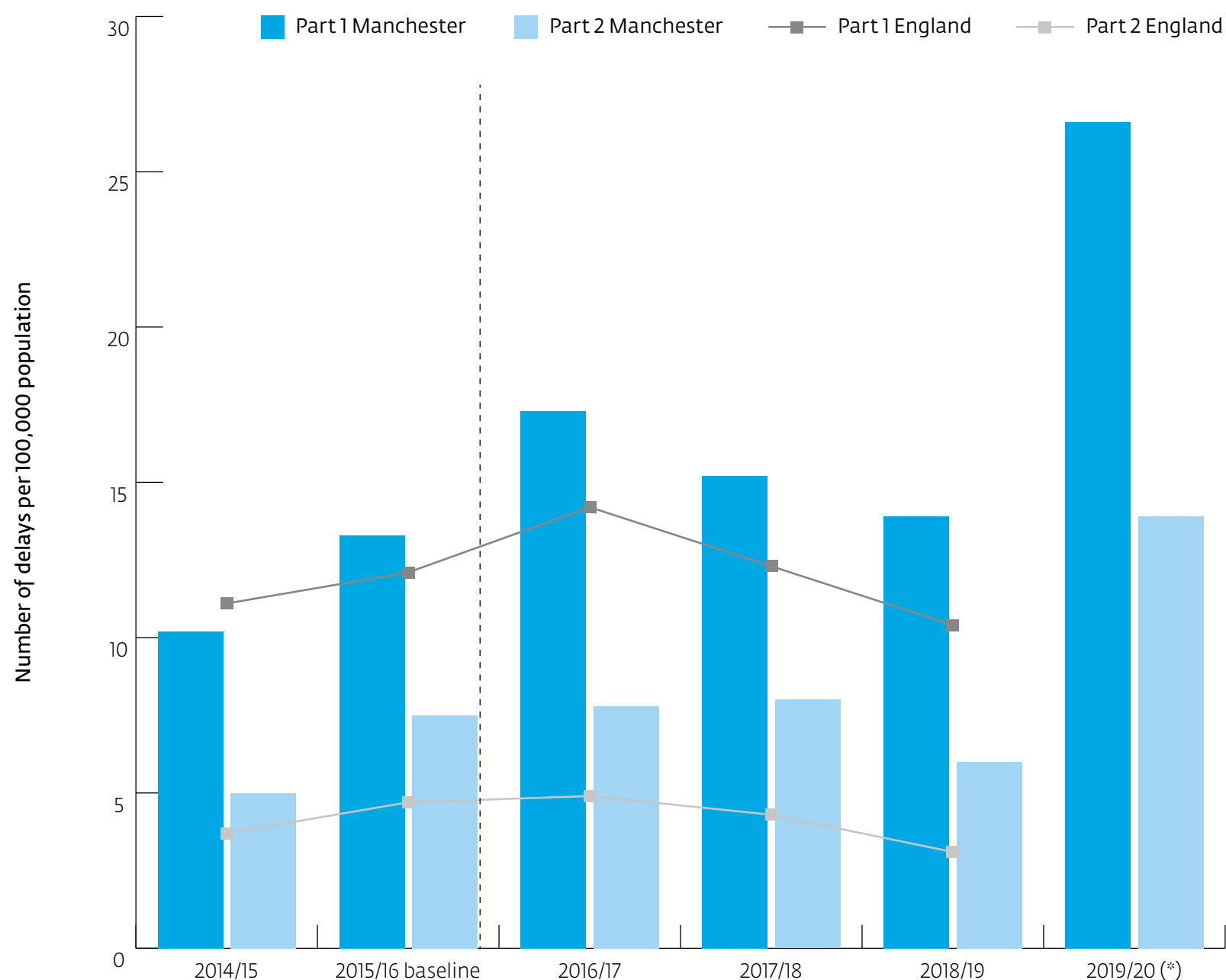
Source: UNIFY2, NHS England

The number of delayed transfers of care for those aged 18 and over, based on the average of 12-monthly snapshots on the last Thursday of each month (note 2020 figures were based on data to February), has increased over the past year. In Manchester the average number of delayed transfers of care from hospital (part 1) rose from 13.9 per 100,000 in 2018/19 to 26.6 per 100,000 in 2019/20 (Figure 4.13). Prior to 2019/20 Manchester's performance remained higher than the national average but was reducing in line with the national trend.

The average number of delayed transfers of care for those aged 18 and over that are attributable to social care or jointly to social care and the NHS, based on the average of 12-monthly snapshots on the last Thursday of each month (part 2), has also increased over the past year – from 6.0 per 100,000 in 2018/19 to 13.9 per 100,000 in 2019/20 (Figure 4.13).

Figure 4.13:

Delayed transfers of care from hospital (part 1), and those attributable to adult social care (part 2) per 100,000 population



* Figures up to February 2020 due to COVID-19

Source: NHS England. England 2019/20 figures not available until late 2019/20.

Achieving timely safe and effective discharges requires effective partnership, even more so as a result of the pandemic. A new national hospital-discharge service policy is in place to ensure people do not remain in hospital unnecessarily. The whole of the health and social-care system – including ward, community and hospital-discharge teams – is now working to the new guidance.

As part of effective hospital discharge planning and subsequent long-term planning it is essential that citizens and their families are fully involved in the process and any decisions made about future care and actions required. Assessments previously undertaken in hospital will now take place at home or in an alternative care setting if required. In addition, Adult Social Care's commitment to support people to return home safely has led to the creation of several apartments across the city to support them to do so and with reduced dependence upon residential care settings.

The integration of health and social-care services has enabled new services to be developed to target people being discharged from hospital and requiring ongoing support. These services are grouped under the Manchester Community Response (MCR) services delivered by MLCO. These include

services to deflect people from hospital, and faster discharges for those admitted to hospital. Within this, the Crisis Response service has successfully deflected people from acute hospital admission into community services. The discharge to assess service, which enables the assessment for ongoing care to take place outside of hospital, thereby reducing delayed discharges, has seen reductions in average length of stay in hospital for people using the service. An expansion of the Reablement service, with the aim of maximising independence, has increased the capacity for people to be supported following hospital discharge. Independent evaluation findings from these services indicate they are having an impact on deflecting people from hospital and reducing delayed transfers of care, eg. during the six-month post-discharge period, people supported by the Reablement service spent an average of 4.1 fewer days in hospital, generating a saving of £1,233 per person.

Investment in ExtraCare housing schemes, which support older people to live independently, has provided an alternative to Residential Care, leading to a reduction in admissions to care homes. With future increases in extra care capacity due next year, we expect to see further savings linked to fewer Residential Care admissions. For people supported by the

Complex Reablement service, comparing activity before and after support, there has been a 50% reduction in the total homecare support each week. This has also been accompanied by a 36% reduction in the number of people requiring ongoing support from homecare services. People who have been supported by the Reablement service are less likely to require homecare support than those who did not access the service. For those who did still require homecare support, the amount of support required in terms of weekly hours was 22% lower, and the number of visits was 26% lower for people who had been supported by Reablement compared to those who hadn't.

[Our Manchester Carers Strategy](#)

The Our Manchester Carers Strategy provides a working example of health and social-care commissioners aligning priorities and budgets, and working with the Carers Manchester voluntary sector network to bring forward a £1.5million investment programme in upstream support for citizens with caring responsibilities to a partner, relative, friend or neighbour.

One of our core aims within health and social care is to deliver more and better care closer to home, and we want to avoid any breakdown in informal caring arrangements that result in

unnecessary acute-care admission. We do not want carers to feel isolated or alone with their responsibilities and wish to ensure that effective plans are in place to mobilise support and assistance if and when required, which prevents pressures upon our emergency/ acute-response services.

A new carer-support pathway seeks to engage with carers at a much earlier point in their caring journey. This works with GP practices to ensure that every new carer is made aware of their statutory rights and how they may promptly access effective information, advice, training and support services that are underpinned by the best digital technology, and work for carers the first time they are used.

A new Carers Manchester Contact Point has been launched led by expert advisers from within Carers Manchester, many with direct caring experience. This will link carers to a new sequenced and strength-based assessment model, personalised budgets, and technological solutions. It will also link to a refreshed neighbourhood-based support offer, which will connect carers to the mutual support of other carers and the goodwill that exists within our communities and businesses.

Our Manchester Disability Plan

The Our Manchester Disability Plan (OMDP) was developed following two years of co-production and engagement work with disabled people and their organisations in Manchester. The vision for the work is clear: to listen to disabled people, capture their views on a range of themes and turn this into a plan for action. Some great progress has been made already to advance this innovative vision by the OMDP Board. The Board is now undertaking a piece of strategic work to maximise the Board's potential, and plans to make a real difference to the lives of Manchester's disabled people and deliver on the vision for Manchester to be a fully accessible city.

The OMDP Board is in the process of developing the OMDP Plan in the context of the COVID-19 pandemic and the city's recovery, to ensure it is a key driver in addressing the disproportional impact of COVID-19 on disabled people. The OMDP Board will continue to build and develop strong and trusting relationships with organisations involved in the Board and OMDP work streams. To establish more effective ways of working in the future, the Board will aim to identify and develop relationships with other relevant partners and stakeholders in the city currently not engaged in the OMDP.

Improving health outcomes

The Manchester Population Health Plan (2018–2027) is at the heart of our long-term plan to tackle Manchester's entrenched health inequalities. The plan contains five priority areas for action to be delivered over the lifetime of the plan. These are:

- Improving outcomes in the first 1,000 days of a child's life
- Strengthening the positive impact of work on health
- Supporting people, households, and communities to be socially connected and make changes that matter to them
- Creating an age-friendly city that promotes good health and wellbeing for people in middle and later life
- Taking action on preventable early deaths.

The plan forms the overarching health and wellbeing strategy for the city, under the governance of the Health and Wellbeing Board, and reflects the ambition of the Our Manchester Strategy. It aims to build on the successes and achievements of the past 20 years, while recognising that the population-health challenges facing Manchester are considerable. The establishment of Manchester

Health and Care Commissioning (MHCC), the Manchester Local Care Organisation (MLCO), and the Single Hospital Service (SHS) offers a real opportunity to break the cycle of health inequalities in Manchester and deliver prevention programmes at scale.

In the past year, good progress has been made in a number of areas. Manchester saw small (but not statistically significant) increases in life expectancy at birth for both males and females, as well as increases in healthy life expectancy. The proportion of cancers diagnosed early has increased in the city. Fewer Manchester mothers reported being a smoker at the time their baby was delivered. Reducing the under-18 conception rate continues to be a success story, and the number of under-18 conceptions in Manchester has remained below 200 a year since 2017. There has also been a significant reduction in the rate of suicides and injuries of undetermined intent.

Despite these improvements, Manchester still has some of the worst health outcomes in the country. There are also significant inequalities within the city; life expectancy at birth is 7.3 years lower for men and 7.8 years lower for women in the most deprived areas of Manchester than in the least deprived areas.

COVID-19 and Manchester's resident population

COVID-19 has had very significant impacts on people's health and the social determinants of health in Manchester. On 30 September 2020, there were 9,397 Manchester residents with at least one lab-confirmed positive COVID-19 test result since the start of the pandemic – a rate of 1699.7 per 100,000 people. The rate of laboratory-confirmed cases was significantly above the England average (784.4 per 100,000). Between 1 March and 31 July 2020, there were 422 deaths involving COVID-19, an age-standardised rate of 156.2 per 100,000. The rate of deaths involving COVID-19 in Manchester over this period was 71.8% higher than the rate for England as a whole (90.9 per 100,000) and was also higher than the average rate for Greater Manchester (134.1 per 100,000).

The impacts have been very unequal across Manchester's diverse communities. For example, in terms of ethnicity, the risk of dying from COVID-19 is 1.9 times more likely for black men and women than those who are white. Pakistani and Bangladeshi men were 1.8 times more likely to die from COVID-19 than white men, and females of those ethnic groups were 1.6 times more likely to.

The differences in COVID-19 mortality between ethnic groups are partly a result of socioeconomic disadvantage and other circumstances. We also know that health and ethnicity are inextricably linked. For many BAME communities this results in unequal access to social and economic opportunities. Quality education, employment, liveable wages, healthy food, stable and affordable housing, and safe and sustainable communities are factors that shape health. When these factors are distributed in unfair and unjust ways, they contribute to racial and ethnic disparities in health.

COVID-19 has reinforced the need to address health inequalities within the city as well as between the city and other parts of England. A continued focus on the issues highlighted in the Population Health Plan will help to ensure that inclusion and equalities are central to all the above work, in particular, addressing the significant health impacts that COVID-19 has had on black, Asian and ethnic minorities within Manchester as well as nationally. It will capitalise on the Marmot review of health equity 2020, focusing on health outcomes and the wider determinants of health for residents. Evidence and intelligence will underpin all the recovery work, including listening to the diverse voices of Manchester's

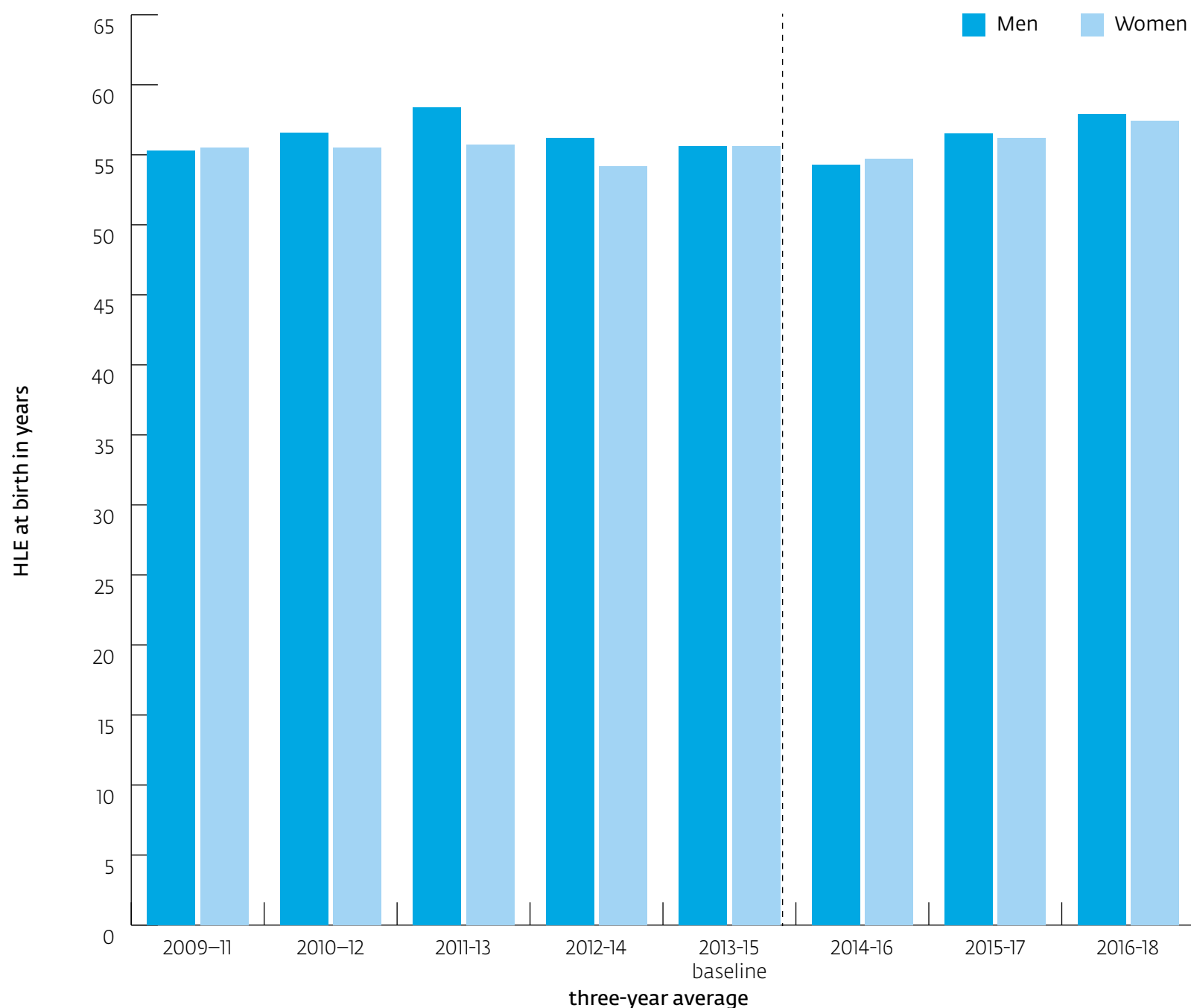
population, and building our services around a better understanding of what is important to them.

Healthy life expectancy at birth (overarching indicator)

Healthy life expectancy (HLE) is a measure of the average number of years a person would expect to live in good health based on current mortality rates and the prevalence of self-reported good health. Estimates of healthy life expectancy are calculated using health-state prevalence data from the Annual Population Survey (APS), combined with mortality data and mid-year population estimates for each period (eg. 2016 to 2018).

In 2018, the Office for National Statistics (ONS) revised their estimates of healthy life expectancy using a new method. This is designed to address the current weakness of small sample sizes producing somewhat erratic health-state prevalence estimates across the age distribution in areas with smaller populations. The figures in this report may therefore differ from those cited in previous years.

Figure 4.14:
Healthy life expectancy at birth, 2009–11 to 2016–18



Source: Office for National Statistics © Crown copyright 2019

Historical trends show that the improvements in healthy life expectancy (HLE) at birth seen in the early part of this decade did start to level off and fall slightly, particularly among men, but are beginning to take an upward turn again.

According to the latest published data (for 2016–18) in Figure 4.14, HLE at birth in Manchester increased for both men and women compared with the previous three-year period (2015–17). In men, the average number of years a person would expect to live in good health has increased from 56.5 years to 57.9 years, and in women it has increased from 56.2 years to 57.4 years. These are increases of 1.4 years for men and 1.2 years for women, which are not statistically significant. The figures compare to no change for men and a decrease of 0.1 for women in England (HLE of 63.4 and 63.9 years respectively).

The increase in HLE for men in Manchester is greater than that for women, which means that men can expect to live slightly longer in good health than women.

Improving outcomes in the first 1,000 days of a child's life

Infant deaths

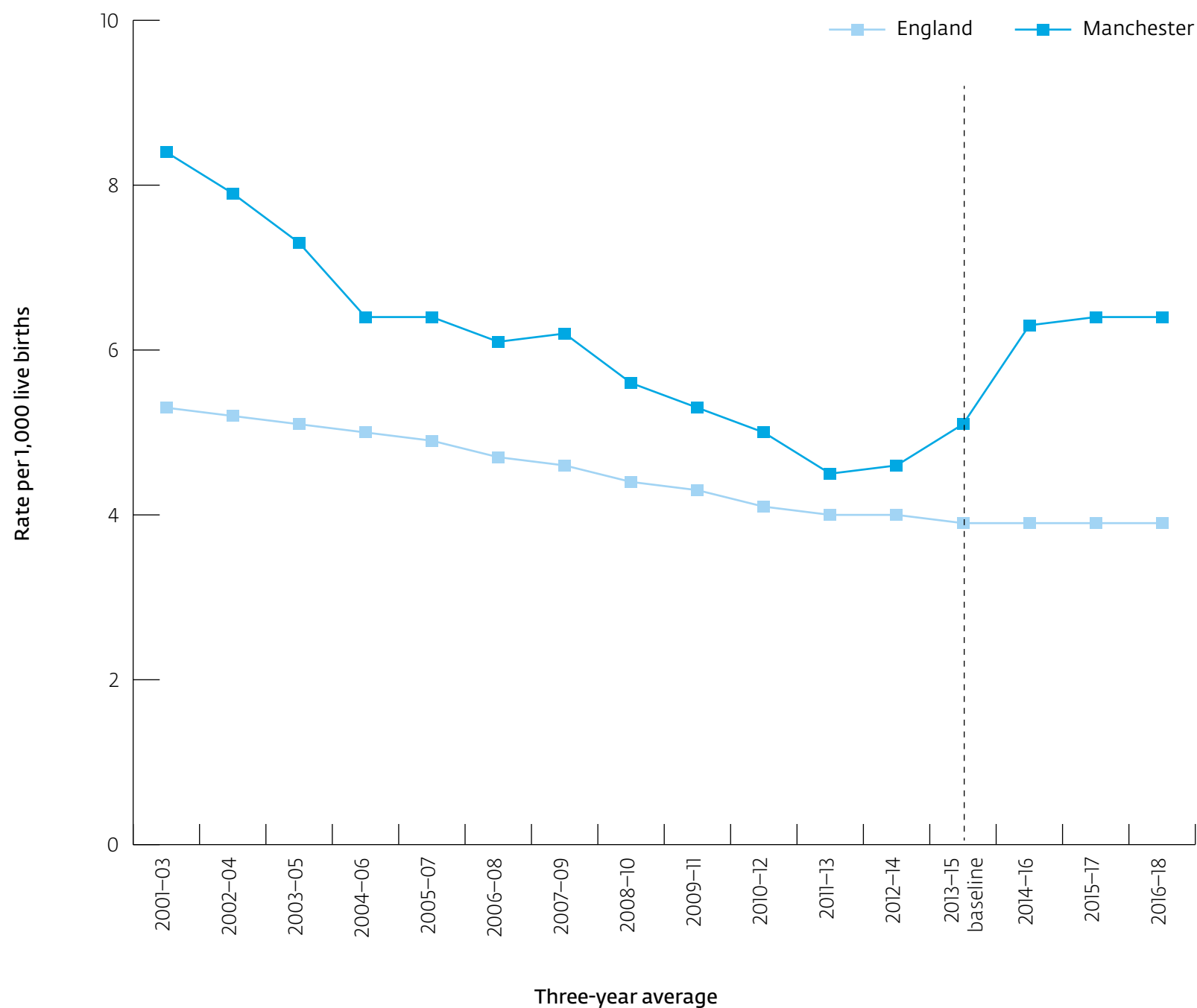
Infant deaths (ie. deaths to children aged under one year of age) are an indicator of the general health of the entire population. They reflect the relationship between causes of infant mortality and other determinants of population health, such as economic, social and environmental conditions. Deaths during the first 28 days of life (the neonatal period) are considered to reflect the health and care of both mother and newborn child.

The infant mortality rate in Manchester has fallen substantially since the early 1990s. Between the three-year periods 1999–2001 and 2014–16, the rate fell by 32%. This is partly due to general improvements in healthcare, combined with specific improvements in midwifery and neonatal intensive care. Although there was a worrying increase in the infant mortality rate between the periods 2011–13 and 2014–16, the position has since stabilised and the most recent figures show the rate has not changed significantly between 2014–16 and 2016–18 (Figure 4.15). In absolute terms, the number of infant deaths in the city fell from 151 in 2015–17 to 144 in 2016–18 – a reduction of 4.6%.

Reducing infant mortality is a complex picture of interrelated factors. Some of these factors are modifiable risks, such as maternal smoking, obesity in pregnancy, and parental/household smoking. Others act as protective barriers that prevent infant deaths, including flu vaccination for pregnant women, as well as breastfeeding and safe-sleeping practices (such as putting babies to sleep on their backs in a separate cot or Moses basket in the same room as parents).

In order to try to reverse the trends in infant mortality in Manchester and ensure that those who experience baby loss get the support they need, a multi-agency **Reducing Infant Mortality Strategy** was launched in 2019. This spans a five-year period (2019–2024), allowing time for longer-term outcomes to be realised. The implementation of the strategy is overseen by a steering group, which includes key partners with a role to play in the delivery of the strategy; they also influence others, such as maternity services, health-visiting services, strategic housing, Early Help, early years, the Child Death Overview Panel (CDOP), safeguarding, and the voluntary and community sector.

Figure 4.15:
Infant mortality (number of infant deaths under one year of age per 1,000 live births)



The strategy is a clear indication of the collective commitment of organisations in the city to ensure a reduction in infant mortality. By co-ordinating efforts across the city, we are confident we can start to see a downward trend once again.

Source: Office for National Statistics © Crown copyright 2019

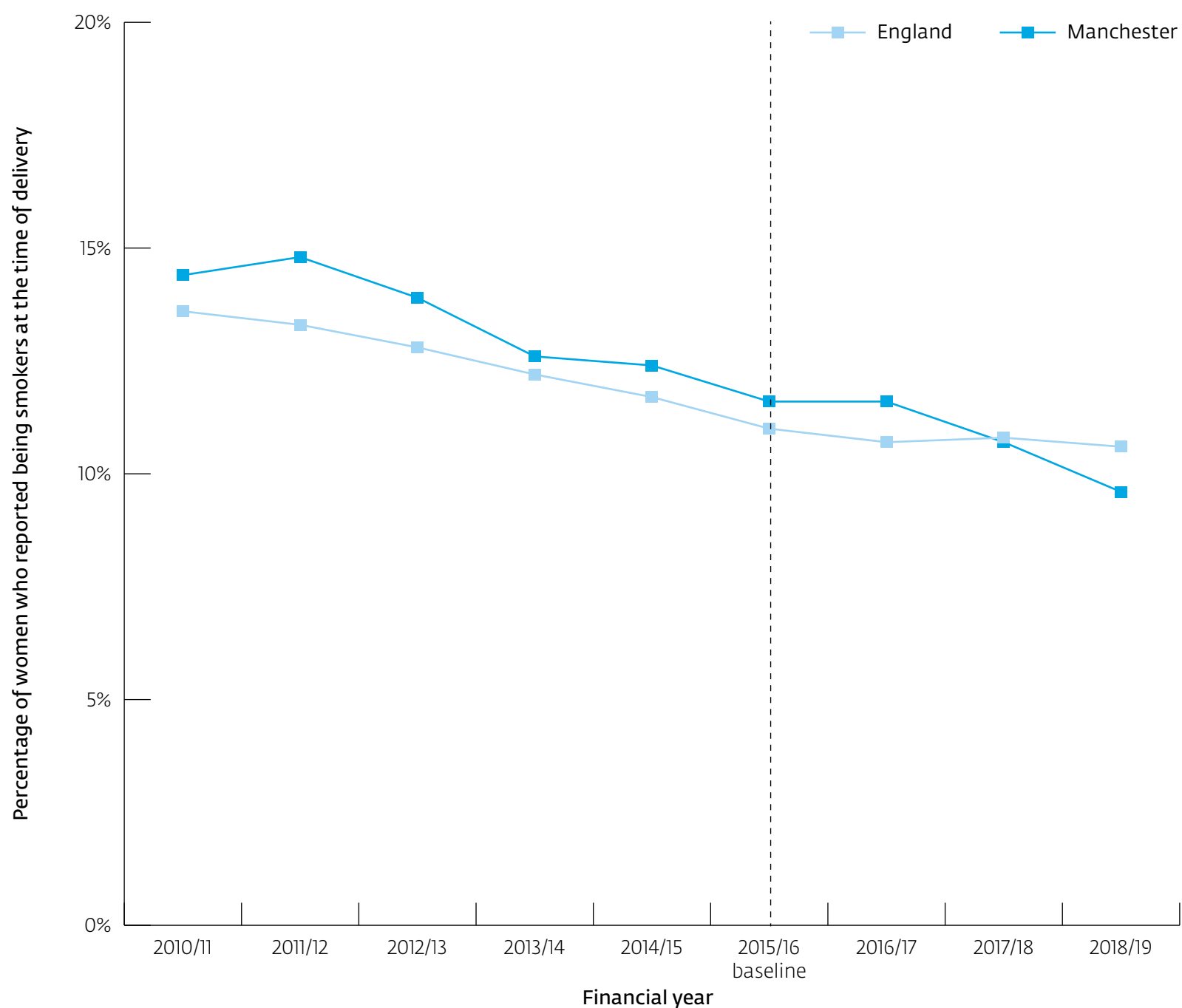
Smoking in pregnancy

Smoking during pregnancy can cause serious health problems for the mother and baby, including complications during pregnancy and labour. Smoking during pregnancy carries an increased risk of miscarriage, premature birth, stillbirth, low birthweight, and sudden unexpected death in infancy.

In 2018/19, 9.6% of mothers in Manchester reported they were a smoker at the time their baby was delivered, compared with 10.6% of mothers across England as a whole. The percentage of mothers in Manchester reporting being a smoker at the time of delivery has fallen from a peak of 14.8% in 2011/12, and the local rate is now below the England average (Figure 4.16).

Figure 4.16:

Smoking status at time of delivery (percentage of women who reported being a smoker at the time of delivery)



Source: Calculated by PHE from the NHS Digital return on Smoking Status At Time of delivery (SATOD) Copyright © 2019, NHS Digital

A new citywide community-based, nurse-led Tobacco Addiction Treatment Service, called Be Smoke Free, began operating on 1 April 2020. The service will link to primary and secondary care and will work out of 24 community locations, providing face-to-face consultations and support, as well as a direct supply of combination pharmacotherapy. Owing to the COVID-19 pandemic, the service provision was remodelled to see smokers who were most at risk from COVID-19 and hospital admission. Between April and June 2020, the service achieved a 44.4% quit rate for people with chronic obstructive pulmonary disease/coronary heart disease and other long-term conditions (NICE Guidance seeks 35% quit rates).

Low birthweight of term babies

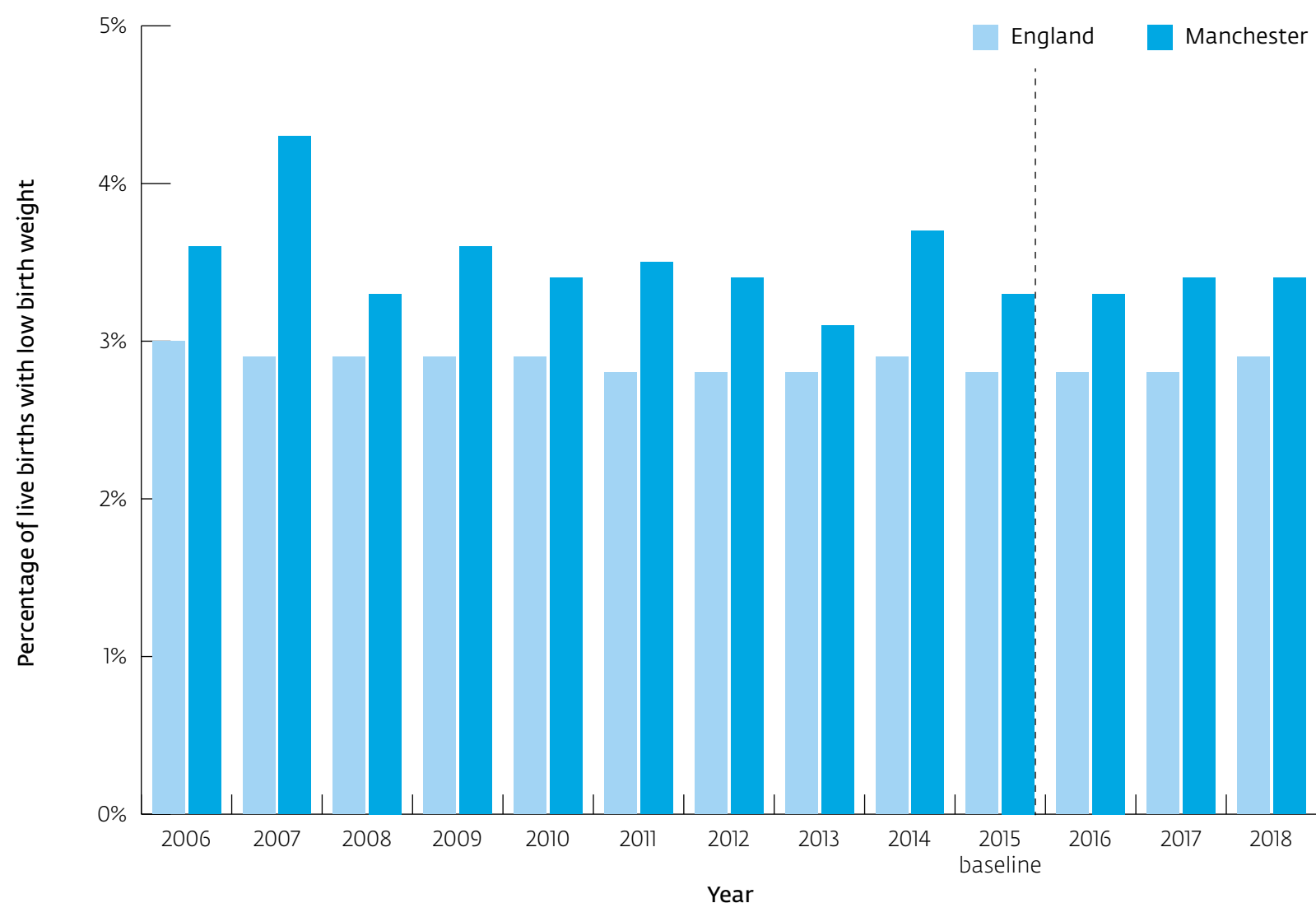
Low birthweight increases the risk of childhood mortality and of developmental problems for the child, and is associated with poorer health in later life. A high proportion of low-birthweight births could also indicate poor lifestyles among pregnant women and/or issues with the maternity services.

Figure 4.17 shows the proportion of babies born to term (ie. a gestational age of at least 37 complete weeks) with a recorded birthweight that is under 2,500g. Despite year-on-year variations, historical trends point towards an

overall reduction in the proportion of low-weight births of term babies in Manchester, from a peak of 4.3% of term babies in 2007 to a figure of 3.4% in 2018.

Figure 4.17:

Low birthweight of term babies (live births with a recorded birthweight under 2,500g and a gestational age of at least 37 complete weeks)



Source: Office for National Statistics © Crown copyright 2020:

Implementing the Reducing Infant Mortality Strategy should lead to a reduction in low-birthweight babies through a focus on supporting the health and wellbeing of pregnant women, improving quality, safety and access to services, and addressing the wider determinants of health.

Hospital admissions for dental decay in young children (0–5 years)

Dental caries (tooth decay) results in destruction of the crowns of teeth and often leads to pain and infection. Tooth decay is more common in deprived communities, and the prevalence of decay is a direct measure of dental health, as well as an indirect measure of child health and diet.

This indicator measures the number of children aged 5 and under who are admitted to hospital as a result of tooth decay. No assumptions can be made about the method of anaesthesia provided for these procedures, but it is likely that the majority of episodes of treatment will involve general anaesthetic. In order to produce more reliable figures, a three-year average is reported.

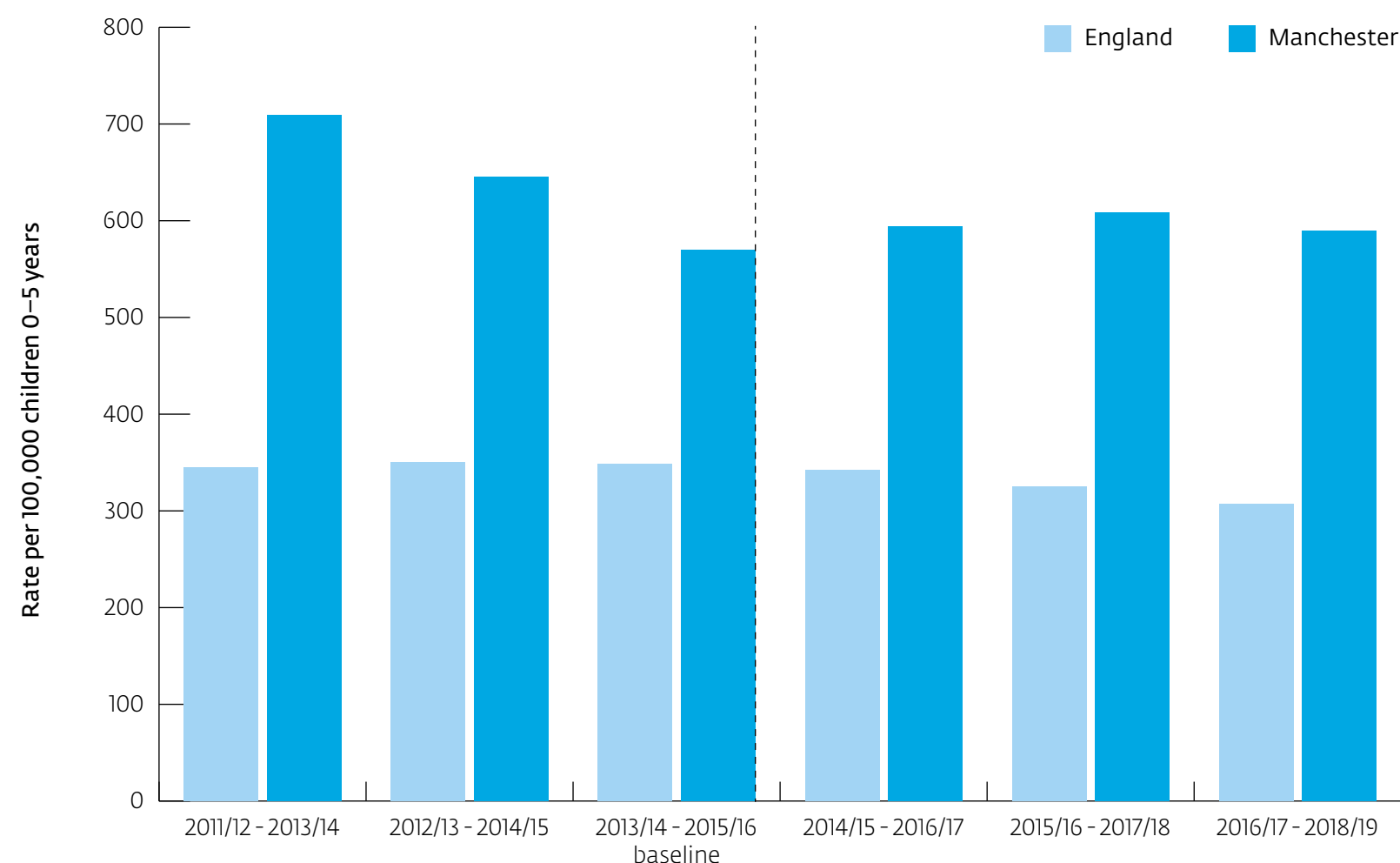
The national definition of this indicator has been expanded to include five-year-old children and is therefore not directly comparable with the figures included in previous reports, which focused on children aged 0–4 years only.

Figure 4.18 shows the rate of children aged 5 and under admitted to hospital for tooth decay in Manchester fell dramatically from 709.3 per 100,000 in the three-year period 2011/12–2013/14 to 569.6 in the three-year period 2013/14–2015/16. However, the rate

then increased, and it now stands at 590.0 for the three-year period 2016/17–2018/19, almost double the England rate of 307.5. The average number of children admitted with this condition each year has increased from 259 to 282.

Figure 4.18:

Hospital admissions for dental caries in children aged 0–5 years



Source: Hospital Episode Statistics (HES). Copyright © 2019, Re-used with the permission of the Health and Social Care Information Centre. All rights reserved.

It should be noted that this data may be an underestimate of the true number of hospital admissions for this procedure in young children, because in some instances the Community Dental Service may provide the extraction service in hospital premises. These episodes of treatment may not be included in the published figures.

The Oral Health Improvement Team (OHIT) provides a range of interventions that provide oral-health education alongside the means to improve self-care behaviour for different groups in the population, with a primary focus on children under 11 years of age. The team delivers oral-health improvement interventions that target the most vulnerable groups of children in the city, including deprived communities, looked after children, children with special needs, and homeless families with children. Examples of this work include the distribution of toothbrushing packs to targeted families in Early Years during the COVID-19 pandemic lockdown, and delivering the 'Brushing for Life' programme in children's settings, working within new COVID-19 restrictions. The team also runs the Buddy Practice Scheme, which aims to increase attendance among preschool children and their families by linking schools and primary-care dental practices.

Other measures of the health of children and young people

Excess weight in children in Year 6 (10/11 years)

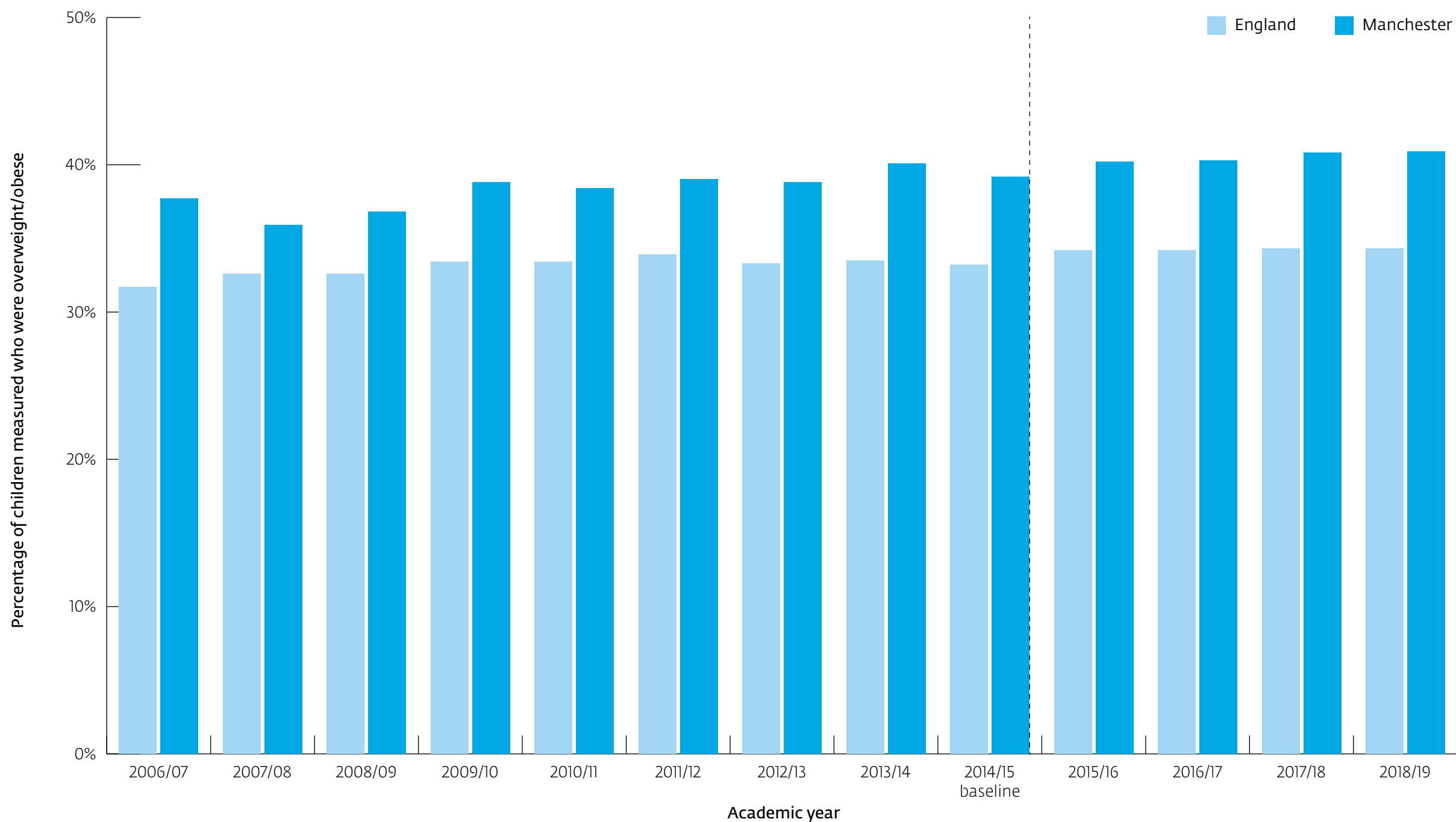
The health consequences of excess weight in childhood are significant and also have implications for levels of overweight and obesity in adulthood.

This indicator measures the proportion of children in Year 6 (aged 10 or 11) classified as overweight or obese through the National Child Measurement Programme (NCMP). Children are classified as overweight or obese if their Body Mass Index (BMI) is on or above the 85th centile of the British 1990 growth reference (UK90) according to age and sex.

Data for the most recent year (2018/19) shows that the proportion of children in Year 6 classified as overweight or obese has increased only very slightly since the previous year (from 40.8% to 40.9%). Figure 4.19 shows that the rate of overweight or obese children in Manchester has remained fairly stable since the 2014/15 baseline and that there is little evidence of any significant increase or decrease in this measure over the life of the NCMP. For the first time since 2015/16, the proportion of eligible children who have been measured in both reception year and Year 6 has decreased.

This means that there is a risk that fewer overweight or obese children are being identified and referred to appropriate services, and that the risk of childhood obesity persisting into adulthood among this cohort of children will increase.

Figure 4.19:
Prevalence of overweight (including obesity) among children in Year 6



Source: NHS Digital, National Child Measurement Programme

The **Draft Manchester Healthy Weight Strategy (2020–2025)** was agreed by the Health and Wellbeing Board in March 2020, shortly before the global pandemic. The strategy will be launched in January 2021 alongside a new Healthy Weight Declaration for the city. The strategy has been developed across four key themes, each of which will be developed further through a working group, including the Obesity Safeguarding Pathway. These themes are:

- Food and Culture
- Physical Activity
- Environment and Neighbourhoods
- Support and Prevention.

In line with the Public Health England guidance 'Reducing obesity is everybody's business' (Public Health England 2018), the strategy takes a whole-system approach to tackling obesity across each life course and has been informed by a wide variety of stakeholders. The strategy seeks to develop early intervention and behaviour change while seeking to challenge our obesogenic environments.

In 2019/20 the Population Health and Wellbeing Team has commissioned a new offer of weight management for children and adults to accompany the city's new Healthy Weight Strategy. A social-prescribing model of weight-management provision for adults and families is delivered by Be Well, which offers a voucher scheme to join any one of 200 groups in the city for free for 12 weeks.

An intensive Tier Three Service is commissioned jointly across Greater Manchester. This provides a multidisciplinary offer for adults who are morbidly obese and require an intensive intervention.

Children's weight management, particularly in early years, is a key priority for the Healthy Weight Strategy, as reflected in the commissioned offer for children. Increased investment has been made in the School Nurse Service and the dedicated Healthy Weight Project within Healthy Schools. The service also works with Health Visiting to target children at risk of being obese on entering reception (0–5 years). The School Nurse Service is also commissioned to provide the National Child Measurement Programme (NCMP), which provides feedback for parents and carers of children and young people in reception and Year 6 who are overweight and obese. However, as a result

of COVID-19 restrictions, the NCMP programme will not be delivered for the school term beginning September 2020.

Physical activity is also an integral element of reducing obesity and maintaining a healthy weight. The School Health Service implements a number of activities within school settings to keep children and young people active. A new service is being commissioned to begin in January 2021. The Under-18s PARS (Physical Activity on Referral Service) will enable health professionals to refer an overweight or obese child to a bespoke healthy weight offer in their own local neighbourhood. The Manchester Population Health Service has worked closely with Buzz (Manchester's NHS Health and Wellbeing Service) and MCRactive to develop this new service.

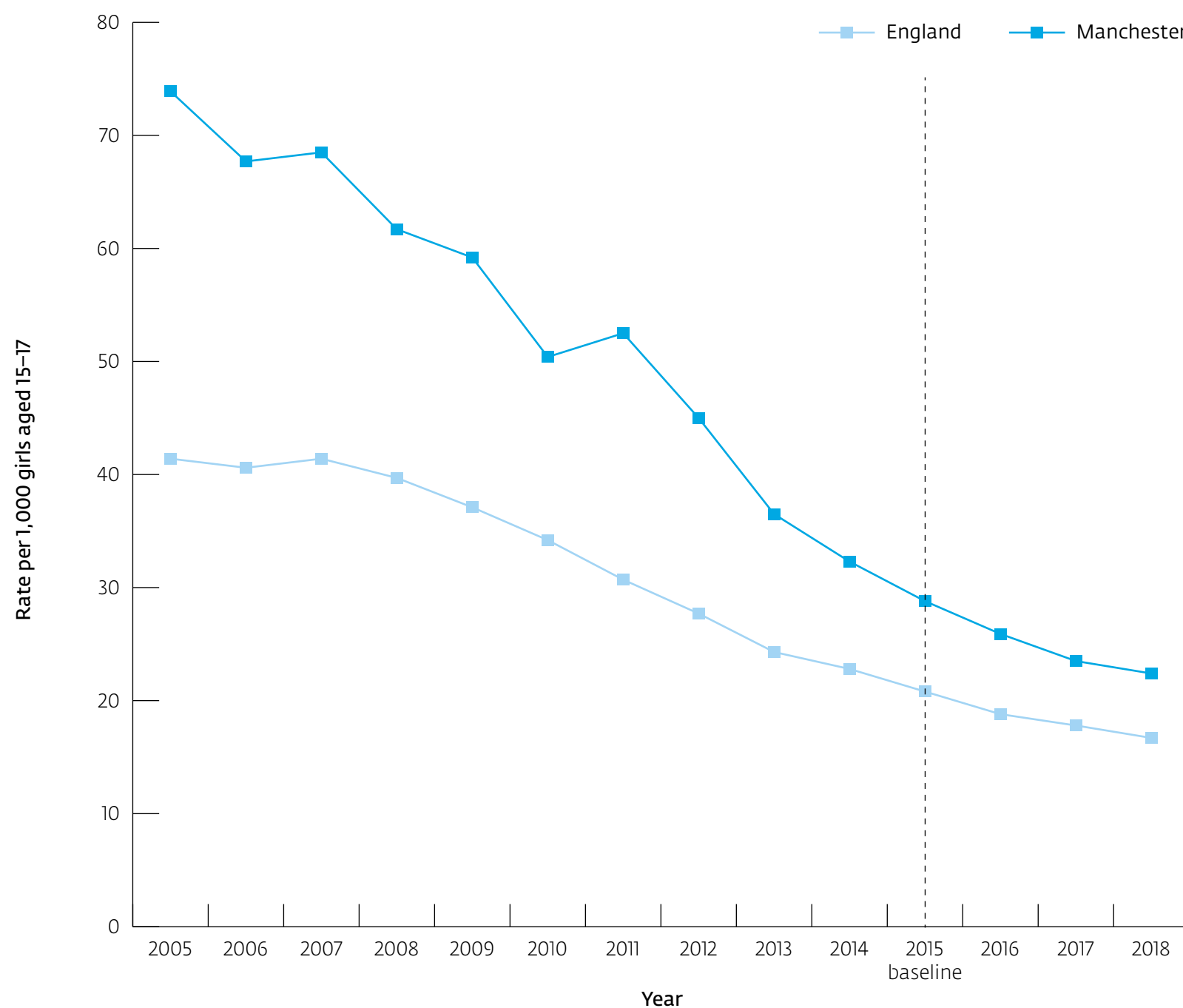
Under-18 conceptions

Most teenage pregnancies are unplanned and, while for some young women having a child when young can represent a positive turning point in their lives, many more find that bringing up a child is extremely difficult. This often results in poor outcomes for both the teenage parent and the child, in terms of the baby's health, the mother's emotional health and wellbeing, and the likelihood of both the parent and child living in long-term poverty.

Figure 4.20 shows that significant progress has been made in reducing the number and rate of under-18 conceptions in Manchester. The under-18 conception rate for Manchester has fallen from a peak of 73.9 per 1,000 in 2005 to 22.4 per 1,000 in 2018 (a reduction of 70%). However, this is still higher than the England rate of 16.7 per 1,000. The number of under-18 conceptions in Manchester fell from 591 in 2005 to 181 in 2018. The number of under-18 conceptions fell below 200 a year for the first time in 2017 and has continued on a downwards trajectory.

Figure 4.20:

Under-18 conceptions (number of conceptions under 18 years of age per 1,000 women aged 15–17 years)



Source: Office for National Statistics © Crown copyright 2020

In line with the national trend, the proportion of under-18 conceptions ending in abortion has increased over the past decade, up from 40% in 2005 to 55% in 2018; in 2018 there were approximately 82 under-18 conceptions in Manchester that led to a maternity, and 99 conceptions terminated by abortion.

Over the past few years, we have made significant progress in reducing both the number and rate of under-18 conceptions in Manchester. A commitment to local implementation of the long-term, evidence-based national Teenage Pregnancy Strategy, which was launched in 1999, has been at the heart of this. Nationally, the original commitment to a ten-year strategy allowed for research and deep-dive exercises to be undertaken that identified key factors for success. Our actions have been delivered through a multi-agency approach and co-ordinated through the Teenage Pregnancy Prevention and Support Programme.

Our priorities have included a focus on ensuring consistent messages for young people across a range of different settings, alongside access to accurate advice and information and to dedicated young people's services. Our locally commissioned sexual-health services have adapted to changes across service areas and a changing demographic, and have responded

well to emerging issues raised by young people themselves. Over the past few years, the Healthy Schools Team have developed excellent curriculum resources and programmes of work with schools that will be a strong basis for the introduction of Relationships and Sex Education as a mandatory part of the curriculum across all schools from September 2020.

Supporting people, households and communities to be socially connected and make changes that matter to them

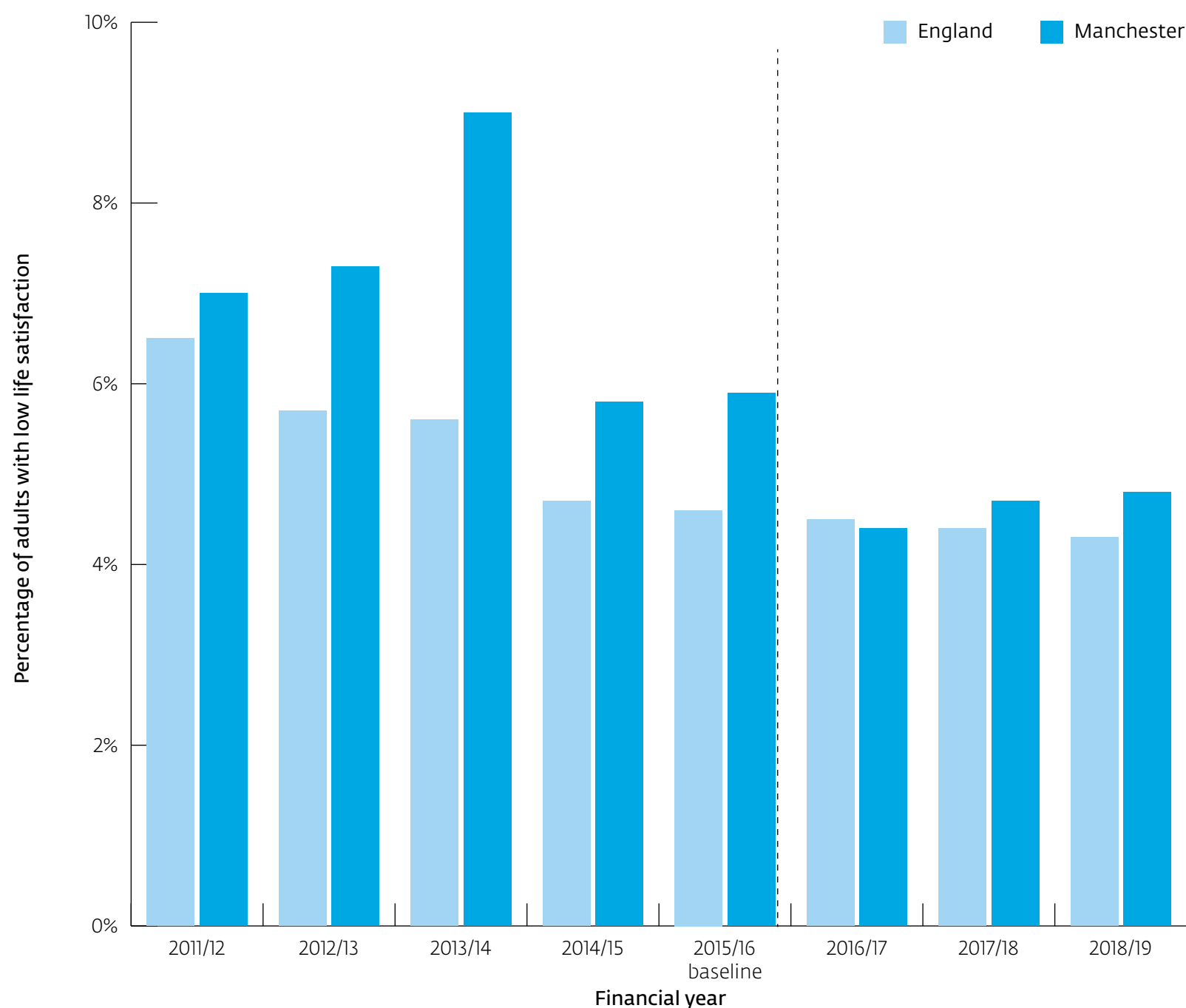
Self-reported wellbeing

People with higher wellbeing have lower rates of illness, recover more quickly (and for longer), and generally have better physical and mental health. Levels of individual/subjective wellbeing are measured by the ONS based on four questions that are included on the Integrated Household Survey:

1. Overall, how satisfied are you with your life nowadays?
2. Overall, how happy did you feel yesterday?
3. Overall, how anxious did you feel yesterday?
4. Overall, to what extent do you feel the things you do in your life are worthwhile?

Figure 4.21 shows the percentage of adults aged 16 and over who rated their answer to the question 'Overall, how satisfied are you with your life nowadays?' as 0, 1, 2, 3 or 4 (on a scale between 0 and 10, where 0 is 'not at all satisfied' and 10 is 'completely satisfied'). These respondents are described as having the lowest levels of life satisfaction.

Figure 4.21:
Self-reported wellbeing (percentage of adults with a low life-satisfaction score)



Generally speaking, people in Manchester have lower-than-average levels of self-reported life satisfaction, although the gap between Manchester and England as a whole is comparatively small. In 2018/19, 4.8% of adults in Manchester had a low life-satisfaction score compared with 4.3% of adults across England as a whole. However, this comparison should be viewed with caution, as these figures are just an estimate based on data drawn from a survey with a relatively small sample size.

It is important to note that differences in people's wellbeing between areas should not be taken to directly indicate differences in people's views of their local area. This is because there are a number of factors, not just place, that influence personal wellbeing, eg. health, relationships and employment situation.

Source: Annual Population Survey, ONS © Crown copyright 2019

Long-term mental-health problems in adults aged 18+ (GP Patient Survey)

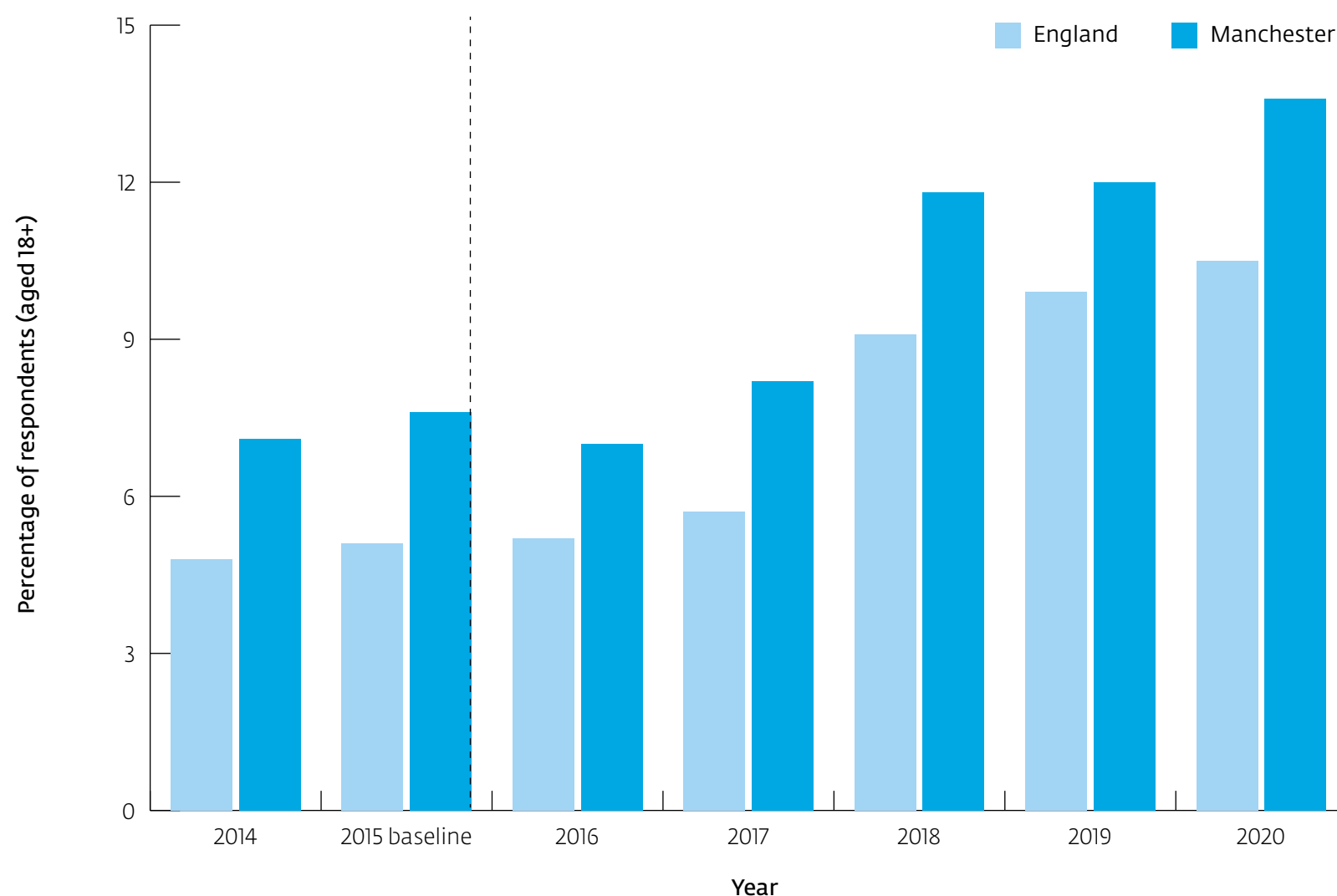
The Adult Psychiatric Morbidity Survey 2014 identified that a significant proportion of people who have mental-health problems are not diagnosed. Knowledge of how many people state they have a long-term mental-health problem contributes to building up the local picture of prevalence. It may also highlight gaps between diagnosed and undiagnosed prevalence in a local area.

The GP Patient Survey is an independent survey run by Ipsos MORI on behalf of NHS England. The survey is sent out to over two million people across the UK. The survey asks patients about their experiences of their local GP practice and other local NHS services, and also includes questions about their general health. Figure 4.22 shows the percentage of all respondents to the question 'Which, if any, of the following medical conditions do you have?' who answered 'Long-term mental-health problem'. The survey did not go on to ask respondents about the nature of that long-term mental-health problem, so it is not possible to identify a specific mental-health condition or to describe the severity of the problem.

Figure 4.22 shows that in 2020, 13.6% of respondents in Manchester said they had a long-term mental-health problem compared with 10.5% of respondents across England as a whole. Survey respondents in Manchester

were more likely than those in most other boroughs of Greater Manchester, excluding Salford, to report that they had a long-term mental-health problem.

Figure 4.22:
Percentage of adults aged 18+ with a self-reported long-term mental-health problem



Source: Department of Health, GP patient survey

The percentage of respondents saying they had a long-term mental-health problem has increased in both Manchester and England as a whole, with a notable increase between the surveys conducted in 2017 and 2018. The reasons for this are unclear and it is hard to tell at this point whether the increase reflects a genuine increase in the prevalence of long-term mental-health problems in the population or a greater willingness of respondents to report that they have a long-term-mental health problem. It could also reflect a cultural shift in what people are willing to count as a long-term mental-health problem.

There is clear evidence emerging of the impact of COVID-19 on people's mental health. A recent report by ONS on **Coronavirus and depression in adults** looked at how symptoms of depression have changed before and during the pandemic. The report showed that the proportion of adults experiencing some form of depression has almost doubled compared with a period before the pandemic, and that one in eight adults has developed moderate to severe depressive symptoms during the pandemic itself. Adults who were aged 16 to 39 years old, female, unable to afford an unexpected expense, or disabled were the most likely to experience some form of depression during the pandemic.

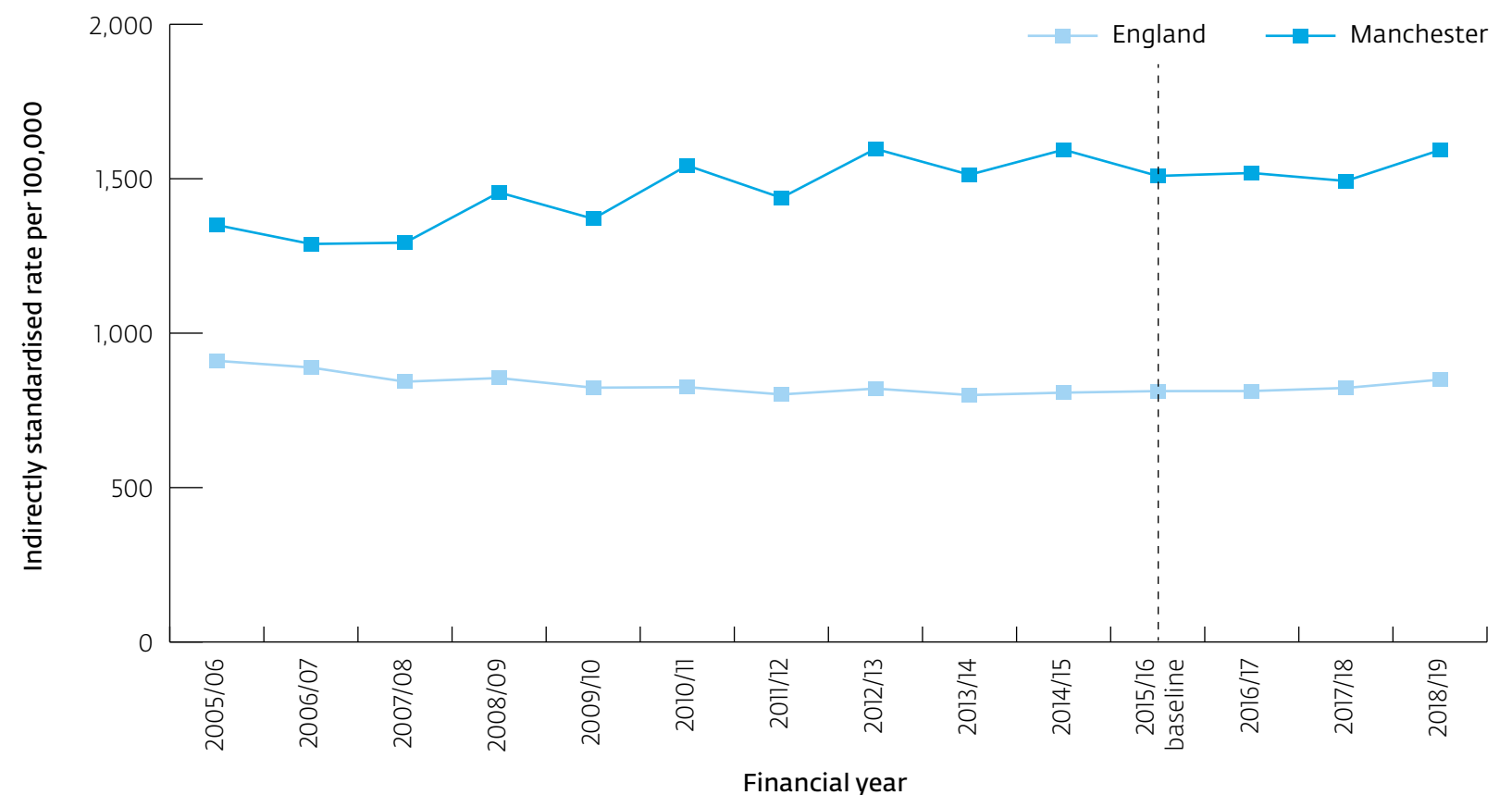
Unplanned hospitalisation for chronic ambulatory care sensitive conditions

Ambulatory care sensitive conditions (ACSCs) are conditions where effective community care and case management can help prevent the need for hospital admission. An emergency admission for an ACSC is often a sign of the poor overall quality of primary and community care.

Figure 4.23 shows the rate of emergency admissions for ambulatory care sensitive conditions in Manchester has risen gradually, from 1,350 per 100,000 in 2005/06 to 1,593 per 100,000 in 2018/19. Although the rate has steadied in recent years it remains much higher than the national rate and there has been another increase since 2017/18.

Figure 4.23:

Unplanned hospitalisation for chronic ambulatory care sensitive conditions – indirectly standardised rate (ISR) per 100,000 population



Source: Hospital Episode Statistics (HES), ONS mid-year population estimates, NHS Digital and Office for National Statistics © Crown copyright 2019:

The rate of emergency admissions for acute conditions not usually requiring hospital admission includes conditions that should usually be managed without the patient having to be admitted to hospital, such as ear, nose and throat infections, kidney and urinary tract infections, as well as acute heart disease.

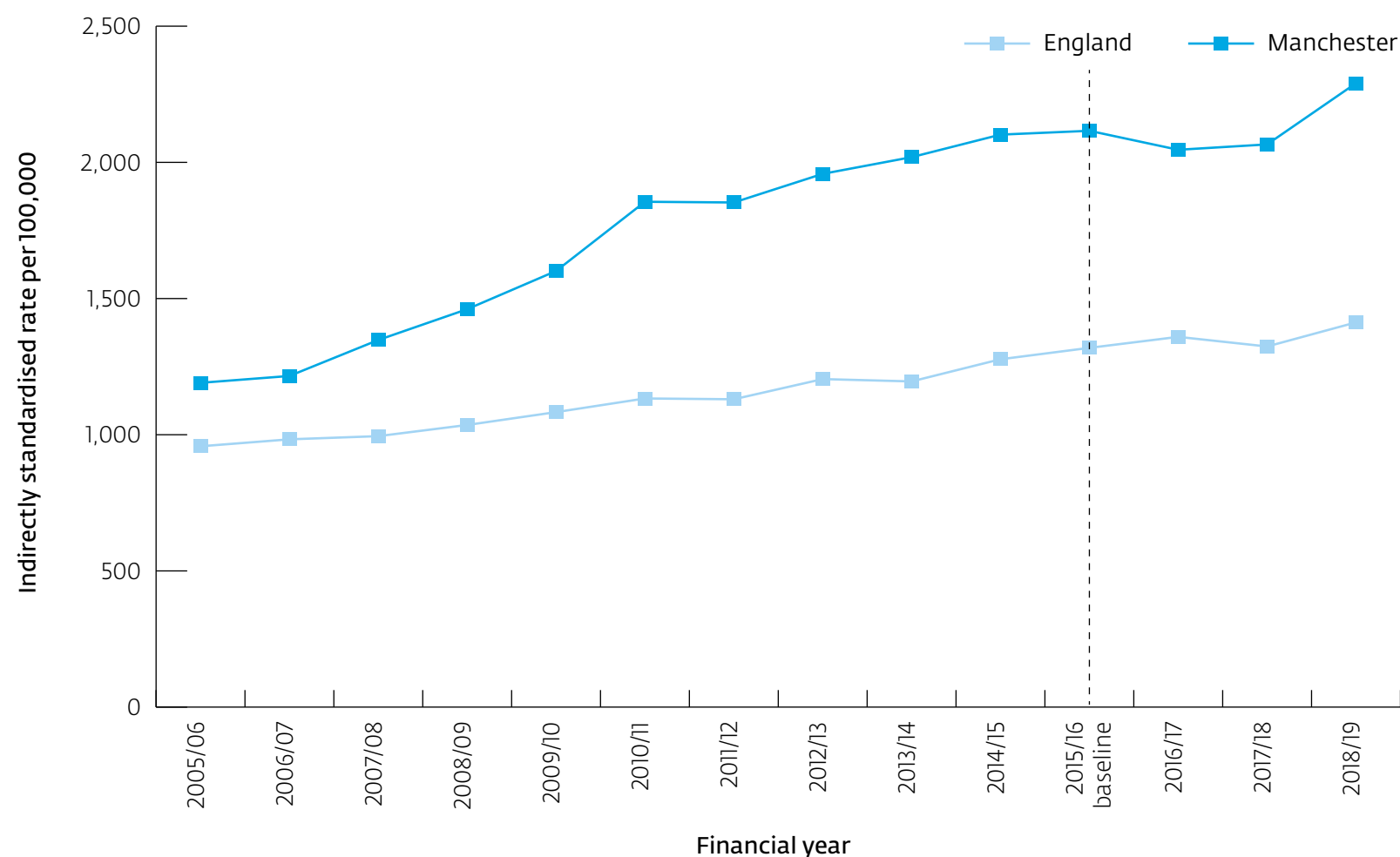
Figure 4.24 shows the rate of emergency admissions for acute conditions not usually requiring hospital admission in Manchester has almost doubled since 2005/06, rising from 1,191 to 2,291 per 100,000 by 2018/19. The rate of emergency admissions for these conditions across England as a whole has also increased but at a lower rate than in Manchester, meaning that the gap between Manchester and the national average has widened.

Joining up the delivery of hospital and out-of-hospital services through the Manchester Local Care Organisation (MLCO) will have an impact on the rate of emergency admissions for both chronic ambulatory care sensitive conditions and acute conditions that should not usually require hospital admission. The development of new integrated models of care will help to keep people out of hospital and support them to live more independently. The MLCO model will help break down boundaries between different organisations

operating at a neighbourhood level; it will also ensure that there is a smoother process for helping people in their homes when they are in recovery or dealing with long-term health issues.

Figure 4.24:

Emergency admissions for acute conditions not usually requiring hospital admission – indirectly standardised rate (ISR) per 100,000 population



Source: Hospital Episode Statistics (HES), ONS mid-year population estimates, NHS Digital and Office for National Statistics © Crown copyright 2019

Creating an age-friendly city that promotes good health and wellbeing for people in middle and later life

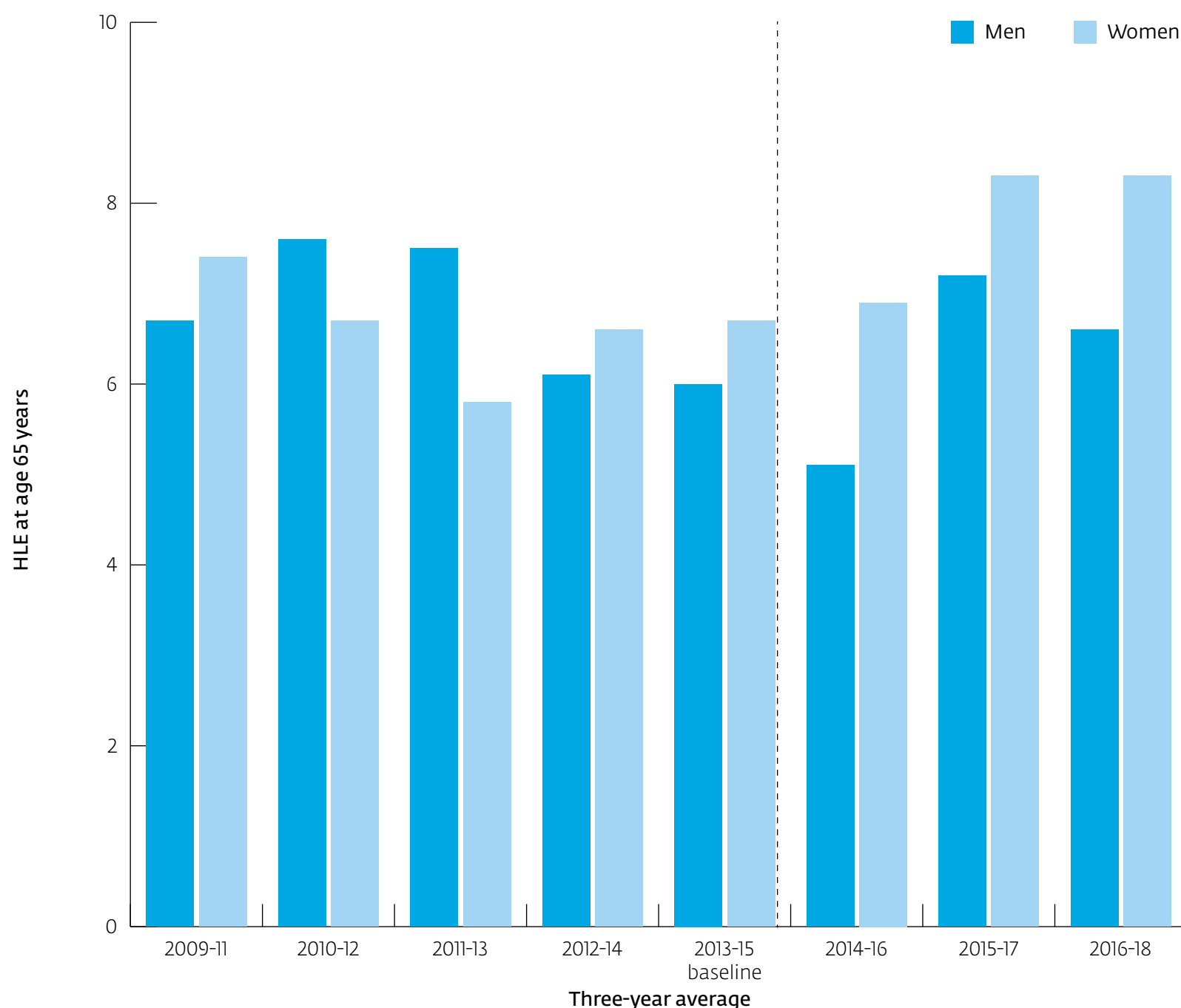
Healthy life expectancy at age 65

This is a parallel measure to the previously described indicator of healthy life expectancy at birth. It shows the estimated average number of years a man or woman aged 65 in Manchester would live in good health if he or she experienced the rates of mortality and good health among people of that age in Manchester throughout the remainder of his or her life.

Figure 4.25 shows that healthy life expectancy has increased (ie. improved) for both men and women since the 2013–15 baseline, but the latest data shows a decrease for men, from 7.2 years in the three-year period 2015–17 to 6.6 years in the three-year period 2016–18 – a decrease of 0.6 years in total. For women, healthy life expectancy at age 65 has remained stable at 8.3 years between the three-year periods 2015–17 and 2016–18.

The reasons for the differences in the trends for men and women are not clear. The fact that the fall in healthy life expectancy at age 65 in men marks a diversion from previous trends means that the decrease could simply be a statistical 'blip'. More work is needed to better understand the drivers behind this particular indicator.

Figure 4.25:
Healthy life expectancy at age 65: 2009–11 to 2016–18



Source: Office for National Statistics © Crown copyright 2019

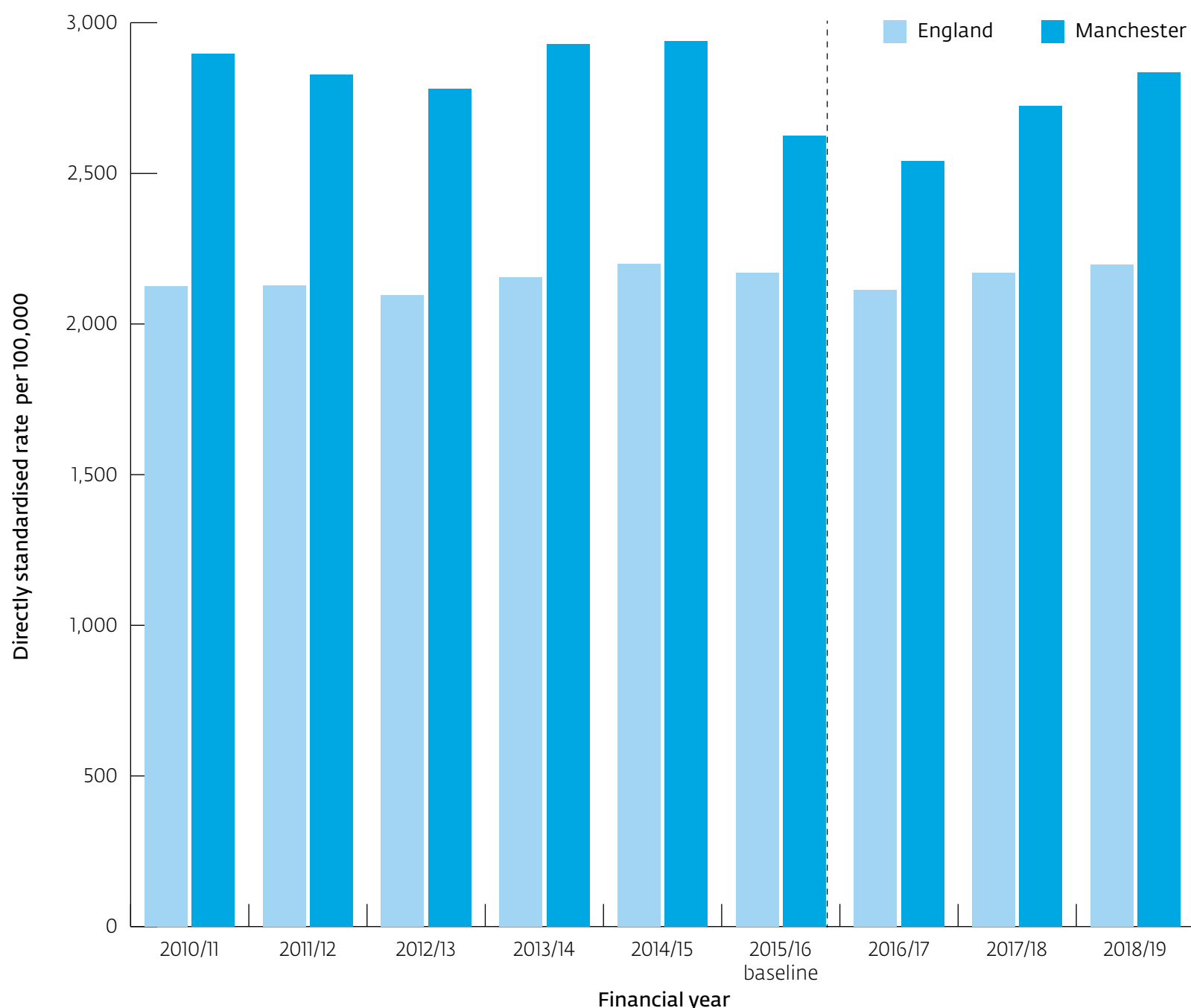
Emergency hospital admissions for injuries due to falls in older people

Falls are the principal cause of emergency hospital admissions for older people and significantly impact on long-term outcomes. They are also a major precipitating factor in people moving from their own home to long-term nursing or residential care. The highest risk of falls is in those aged 65 and above.

Figure 4.26 shows that Manchester has a higher-than-average rate of emergency hospital admissions due to an unintentional fall in people aged 65 and over. In 2018/19, 1,415 older people aged 65 and over in Manchester were admitted to hospital for a falls-related injury – a rate of 2,836 per 100,000 population. This is higher than the rate for the previous year (2,724 per 100,000) and is significantly higher than the rate for England as a whole (2,198 per 100,000 population).

Figure 4.26:

Emergency hospital admissions for injuries due to falls in people aged 65 and over



Source: Hospital Episode Statistics (HES) – National Statistics. ONS mid-year population estimates (based on 2011 Census) – National Statistics. Copyright © 2019, Health and Social Care Information Centre.

The three Community Falls Services in Manchester have now been merged into one single citywide service, while at the same time maintaining a locality delivery model. This has enabled the best practice from each service to be used to shape a model that is now available across the whole city. There is an increased role for the service in supporting and contributing to broader neighbourhood-based falls prevention work as well as playing an increased role in Manchester's Fall Collaborative.

Manchester's Falls Collaborative is unique in that it links practitioners, researchers and commissioners with a common set of objectives and a shared work plan. Since being established in early 2019, the Falls Collaborative has focused on three key workstreams: frailty, prevention, and pathways. These are underpinned by research and innovation and data and outcomes workstreams. The work of the Collaborative includes the development of a single point of access for those who have fallen, strengthening commissioning and operational links to broader wellbeing work, developing a multi-agency outcomes framework and a focus on best practice that helps reduce variation in fall-prevention practice.

Taking action on preventable early deaths

Proportion of cancers diagnosed at an early stage (experimental statistic)

Cancer is a major cause of death in Manchester. Nationally, more than one in three people will develop cancer at some point in their life. Diagnosis at an early stage of the cancer's development (stages 1 and 2) leads to a dramatically improved chance of survival. Specific public-health interventions, such as screening programmes and information/education campaigns, aim to improve rates of early diagnosis.

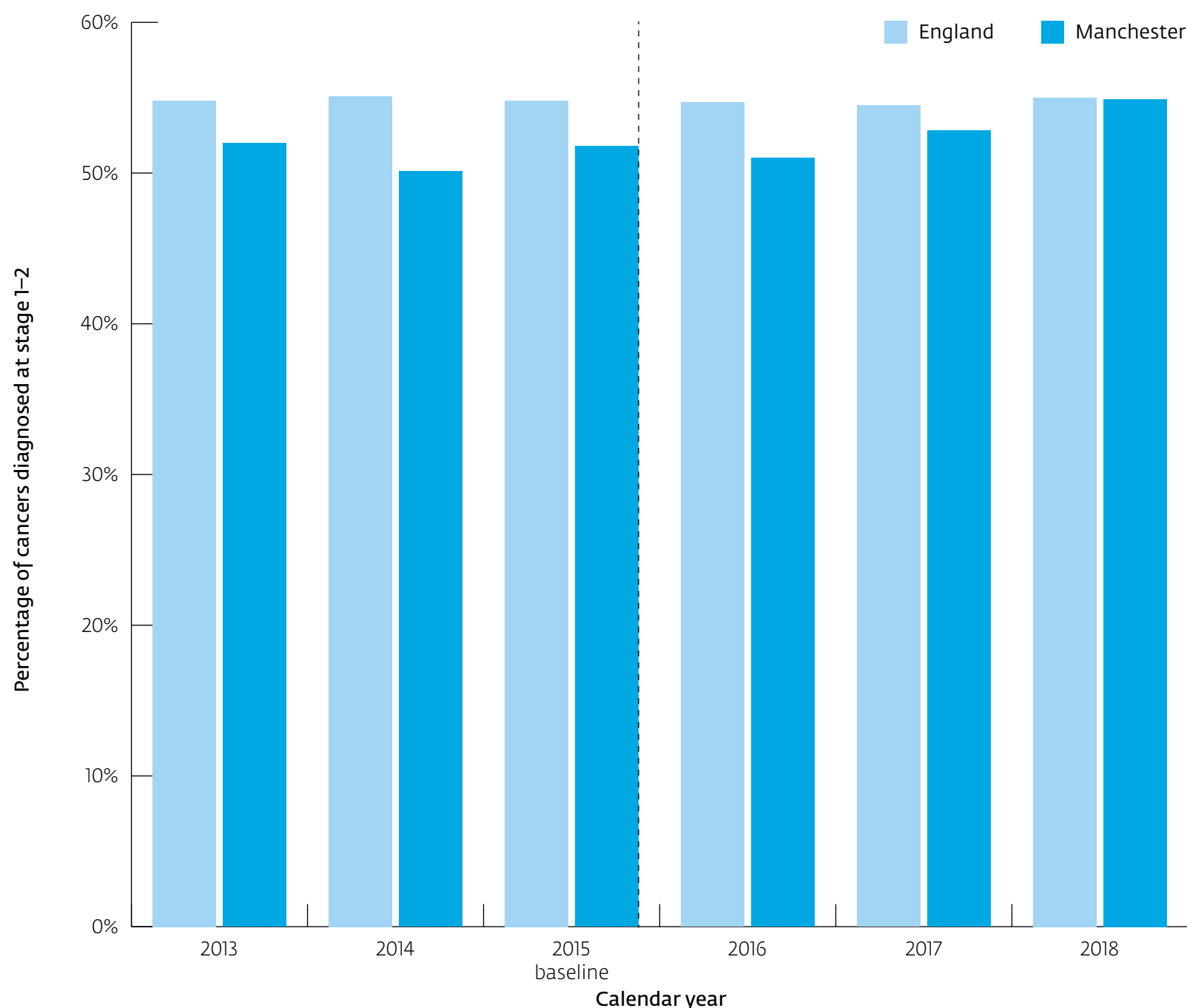
This indicator measures the number of new cases of cancer diagnosed at stages 1 and 2 as a proportion of all new cases of cancer diagnosed. Note that this indicator is labelled as an experimental statistic due to the variation in data quality and because the indicator can be affected by variations in the completeness of staging information. In June 2020, the indicator definition changed to include 21 cancer sites (previously the definition was based on 11 cancer sites); data from 2013 has been recalculated based on the new definition and is presented in Figure 4.27. Note that any data published prior to June 2020 is not comparable with the data presented here.

Figure 4.27 shows that in Manchester, over half (54.9%) of new cases of cancer were diagnosed early at stages 1 and 2 in 2018. This represents gradual improvement since 2013, when 52% of new cases were diagnosed at this early stage.

Rates of early cancer diagnosis in Manchester are now much closer to the England average. The latest figure in Manchester (54.9%) compares with a figure of 63.8% in Bath and North East Somerset CCG (the best-performing CCG) and an England average of 55%.

There are more new diagnoses of throat and lung cancers made in Manchester each year than there are of any other type of cancer. The survival rate from these forms of cancer is also relatively poor. This is partly due to the late stage at which people present to health services. Improving the rate of early diagnosis for these forms of cancer will therefore have a significant impact on the overall rate of early diagnosis.

Figure 4.27:
Early diagnosis of cancer (proportion of cancers diagnosed as stage 1 or 2)



Source: National Cancer Registry, Public Health England, 2019 (experimental statistics)

The Manchester Lung Health Check Programme is a collaboration between the Manchester University NHS Foundation Trust (MFT) thoracic oncology team and Manchester Health and Care Commissioning (MHCC), and is the first local NHS commissioned service of this kind. The service was designed with a strong emphasis on community engagement so that the service could be put at the heart of our local communities for patients with the most need. Clear clinical pathways ensure that patients are managed appropriately to minimise harm and delays. Feedback from participants has shown that people like what has been provided and, importantly, where and how it has been provided.

Following pilot projects in Manchester (2015–17) and other areas, NHS England has identified that this model could have a significant impact on the diagnosis of lung cancer at a much earlier stage, and cancer survival rates. Lung health checks and targeted lung cancer screening is now a key feature of the NHS long-term plan and has been identified as a national priority programme. Manchester has been asked to join the national programme, as the city is ahead in its planning for this innovative service model.

COVID-19 has had a major impact on cancer services, including referral, diagnosis and treatment, and there was a significant drop in suspected cancer referrals in April and May 2020. National cancer-screening programmes were suspended between the end of March and the end of July 2020, and diagnostic capacity was also significantly affected due to the need to implement social distancing and enhanced cleaning measures. In addition, many patients were choosing to delay their required investigations due to isolation and shielding requirements.

The number of patients diagnosed with cancer at Manchester University NHS Foundation Trust fell between April and June 2020, linked to a reduction in referrals, screening and access to diagnostics. There was also a decrease in the number of cancer treatments performed, including surgery, chemotherapy and radiotherapy. Delays in diagnosis and treatment scheduling has resulted in an increase in the number of patients waiting for longer than 62 days for treatment, meaning that patients may receive treatment when their cancer is at a more advanced stage.

Premature mortality from causes considered preventable

Preventable mortality is based on the idea that all or most deaths from a particular cause could potentially be avoided by public-health interventions in the broadest sense. This indicator reflects Manchester's commitment to reducing avoidable deaths through public-health policy and interventions, such as those contained in the Manchester Population Health Plan.

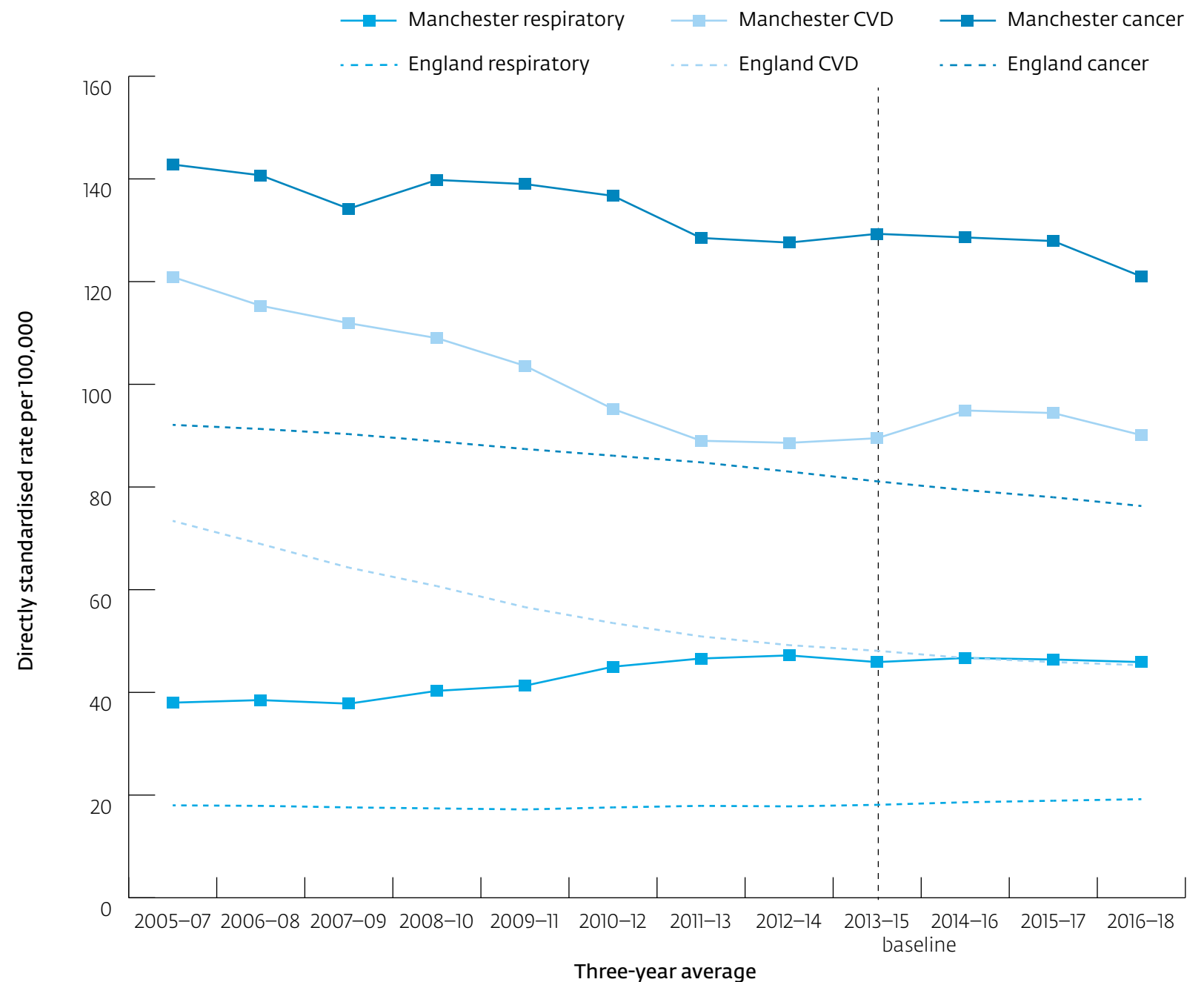
Cardiovascular disease (CVD), cancer and respiratory diseases are the major causes of death in people aged under 75 in Manchester. Research indicates that three lifestyle behaviours – tobacco use, unhealthy diet, and a sedentary lifestyle – increase the risk of developing these long-term conditions.

The rates of premature deaths from cardiovascular disease, cancer and respiratory disease in Manchester are all among the highest in England. Manchester is also the highest-ranked local authority for overall premature deaths from these diseases when compared with other similarly deprived areas, suggesting that deprivation alone is not the key factor in the high rates of premature deaths in the city.

There have been huge gains over the past decades in terms of better treatment and improvements in lifestyle, and this has contributed to a significant fall in preventable premature mortality from cardiovascular disease since the middle of the past decade. However, Figure 4.28 shows that this downward trend has started to flatten out in recent years. Nationally, the decelerating rate of improvement in mortality from cardiovascular disease has been identified as a substantial contributor to the steady slowdown in longevity improvements. The underlying causes are unclear, but could include changes in risk factors such as obesity and diabetes, as well as the diminishing effects of primary and secondary prevention strategies.

Preventable premature mortality from cancer has also fallen, although not to the same extent as cardiovascular disease. In contrast, preventable premature mortality from respiratory diseases (including asthma and COPD) has gradually risen since 2005–07 although, again, Figure 4.28 suggests this increase may be flattening out in recent periods. Smoking and air pollution are both common causes of respiratory disease.

Figure 4.28:
Mortality rate in under-75s from diseases considered preventable
(cardiovascular disease, cancer and respiratory diseases)



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

Taking action on preventable early deaths is one of the five priority areas set out in the Manchester Population Health Plan. Key to this work is the delivery of community-centred approaches to detecting conditions early by going to places where people naturally and frequently congregate, and working with people, groups and organisations that are trusted in communities. This includes targeted approaches for NHS Health Checks and the launch of the Lung Health Check Programme, as well as the promotion of cancer-screening programmes (breast, bowel and cervical) for the groups of people most at risk.

We are also seeking to improve outcomes and reduce unwarranted variation for people with respiratory illness through a system-wide approach to change, which includes improving the timing and quality of diagnosis, better co-ordinated care, and enabling self-care.

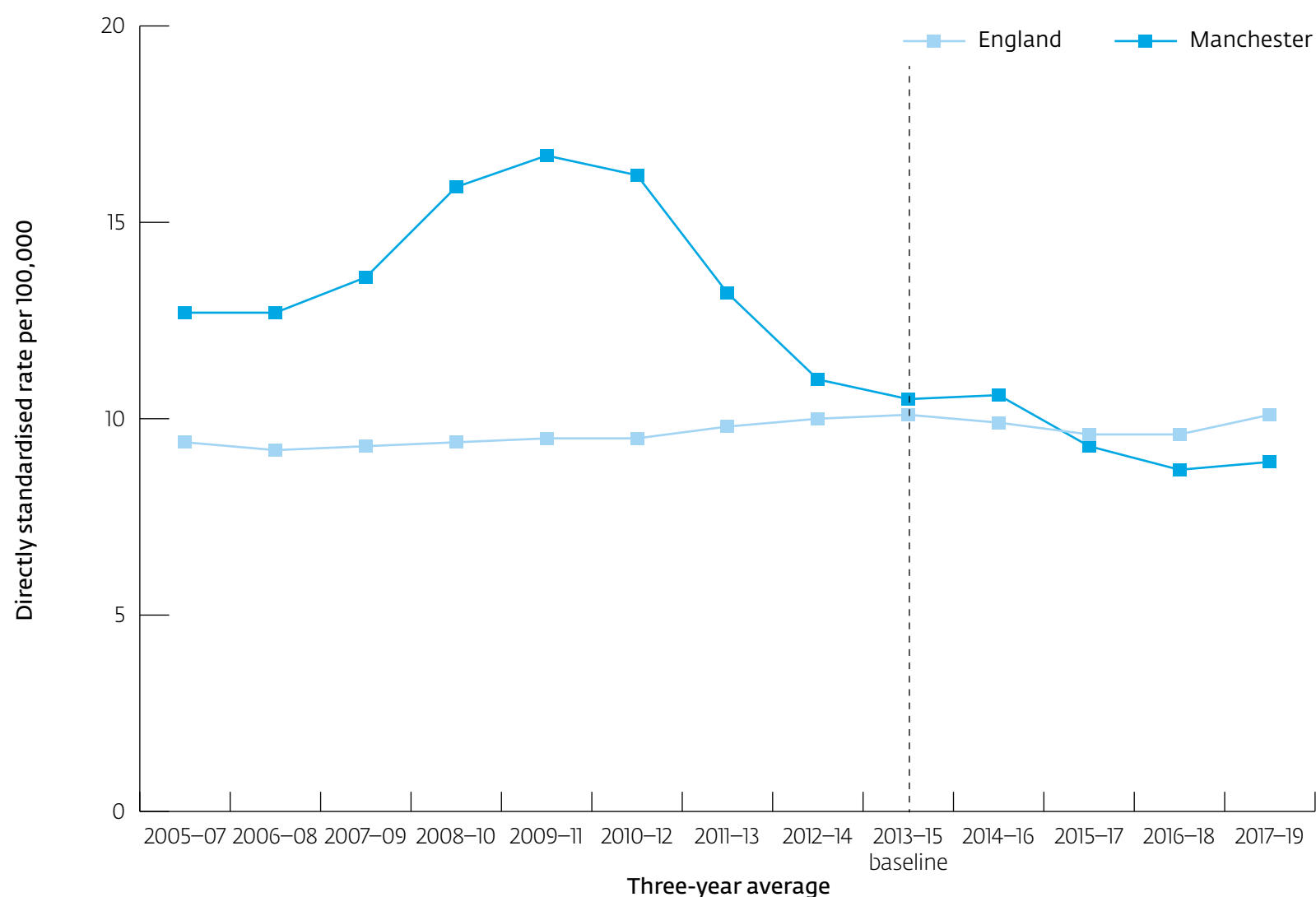
Reducing deaths from suicides and injuries of undetermined intent

Suicide is a major issue for society and a leading cause of years of life lost. It is a significant cause of death, particularly in young adults, and can be a reflection of the underlying rates of mental ill-health in an area.

Figure 4.29 shows that Manchester has seen a significant reduction in the rate of suicides and injuries of undetermined intent in recent years, from a rate of 16.7 per 100,000 in the three-year period 2009–11, to 8.9 per 100,000

in the three-year period 2017–19; this remains below the England rate of 10.1 per 100,000. Between the periods 2009–11 and 2017–19, the actual number of suicides fell from an average of 64 per year to 40 per year.

Figure 4.29:
Mortality rate from suicide and injury undetermined



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

Recently there has been a very small increase in the number of suicides registered, from 45 in 2018 to 46 in 2019, and a similarly small increase in the three-year suicide rate, from 8.7 per 100,000 in 2016–18 to 8.9 per 100,000 in 2017–19. Nationally, the suicide rate for England as a whole has increased from 9.6 in 2016–18 to 10.1 in 2017–19.

Suicide is often the end point of a complex history of risk factors and distressing events, but there are many ways in which services, communities, individuals and society as a whole can help to prevent suicides. The implementation of the Manchester Suicide Prevention Plan will help to reduce the number of attempted suicides and deaths in Manchester through awareness-raising and training, anti-stigma campaigns, and work with the rail network and highways to limit access to high-risk locations.

The precise impact of COVID-19 on suicides and suicidal ideation is not yet clear. The often lengthy delay between occurrence and death registration means that the impact of COVID-19 on suicides will not be seen in the official data for some time to come. However, the current evidence suggests that the COVID-19 pandemic has had profound and long-lasting psychological and social effects. Studies indicate that the

pandemic is associated with distress, anxiety, fear of contagion, depression and insomnia in the general population and among healthcare professionals. Social isolation, anxiety, fear of contagion, uncertainty, chronic stress and economic difficulties may also lead to the development or exacerbation of depression, anxiety, substance use and other psychiatric disorders in vulnerable populations, including individuals with pre-existing psychiatric disorders and people who reside in high COVID-19 prevalence areas. Stress-related psychiatric conditions, including mood and substance-use disorders, are also associated with suicidal behaviour. COVID-19 survivors may also be at elevated suicide risk. In turn, all these factors may increase suicide rates during and after the pandemic.

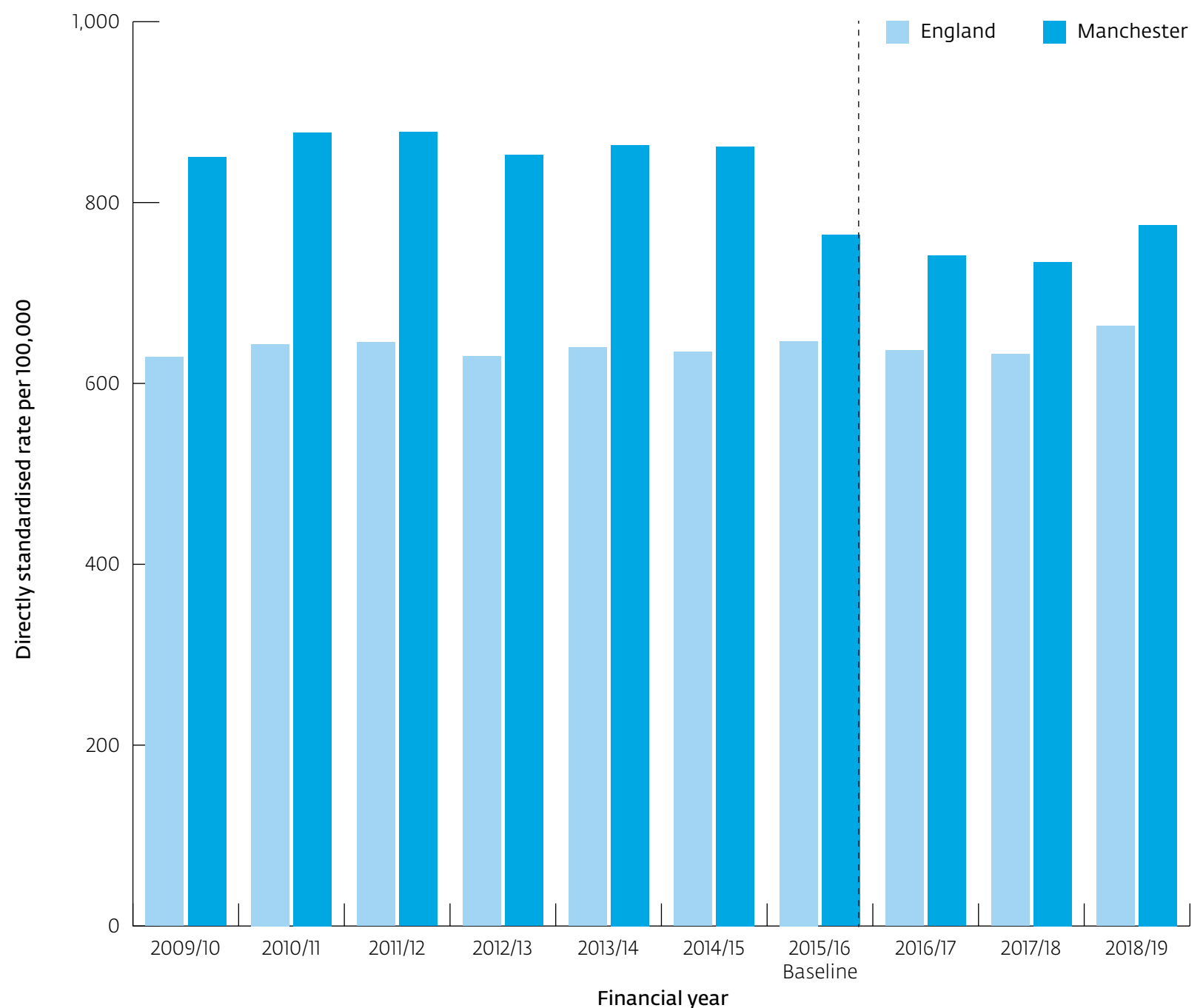
Admission episodes for alcohol-related conditions

Alcohol consumption is a contributing factor to hospital admissions and deaths from a diverse range of conditions. Each year, alcohol misuse is estimated to cost the NHS around £3.5billion and society as a whole £21billion. Reducing alcohol-related harm is one of Public Health England's seven priorities for the next five years. Alcohol-related admissions can be reduced through local interventions to reduce alcohol misuse and harm.

Figure 4.30 shows the number of admission episodes for alcohol-related conditions expressed as a directly age-standardised rate per 100,000 population.

Recent data shows an improvement in the rate of admission episodes for alcohol-related conditions in Manchester compared with previous trends. In 2018/19, the rate of admission episodes for alcohol-related conditions was 775 per 100,000 – a reduction of 12% on the peak rate for the year 2011/12 (878 per 100,000). The gap between the rate of admission episodes for alcohol-related conditions in Manchester and the England average has also narrowed. In 2011/12, the rate of admission episodes for alcohol-related conditions in Manchester was 36% higher than the England average, in 2018/19, it was just 17% higher. However, the admission rate increased between 2017/18 and 2018/19 for both Manchester and England.

Figure 4.30:
Admission episodes for alcohol-related conditions (narrow definition)



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

The evidence in respect of the impact of COVID-19 on alcohol consumption is mixed. Nationally, the volume of alcohol sold during the 17 weeks up to 11 July 2020 reduced to 1.3 billion litres, down from 2 billion litres the previous year. The Public Health England (PHE) **wider impacts of the coronavirus (COVID-19) pandemic on population health monitoring tool** shows that alcohol intake across the population as a whole has remained about the same during lockdown, with almost half of people reporting that they had neither increased nor decreased their drinking. Those aged 18 to 34 were more likely to report consuming less alcohol each week than before, and those aged 35 to 54 were more likely to report an increase. However, there was an increase in the proportion of 'increasing and higher-risk' drinkers between April and August 2020.

Locally, we will continue to monitor the data on the number of new entrants into either structured alcohol treatment or brief interventions with our service provider, as well as the nationally published data on hospital admissions for alcohol-related conditions.

The Communities in Charge of Alcohol (CICA) pilot project began in September 2017 with the aim of building a network of community alcohol champions across Greater Manchester. The project was based on the principle that local communities should be empowered to take charge of their own health, and that people in local communities are best placed to influence their friends, families and colleagues. CICA is a partnership between the ten Greater Manchester local authorities, Public Health England, GMCA, the Royal Society of Public Health (RSPH), and the University of Salford, which are all evaluating the work. The Manchester pilot started in June 2018 in Newton Heath and Miles Platting, with residents from the area recruited to become alcohol health champions (AHCs), trained to deliver alcohol-brief interventions. The project has continued in Manchester with the development of fortnightly AHC sessions taking place at Newton Heath Library last year, alongside a number of health-promotion events. To support and promote CICA, training for volunteer roles within the integrated drug and alcohol service for Manchester (Change, Grow, Live) is planned to take place when safe and appropriate to do so.

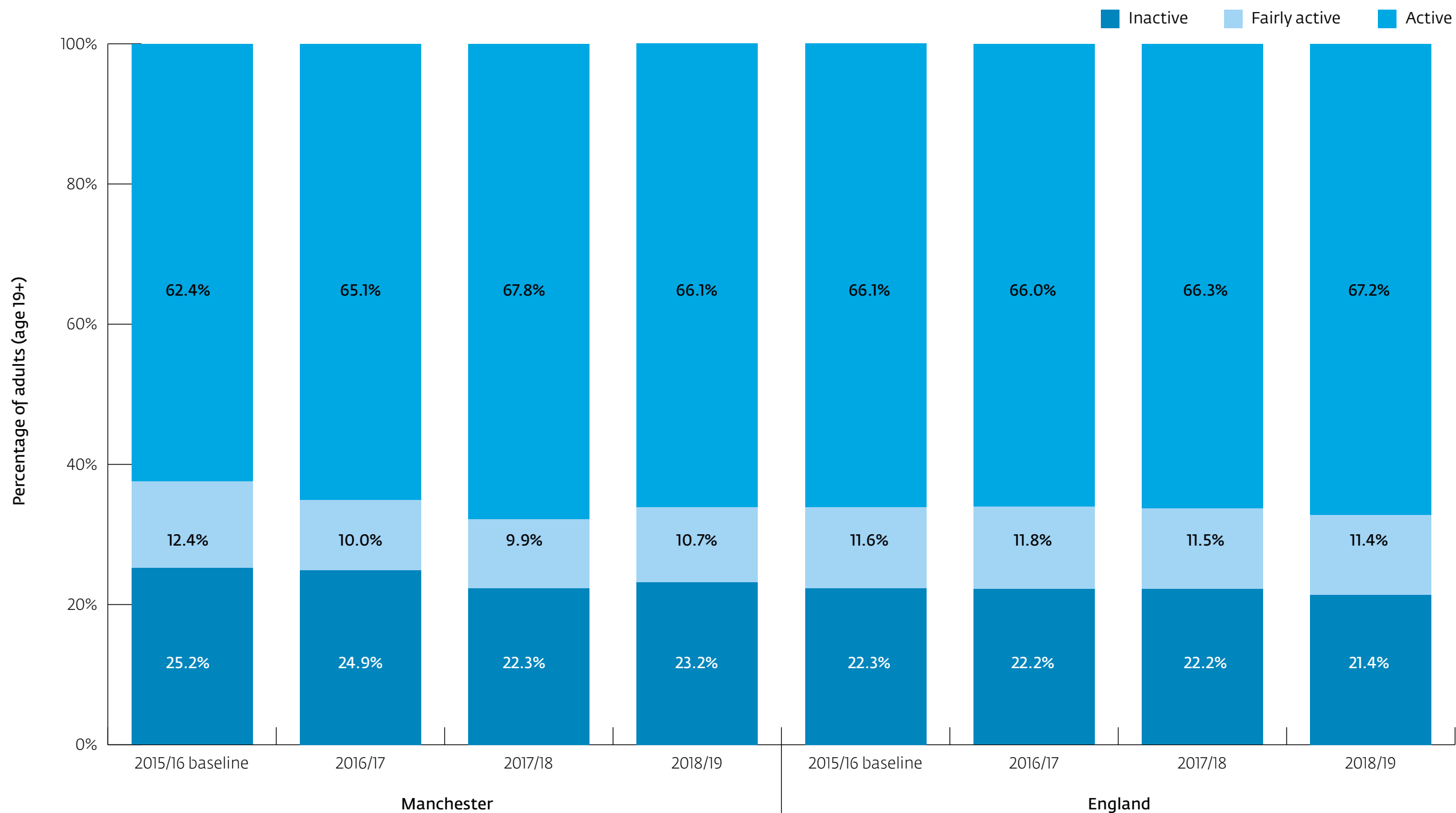
Physical activity and inactivity

Physical inactivity is the fourth-leading risk factor for global mortality, accounting for 6% of deaths globally. The Chief Medical Officer (CMO) currently recommends that adults undertake a minimum of 150 minutes (2.5 hours) of moderate physical activity per week, or 75 minutes of vigorous physical activity per week, or an equivalent combination of the two (MVPA), in bouts of ten minutes or more.

According to the Sport England Active Lives Survey for 2018/19, 66% of adults (aged 19 and over) in Manchester are classed as 'active' compared with 23% who are 'inactive'. Figure 4.31 shows that the proportion of adults classed as 'active' has decreased since the last survey period (2017/18) and the proportion of 'active' adults in Manchester is now slightly below the England average (67%). The decrease is not statistically significant and it is worth noting that these figures are estimated based on data drawn from a survey with a relatively small sample size.⁷

⁷ Broad physical activities include sporting activities, fitness activities, cycling, walking, creative or artistic dance, and gardening

Figure 4.31:
Weekly physical activity (age 19+)



Source: Public Health England (based on Active Lives Survey, Sport England)

The multi-agency Winning Hearts and Minds Programme has been developed in partnership with Manchester City Council Sport and Leisure Service and MCRactive. It involves:

- Investment in community-led initiatives in the most challenging areas in the north of the city to help reduce health inequalities
- Working with communities to identify new ways of encouraging physical activity through the Sports England-funded Tackling Physical Inactivity initiative
- Delivery of community-centred approaches to improving the detection of cardiovascular disease and its risk factors
- Co-production of approaches to improving the physical health of people with severe mental illness.

COVID-19 has shown, more than ever before, the impact of health inequalities on our communities, with the most deprived facing much poorer outcomes. The Winning Hearts and Minds work will continue to be essential in how this increasingly complex area is tackled and in how we bring people along this journey with us.

Continuing to be recognised as a pioneering age-friendly city

Age-Friendly Manchester

The Age-Friendly Manchester (AFM) programme aims to improve the way we all age together, so that people in their middle and later life can enjoy a better quality of life and fully participate in all that Manchester has to offer. A part of the Council's Population Health Team, AFM is an active member of the World Health Organization's Global Network of Age-Friendly cities, and on the Steering Group of the UK Network of Age-Friendly Cities and Communities.

The AFM programme, initially called Valuing Older People, has built on the successes of its 15-year existence, being identified as a leading example of the Our Manchester approach in 2015. A cornerstone of the AFM programme is to help increase the social participation of older residents and the communities in which they live.

The programme is underpinned by collaboration and partnership, and guarantees older people a leading role. Since 2004 there has been an elected and representative AFM Older People's Board and an Age-Friendly Manchester Assembly of over 100 older people. Both of these help shape the strategic direction of the programme and act as consultative bodies.

The wider AFM family includes a diverse range of partnerships, including The University of Manchester; Manchester Metropolitan University; the statutory, voluntary and private sectors; culture; and national and international collaborators. The Age-Friendly Neighbourhood Co-ordination Group meets four times a year and brings senior representatives together from all these different sectors. Members have a focus on developing Age-Friendly Neighbourhoods – places where people age well, with access to the right services, housing and information, as well as social, cultural and economic opportunities.

In 2017, following a comprehensive consultation, AFM published **Manchester: A Great Place To Grow Older (2017–2021)**. As the city's ageing strategy, this outlines how the city's systems and structures will work together to improve the health and wellbeing of residents as they age. Examples of recent successful age-friendly work are set out below, under the strategy's three key priorities.

Developing age-friendly neighbourhoods

We have prioritised work to establish and embed our age-friendly neighbourhood working model across Manchester this year, focusing on:

Reasserting the importance of place in improving the health and wellbeing of older people:

- We have worked closely with colleagues in the Our Manchester team to deliver the Older People's Neighbourhood Support Fund (OPENS). A total of £1.061million has been secured and invested into Manchester's neighbourhoods to increase the level of community support on offer to older people
- We have worked with Greater Manchester Combined Authority to design and launch the Ageing in Place Programme (AIPP), the foundations for which are based upon the work developed in Manchester over the past decade, in particular our most recent age-friendly neighbourhood model. AIPP focuses on the ways services and resources can be deployed and brought into alignment in a more integrated and age-friendly way at a neighbourhood level. In Manchester, we have identified the Gorton & Abbey Hey and Old Moat and Withington neighbourhoods to pilot the work

- Following our involvement in the redesign of the Buzz health and wellbeing service in 2019, we have worked closely with a new team of dedicated age-friendly neighbourhood health workers
- We have helped shape and design the prevention element of Manchester's new nutrition and hydration service, which builds on our age-friendly neighbourhood model
- We led on the redesign of the community falls service, developing a more universal offer across the city, and with an increased role in shaping the falls-prevention approach being delivered in our neighbourhoods
- We have worked closely with Manchester Local Care Organisation to identify opportunities to incorporate age-friendly practices into their integrated neighbourhood health and social-care services

Ensuring age-friendly practice is built into projects and programmes across the city:

- In 2018, the AFM Older People's Board identified an opportunity to give the Northern Gateway Regeneration project an age-friendly dimension. This led to AFM establishing a research partnership between the Council, the developers and academics to advise on age-friendly design options.

The partnership has published its first report outlining why the Northern Gateway has the potential to become a flagship age-friendly urban regeneration project

- The importance of listening to the voice of older people was also in evidence in Whalley Range, where older people's groups brought about the installation of 12 age-friendly benches to provide regular resting places in key locations. This has helped older people, and those less mobile, to get out and about and become more active. Older people shaped the design of the benches and chose their locations, to ensure they are in the right places
- Shining examples of age-friendly neighbourhoods in Manchester, where the quality of life for older people has improved, were officially recognised by the Greater Manchester Mayor Andy Burnham this year. Twelve neighbourhoods received age-friendly status following a review by an expert panel, which included older Mancunians

Developing age-friendly services

Sexual health

Sex and intimacy is not just for young adults. At any age, relationships can provide a range of important physical, mental and emotional benefits. This is backed up with evidence from national research studies carried out with older people themselves. Research shows that older people with satisfying sexual or intimate relationships also tend to have better health and wellbeing. Despite this, sex and intimacy beyond the age of 50 is often presumed to be very rare, and there are many negative stereotypes that present older people as having no sexual feelings, often dismissing them entirely.

AFM has continued to lead a group that comprises academics from Manchester's universities, healthcare professionals, the charitable sector, and older Mancunians. The group:

- Ran a campaign on International Day of Older People that reached over 32,000 people online, and gained support nationally from AgeUK and the Centre for Ageing Better
- Engaged with health professionals to consider how it can be made easier for older people to be given sexual health advice in primary-care settings, and how to normalise these conversations

- Ran a social-media campaign on Valentine's Day, including safe-sex messages, women's health and the menopause, relationships and emotions, and a video recorded with a 68-year-old Manchester resident. Over 70,000 people saw the campaign online
- Met with the Manchester Practice Nurse Forum, which led to 40 nurses signing up to get involved in the work.

Promoting age equality

Age-friendly newspapers

The Age-Friendly Older People's Assembly has stressed the high value and importance of printed information in ensuring older people receive the right information in the right place. In response, AFM committed to produce two age-friendly newspapers a year.

Its first 12-page tabloid-size Spring into Summer newspaper saw 10,000 copies distributed around Manchester's libraries, leisure centres, parks, housing providers, cultural organisations and key community groups. Five thousand additional copies were placed in the city's 20 largest supermarkets, and feedback was really positive, particularly from older people themselves.

Tracking where older people picked up their copies enabled AFM to increase the print run for its second issue, the Winter Warmer, to 18,000 copies, with another 2,000 going into supermarkets.

Pride in Ageing

The Pride in Ageing programme was set up in response to concerns that too many lesbian, gay, bisexual and trans (LGBT) people over the age of 50 are living in isolation and facing discrimination as a direct result of their sexual orientation or trans status. Run by the LGBT Foundation, and with support and funding from AFM and the Council, Pride in Ageing was launched by Sir Ian McKellen in summer 2019. The programme has already made huge strides in helping to ensure that Greater Manchester becomes one of the best places for LGBT people to grow older. It will also see the development of one of the first LGBT-affirmative Extra Care schemes in the country.

Impacts of COVID-19 on older people

Older people report that they have been framed as vulnerable and in need throughout the pandemic – this has a significant impact on their sense of wellbeing. It increases fear, sense of isolation, gives them a sense of being 'locked away and out of sight' and often makes them feel disposable.

In the resetting of the age-friendly programme priorities in response to COVID-19, five key issues have been identified that it is felt need to be addressed if Manchester's older people are to be able to contribute to and benefit from Manchester's post-COVID-19 recovery:

- Tackling ageism will require greater focus on applying an age-friendly view to how services are commissioned and delivered. Placing the experience of older people at the heart of this will go some way to removing the barriers many older people report they experience. A focus is being developed that seeks to reframe how older people are described, developing a more systematic approach to the use of equality-impact assessments
- Far too often, older people living in care homes or other residential care settings are disconnected, even from the immediate neighbourhood around them. There is an opportunity for the Care Homes Board and Manchester's Age-Friendly Older People's Board to work together to better connect care-home residents to the opportunities available in their immediate neighbourhood. There is also the chance to give older people in residential settings more voice, and for older people to be given the opportunity to contribute to the work underway to develop a new care-home model
- Neighbourhoods can impact on whether we age well, or instead live long periods from middle to later life experiencing ill health, social isolation and poverty. At least 80% of the time of those aged 70 and over is spent in the home and the surrounding area.⁸ To create age-friendly neighbourhoods will require a greater range of age-friendly standards similar to those in place for libraries and parks, to ensure older people receive the same high levels of service as other groups
- Long-term employment conditions and long-term insecure work, or no work, mean that many unemployed older workers may never work again. Between the end of March 2020 and July 2020, the number of people in the city who were unemployed and claiming benefits rose by 91%, while the number of advertised vacancies halved. There appears to be a significant reduction in entry-level jobs, and while it is rightly important that there is a focus on young people, there also needs to be an equal focus on older workers. Age-friendly employment will be key to the city's plans for economic recovery
- Older people's involvement in the Our Manchester reset has been welcomed to date; however, an ongoing and enduring dialogue with older people will be required. The Age-Friendly Manchester Older People's Board has a permanent representative on the Our Manchester Forum; close working with the Forum and Board is recommended.

8 The University of Manchester research

Conclusion

Improvements have been made for residents of all ages in meeting the Council's priorities and working towards the delivery of the vision of the Our Manchester Strategy.

Although incidence of homelessness continues to increase, there are significant pieces of work being taken forward by the Council and its partners to help meet this challenge. There is a focus on prevention and relief of homelessness, enhancing advice and support, improving access and transition to settled homes, and making homelessness as brief as possible.

While there are still significant numbers of people in the city who have no contact with employment and skills provision, whether they are out of work due to a health condition or in work that does not offer good terms and conditions, more people are being supported into work through targeted interventions. There is a noticeable cultural shift in terms of increased focus on work as a health outcome, and some successful initiatives to tackle gaps in mainstream provision.

Our Children's Services continue to focus on reducing the number of children and young people going into care. This is done by using evidence-based interventions aimed at supporting families to remain together, and where possible preventing the need for children to go into care, or when they do, ensuring a timely return home. Our teams are working closer with health, schools, Greater Manchester Police, and colleagues in neighbourhoods and localities, placing a greater focus on prevention and early support; this avoids problems starting in the first place for children or families, wherever possible.

Intervention, prevention, reablement, and services that better serve people's needs in the community are resulting in fewer adults and older people in need going into residential or nursing care. The move to integrated teams, with community-based health and social-care staff working collaboratively within MLCO, is crucial to our city's success. It has an impact on every one of the Our Manchester goals we're all working towards for 2025.

Looking forward

The Council and its partners continue to develop and transform services under the Our Manchester Strategy, and as new arrangements continue as part of the integration of Health and Social Care through the Locality Plan.

The COVID-19 pandemic will continue to exert an influence on health and care services and the populations they serve for months and years to come. The **Manchester COVID-19 Local Prevention and Response Plan** is designed to ensure that the Council, working with all key-partner organisations in the city, can respond effectively to the ongoing threats and challenges caused by COVID-19. The plan has been developed collaboratively in line with the Our Manchester principles and behaviours and has a strong focus on preventing further transmission of the virus, as well as setting out the actions that will be taken should local outbreaks occur.

However, we know that it is likely that the city's most deprived communities and vulnerable residents will be disproportionately impacted by the COVID-19 pandemic, meaning our focus on reducing inequalities is more important than ever.

A piece of rapid research has been undertaken into cohorts of the population whose needs could potentially be missed or 'slip through the net' as a result of the response to COVID-19. One example is as a result of reduced contact – or reduced opportunities for contact – with public-service professionals/carers, and associated missed opportunities to identify and respond to needs or risks. This includes members of the traveller community, people not registered with a GP, and people of all ages at risk of domestic abuse.

The Council will continue to work collaboratively with all its partners to ensure that it reaches people on the 'at risk' shielded list, both in terms of the primary-care and community-hub responses. This work is ongoing as part of our recovery plans. The Our Manchester Strategy reset will involve targeted engagement with groups and communities that have been disproportionately impacted by COVID-19. It will also offer universal engagement opportunities for all residents, geographically organised engagement, and engagement with key partners and citywide boards. Inclusion and equalities will be a key 'horizontal' theme that cuts across all aspects of the strategy's reset.

Chapter 5: A liveable and low-carbon city

Strategic overview

The Our Manchester Strategy set out the vision for Manchester to 'be in the top flight of world-class cities by 2025' and committed the city to 'playing its full part in limiting the impacts of climate change'. The future success of Manchester is inextricably tied to whether it is a great place to live.

This chapter provides a detailed analysis of the local housing market and how the city is addressing issues by developing a diverse supply of good-quality housing available to rent and buy that is well-designed, energy-efficient, sustainable and affordable to Manchester's diverse residents. By meeting this aim we will encourage more working people and families to stay and live in Manchester, contributing to the city's success.

However, a liveable city is more than this. The Our Manchester Strategy set out a clear ambition for Manchester to become a low-carbon city by playing a full part in limiting the impacts of climate change and being on a path to being zero-carbon by 2050. In 2018, this target was revised with a more challenging

ambition to become zero-carbon by 2038. Other environmental factors also remain a priority for the city. These include developing our green infrastructure, repurposing our contaminated land (a by-product of our industrial heritage), improving air quality, increasing recycling and reducing the amount of waste that goes to landfill, making sure our streets are clean and litter-free, and reducing the amount of fly-tipping.

This chapter will also focus on some of the Community Safety issues that have a direct and significant impact on residents, visitors and people working in this city. We're working with partners and communities to reduce the amount of crime and antisocial behaviour in the city, to provide safer, attractive and cohesive neighbourhoods.

To secure Manchester's position as an international city, we review the world-class visitor offer provided by a richness of cultural, leisure, events and sports facilities. We're providing better-quality parks and green spaces, and are investing in libraries, culture, sport and events for residents' benefit. Residents are becoming more actively involved in the future of our city through various volunteering

programmes and continued investment into voluntary and community-sector funding.

Manchester is growing and becoming ever-more diverse. We are a welcoming city, and residents have a proud track record of positive integration and respecting one another's cultures, faiths and ways of life. We want Manchester people to be proud of their institutions, their neighbourhood, and their city, which will reflect and celebrate this diversity.

This chapter outlines how progress is being made to achieve these aims, the strategies being used to structure the work, the partnership approaches we're adopting, and the specific indicators that demonstrate where progress is being made.

This is detailed in the following six subsections:

- A diverse supply of good-quality housing affordable to everyone
- Encouraging a low-carbon culture
- Recycling more of our waste, and having clean litter-free neighbourhoods
- Safe and cohesive neighbourhoods

- Improving the quality of parks, green spaces, rivers and canals
- Vibrant neighbourhoods: culture, libraries, leisure, sport and volunteering.

The COVID-19 pandemic has impacted on the delivery of key services and has posed significant challenges to the city's cultural and leisure offer. The closure of sites resulted in the refocusing of libraries and leisure programmes so they could be accessed online, and the Digital Inclusion programme was established to provide residents with devices to access this offer. Temporary improvements to the city's air quality due to fewer vehicles on the road during the pandemic will be supported by the introduction of the Greater Manchester Clean Air Plan and Clean Air Zone to accelerate emission reductions. The generosity of our residents, who stepped up in numerous volunteering roles to provide food and assistance for residents who were isolated or in need, was truly outstanding. The long-term impacts of COVID-19 and the associated measures implemented by the Government to limit the spread of the virus will not be known for some time, but Manchester is a resilient city and our residents are renowned for getting together in times of hardship.

Analysis of progress

A diverse supply of good-quality housing affordable to everyone

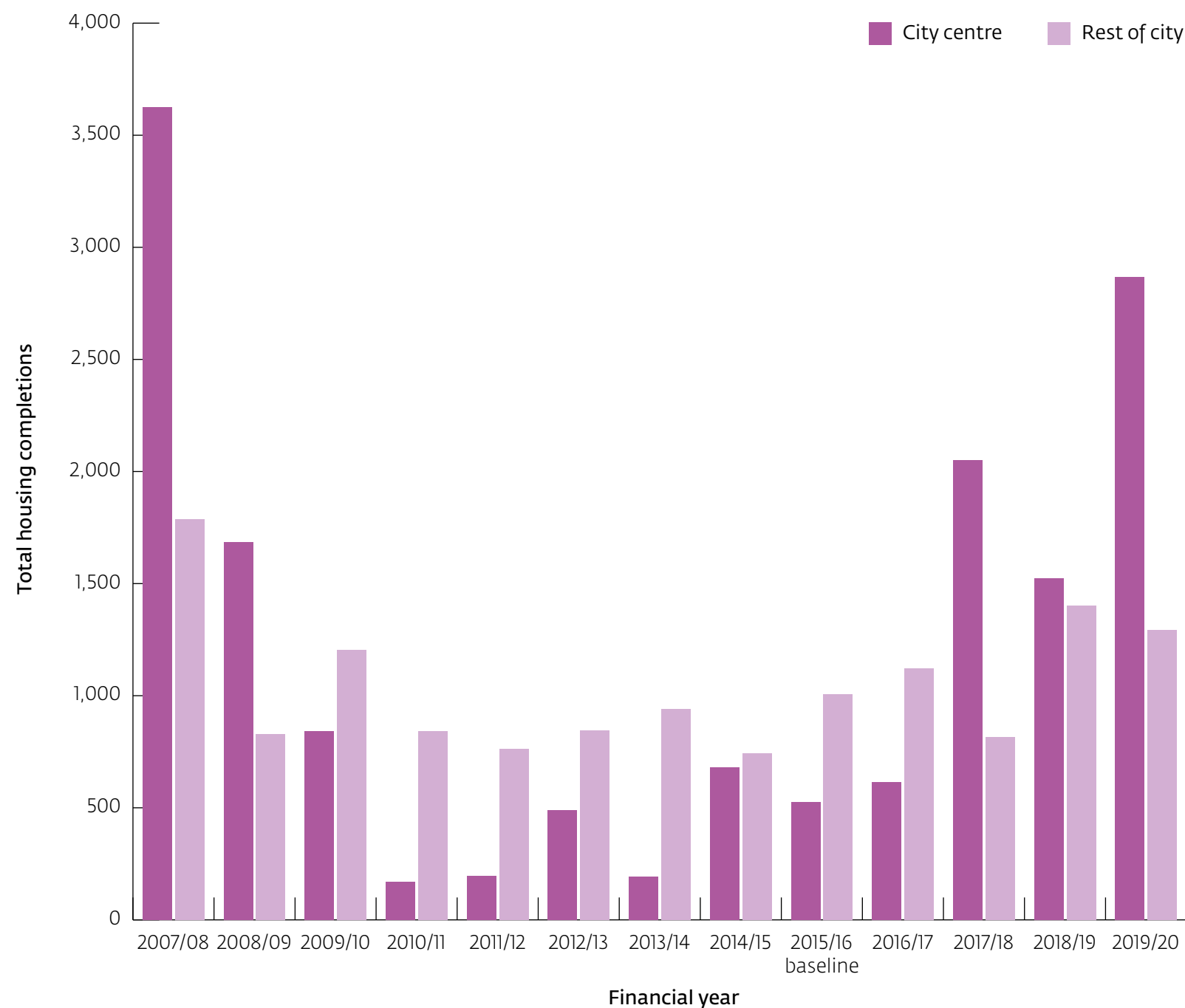
Housing development picture

The **Residential Growth Strategy** (2015–2025) sets out the city's approach to providing the right mix of housing for a growing and increasingly diverse population. The Strategy commits to building 32,000 new homes in Manchester between 2015 and 2025, including a minimum of 6,400 new affordable homes.

Manchester's residential pipeline remains in a period of significant delivery, providing thousands of new homes each year for our residents. There are currently over 9,500 new homes under construction, including some 7,800 in the city centre, and there was a record number of cranes – more than eighty – on the skyline in summer 2019.

Figure 5.1 shows that in 2019/20, 4,161 new homes were built (2,869 in the city centre and 1,292 in the rest of the city). This is on top of the 2,927 built in 2018/19, bringing the total new homes built since 2015/16 to 13,219. This puts Manchester at the forefront of the response to the national housing shortage, with more new homes built in the city in 2019/20 than any London borough.

Figure 5.1:
Housing completions 2007/08–2019/20



Source: Manchester City Council tax records (2007/08–2013/14), Manchester City Council Expected Completions List (2014/15–2019/20)

Notable completed developments this year include 496 homes at Deansgate Square (South Tower), which upon completion became the tallest residential building in the UK outside London, and 172 new apartments at Axis Tower (Deansgate Locks). These schemes are beginning to transform the skyline, with signature residential developments reflecting the increasing maturity and attraction of the housing market in the city centre alongside the scale of the city's regeneration ambition.

Outside the city centre, a similarly positive picture is evident, with a number of prominent developments being completed in 2019/20, including family-housing across a number of sites within the Miles Platting PFI (Private Finance Initiative) (over 100 new homes built in 2019/20), and the redevelopment of the former Manchester Metropolitan University St James' Campus in Didsbury (94 new homes). Work also continues on larger family-housing schemes, such as '825 Didsbury' (85 homes) and larger-scale mixed-tenure developments, such as Melland Road in Longsight (131 homes).

While construction slowed following the introduction of the Government's lockdown measures to combat the spread of COVID-19, activity has started to pick up as contractors have started to adopt safe working practices

in line with Government guidelines. As such, while it is likely that timescales will be extended, there remains strong demand for new housing and a dynamic and expansive development pipeline to match.

Demand for housing is growing

Prior to the outbreak of COVID-19, there was evidence some sites appeared to be taking longer to complete than planned. This was partly due to increased supply chain costs, intense competition, uncertainty relating to the 2019 general election, and the UK's subsequent exit from the EU. However, there is no evidence to support any sense of a slowdown in demand.

Perhaps the most powerful evidence of this is the proportion of long-term empty properties (over six months) in the city, which remains exceptionally low. In March 2020, only 0.56% of homes in the city centre and 0.52% of homes across the rest of the city were empty, despite an increase of over 13,000 new homes in the period from 2015.

Housing demand in Manchester is a result of the continued growth in the resident population of the city, and the city centre in particular. Since 2015, the city centre population has increased by some 20,000, and now stands at

over 72,000.¹ The latest in-house forecasts from the Manchester City Council Forecasting Model (MCCFM) (calculated prior to COVID-19) suggest that Manchester's population will increase by around 48,000 new residents over the next five years. This is in part attributed to the fact that while inward migration from within the EU is declining, the number of people coming to the city from outside the EU has been increasing. Manchester's resident population is discussed in more detail in the 'A thriving and sustainable city' chapter.

Housing demand is diversifying

Part of the challenge of meeting housing demand relates to the large number of homes taken out of mainstream circulation by the large number of students living in south Manchester, and increasingly within the city centre and the Corridor area in particular. There were 8,800 mainstream properties let to students in Manchester in 2019, representing £12.4million of exempt council tax revenue (including all precepts) in the city, and over £5million in the city centre alone, as per the 2020/21 charging regime. The number of students – particularly foreign students, who are most likely to live in the city centre – has been increasing over recent years. The number

¹ Manchester City Council Forecasting Model (MCCFM) W2020

of Chinese students in particular has increased by almost a third, from 4,487 in 2015/16 to 5,942 in 2018/19. It is currently anticipated there may be a temporary reduction in the number of international students coming to study in Manchester, and indeed the UK, due to the COVID-19 pandemic. However, the scale of this – and subsequent impacts on the student accommodation sector – will not be known until enrolments take place in autumn 2020.

In recent years, the issue of students living in mainstream accommodation has been compounded by the increasing numbers of entire homes advertised for short-term lets on portals such as Airbnb. This fast-emerging trend has taken further accommodation out of the mainstream housing market in locations such as the Northern Quarter and around the Whitworth Street area of the city centre (852 entire homes were listed on Airbnb in the city centre in February 2020).

In March 2020, Airbnb allowed guests to make cancellations with full refunds due to COVID-19 and subsequently restricted UK bookings during lockdown. The long-term impact of these measures (along with other Government lockdown restrictions regarding travel and holidays) on the city's short-term lettings market will become clear later in 2020,

particularly as to whether some properties may switch to the mainstream market in order to secure occupiers.

One implication of short-term lets and students in mainstream housing is that they limit availability for working households. Added to the growth of people living in the city, this has contributed to an ongoing undersupply of housing. Combined, these factors explain why this year's demand for housing in Manchester has been as high as ever, and why the need to maintain supply continues to be a major priority for policy-makers across the city.

Increasing the delivery of affordable homes

As part of the Residential Growth Strategy, the city is committed to delivering a minimum of 6,400 new affordable homes between April 2015 and March 2025. In 2019/20, 437 new affordable homes were built, bringing the total delivered since 2015/16 to 1,519, representing circa 25% of the 6,400 by 2025 minimum target. In addition to this, approximately 980 new affordable homes are currently on-site and expected to be delivered by 2022/23.

At the start of the COVID-19 lockdown period in March 2020, construction was paused on many affordable homes, undoubtedly causing some delays to their completion. In recent years, affordable housing completions have been concentrated in north and east Manchester and Wythenshawe. However, over the past year, plans have progressed for affordable housing in more central locations, including a proposal for 66 shared-ownership homes on Store Street by Clarion, and 30 affordable rent homes at Ancoats Dispensary. Due to start on-site this year, Ancoats Dispensary forms part of an agreement between Great Places and Manchester Life Development Company, which in the long-term has the potential to deliver an additional 750 affordable homes.

Table 5.1:
Manchester Affordable Pipeline (2015–2025) ²

| | Social rent* | Affordable rent | Shared ownership | Other** | Total |
|--|--------------|-----------------|------------------|------------|--------------|
| Affordable completions (2015/16) | 34 | 87 | 34 | – | 155 |
| Affordable completions (2016/17) | 14 | 156 | 84 | – | 254 |
| Affordable completions (2017/18) | 20 | 180 | 97 | – | 297 |
| Affordable completions (2018/19) | 56 | 136 | 141 | 5 | 338 |
| Affordable completions (2019/20) | 27 | 88 | 131 | 191 | 437 |
| Affordable completions (April–August 2020/21) | 1 | 32 | 5– | 38 | |
| Total completions (2015/16–August 2020/21) | 152 | 679 | 492 | 196 | 1,519 |
| Total under construction (September 2020/21–2022/23) | 365 | 142 | 29 | 185 | 983 |
| Total Registered Provider Pipeline (2020/21–2024/25) | 09 | 871 | 527 | 49 | 2,356 |
| Remaining Pipeline*** | 376 | 939 | 1,222 | – | 2,537 |
| Total | 1,802 | 2,631 | 2,532 | 430 | 7,395 |
| * Includes all Rent to Buy and discounted market-rent schemes | | | | | |
| ** Includes all schemes where a planning application has been submitted / a site has been identified | | | | | |
| *** Includes all Local Development Vehicle sites | | | | | |

Source: Manchester City Council Expected Completions List

² Covering all Government-defined affordable tenures (correct on 5 May 2020)

³ Including 40 shared ownership homes targeted at the over 55s

Elsewhere, examples of affordable developments where progress is underway include the former Stagecoach Bus Depot in Moss Side, where 72 new Extra Care homes and 70 shared-ownership homes³ developed by Mosscafe St Vincent's (MSV) are expected to be completed over the next two years. The pioneering Russell Road LGBT+ scheme is designed to help support the care needs of Manchester's over-55s, relieving pressure on local health services. In east Manchester, 106 new affordable homes are under construction at Bellamy Court (One Manchester).

As Table 5.1 shows, the number of socially rented homes completed in the city is increasing year on year. A programme of work is underway to identify opportunities across Manchester that are capable of continuing to grow the pipeline of social-rented homes and make a meaningful contribution towards the Residential Growth Strategy target from March 2021 onwards.

This includes continued work with registered providers to aid the delivery of affordable housing, including through the utilisation of land owned by Manchester City Council. Developments identified as delivering significant numbers of social housing include One Manchester's regeneration of the Grey

Mare Lane Estate (188 social-rent homes) and Newton Heath District Centre schemes (circa 200 social-rent homes across four schemes).

However, despite recent progress, significant challenges remain, which will only be exacerbated by the economic impacts of COVID-19. As construction costs have increased (approximately 20% over the past ten years), the average grant per home has decreased (around a third of what might have been provided in 2010). This has heavily constrained the delivery of socially rented homes in Manchester and across the country. A report published by Network Homes⁴ last year found that housing associations received an average of £33,600 in grants per unit under the Affordable Homes Programme for the period 2015–18, compared with £102,641 for the period 2008–11. As a result, registered provider partners are increasingly having to rely on borrowing, reserves or cross-subsidy from open-market sales (including shared-ownership sales) to support the development of social housing.

This, coupled with incentives derived from the Shared Ownership Affordable Homes Programme (SOAHP), explains why the affordable pipeline is increasingly reliant on the development of large numbers of shared ownership and rent-to-buy properties as the

mainstay of affordable housing supply. In 2019/20, 346 new shared-ownership and rent-to-buy homes were completed across Manchester, including 105 rent-to-buy homes at The Clockworks – Princess Road (One Manchester); a further 265 are under construction, including 118 homes (80 shared-ownership/38 rent-to-buy) at Scholars Fields (Wythenshawe Community Housing Group).

The existing delivery platform we have established with registered providers (RPs), whereby the Council uses its land assets alongside land the RPs have acquired in the open market (working in conjunction with Homes England investment programmes), remains key to the delivery of new affordable homes in the city. However, the evidence suggests that this in itself is not enough to meet the growing demand for affordable housing and, importantly, will not deliver a significant increase in the number of socially rented homes in the city.

With this in mind, the Council is continuing to work with new and existing registered provider partners to identify opportunities to help bolster the delivery of affordable homes. Current indications suggest these have the potential to deliver around 700 of the circa 2,500 homes identified as part of the

Remaining Pipeline section in Table 5.1 above. The Council is also looking at developing a new Local Delivery Vehicle (LDV), which has the potential to both increase the quantum and rebalance the delivery of affordable tenures by using Council land assets partly funded through a cross-subsidy mechanism. This would be derived from the delivery of an associated pipeline of market housing for affordable and market-rate rent. Current estimates indicate the potential for the LDV to deliver some 1,800 new, affordable, low-carbon homes in addition to the homes set to be delivered by RPs, helping the city to meet and exceed the existing 6,400 minimum target by 2025.

Growth in residential lettings

The strength of housing demand in Manchester is no more evident than within the residential lettings market, where rents continued to grow this year, albeit not at the rate they were or as consistently across Manchester's various submarkets as in the past. Over the past year, per-calendar-month rents for two-bed properties grew by 0.1% in the city centre (£983 in 2018/19 to £984 in 2019/20) and 5% elsewhere (£718 in 2018/19 to £754 in 2019/20).

⁴ Network Homes, "Why aren't housing associations building more social-rented homes?" (January 2019)

Rents are by no means consistent across Manchester, as wards such as Rusholme and Longsight record a much higher rate of rental inflation (predominantly driven by high levels of international migration) when compared to places such as Didsbury and Chorlton, where the trajectory is far flatter. This reflects a continued demand for more accommodation at lower price points in Manchester. However, a relative lack of supply in these areas is directing an increasing number of residents into poorer-quality housing, either through informal portals such as Gumtree, or through landlords making maximum use of property (including larger family homes let on a per-room basis).

The housing market was reopened by the Government on 13 May 2020, and some of the initial impacts of COVID-19 on future demand and rent levels are beginning to emerge. In the first instance, there is evidence of a spike in the availability of accommodation to rent in the city centre, with more than double the number of properties available to rent between March and May 2020 (circa 2,600) than during the same period in 2019 (circa 1,200). This can be partly attributed to landlords switching properties from the short-term lettings market to the mainstream market in response to diminishing demand for visitor accommodation, as well as declining numbers of students

(particularly international students) active in the rental market. Initial evidence suggests that these increases in supply have led to a slight correction in city centre rents: average two-bed properties are currently £984 per calendar month, 1.7% below the Q3 2019/20 peak.

In September 2020, the Council published a refresh of the Private Rented Sector Strategy. This sets out a series of objectives linked to improving property and management standards and increasing opportunities for low-income households within the private-rented sector.

Exceptionally diverse city centre lettings market

In the city centre, the market has become polarised between students and working households. Prior to the COVID-19 pandemic, demand from students appeared to be outstripping the supply of purpose-built student accommodation (PBSA), further contributing to inflationary pressures on mainstream housing. A report to the Executive (November 2019)⁵ indicated that new-build PBSA could free up more homes in the mainstream market for working households, potentially relieving pressures on rents.

In many ways, PBSA was a precursor to purpose-built build-to-rent (BtR). As the apartment market has matured and diversified, there has been a growing divergence in city centre rents between different products linked to better quality and management standards and a more rounded amenity offer for tenants. BtR is an increasingly large part of the city centre housing market, with circa 5,000 units operational in the city centre in 2019/20 and some 4,000 units under construction. BtR is responding to demand from residents who increasingly view renting as a lifestyle choice in the city centre, and evidence suggests that new BtR blocks are proving to be very popular. For example, the recently completed Burlington House (91 units) was reported as 100% let within three months of being launched.⁶

⁵ Consideration of Policy H12: Purpose-Built Student Accommodation Within the Changing Market Context, Executive (13 November 2019)

⁶ <https://www.bisnow.com/manchester/news/build-to-rent/manc-resi-102827>

The emergence of BtR is beginning to transform the residential lettings market, with a management and customer experience offer way beyond the traditional buy-to-let (BtL) model associated with the first phase of city centre living. Indeed, it is noticeable that as BtR has begun to outcompete BtL in the city centre, there is evidence that some more traditional landlords have decided to sell up or have switched to short-term lets. Stamp Duty Reforms (the additional 3% Stamp Duty Land Tax on second homes), changes to Mortgage Interest Rate Relief, and increased costs such as the tenant fee ban (June 2019), have also acted to drive the change.⁷

Options for home ownership and first-time buyers

In recent years, new working households have been increasingly attracted by Manchester's growing economy, employment opportunities and relative affordability compared to other cities. In fact, there is increasing evidence that some of these new residents have opted to move from locations in London and the south east. According to Hamptons (International), 13% of London leavers moved to the north west in 2019 (up from just 1% a decade ago), with a high proportion likely to have moved to Manchester.

This has helped fuel both demand for housing and price inflation in certain parts of the city (it is still too early to measure any impact of COVID-19 on property values⁸). Wards such as Deansgate (8.6% annual price growth) and Ancoats & Beswick (6.2% annual price growth) have seen significant average house price growth – driven in part by the premium on new-build supply, and by buyers with equity drawn from higher value sales elsewhere.

However, there are a number of wards where average house prices have remained relatively low over the longer term and where price inflation is not accelerating at the pace that the press or other national commentators appear to believe. For example, average house prices in Sharston (4.4% growth per annum) and Higher Blackley (2.9% growth per annum) have only marginally increased between 2015/16 and 2019/20. Even Chorlton has only increased by an average of 5.2% per annum, compared to the national average of 10.3% per annum house-price inflation over the same period of time.

Part of the growth is linked to the growing number of homeowners (as opposed to the overall proportion) in the city centre, with some developers directly targeting owner-occupiers in new-build schemes. For example,

Capital & Centric are offering local people the first opportunity to buy in their Crusader Mill development (201 units due to be completed from spring 2020 onwards and available with Help to Buy) by ring-fencing units for owner-occupiers and effectively excluding investors in the first tranche of sales.

However, in recent years rents have continued to rise faster than wages, squeezing prospective buyers in their attempts to save for a deposit. This is compounded by Council research, which found that 58% of new-build and 33% of secondary sales listed in the city centre on Rightmove in November 2019 were targeted specifically at investors and cash buyers. This further limits opportunities for homeowners in the apartment-market-for-sale sector.

⁷ From 8 July, the Government introduced a temporary Stamp Duty Land Tax holiday on transactions under £500,000 until the end of March 2021. The impacts of this will continue to be monitored over the coming year

⁸ While the housing market reopened in May, HM Land Registry data is released on a two-month lag, so sample sizes remain too small to infer robust conclusions on the impact of COVID-19 on property prices

COVID-19 has no doubt created new difficulties for some prospective buyers, not least lenders temporarily removing many of their mortgage products or requiring larger deposits, which are out of reach of many first-time buyers. Government guidance in place from the end of March until 13 May 2020 advising people to delay moving home, along with the related economic uncertainties, will also have led to many delayed transactions, with some even falling through. With this in mind, more support for prospective homeowners continues to be required in the post-COVID-19 environment.

Help to Buy (HtB) beginning to impact the city centre sales market

There were 10,012 sales in Manchester in 2019/20 (272 supported by HtB), compared to 10,865 the year before (239 supported by HtB). However, while HtB has enabled many Mancunians to become homeowners in locations outside the city centre, historically it has not supported many new-build city centre apartment sales (10% of HtB sales were in the city centre between 2013/14 and 2017/18). This is largely due to the way development is funded (not least the six-month completion rule applied to buyers in receipt of HtB support) and the link with overseas sales.

Yet over the past year, evidence has emerged of an increasing number of schemes beginning to offer HtB, including One Vesta Street (Manchester Life) and Mount Yard (FEC), which will provide more residents with the opportunity to become homeowners in these new communities on the eastern side of the city centre.

Despite significant levels of new supply, over 70% of the city centre sales market are resales (closer to 90% citywide). This often provides a more affordable option for prospective owner-occupiers who have been able to benefit from record low mortgage rates, up until COVID-19 recently led to the removal of many mortgage products. The resale market also includes a much higher proportion of domestic sales – a demand characteristic that differs greatly from the overseas buyer-led new-build sector.

It is possible that recent changes (2% additional Stamp Duty land tax levy for overseas buyers from April 2021) announced in the 2020 spring budget might dampen demand from foreign buyers. However, the long-term security of UK residential as an international asset class is likely to remain. In addition to this, the continued low valuation of sterling, sustained supply, rental inflation, and the relative affordability of the Manchester market

compared to London (and the strength of yields), will underwrite Manchester's resilience and help to ensure the city remains an attractive location for housing investment in the UK.

The population of the city centre housing market is maturing

Evidence from the Manchester City Council Forecasting Model suggests that the population of the city centre is maturing, with the number of people aged 35–44 more than doubling over the past five years. The number of families and people with children is also rising, including some 16% more children aged under 15 over the same period. This raises significant questions about how the city centre's still relatively immature housing market can evolve to provide more diverse housing for a demographic beyond the traditional young professional renting household as more owner-occupiers (higher-value buyers as well as first-timers), including older people and families, are opting to stay.

There is evidence that the market is beginning to react to demand from tenant profiles outside the traditional 18–34 age bracket; Urban Splash delivered some 70 new town houses in New Islington in addition to the 43 completed in the first phase in 2016. This development, which benefits from its proximity to a primary school, provides a good

indication of the strength of demand for different housing products, as well as the power of public services investment to drive the expansion of the housing market locally.

Looking forward, as the demand for housing continues to grow and opportunities for large-scale development sites in and around the city centre become harder to find, there are increasing opportunities in new locations close to the city centre. In some instances this involves repurposing existing residential and commercial sites that require significant infrastructure investment, including opportunities within the Northern Gateway and other parts of north Manchester.

Expanding outwards from the city centre, the residential-led Northern Gateway regeneration project has the potential to contribute up to 15,000 new homes over the next 10–15 years, of which 20% will be affordable. The Northern Gateway is the city's biggest opportunity to deliver an ambitious affordable housing plan. A well-planned, place-based approach to development, it will provide a diversity of housing types that reflect the city's changing demographic, including much-needed family homes.

Encouraging a low-carbon culture

Zero-Carbon 2038

The crisis of climate change is unprecedented and is the single biggest challenge faced by the world today. Manchester recognises that this challenge can only be overcome by taking urgent, radical action. To ensure we play our full part in Manchester, we have established a partnership-based approach designed to ensure communities and businesses can be engaged, inspired and supported to act on climate change.

The **Manchester Climate Change Framework 2020–25** was published by the Manchester Climate Change Partnership and Agency in February 2020 and endorsed by Manchester City Council in March 2020, establishing it as the city's high-level climate change strategy for the next five years. The Climate Change Partnership is the city's main mechanism for engaging organisations and residents to act. It has 60 members across ten sectors, with responsibility for over 20% of Manchester's direct CO₂ emissions. Its members also have 'reach' into the remaining 80% through their staff, students, customers, tenants, football fans, theatre-goers, worshippers and others. Partnership members have developed their own bespoke action plans, setting out how they will contribute towards the successful

delivery of the Framework. The Framework is intended to provide the overarching structure for organisations to 'plug-in' their own bespoke plans.

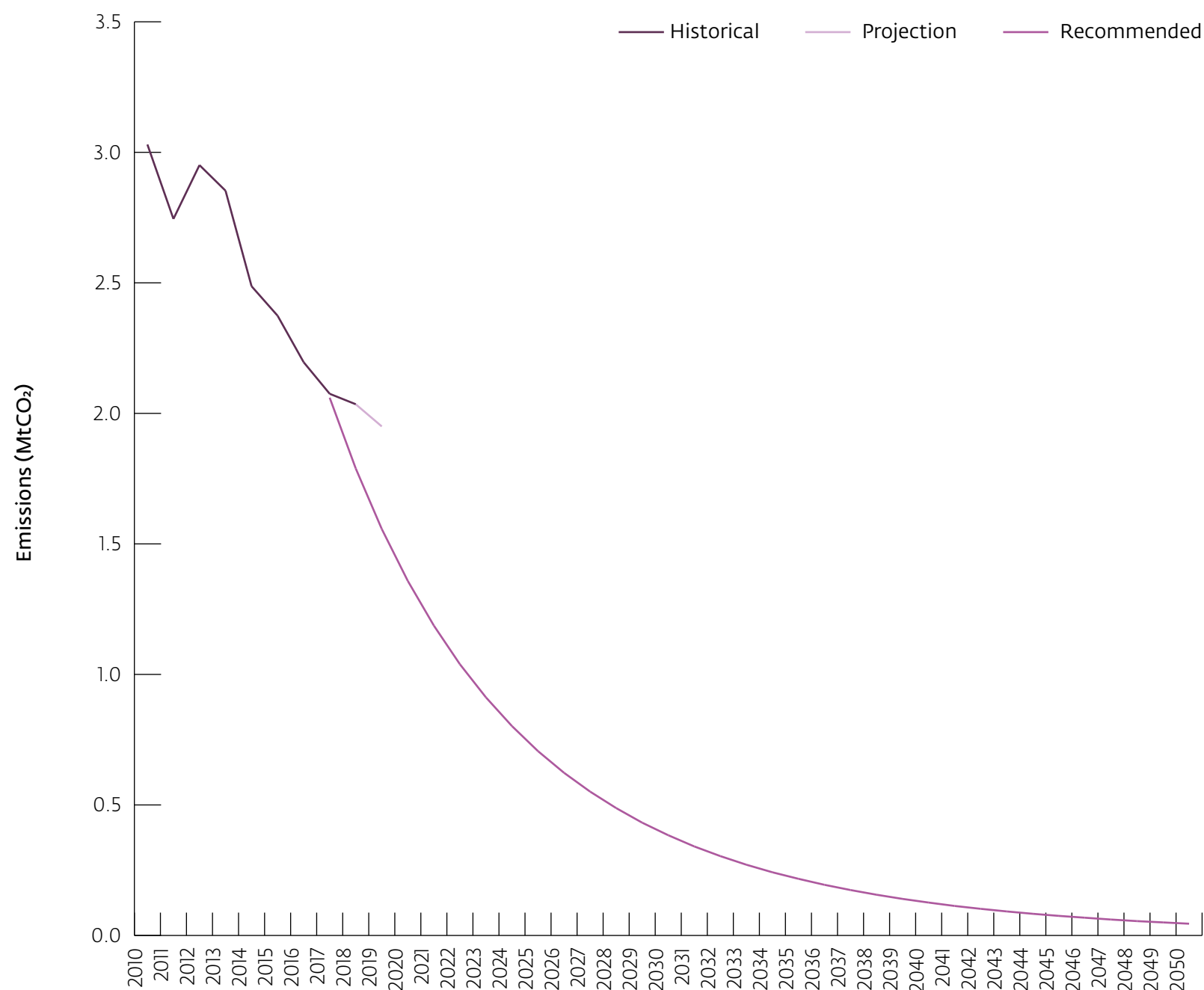
The Framework replaces the 'Manchester: A Certain Future 2010–20' climate change strategy and sets out the aim that 'Manchester will play its full part in limiting the impacts of climate change and create a healthy, green, socially just city where everyone can thrive'. It contains four objectives:

- Staying within our carbon budgets: keeping our direct emissions within a limited carbon budget, taking action on aviation emissions, and addressing our indirect/consumption-based emissions
- Climate adaptation and resilience: to adapt the city's buildings, infrastructure and natural environment to the changing climate, and to increase the climate resilience of our residents and organisations
- Health and wellbeing: to improve the health and wellbeing of everyone in Manchester through actions that also contribute to our objectives for CO₂ reduction and adaptation and resilience, with particular focus on those most in need

→ Inclusive, zero-carbon and climate-resilient economy: to ensure that Manchester establishes an inclusive, zero-carbon and climate-resilient economy where everyone can benefit from playing an active role.

Direct CO₂ emissions come from the energy used in buildings (for heating, lighting, electrical appliances and equipment) and transport. Manchester has set a carbon budget for our direct emissions, a limited amount of CO₂ we 'spend' during 2018–2100; this figure is 15million tonnes. Figure 5.2 shows Manchester's emissions (provisional for 2019) compared to a pathway that evenly distributes the carbon budget over time. Based on the emissions for 2018 and projected emissions for 2019, Manchester is not yet following the recommended pathway, meaning the carbon budget is being used at a faster rate – emissions fell in these years by 2% and 4% respectively, against a target of 13% set out in the Climate Change Framework. To keep within the budget, faster annual reduction rates of 14.8% will now be required from 2020. Further details can be found in the **Manchester Climate Change Annual Report 2020**.

Figure 5.2:
Carbon emissions projection 2018 to 2050 based on the 15 MtCO₂ Manchester carbon budget



Source: Tyndall Centre for Climate Change Research

In July 2019, Manchester City Council declared a climate emergency. This declaration recognised the need for the Council and the city as a whole to do more to reduce its carbon emissions and mitigate the negative impacts of climate change; it demonstrated the Council's commitment to be at the forefront of the global response to climate change and to lead by example.

In March 2020, the Council published its **Climate Change Action Plan 2020–2025**, detailing the actions the city needs to take to stay within its carbon budget. The specific commitments the Council is making are:

- Deliver at least a 50% reduction in carbon emissions from its buildings, energy and transport by 2025 (from circa 32,000 tonnes in 2019/20 to circa 16,000 tonnes in 2024/25)
- Report quarterly on progress against the actions in the plan
- Become zero-carbon by 2038 at the latest.

Since the Council declared a climate emergency, changes have been made to the ways in which it works and operates. These include:

- Strengthening the capacity to carry out this work and embedding climate change into decision-making, policies and practice

- Embedding climate change into the next Capital Strategy for the city so that investment decisions are considered in terms of their contribution to reducing carbon reductions. The Council has committed investments totalling £69million
- Increasing the social value weighting in its procurement framework to 30%, including a 10% weighting for environmental impact
- Carrying out extensive building and energy improvements across its estate as part of a phased Buildings Carbon Reduction Plan, which includes the installation of solar PV, boiler replacements, and replacing existing lighting with LED lighting and improved controls
- The street lighting LED replacement programme, which is nearing completion
- The rolling replacement of the Council's operational fleet with electric vehicles, which includes the recent purchase of 27 electric refuse collection vehicles
- Commissioned insight among Manchester residents to understand the views of residents from across the city in relation to climate change

- The Youth Climate Summit held in January 2020, as a follow-up to the event in July 2019. Over 300 young people aged between 9 and 14 attended the events and voiced their opinions on how they and their schools can start to become zero-carbon
- Events in wards that identified ways to engage communities and identified climate-change priorities, which have been incorporated into all ward plans
- Reducing single-use plastics across its estate, markets, parks and events. Manchester Day 2019 was the Council's first sustainable event, followed by the Manchester Christmas Markets.

Ensuring our communities are environmentally protected

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 a strategic approach to regeneration, and to promote and assist with the safe reuse of brownfield sites. Improving brownfield and distressed land across Manchester will make the city a more attractive place to live, work and visit, which will lead to a stronger economy.

Where necessary, and supported by the Neighbourhood Services' Environmental Protection Team, sites identified as requiring detailed assessment can be reviewed and remediated through the planning development process. According to current records, 44 hectares of potentially contaminated land has been remediated under the development control process during the past year (April 2019 to March 2020; data based on validation reports being received and approved). This includes Buildings 5, 6, 7 and 8 on the former BBC site, Oxford Road; the new Gorton Mount Primary School; Beaver Road Academy, Wilmslow Road (on the site of the former Broomhurst Hall of residence); residential developments on Heyland Road, Wythenshawe and Wadeson Road, Brunswick; and the Dakota Hotel on Ducie Street.

The Environmental Protection Team works closely with other Council departments, such as Corporate Property and City Centre Regeneration and Growth, to provide support and technical advice for projects as required. The team also helps to respond to preplanning enquiries from private consultants and developers for planned developments. Projects they have been involved with and continue to have a role in include the Northern Gateway, HS2, and former landfill sites redevelopment portfolios.

The Landfill Project Board is led by the Housing and Residential Growth Team; its primary aim is to ensure the successful delivery of the Landfills Project and to bring such sites forward for redevelopment and public realm improvements. This year has seen the formal set up of the group and regular meetings established. Discussions and site investigations have commenced for three former landfill sites in north Manchester.

Air quality

Air pollution is associated with a number of adverse health impacts and is recognised as a contributory factor in the onset of heart disease and cancer. It can disproportionately affect the most vulnerable in society: children, older people, and those with heart and lung conditions. Overall, the effect that man-made air pollution in the UK has on mortality is estimated to be in the range of 28,000 to 36,000 deaths annually.

In 2008, the Government passed the European Ambient Air Quality Directive (2008/EC/50) into UK law. This sets legally binding limits and target values for concentrations of major air pollutants, including nitrogen dioxide (NO₂) and particulate matter (PM₁₀ and PM_{2.5}).

NO₂ is primarily caused by the combustion of fossil fuels, particularly diesel, in transport. PM₁₀ and PM_{2.5} are also linked to the combustion of fossil fuels, as well as from the wear and tear of machinery associated with their use, and dust from construction work. Many of the sources of NO₂ are also sources of PM, and therefore measures to address NO₂ are likely to have some impact on PM levels, however, it should be noted that the replacement of the vehicle fleet with electric vehicles (EVs) may not result in significant improvements in PM, as EVs produce PM from road, tyre and brake wear.

Manchester meets the national legal limits for all its air pollutants, with the exception of the annual limit for NO₂. However, trends show that there has been an improvement in air quality across the city, but parts of Manchester still remain above the annual limit for NO₂. As such these areas have been declared Air Quality Management Areas (AQMAs). AQMAs are produced using a combination of monitoring station data and computer modelling.

Table 5.2:
Annual mean concentrations of NO₂ and PM₁₀ (µg/m³)

| | Manchester Oxford Road | | Manchester Piccadilly Gardens | |
|-----------------|--------------------------------------|---------------------------------------|--------------------------------------|---------------------------------------|
| | NO ₂ (µg/m ³) | PM ₁₀ (µg/m ³) | NO ₂ (µg/m ³) | PM ₁₀ (µg/m ³) |
| 2015 (baseline) | 66 | 28 | 39 | 20 |
| 2016 | 66 | 27 | 40 | 20 |
| 2017 | 65 | 27 | 36 | 20 |
| 2018 | 62 | 30 | 35 | 21 |
| 2019 | 59 | 26 | 36 | 20 |

Source: Air Quality England

There are two permanent monitoring stations in Manchester that monitor NO₂ and PM₁₀: Piccadilly Gardens and Oxford Road. Table 5.2 shows NO₂ and PM₁₀ concentrations monitored by the two city centre locations from 2015. These are part of a network across Greater Manchester, supplemented by NO₂ diffusion tubes in order to give an accurate picture of pollution levels.

The current AQMA was declared by the Greater Manchester Combined Authority (GMCA) in May 2016, and covers a smaller area than previously, but it is still focused on the busiest parts of the road network, including areas where routes converge, such as the city centre. The AQMA continues to be set at a precautionary 35 micrograms of NO₂ per cubic metre of air (µg/m³), below the legal annual mean limit of 40µg/m³, to reflect modelling uncertainties.

The data presented in Table 5.2 shows that concentrations of NO₂ have fallen at both the Oxford Road and Piccadilly Gardens sites since 2015. NO₂ levels at Piccadilly Gardens do not exceed the legal limit; however, despite the reduction at Oxford Road, the annual concentration there is still above the legal limit.

The legal annual mean limit for PM₁₀ is 40 µg/m³. Table 5.2 demonstrates that concentrations of PM₁₀ have reduced at the Oxford Road site over recent years and remained stable at Piccadilly Gardens. Neither site exceeded the legal limit for this pollutant.

During the COVID-19 lockdown period from 23 March to June, there was a substantial reduction of NO₂ at all automatic monitoring locations in Manchester, particularly at urban

and roadside locations. Provisional concentrations of NO₂ at the Oxford Road monitoring station were 58% lower than modelled business-as-usual concentrations. This reduction is less than expected based on the observed 70–75% decrease in traffic volumes over lockdown in central Manchester. The University of Manchester has explained that pre-lockdown, clean air masses travelling from the Atlantic meant that pollution levels were largely determined by local emissions (ie. road traffic in Manchester). However, during lockdown, easterly and southerly air masses meant that Manchester was a receptor site for pollution transported from continental Europe and the south of the UK, and a large proportion (up to 60%) of the measured NO₂ cannot be explained by local sources.

In order to make further progress in tackling poor air quality, the GMCA published an **Air Quality Action Plan 2016–21** (AQAP) in December 2016. The plan is structured around three themes:

- Reducing traffic by encouraging alternative travel modes
- Increasing efficiency by making the most appropriate use of roads and vehicles for different tasks
- Improving vehicles by encouraging less-polluting vehicles to be used.

Objectives contained within the plan are being met in Manchester by a range of measures, including the installation of new 'bus gates' on Portland Street and Oxford Road in 2017, planning controls for new developments, taxi-emission controls, a Clean Air Zone strategy, and a new air-quality website www.cleanairgm.com. Further details of measures taken under the AQAP are included below:

- Continued with planning development requirements, including impact of air quality and exposure assessments, and mitigation such as electric vehicle charge points (EVC), boiler emissions standards and travel plans
- Summary EVC requirements produced as a working document for Planning and Environmental Protection officers; the Council is working to consolidate this with the Institute of Air Quality Management/ Environmental Protection UK Development and Construction Guidance in order to publish online as a guidance document for developers
- The Council submitted monthly reports to TfGM for the Planning Development cumulative impact database
- Work continued to improve taxi emissions; a consultation exercise on proposals to standardise conditions across Greater Manchester was planned for June 2020, including measures to address engine idling. Further details are available [here](#)
- Green infrastructure: further details provided below in the 'Improving the quality of parks, green spaces, rivers and canals' section
- Delivery and Servicing Plan work and implementation continued; deliveries during off-peak times, load consolidation, and personal deliveries not allowed
- Anti-idling actions continued; school engagement projects undertaken by Council neighbourhood teams, and compliance work carried out by resolving isolated idling incidents informally in accordance with the Council's Enforcement Policy
- The Council's review of essential car users several years ago resulted in a significant reduction in allowances. Council policy was updated during 2018 to promote flexible working, working from home, and locations that result in reduced travel time. Several teams have fleet EVs, and this number is increasing when vehicle lease contracts end
- The Council involved in TfGM consultation over locations for new EVC points
- City centre car parks assessment commenced
- Continued to work with schools over sustainable travel
- Continued to promote air-quality issues and sustainable travel over staff communications, via schools engagement and Manchester University student projects, and to the public via Council web pages. The Council also actively participated in 2019's Clean Air Day/ Week, which included promoting awareness of air pollution and measures the public can take to reduce their own exposure and impacts.

In July 2017, the Government published its **UK plan for tackling roadside nitrogen dioxide concentrations**, which required Manchester, together with the other Greater Manchester local authorities, to produce a new plan to meet roadside NO₂ limits within the shortest possible time. A full business case for the Greater Manchester plan, known as the Clean Air Plan (CAP), has been developed by TfGM with Greater Manchester local authorities. Further information regarding the CAP is available [here](#) and details of the plan and timescales are available in the Neighbourhoods and Environment Scrutiny Committee Report [here](#).

In addition to the ongoing actions outlined above, the city is required to submit Annual Status Reports (ASR) to Defra each year, to demonstrate the progress of the implementation of the measures in the GM AQAP and any resultant air-quality improvements. The most recent ASR is available [here](#).

Recycling more of our waste, and clean, litter-free neighbourhoods

Recycling more of our waste

There is growing momentum among Mancunians to be more ambitious in their effort towards achieving the city's target to become zero-carbon by 2038. Residents are starting to make the connection between the things they buy and throw away, and there is an increasing recognition that by recycling more and wasting less, everyone can contribute towards achieving this.

Over the past ten years, significant progress has been made across the city in terms of increasing recycling rates and reducing the levels of residual waste. Following the successful delivery of new refuse bins to over 157,000 households in 2016, recycling rates increased significantly. 2017/18 was the first full year of service change; this recycling rate has been maintained in 2018/19 and 2019/20 (provisional figures 2019/20 – see Table 5.3). Refuse from households that received the new

grey bins has decreased by 25%. This led to a cost avoidance of over £8million per year. This work is ongoing and in particular seeks to improve the areas of lowest performance.

The quality of recycling collected across the city remains a concern, particularly the pulpable (card and paper) stream. Low prices and volatilities in both the EU and international paper recycling markets are putting the whole of the UK's paper recycling sector under strain. This is a consequence of the significantly tighter quality restrictions that have emerged in China and other Asian countries in recent years. In Manchester, some pulpable material contains black bags of rubbish, food and nappies – among other non-recyclable materials. Improving the quality of material collected remains a priority for 2020/21 and beyond.

Table 5.3 shows the amount of residual waste collected from all households has decreased from 519kg per household per year in 2015/16 to 409kg per household per year in 2019/20 (provisional figure). COVID-19 had a significant impact on the levels of refuse produced during late March 2020, and tonnages increased by approximately 30%. Tonnages of bottles and cans increased by approximately 30% as people were consuming more at home in lockdown. This pattern continued through Q1 of 2020/21 and is expected to lead to increased spending on disposal of over £1million by the end of the financial year. The increase in refuse compared to last year started to fall in July as some restrictions were lifted. At the time of writing it is too early to tell with any accuracy what the financial and recycling rate impacts will be by the end of 2020/21, but higher costs and a lower recycling rate are certain.

Table 5.3:
Percentage of household waste recycled – refuse produced per household

| | Refuse kg per household per year | Recycling rate | Kerbside organic tonnage | Kerbside dry recycling tonnage |
|------------------------------|----------------------------------|----------------|--------------------------|--------------------------------|
| 2015/16 baseline | 519 | 32% | 24,776 | 26,213 |
| 2016/17 | 471 | 36% | 29,503 | 29,643 |
| 2017/18 | 438 | 39% | 30,771 | 31,045 |
| 2018/19 | 409 | 40% | 30,834 | 30,971 |
| 2019/20 (provisional) | 409 | 40% | 30,860 | 31,520 |

Source: Waste Data Flow

In 2018/19 and 2019/20, work was undertaken with apartment-style properties to encourage households to recycle more, as recycling rates among this sector have been low, approximately 10% in March 2018. Investment focused on providing more recycling facilities, improved signage and other materials, to make it easier for residents to recycle. Targeted communications and engagement with this sector helped residents to understand what materials can be recycled and why it's important they make the effort to do so. Recycling rates rose to 20% in March 2020 following the implementation of the project.

During 2019/20, projects to improve recycling in areas with passageway containers got underway and will continue into 2020/21. The project involved refurbishing containers and replacing old frames with new locking posts. As recycling from these sites is collected, along with recycling from four-bin households, no data is available to measure any increase in recycling. However, replacement and refurbishment of the recycling infrastructure was needed to maintain site safety and improve cleanliness of the sites.

In response to changes in the international recycling markets, it is more important than ever that the city ensures that domestic recycling

is not contaminated with incorrect materials, particularly in the pulpable (card and paper) stream. Targeted campaigns were carried out during 2019/20, focusing on rounds that had high levels of contamination.

To this end, we are currently replacing all passageway recycling containers with a new-style of container and lid to discourage contamination and encourage positive recycling behaviour. This will be completed in 2020/21. We will also continue to communicate clear 'recycle right' messages to all residents and increase trials of targeted recycling education for residents who persistently contaminate their recycling bins.

Following the publication of the **Our Waste, Our Resources: A Strategy for England, Resources and Waste Strategy** in December 2018, four consultations on the proposals detailed within the strategy were released during 2019. These covered Packaging Tax, Extended Producer Responsibility (EPR), Deposit Return Scheme (DRS), and Consistent Collections. A further consultation on more detailed proposals are anticipated in 2020. The outcome of these consultations is key to shaping the next phase of the city's approach to managing waste.

Becoming a cleaner litter-free city

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, 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.

Working together to achieve a cleaner city is vitally important to protecting the local environment in Manchester. In 2019, there was an overwhelming response from residents, young people, businesses and partners to the Great British Spring Clean and Keep Manchester Tidy initiatives, and more volunteers than ever took part in clean-up events. Additional investment in bin infrastructure, fly-tipping prevention, and intervention measures will build resilience for further improvements to be made.

The **Litter Strategy for England**, published in April 2017, set out the Government's ambition to reduce the impact of littering on all aspects of the environment. As part of the strategy, a baseline of performance across England's Strategic Road Network was measured by Keep Britain Tidy (KBT) to understand the

current situation. In September 2019, Defra shared the results of the road cleanliness survey for Manchester, which confirmed streets received a passing grade. The results of the citywide Local Environmental Quality Report show that the street-cleansing regime across the city is effective and standards achieved are acceptable.

Further, surveyors from KBT undertook a Local Environmental Quality study in August 2019. The Manchester survey included 919 assessments of different land types in every ward of the city, including the city centre. The results show that overall Manchester has improved performance compared to 2018, and is performing better than the national survey in litter, detritus and flyposting.

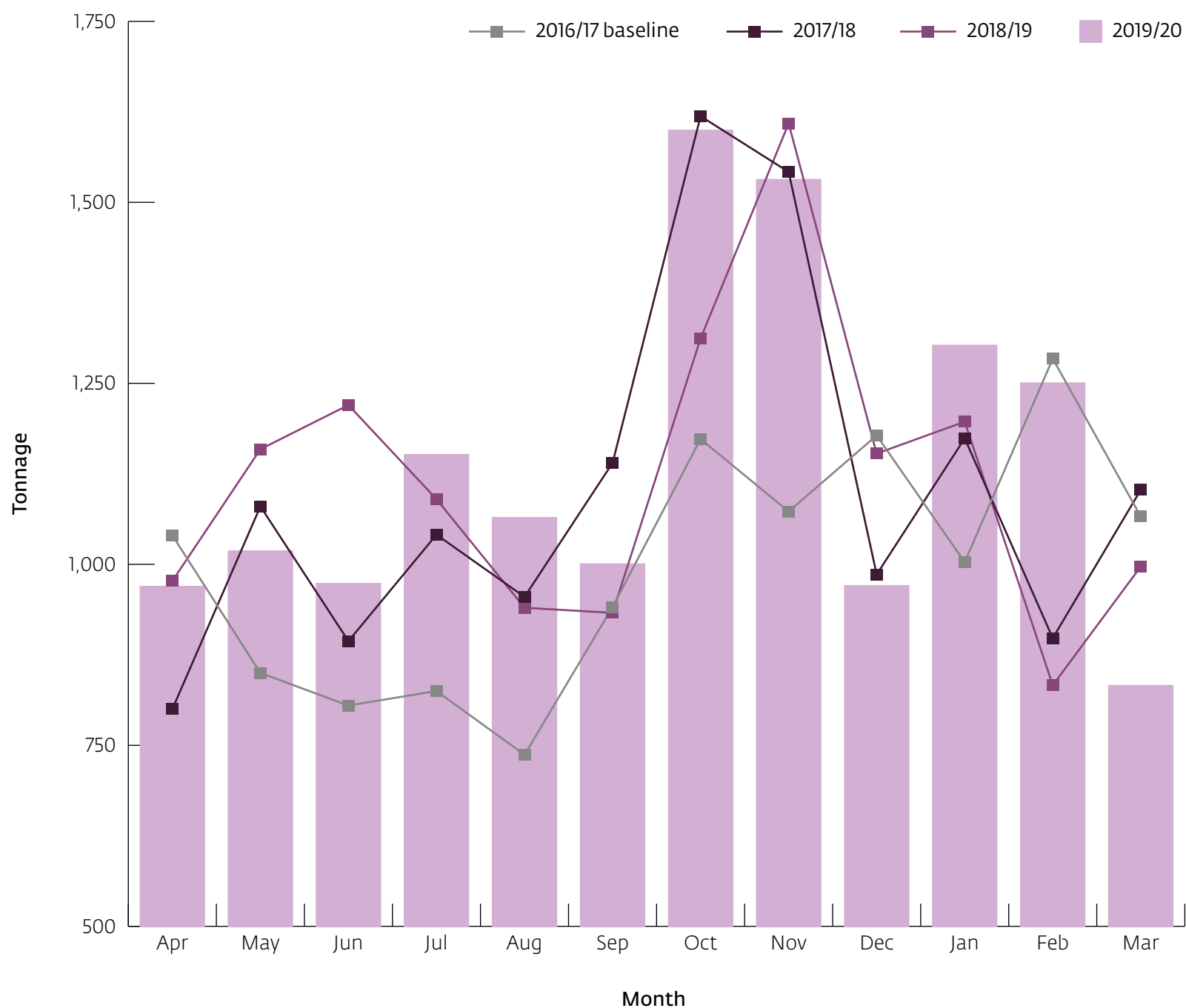
In 2019/20, the city continued to build on its relationship with Keep Britain Tidy by developing the Keep Manchester Tidy partnership. The aim of the partnership is to develop and deliver a range of innovative interventions designed to tackle all forms of litter, including fly-tipping, dog fouling, littering from vehicles, smoking-related litter, on-the-go food packaging, and many more. Keep Manchester Tidy brings together community groups, schools and education providers, businesses, the public sector,

registered providers, residents and individuals, and supports a wide range of collaborative activities, from greening projects to employer-supported volunteering. Since the partnership was launched, there has been a marked upturn in active support from residents, schools and businesses to tackle litter. During the month-long Great British Spring Clean campaign from 22 March to 23 April 2019, over 7,000 volunteers were actively involved in more than 200 litter-picking events. In particular, schools answered the call to get involved; they participated in campaigns, regular litter-picks, litter and recycling assemblies, and were actively involved with Keep Britain Tidy's Eco Schools programme.

During August 2019, 51 solar-powered smart bins were installed in the city centre, and these were fully operational from September 2019. During March 2020, 14,306 bin collections were saved against Biffa's baseline figures, which gave operatives more time to focus on detailed cleansing. Regular independent inspections take place during peak footfall times using the Ni195 monitoring methodology. Under this methodology, scores are assigned using a rating scale of A to D, with minus and plus scores being applied where the standard is slightly above or below the main grade. Grades A and B are adequate,

but grades C and D are unsatisfactory. Live operational monitoring showed that Ni195 B+ scores increased from 15% before installation of the smart bins (May/June 2019) to 51% for March 2020, down from 60% in February 2020.

Figure 5.3:
Street cleansing tonnages 2016/17–2019/20



Source: Weighbridge data: Viridor/Suez and Redgate Holdings

Figure 5.3 illustrates the tonnage of street-cleansing waste collected between 2016/17 and 2019/20. 2016/17 data is used as a baseline for the Our Manchester Strategy, as this data is more reliable than ever before due to separate collection teams rather than generic cleansing teams.

One of Manchester's key priorities is to ensure that the city is clean and well maintained, and that residents are supported to take pride in and responsibility for their surroundings. Neighbourhood teams and compliance staff continue to use education and enforcement to reduce littering and increase environmental commitment. Within this context it is a priority of the city to ensure that all waste is disposed of in a regulated manner via waste disposal and recycling facilities, and to stop all incidents of fly-tipping from occurring.

As part of the 2019/20 budget-setting process, the Executive approved additional investment to tackle fly-tipping (£500,000). This has been used to fund extra Enforcement Officer posts (officers have been in post since July 2019), undertake a programme of business inspections to ensure appropriate and sufficient arrangements are in place, invest in additional CCTV cameras and target-hardening projects (to design out fly-tipping

hotspots by installing physical measures to deter fly-tippers), and support environmental improvement projects.

Officers continue to work closely with communities and partner agencies to address littering and fly-tipping hotspots through a process of education and enforcement, together with 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. One of the main aims of this work is to deter fly-tipping. Where evidence is found or witnessed by Council enforcement officers, legal action can be taken and prosecutions can be taken forward. If a member of the general public witnesses fly-tipping or gains evidence, they must be willing to give a written statement and agree to attend court if required in order to take a case forward.

Fly-tipping is a criminal offence punishable by a fine of up to £50,000 or 12 months' imprisonment if convicted in a Magistrates' Court. The offence can attract an unlimited fine and up to five years' imprisonment if convicted in a Crown Court. There are also a number of other possible penalties, including fixed-penalty notices and having a vehicle

seized. Householders can be fined up to £400 if they pass their waste to an unlicensed waste carrier who subsequently fly-tips the waste.

The fly-tipping investigation and enforcement team, in partnership with Biffa, was set up in late 2016/17, consisting of teams focused in the north, south and central areas of the city. This team is proactively investigating fly-tipping and collecting evidence that is passed to the compliance team to take enforcement action against the perpetrators.

The challenges associated with prosecution mean that other interventions are needed to complement the formal enforcement procedures. These measures, undertaken with our agencies and partners, aim to ensure overall compliance and reduce the incidents of fly-tipping. They include:

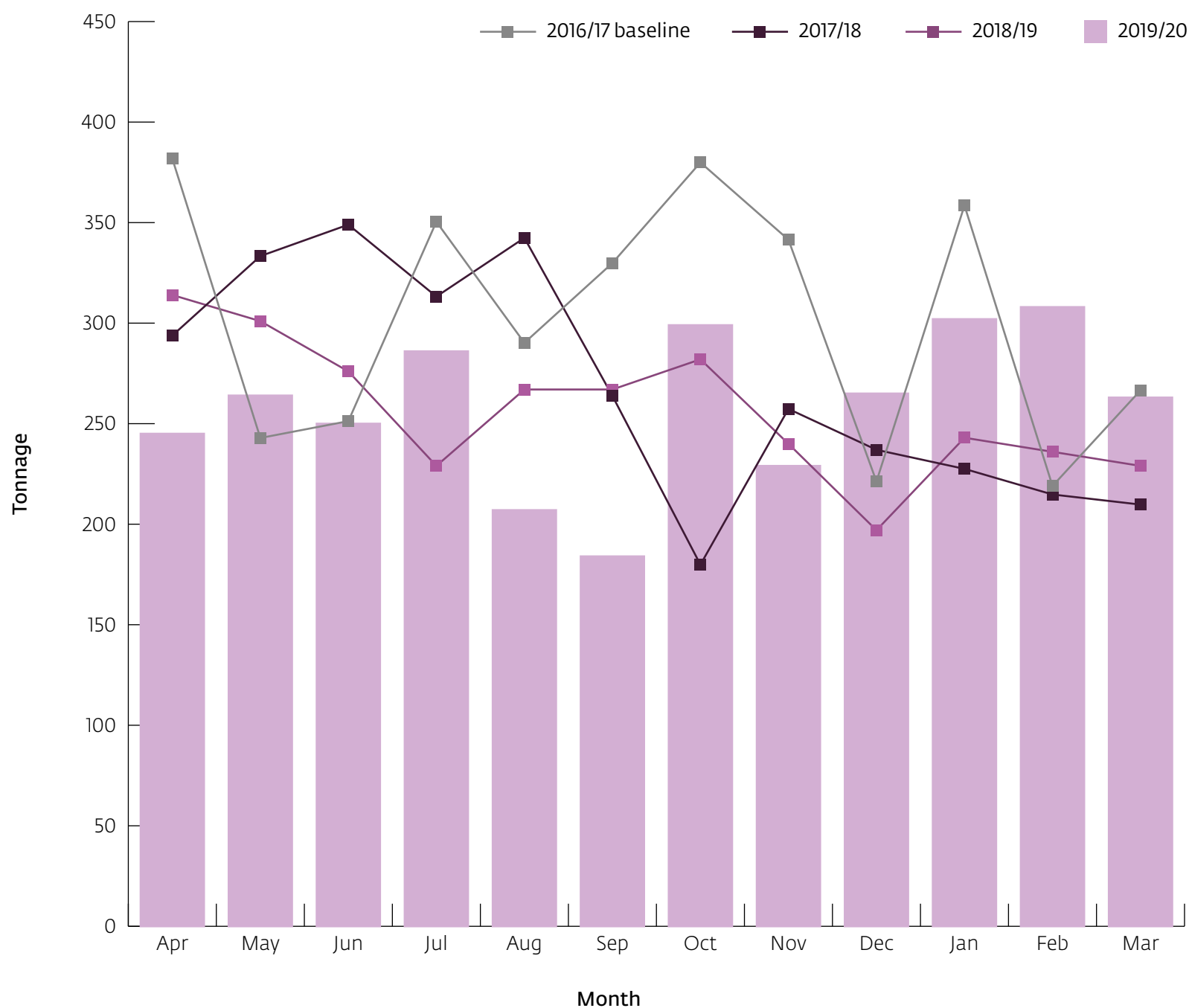
- Regular, intensive monitoring in hotspot areas
- Action days alongside other Council departments and partner agencies, to try to reduce dependency on the Council, encourage greater ownership of areas, and achieve behavioural change

- Advice, education and information given across a wide range of topics, including recycling, tenancy advice, responsible dog ownership, and mediation
- Advisory signage, eg. signs on alley-gates warning against fly-tipping
- Proactive visits to businesses to check they have commercial waste-disposal contracts.

Figure 5.4 shows that fly-tipping tonnages have fallen from an average of 302 tonnes per month in 2016/17 to 259 tonnes per month in 2019/20, a 15% reduction. 2016/17 was the first year we had accurate tonnages on fly-tipping; in previous years, fly-tipping had been collected with ground waste or other street-cleansing material. These tonnage figures give us a baseline so we can monitor progress for the Our Manchester Strategy in future years.

Fly-tipping remains a constant challenge for the city and 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.

Figure 5.4:
Fly-tipping tonnages 2016/17–2019/20



Source: Weighbridge data – Redgate Holdings

During 2020/21, the visual environment will continue to be a key priority for the city. Examples of planned actions for this year include:

- Closer ties and more integrated working with Registered Social Landlords and housing companies
- 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
- Taking enforcement action against those businesses not willing to take responsibility for litter related to their premises and land
- Continuing to investigate fly-tipping in alleyways, and educating and enforcing the perpetrators of alleyway dumping
- Carrying out target-hardening and beautification work around streets and sites that are persistently plagued by large-scale or professional fly-tipping.

Safe and cohesive neighbourhoods

Manchester's Community Safety Partnership (CSP) brings together Manchester City Council, Greater Manchester Police (GMP), Public Health Manchester, Greater Manchester Fire and Rescue Service, the Greater Manchester Combined Authority, housing providers, the universities, and voluntary and community organisations to work together to tackle crime and antisocial behaviour, protect people with vulnerabilities, and change offending behaviour. Through public consultation and local crime and disorder audits, the CSP identifies key local priorities and develops community safety strategies to address these areas.

The current three-year **Community Safety Strategy** (2018–2021) was launched in March 2018 following extensive consultation with visitors to the city and people who live and work here. This included a survey that followed the Our Manchester approach and sought to identify both the priorities for those living and working in Manchester together with ways we can work together with residents and partners to improve community safety across the city. The Strategy contains the following five priorities:

1. Tackling crime and antisocial behaviour
2. Keeping children, young people and adults with vulnerabilities safe
3. Protecting people from serious harm
4. Reducing the crime impact caused by alcohol and drugs
5. Changing and preventing adult-offender behaviour

The strategy and consultation responses can be found at the Making Manchester Safer website [here](#).

This section will focus on some of the issues that have a direct and significant impact on residents, visitors and people working in this city, and how the CSP addresses these issues. Please note that in July 2019, Greater Manchester Police (GMP) underwent a large IT transformation programme, and further enhancements are planned for the future. One of the elements of this project was the introduction of a new data warehouse, which holds a huge element of historical data from before the new system went live. The implementation of this has been very complex and work is ongoing to improve the data quality within that warehouse. GMP is working hard with its IT suppliers to resolve

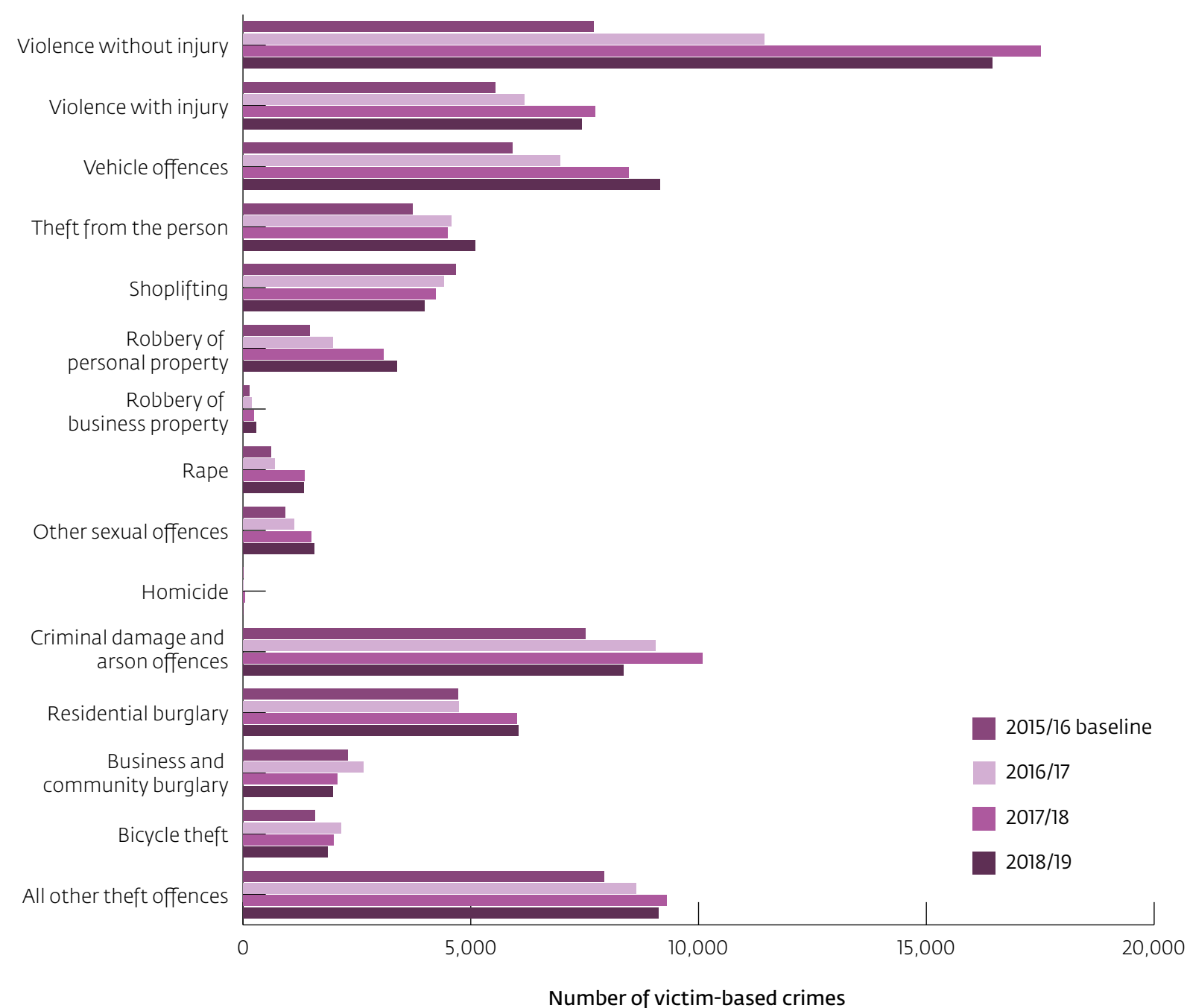
this issue, but data is not being shared externally until the information is as accurate as possible. GMP has a wide range of data that covers the whole of Greater Manchester, and this is used internally to help prioritise where the police and partners are required most. This ensures that our communities are not affected by the fact GMP is currently unable to share police data externally. The GMP analysis therefore only includes data up to 2018/19.

Victim-based crime

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), acquisitive crime (including robbery, burglary, vehicle crime, shoplifting and theft) and criminal damage. Figure 5.5 shows the number of victim-based crime types between 2015/16 and 2018/19. Victim-based crime committed in Manchester and recorded by Greater Manchester Police increased by 39% between 2015/16 and 2018/19. One of the main reasons for this increase was an improvement in the way crime was recorded following a series of Her Majesty's Inspectorate of Constabulary (HMIC) inspections from 2014. In 2016, inspection by GMP led to a sharp increase in recorded crime. Similar increases were seen as a result of the HMIC inspections

across many other police forces. In the case of violence without injury, increases were further influenced by the introduction of some new offences between 2015/16 and 2018/19, particularly that of 'controlling or coercive behaviour in an intimate or a family relationship'.

Figure 5.5:
Victim-based crime in Manchester



Source: GMP Business Intelligence

Violence offences

Addressing violence is not a single-agency issue. Manchester takes a strategic co-ordinated approach that involves a range of organisations, both statutory and voluntary. This Public Health approach uses a wide range of data (including GMP and health) to inform activity, and links into the work of the wider Greater Manchester Violence Reduction Unit.

A partnership group comprising representatives from GMP, Children's Services, Education, Youth Justice, Community Safety, Manchester University NHS Foundation Trust, Greater Manchester Mental Health Trust, Probation Services, Public Health, Young Manchester, and Youth Strategy was established in 2018 to co-ordinate the response to the issue in Manchester. The key focus of this group has been to:

- Understand the nature and prevalence of violence in Manchester and the whole country
- Identify best practice and provision to reduce violence
- Prioritise actions for partners.

This group reports to the CSP and shares information with the Health and Wellbeing Board, and the Manchester Safeguarding Partnership.

While some activity has been carried out through using existing resources, during 2019/20 the CSP received additional funding from the Greater Manchester Combined Authority (GMCA) to address this issue, and will receive further funding from the GMCA during 2020/21.

Areas of work undertaken include:

- Through schools and alternative education establishments, providing a universal message for children and young people to discourage them from using knives; raising awareness of the consequences of both carrying and using a knife or other bladed weapon
- Targeted work with some young people who may be both victims and perpetrators of knife crime
- Interventions for 18 to 25-year-olds convicted of violent offences and sentenced to Intensive Community Orders
- Providing support and training for trauma-informed practices to work more effectively with children, young people and adults who are engaged in or are victims of violence

- Training staff in speech and language therapy to support young people with communication issues. There is good evidence that improving children's and young people's communication skills improves their emotional wellbeing and reduces the likelihood that poor behaviour becomes their method of communication
- Through Trading Standards, identifying and prosecuting retailers who sell knives or other bladed weapons to children and young people.

Officers from the Council's Antisocial Behaviour Action Team also continue to work closely with GMP as part of Operation Sycamore, the operation established to tackle violent crime.

Domestic violence and abuse

Manchester launched its **Domestic Violence and Abuse Strategy** in June 2016. The strategy has five 'pledges', which form the basis of work to tackle such abuse. These pledges are:

- Preventing abuse
- Supporting people to seek help
- Managing safety
- Training and workforce development
- Adapting delivery models in response to changing need and demand.

A task and finish group has been established to conduct a comprehensive review and refresh of the strategy, which comes to an end in 2020. The review will encompass an assessment of the funding and commissioning for domestic abuse service provision. While the COVID-19 pandemic has had an impact on scheduling the consultation phase of the work, research and analysis continue to inform production of the strategy. It is hoped to complete the review and be ready to launch an updated strategy in the summer of 2021.

Table 5.4 shows the types and prevalence of domestic abuse crimes in Manchester that have been recorded since 2015/16. We know that domestic violence and abuse is underreported, so part of our approach is to encourage people to report it.

Table 5.4:
Domestic abuse crimes in Manchester (2015/16–2018/19)

| | 2015/16 baseline | 2016/17 | 2017/18 | 2018/19 |
|-----------------------------|------------------|--------------|--------------|--------------|
| Violence against the person | 3,461 | 4,118 | 6,873 | 6,970 |
| Sexual offences | 218 | 200 | 302 | 342 |
| Robbery | 21 | 24 | 32 | 28 |
| Theft offences | 227 | 221 | 433 | 385 |
| Criminal damage | 426 | 480 | 762 | 768 |
| Total | 4,353 | 5,043 | 8,402 | 8,493 |

Source: GMP Business Intelligence

Collaborative work is ongoing, and partners are committed to implementing the pledges contained within the Domestic Abuse Strategy. Examples include:

Operation Encompass was launched in Manchester during the 2017/18 academic year. Encompass involves reporting to schools before 9am the following day when a child or young person has been involved in or exposed to a domestic incident. GMP gives information to a 'key adult' within the school who has received training about the Encompass process, domestic violence and abuse, its impact, and the type of support that may be offered in a school setting. The notification allows the school to put support measures in place for the child from when they arrive at school. The swiftness of this notification is key to the operation's success. Since its launch in 2017, Operation Encompass has proven to be welcome by schools and found to be highly beneficial in supporting pupils who may be affected by living with domestic violence and abuse.

Cut it Out Manchester is a citywide initiative working with the hair and beauty industry to identify domestic abuse early and offer help. For many women, hairdressers and beauty salons are safe, female-only spaces where they are at ease with the stylist they trust.

Disclosing personal details to professionals who are already skilled and experienced listeners is common within salons. Therefore, they provide an ideal environment for many victims suffering from abuse to confide and be signposted to further support. The salon may also be one of the few places that someone experiencing domestic abuse is allowed to go without their abuser. Training was originally delivered to hair and beauty students at Manchester College, where over 100 students were trained with the aim of supporting them to:

- Develop an understanding of domestic abuse and its impact
- Spot early warning signs
- Be aware of and have a knowledge of support agencies
- Know what to do if a disclosure is made.

A further session was held for salon owners. It is also recognised that men experience domestic abuse, and so barbers are also extended the offer of training.

Credit Union Domestic abuse does not always involve physical abuse. Coercive control can include assaults, threats, humiliation and intimidation, which are used to harm or frighten the victim. Those suffering are often

more fearful of what might happen or what has been threatened than they are of a physical attack. Economic and financial abuse limits a victim's choices and their ability to access safety. It can lead to the victim remaining with their abuser for a long time, and so be exposed to greater harm. Such abuse involves controlling the victim's ability to acquire, use and maintain financial resources, and can include:

- Not allowing the victim to be in education or employment
- Limiting their working hours
- Refusing to let them claim benefits
- Insisting that all economic assets (savings, house, etc) are in the abuser's name
- Refusing to let them access a bank account.

The Credit Union is a major provider of financial services in Manchester and has approximately 30,000 members. Last year, the Union granted 28,000 loans totalling £10million. During February 2020, training sessions were delivered to 21 managers and staff of the Credit Union. The aim of this training was to provide Credit Union staff with the knowledge to spot signs of financial and economic abuse, and details of where they can signpost people to for help and support.

Antisocial behaviour

While reported antisocial behaviour saw an 8% reduction, from 22,355 incidents in 2017/18 to 20,671 incidents in 2018/19, there continue to be challenges about the accuracy of these figures. This reduction is partly because more antisocial behaviour-type incidents are now being recorded as crimes.

A dedicated city centre antisocial behaviour team was established in September 2017. The team is embedded within the wider city centre integrated neighbourhood management team, and has established an effective partnership working across teams that include Licensing, Compliance and Out of Hours, the Rough Sleepers Team, Greater Manchester Police, CityCo, Biffa, substance-misuse treatment services, and NCP car parks.

A Community Safety Partnership vehicle allows the antisocial behaviour team and partners to engage with people sleeping rough and those begging in the city centre and other areas of Manchester. Officers are also able to take direct reports from members of the public wishing to report antisocial behaviour or non-emergency concerns for an individual's welfare. During the past year the vehicle has been used:

- To support a number of partnership operations, including Mander and Valiant, targeting drug dealing in Piccadilly Gardens, and knife crime
- To support days of action and neighbourhood events across Manchester
- As a base for health to undertake vaccinations
- To hold consultations with residents, businesses, and visitors to the city centre.

The vehicle has also been used to take people sleeping rough and/or beggars to the Arc, a multi-agency, one-stop, street-engagement hub.

Community cohesion

Manchester prides itself on being an inclusive, welcoming and tolerant city. We celebrate our diversity and work hard to build more cohesive communities. We have worked together to strengthen the resilience of our communities, instilling confidence and supporting them. In joining together, we ensure that those who commit acts aimed at destroying lives and breaking down the fabric of our communities and neighbourhoods will not succeed.

Tackling hate crime continues to be a key priority for the CSP. **The Hate Crime Strategy** was developed following consultation with stakeholders and partners. It identifies a number of objectives that include supporting victims, preventing hate crime, taking action against perpetrators, and continuing to build cohesive and resilient communities where hate crime and discrimination will not be tolerated.

Manchester is a key partner in the Greater Manchester Hate Crime Working Group. Over the past year, the Group has developed a Greater Manchester plan to tackle hate crime. A consultation with residents took place during October 2019, seeking their views on hate crime and what was important to them, and over 800 responses were received. A number of focus groups were also held with organisations and groups that do not or cannot respond to online surveys but have views vital to the development of an effective plan. These responses have allowed us to collectively develop a **Greater Manchester-wide hate crime plan**. Launched in October 2020, the plan has involved all ten Greater Manchester local authority areas, and reflects the views and thoughts of residents across the region.

In recent years, the increase in reporting has generally been seen as a positive trend, as it indicated that victims had more confidence to report hate crimes and incidents to the police, third-party reporting centres, or via the national True Vision website. However, increases in xenophobia and hate crime have been experienced since both the EU Referendum in June 2016 and the Arena terror attack on 22 May 2017. Table 5.5 details the number of hate incidents and hate crimes linked to the monitored strands between 2015/16 and 2018/19.

Table 5.5:

Hate incidents and crimes linked to monitored strands (2015/16 to 2018/19)

| | 2015/16 baseline | | 2016/17 | | 2017/18* | | 2018/19* | |
|----------------------------------|------------------|--------------|------------|--------------|------------|--------------|------------|--------------|
| | Incidents | Crimes | Incidents | Crimes | Incidents | Crimes | Incidents | Crimes |
| Race | 362 | 1,288 | 445 | 1,575 | 334 | 2,211 | 262 | 2,112 |
| Religion | 86 | 133 | 86 | 201 | 139 | 434 | 61 | 332 |
| Sexual orientation | 77 | 154 | 97 | 241 | 56 | 294 | 57 | 447 |
| Disability | 18 | 49 | 29 | 49 | 14 | 81 | 25 | 67 |
| Transgender | 12 | 16 | 26 | 23 | 13 | 28 | 25 | 50 |
| Alternative subcultures | 1 | 4 | 0 | 3 | 0 | 3 | 3 | 3 |
| Total links to monitored strands | 556 | 1,644 | 683 | 2,092 | 556 | 3,051 | 433 | 3,011 |
| Total hate incidents/crimes | 501 | 1,540 | 615 | 1,927 | 476 | 2,733 | 384 | 2,749 |
| Anti-semitic | 13 | 42 | 34 | 34 | 17 | 40 | 15 | 50 |
| Islamophobic | 60 | 94 | 33 | 85 | 80 | 238 | 24 | 143 |

* excludes crimes reported by victims of the Arena bombing, which are flagged as hate crime (818 reported in 2017/18 and 141 in 2018/19)

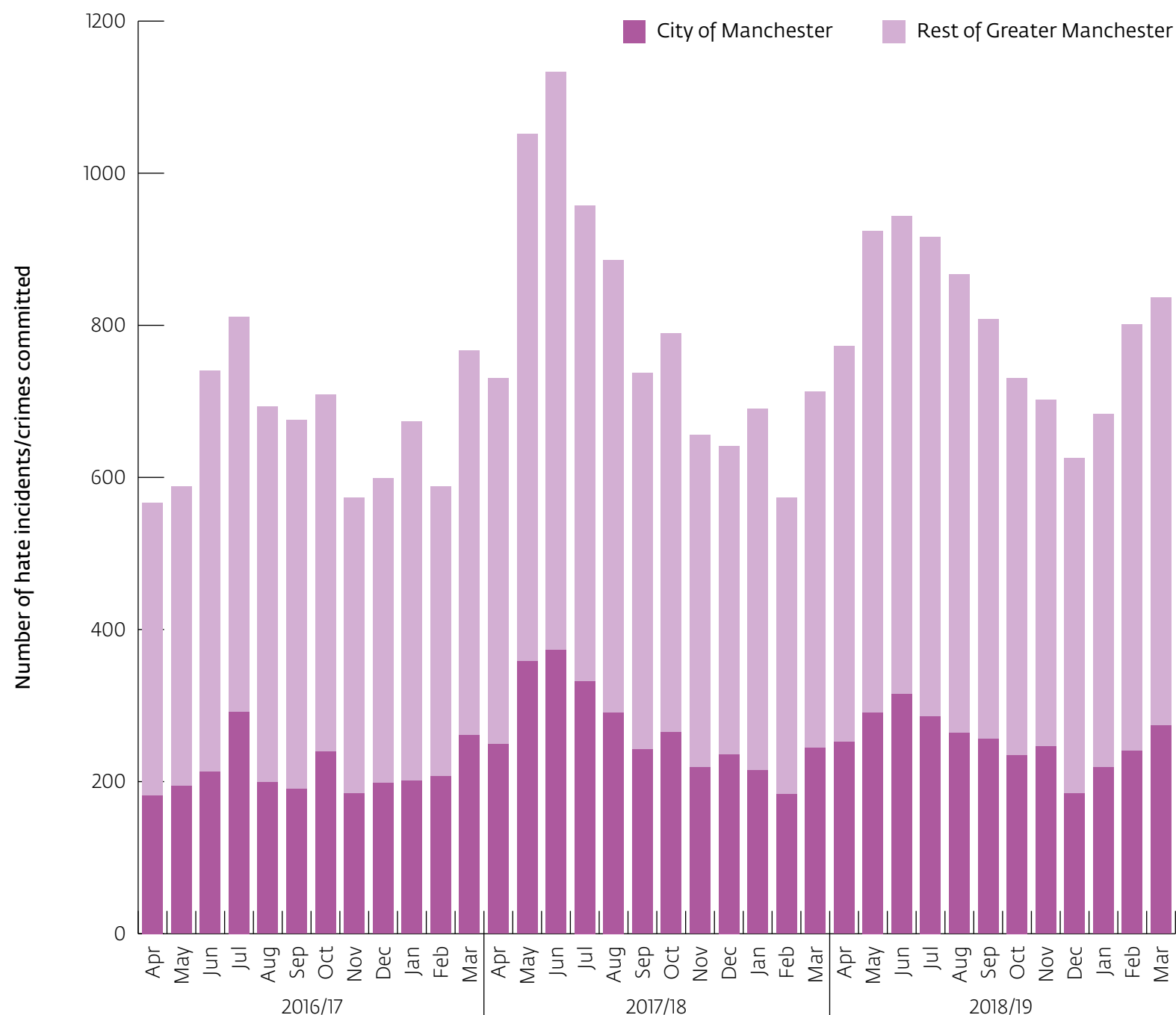
Source: GMP Business Intelligence

Hate Crime Awareness Week (HCAW) is now in its eighth year in Manchester, the first week of action coinciding with the launch of our first hate crime strategy in January 2013. During 2019/20, 42 events took place that raised awareness of hate crime, encouraged reporting, promoted community cohesion, and signposted victims to support services. These events included:

- Abraham Moss Warriors – held a community fun day to raise awareness of hate crime, discrimination, and cohesion
- Barlow Road Community Association – delivered a project for young people focused on equality and diversity
- Better Things – held a fun sports day to increase awareness of hate language used in sports
- Gaydio – delivered a project involving people of all ages producing a radio show to educate listeners about LGBT+ issues
- Manchester People First – held an awareness-raising day for people with learning disabilities and their care-givers
- Women's Voices – hosted workshops focusing on hate crime towards black, Asian, minority ethnic, and refugee women, celebrating the cultural diversity of Manchester.

Figure 5.6:

Hate incidents and crimes committed in Manchester and Greater Manchester (2015/16–2018/19)



Source: GMP Business Intelligence, April 2019

Figure 5.6 details the number of hate incidents and hate crimes committed in Manchester and Greater Manchester between 2015/16 and 2018/19.

RADEQUAL is Manchester's campaign to build community resilience to prejudice, hate and extremism. The campaign achieves this through empowering and enabling organisations to come together and develop activities and programmes that challenge, connect and champion. The RADEQUAL campaign, community network and grant programme continue to grow. During 2019/20, five voluntary and community groups received funding to build awareness, skills and resilience to prejudice, hate and extremism, and build capacity.

RADEQUAL reached over 2,200 people during 2019/20 through workshops, education programmes, interactive theatre and arts sessions. It also held other events that:

- Helped young people to explore difficult topics
- Enabled critical thinking and the challenging of harmful attitudes
- Increased feelings of safety and connectivity in the community
- Increased knowledge and experience

- Increased leadership within communities, particularly young people and women
- Reduced divisive and harmful attitudes or behaviours.

We will continue to build upon and strengthen the RADEQUAL campaign and work with groups across Manchester to develop the voice of the community network. The focus for 2020/21 is building community resilience to hateful extremism. For more information about RADEQUAL or to get involved, click [here](#).

Improving the quality of parks, green spaces, rivers and canals

Improvement and promotion of green and blue Infrastructure (GI) is recognised as a vital component of the Our Manchester Strategy. It is key to inspiring a strong sense of citizenship and pride in the city, ensuring that our city is known for its high quality of life. It helps to improve our health and wellbeing by encouraging more active lifestyles. It also contributes towards the Council's zero-carbon target by capturing carbon within our trees, helping to create attractive walking and cycling routes to reduce reliance on cars, and encouraging sustainable food production.

Work on this agenda is co-ordinated through **Manchester's Great Outdoors**, a Green and Blue Infrastructure Strategy for Manchester, which received the prestigious 2018 CIEEM (Council for the Institute of Ecology and Environmental Management) Award. Its continued successful delivery requires collaboration across both the Council and our many external partners – from large national bodies to individuals and small 'Friends of' groups. The following are just some of the key outcomes that have been delivered across the city.

The Council continues its commitment to conserve, protect and enhance biodiversity wherever it can, in compliance with the Natural Environment and Rural Communities (NERC) Act 2006. Manchester has eight Local Nature Reserves (LNR) covering 392 hectares, of which Heaton Park is both the city's largest and only designated Country Park. We also have 38 Sites of Biological Importance (SBI) covering 309 hectares, of which 60% (23) are in active conservation management. Draft work plans have been produced by Lancashire Wildlife Trust to help improve the management of Sites of Biological Importance within the parks. These identify tasks that can be carried out by volunteers or contractors and set them out in a timetable across the year. To date, they cover Boggart Hole Clough, Rose Hill

Woods, Broadhurst Clough, Painswick Park, and Bank Bridge Meadow; the production of further plans for Blackley Forest, Harpurhey ponds and reservoir, Clayton Vale ponds, Bailey's Wood, Gib Lane and Nan Nook Woods (both in Wythenshawe Park) is programmed for the coming year.

Work has begun on action plans for the Mersey, Medlock, Irk and their tributaries. These are being developed over the next 12 months, funded by the EU Horizon 2020 Research Project, GrowGreen. The action plans will help Manchester adapt to the challenges presented by climate change, using learning from the GrowGreen demonstrator projects about how more permeable, spongier landscapes can help reduce flood risk. The action plans will recognise the unique character of each river valley and the full range of benefits for Manchester. An important part of the project will be to link with existing communities, partners and stakeholders, working in and adjacent to the river valleys to create a vision and direction for multiple partners, helping to establish priorities, co-ordinate activity, and support bids for further funding.

Planting appropriate species in appropriate locations contributes towards improving air quality; it also plays an essential part in

helping our city to become flood and climate-resilient. During 2019/20, 5,604 trees were planted on known schemes, including 2,812 hedge trees.

Linking with the Council's Clean Air priority, the Protecting Playgrounds project has involved the installation of three treges (tree hedges) on the boundary of three primary schools located adjacent to main roads. Each trege is made up of different plant species, and the three sites (plus a fourth as a control) are being monitored to understand the impact of planting on reducing particulate matter. The type of trege that performs best will be installed in the control school. Air-quality monitoring has taken place in advance of installation in order to gauge the possible impact of planting. It is hoped that learning from the project could be used to deliver replicable demonstrators elsewhere in the city.

The Council is working with partners to increase the amount of open space within developments. Two major regeneration schemes that reflect this are the Northern Gateway and Mayfield. The Northern Gateway initiative is one of the largest and most ambitious programmes of development and regeneration within the UK. The masterplan includes a City River Park and an extensive

network of green and blue infrastructure based around the Irk Valley, just to the north of the city centre. A GI Forum has been established to help guide this long-term regeneration opportunity, and there was a successful bid of £51.6million from the Government's Housing Infrastructure Fund in March 2020. This will allow the initial phase of the planned City River Park to take place, incorporating St Catherine's Wood as part of a network of public open spaces, including improvements along the River Irk and work to improve flood resilience. The site of the former Mayfield goods yard and adjacent land near Piccadilly Station are to be redeveloped to include a 2.4-hectare (six-acre) world-class public park, focused on the River Medlock. The park is to celebrate the site's post-industrial character and will introduce a mix of informal green and natural wild spaces, with different character areas and programmed uses for the public to enjoy. Planning approval was granted in February 2020.

The Woodland Futures project, which began in 2018, led by the environmental charity City of Trees, has now conducted more than sixty sessions with local schools, community volunteers and other charities, carrying out woodland management. Over 370 volunteers have donated 1,395 hours of their time to help

the woods of Wythenshawe. Funded by the National Lottery, the project aims to bring the woodlands back into sustainable management by planting trees and shrubs, clearing and improving footpath routes and entrances, controlling invasive species such as rhododendron, making and installing bird/bat boxes, and introducing native wild flowers.

The IGNITION project commenced through a successful Greater Manchester bid for £5million from the Urban Innovative Action fund, which the Council was instrumental in winning. This project will establish innovative funding mechanisms and a pipeline of projects with the aim of increasing urban-green infrastructure across Greater Manchester by 10%; in doing so it will reduce flooding incidents and alleviate heat stress in the future. It will also consider the feasibility of incorporating affordable sustainable urban drainage in schools.

As part of the Bee Network investment, a set of proposals to enhance the Rochdale Canal towpath has been successful in securing funding for a design scheme to improve surfacing, lighting and access along the Rochdale Canal. The Green Trail – separate, but linked to the Bee Network – is an extensive, accessible network of walking routes that was successfully relaunched in July 2019, with 14

walking routes revisited and rebranded, and maps available freely from the Ramblers association website. The trail has been co-designed with TfGM and officers from the Council, including the parks team; volunteers from the Ramblers association regularly check and monitor the routes for any access issues. The Green Trail is now being jointly promoted through social media, Manchester Active, the Ramblers association and GM Walking.

In June 2019, over 7,000 people attended the first Manchester Festival of Nature (MFoN) in Heaton Park, taking part in activities led by 22 environmental and related organisations. MFoN is a partnership between the Wildlife Trust, Manchester City Council, the RSPB, City of Trees and many other organisations. Its aim is to create a united approach to the conservation of nature in Manchester and to engage people young and old in saving our wildlife.

Manchester's Park Strategy

Since the launch of **Manchester's Park Strategy** in December 2017, work has been ongoing on the strategy, with a focus on embedding the new direction for parks across the parks team and the network of Friends of groups, stakeholder groups and partners.

Work has progressed well: the first 15 park plans were completed in the first year, and the next 35 are being developed. Following the completion of the first set of plans, a review of the template and process took place. Some further training has taken place with the park teams to refine the template and produce a toolkit that sits alongside, the focus being to work collaboratively with a wide range of stakeholders and partners across the neighbourhood.

Key to the delivery of the Wythenshawe Park Strategic Plan – finalised in 2019 and setting out the park's plan for the next ten years – has been the introduction of the project team to take the plan forward. This team is now in place as part of the Parks Development Programme.

The Parks Development Programme is working to invest £12.5million of Council funds over the next four years, with the ambition of attracting total funding of circa £20.5million. This funding will raise standards for parks across Manchester and will close the gap between income and expenditure. We have assembled a small project management team that will enable feasibility work to be carried out; this will identify and steer investment opportunities across Manchester's parks with

our strategic and community partners over the next four years. It will also bring together all existing and emerging funding options, such as Section 106,⁹ to add value. This investment will significantly enhance the quality of our parks. In addition, a Parks in Partnership fund will be established, which will enable community partners such as Friends of groups to raise the standard of the parks in collaboration with the team.

In 2019, as in 2018, there was a significant increase in the quantity of litter removed from Manchester's parks, 121,000 bags of litter being removed (excluding Heaton Park). As a result of this, additional resources have continued to be deployed to ensure that there is sufficient collection and removal provision at all times. Additional contract support has been put in place at Alexandra Park, Crowcroft Park, Heaton Park, Platt Fields Park, Whitworth Park and Wythenshawe Park for the six summer months. In addition, higher footfall parks in the north of the city will have an additional weekend collection service as required.

⁹ A Section 106 is a legal agreement between an applicant seeking planning permission and the local planning authority, which is used to mitigate the impact of a new home/development on the local community and infrastructure. This money is often used to enhance community facilities such as parks

Manchester City Council has continued to trial a reduced reliance on chemical weed treatments within its parks. Over the past year, the use of all glyphosate-based products has been phased out in parks, with the exception of using glyphosate to control invasive weeds such as Japanese Knotweed. In 2020, the use of alternative weed control trials will continue, with future use restricted to spot treatments and the management of invasive weeds.

Use of new technology to improve services

Love Exploring is an augmented reality app that imaginatively brings Greater Manchester's parks to life. Ideal for inquisitive minds of any age, Love Exploring is smart enough to adapt to the user's interests through the use of augmented-reality technology. Using an interactive map of the site, users are kept up to date with upcoming events, and are offered age-specific guided tours and quizzes to reveal unknown landmarks and park facts. Manchester City Council is one of the first councils to implement Love Exploring in Wythenshawe, Platt Fields, Heaton Park, Boggart Hole Clough, Whitworth Park, Alexandra Park, and now in Philips Park and Debdale Park.

A new management system for Manchester's allotment stock, Colony, has been implemented. It will deliver a range of benefits:

- Hold details of sites, plots and facilities in a central location
- Support the effective management of tenants, with their contact details and tenancy agreements stored electronically
- Manage waiting lists in a timely and consistent manner
- Allow for effective invoicing with a clear charging structure
- Manage regular plot inspections with notice history
- Improve communication with every plot-holder
- Report on demographics of allotments and management information.

The first phase of work, Colony Enterprise, has been launched to manage allotments the Council is directly responsible for. Colony Communities will allow the allotment societies to access and populate the layer of information that is relevant to their site and plot-holders. The final phase of implementation will integrate our finance systems to ensure

ease of invoicing and live feedback on the payment of site fees. There will also be better integration with the Council's website to display information on the availability of plots and allowing people to apply.

A revolutionary digital and data project committing over £550,000 of investment commenced during 2019; this will transform both the leisure industry and the digital marketplace for sport and physical activity in Manchester. The new platform, due to be launched in 2020, will provide residents with a single digital location to find opportunities to access sport and physical activity, clubs, community groups, volunteering, and events. It will also build on the MCRactive Pay & Play card, which goes from strength to strength, having now signed up an additional 100,000+ users.

Attractive and vibrant neighbourhoods: culture, libraries, leisure, sport and volunteering

In addition to good-quality housing in places that are clean and safe, our communities rely on public amenities such as cultural and leisure facilities and libraries to really make a vibrant neighbourhood of choice. A key commitment is to invest in cultural and sports facilities for the benefit of the city's residents and to improve the city's international attractiveness.

COVID-19 has posed significant challenges to our cultural and leisure offer in the city. Throughout the initial lockdown, sites had to close and libraries and leisure programmes were refocused to be accessed online. Online programmes, including 'All sorts to do at home' and a new digital platform were launched. Alongside this the Digital Inclusion programme was established to provide residents with devices to access this offer. As initial lockdown measures were lifted, libraries, galleries, museums and sports facilities were reopened in a phased approach with restricted opening hours and social-distancing measures in place. Services are also now adopting measures to support Track and Trace, along with wearing face masks.

Throughout this period, proactive work has taken place to link funding opportunities to the community groups, organisations and charities that provide much of the grassroots leisure offer in the city. However, continued social-distancing measures, and the anticipated loss of income as a result, pose significant challenges to both the Council's core leisure offer and these groups in the long term.

An internationally attractive city

Manchester remains the third-most visited city in the UK after the two capital cities of London and Edinburgh, and is known as an internationally cultural city. The visitors the city attracts can have a big impact on the local economy through the money they spend on hotels, restaurants and retail. Manchester's visitor economy is discussed in more detail in the 'A thriving and sustainable city' chapter.

Table 5.6 provides details of the top-ten most visited attractions in Manchester, compiled from those submitting data to Marketing Manchester for the annual STEAM¹⁰ process. As is shown, our galleries, museums and cultural venues continue to attract substantial numbers of visitors, helping to confirm Manchester's role as the nation's second cultural centre outside London. In 2019, HOME became the top visitor attraction in Manchester, in terms of galleries, museums and cultural attractions.

¹⁰ STEAM (Scarborough Tourism Economic Activity Monitor), Global Tourism Solutions (UK) Ltd process; based on calendar year visits January to December 2018

Table 5.6:

Top visitor attractions in Greater Manchester that are located in Manchester

| Ranking | Attraction | 2015 baseline | 2016 | 2017 | 2018 | 2019 | Admittance (2019) |
|--|---|---------------|---------|---------------|---------|---------|-------------------|
| 1 | HOME (Greater Manchester Arts Centre Ltd) | 619,658 | 837,621 | 680,000 | 650,731 | 848,033 | Free* |
| 2 | Manchester Art Gallery | 593,169 | 593,168 | 641,045 | 655,490 | 750,216 | Free |
| 3 | Science and Industry Museum | 695,275 | 651,473 | 663,923 | 704,732 | 556,267 | Free* |
| 4 | Manchester Museum | 453,970 | 406,997 | 521,209 | 476,759 | 368,748 | Free |
| 5 | The Whitworth | 400,257 | 321,269 | 314,884 | 359,380 | 327,871 | Free |
| 6 | Runway Visitor Park Manchester Airport | 360,500 | 338,450 | 305,000 | 307,450 | 290,013 | Free* |
| 7 | Manchester Cathedral | 153,209 | 176,704 | 179,673 | 173,011 | 198,461 | Free |
| 8 | National Football Museum | 411,991 | 481,541 | 468,129 | 523,366 | 179,342 | Paid entry |
| 9 | People's History Museum | 86,595 | 93,404 | 104,827 | 127,800 | 107,343 | Free |
| 10 | Breakout Manchester | 49,413 | 61,895 | not available | 69,223 | 58,666 | Paid entry |
| Free Free to enter (also including those that are free to enter and invite donations) | | | | | | | |
| Free* An entrance fee may be charged to specific exhibitions, performances and activities held within the venue, while other spaces are free admittance. | | | | | | | |
| Paid entry Key elements of the attraction or experience have an entrance fee but some areas could be free to enter | | | | | | | |

Source: STEAM. Note that HOME opened in April 2015 and the Whitworth reopened in February 2015, so the totals do not reflect a full calendar year. These listings are generated from the attractions submitting data to Marketing Manchester and who have also provided consent to Marketing Manchester for their attraction to be referenced in this listing. Figures collected by Marketing Manchester reflect the requirements for STEAM, measuring activity per calendar year. Libraries that are of significant cultural or historical significance can be included if visitor numbers can be separated between those using the library for general leisure or research purposes to those looking to experience the cultural or historical aspect.

July 2019 saw the seventh Manchester International Festival (MIF), the city's flagship biennial festival of new and original work. The festival plays a significant role in making Manchester a liveable city and a great place to live, work and study.

MIF 2019 was a truly global festival, with artists from the USA, Europe, South America, Canada, Africa, India and the UK, including artists who

live in Manchester. MIF 2019 co-commissioned 21 original world premieres, partnering more than forty-five organisations from around the world. Co-commissioners and touring presentations will take place in partner festivals and venues over the next three years. MIF 2019 attracted over 303,000 attendees, 34% of the audience coming from outside Greater Manchester. Over one million users actively interacted with digital content and

this content reached 199 countries (excluding the UK). The festival received press coverage to the value of £39million (excluding online).

In Manchester, the festival's widening participation work drives local cultural enjoyment and supports positive skills development, health, wellbeing, education and learning outcomes. Creative engagement ran throughout this year's festival from the

opening moments of Bells for Peace – led by three emerging female artists from the city – to its closing event Animals of Manchester, curated with the support of our city's schoolchildren. More than 5,900 people got involved in MIF's volunteering and engagement programmes, contributing a total of 15,793 hours in volunteer time between them. There was an increase in the diversity of those who participated in creative-engagement projects, with 27% BAME, 21% with a disability, and 43% under 20 years old. A further 2,531 people from communities that wouldn't normally attend were given free access to MIF and pre-Factory events through the festival's dedicated Cultural Connector.

Table 5.7 shows the total number of visits to the city's main cultural and recreational facilities. Despite the closure of all venues in March 2020 due to the COVID-19 lockdown, visits to leisure facilities and libraries still increased compared to the previous 12 months. Overall, there was still a 2.7% increase in the past year and a 19% increase in visits since 2015/16; the popularity of the events and activities held over the past year has helped to sustain the increase in visits to cultural venues.

Table 5.7:
Number of visits to Manchester City Council cultural and recreational facilities

| | 2015/16 baseline | 2016/17 | 2017/18 | 2018/19 | 2019/20 | Annual change % |
|--|---------------------|------------------|------------------|------------------|------------------|--------------------|
| Manchester Art Gallery | 519,602 | 607,809 | 641,361 | 731,003 | 652,015 | -10.8% |
| Leisure | 2,961,586 | 3,412,284 | 3,414,605 | 3,316,172 | 3,453,601 | 4.1% |
| Libraries | 2,801,136 | 2,917,769 | 2,955,448 | 3,230,647 | 3,366,070 | 4.2% |
| of which Central Library | 1,480,941 | 1,474,655 | 1,580,023 | 1,891,135 | 2,016,788 | 6.6% |
| Total | 6,297,404 | 6,937,862 | 7,011,414 | 7,277,822 | 7,471,686 | 2.7% |
| Parks attendance at activities and events | 509,174 | 517,352 | 570,097 | 732,259 | 537,867 | -26.5% |

Source: Manchester City Council

Manchester Art Gallery (MAG) welcomed 750,216 visitors in the calendar year 2019, making it the most visited museum or gallery in Manchester last year. This represents a continuation of the upward trend in visiting seen at MAG in recent years. To put the scale of the gallery's reach into some context, visits to Manchester Art Gallery now account for 15% of all visits to cultural organisations in the city. Put another way, one in every seven visits to cultural institutions in Manchester last year was at Manchester Art Gallery. Visits were down in the first quarter of 2020, due largely to building work and the gallery closure on 18 March as a result of COVID-19. This pulled the final visitor figures for the financial year

down to 652,015 (10% less than the previous financial year, but still 25% higher than the baseline year 2015).

Manchester's cultural organisations have gained national and international recognition. Examples include:

- Company Chameleon won the Greater Manchester Award at the One Dance UK National Dance Awards. The award recognises the company's significant impact on dance in the region.

- Edward Gregson won the 2019 Ivor Novello Composer Award – Amateur or Young Performer – for his work, *The Salamander* and *the Moonraker*, which premiered featuring the Hallé Children's Choir and conductor Stephen Bell.
- Contact Theatre's co-commission with *Ten Stories High*, "I told my Mum I was going on an RE Trip..." was selected for the 2019 Hot Docs Canadian International Documentary Festival in Toronto – one of the largest and most prestigious documentary festivals in the world.
- Singer-songwriter Maisie Murray, whose musical journey has been supported by Brighter Sound's Sing City project, won the 2019 Youth Music Awards Breakthrough Award.

The Council's investment in events is differentiated between those that are aimed principally at supporting our communities and animating the city, and those that generate significant economic value and profile for the city through the development of the visitor economy.

The ambition is to provide a diverse, balanced and benefits-driven annual programme of activity that is driven by partnerships and builds

on Manchester's strengths and distinctiveness. This effectively promotes the city as a top tourism and events destination, ensuring that residents benefit from the hosting of events and that they are engaged, feeling a strong sense of citizenship and pride in the city.

From an events perspective, our reputation as a world-class sports city continued to be built on and strengthened. In the past 12 months, Manchester partnered 55 event organisations to deliver or facilitate 63 events in public spaces or on our highways, attracting more than 1.4million people across 200 days of live events.

The core annual events programme was enhanced by the hosting of the 2019 World Taekwondo Championships, the 2020 Para Powerlifting World Cup, and the final stage of the prestigious Ovo Energy Tour Of Britain cycling event raced through the heart of Deansgate for the first time in 15 years. Thousands more engaged in the Let's Ride Manchester event in September. The success of the Tour of Britain demonstrated the strength of collaboration with partners, bringing all ten Greater Manchester boroughs together to host a major sporting event for the first time. The globally successful Great Manchester Run engaged over 27,000 runners in May 2019.

The inaugural Lightopia festival continued to promote Heaton Park as one of the UK's premier major event destinations. The city centre public spaces were brought to life by one-off homecoming concerts for Noel Gallagher and the Courteeners, and the 2019 ICC Cricket World Cup Fanzone.

On the back of a successful home 2019 Cricket World Cup, which connected local businesses to opportunities for trade with India, a Greater Manchester-wide investment programme became involved in non-turf cricket facilities, alongside its wider work with schools. As a result, 16 new non-turf wickets will soon be installed across 13 sites in Manchester, as well as programmes such as Wickets, Last Man Standing and Chance to Shine. World Cup live sites were also provided across the city, and the new Breaking Boundaries programme was introduced, offering funding to deliver cricket projects that bring communities together. As a result of these initiatives, major events volunteering across the city has never been stronger, with more than 7,200 volunteers (344 additions) delivering an average of 2,483 hours per year.

Investing in our facilities; recognising our strengths

Manchester has a dynamic, creative scene and a vibrant history of cultural innovation, with major cultural institutions sitting alongside a rich mix of smaller organisations. The sector's year-round offer includes permanent attractions, annual and one-off events, as well as many learning, training, participation, volunteering and employment opportunities. The sector plays a key role in delivering both economic and social impacts in Manchester. The economic impact of culture is discussed in more detail in the 'A thriving and sustainable city' chapter.

The Manchester Cultural Impact Survey gathers data from cultural organisations in the city to create an annual picture of the economic impact of the sector and its reach across residents, schools and communities. The survey is open for any cultural organisations in the city to complete, but it is a requirement for organisations funded by the Council's Strategic Cultural Investments and Cultural Partnership Agreement grants. While this report focuses on 2019/20, the most recent Cultural Impact Survey information is about activity during 2018/19, as it is collected at the end of each financial year.

Forty organisations completed the survey for 2018/19. Most of the city's major cultural institutions provided information, although there was no Manchester International Festival (which is biannual) during this period. Headline results are that the participating organisations:

- Generated an estimated £137million in Gross Value Added (GVA) for the city
- Employed Manchester residents as over one third of their workforce (37%)
- Engaged 2,796 volunteers, including board members, who collectively volunteered 129,160 hours at a value of £1.75million
- Generated a collective footfall of 4.3million in venues
- Reached 3.4million people as audience members through 9,500 productions and commissions
- Engaged just under 3.75million people with almost 2,000 digital productions made in Manchester
- Reached audiences of 480,000 on tour outside of the city, including overseas
- Engaged 185,943 participants in cultural and creative activity, with some activity taking place in every ward across the city

- Engaged 148 (83%) of 178 Manchester schools. Schools in every ward of the city provided cultural participation opportunities for their pupils.

This impact was further made tangible through the second Manchester Culture Awards, which took place in November 2019. Over 300 nominations were received, providing fantastic examples of cultural and creative activity across 13 award categories. These included the promotion of arts and health, equality and diversity, education, talent and leadership, as well as the young creative and the best in artistic events, exhibitions and performances of the year.

The Capital Strategy for Manchester's leisure facilities is to develop a sustainable sport and leisure asset base over the next 20 years. Great strides were made during 2019/20 to deliver against the capital programme. Projects have included the refurbishment of Moss Side Leisure Centre and delivery of multiple small capital projects, including the refurbishment of Active Lifestyles Centre 3G football pitches (renamed Denmark Road Sports Centre), Belle Vue Leisure Centre health and fitness provision, North City Family and Fitness Centre, The Range Sports Complex 3G football pitches, and development of a new interactive football

facility at Platt Fields Park. The combined projects equate to a total of £9.685million capital investment to improve and enhance our leisure and park facilities.

Manchester is currently building The Factory, a world-class cultural space in the heart of the city. One of the biggest developments of its kind in Europe, The Factory will be the permanent home for MIF. It will present a year-round programme, featuring artists from around the world, as well as providing jobs and training opportunities for people from across the city. Because of the significant impact The Factory will have on the economy, this is discussed in more detail in the 'A thriving and sustainable city' chapter.

Culture, libraries and leisure activity to benefit all residents; celebrating diversity and communities

In addition to general visits to our venues, the Council provides a wide range of activities, events and educational sessions for residents. These events may vary in size, scale and purpose, but they all contribute to our residents being active and engaged in their communities, helping them to develop new skills, or improving their health and wellbeing.

Table 5.8:

Number of attendances at activities, events and educational sessions through Manchester City Council cultural and recreational facilities

| | 2015/16 | 2016/17 | 2017/18 | 2018/19 | 2019/20 | Annual change % |
|---------------------------------|------------------|------------------|------------------|------------------|------------------|-----------------|
| Manchester Art Gallery | 126,724 | 126,445 | 158,301 | 180,764 | 140,889 | -22% |
| Sport, leisure and parks | 1,747,955 | 1,351,999 | 1,201,304 | 1,232,377 | 832,396 | -32% |
| Libraries | 136,926 | 182,864 | 231,382 | 235,648 | 222,831 | -6% |
| Total | 2,011,605 | 1,661,308 | 1,590,987 | 1,648,953 | 1,196,116 | -27% |

Source: Manchester City Council

Table 5.8 shows a significant 27% decrease in attendance in terms of activities, events and educational sessions. The impact of the COVID-19 lockdown is a significant factor in this decrease, plus the unprecedented high level of activity in the previous year due to the Bee In The City initiative

Widening access to and participation in culture, leisure and libraries is a key priority for the Council and its partners.

HOME, Manchester's centre for contemporary theatre, film, art and music, held an ambitious open-submission exhibition, Manchester Open. Anyone could enter, of any skill level or age from across Greater Manchester. After receiving over 2,000 entries, 543 artworks by 451 artists were exhibited in HOME's prestigious gallery

space and throughout the venue. Manchester Open was the most successful exhibition in HOME's history, with more than 32,000 people attending. Although it had to close early due to the coronavirus outbreak, HOME provided many ways to continue to enjoy the work of the Manchester Open artists online.

Of particular significance was the participation of many local groups, supported by HOME's Community and Outreach Producer, who might otherwise have hesitated about sending in work. Embracing nursing homes, rehabilitation units, refugee groups and support networks, artist studios and hobbyists, as well as those using art to satisfy their complex emotional needs, the diversity and creative talent of people living in Greater Manchester was given a democratic space to shine.

Winners across five categories, including one for artists over the age of 50 and a People's Choice Award, received a prize of £2,000 each and artist development support from the city's Castlefield Gallery.

Other Transmissions: Conversations with Outsider Art was a creative collaboration by a group of six Manchester artists, with and without learning disabilities. Original artwork in multimedia, sound, performance and drawing was developed in initial response to the Musgrave Kinley Outsider Art Collection (MKOAC), housed at the Whitworth. This was the latest exhibition to evolve from artist residency and touring project Conversations Series II, led by Manchester's Venture Arts in collaboration with the Whitworth and Castlefield Gallery. Artists expanded on themes of labelling, categorisation, the power dynamics of the art world, and the meaning of collaboration. The partnership, which advocates a fairer and more inclusive art world, opening up new dialogues about art and who it is for, won the 2019 Manchester Culture Award for Inspiring Innovation.

The Manchester Cultural Education Partnership (MCEP) was launched in early March 2019, following an extensive period of consultation and engagement. The MCEP comprises

practitioners from across the education, cultural, youth and business sectors to ensure children and young people have the widest possible access to meaningful, high-quality cultural experiences. Children and young people are key partners themselves, with growing input and influence across the partnership's work through the Youth Voice group. The partnership is committed to ensuring it champions creativity across the curriculum – inside and outside the school setting. This will enhance learning and develop skills, helping Manchester's children and young people's future employability and resilience. During the launch week, 13 projects in schools and cultural venues explored the value of creativity to learning, involving history, science through music, maths, English, and history through song and dance. MCEP is the first time that Manchester – home to many internationally renowned cultural organisations and events – has formalised a citywide commitment to working in this way.

Manchester was granted City of Literature status by UNESCO in 2018. That year saw the organisation, funded through a tripartite agreement with The University of Manchester and Manchester Metropolitan University, become an official organisation and appoint its trustees, chair and team of three paid staff.

A co-ordinated activity programme included the International Mother Language Day celebrations on 21 February, when thousands of people attended events at libraries across the city, Manchester Museum, Elizabeth Gaskell's House, and other venues.

In May 2019, the Made in Manchester poem was launched. Inspired by Councillor Rahman and the poet Zahid Hussain, Made in Manchester is a live collaborative poem. It currently features 64 languages, co-authored by Manchester residents. The inspirational work is housed at Central Library and is showcased in a **short video**. The poem, supported by Read Manchester, highlights the unity of Manchester and will continue to grow when it is relocated to the new Manchester Poetry Library in 2020.

The city's library service thrived in 2019/20 with visits to libraries increasing again, despite visits in March 2020 being minimal due to COVID-19. There were nearly 3.4million visits to libraries across the city; this was a 4.4% increase compared to the previous 12 months. Visits to Central Library exceeded two million for the first time, making it the most visited public library in the United Kingdom. Book-lending also increased by 2%, with ebooks and e-audiobooks increasing the most. Libraries

closed in March 2020, but use of libraries continued through virtual activities and online resources. The use of ebooks, audiobooks, e-magazines and e-newspapers increased by some 60%.

It is six years since Central Library reopened following a major transformation programme. As well as being the busiest public library in the country, it continues to be the most visited cultural building in the city, attracting a diverse range of residents, and visitors from outside the city. Part of the transformation vision was for the library to be an inclusive space, appealing to families, children and young people, aspiring entrepreneurs and visitors to the city, as well as traditional library visitors.

Five years on, Central Library's cultural programme, **Library Live**, exists as a busy and diverse cultural programme for everyone to enjoy. Along with smaller-scale gigs, spoken-word events and visual-art exhibitions, there are larger events where activities take over the whole building. Highlights of the programme included:

→ Peterloo Commemorations from June to August 2019: the library featured exhibitions, talks, workshops and replica Peterloo flags. Visitors came from across the world to engage with these commemorations

→ Brighter Sounds' premier of an international Library Live co-commission 'Both Sides Now' with original music composed by Laura Campbell (UK) and Mari Sainio (Finland) inspired by Manchester libraries

→ Made In Manchester Multilingual poem displayed near the entrance of Central Library on screens, showing the poem in its original language and the English translation.

In addition, Central Library has hosted a range of popular events, including Silent Discos, Drag Queen Storytimes, 2084 immersive theatre experience, and the second large-scale family event, The Ministry of Lost and Found. The library has also hosted Manchester Literature Festival and Manchester Animation festival events. Recent author talks have included Poet Laureate Simon Armitage, Speaker of the House of Commons John Bercow, TV chef Tom Kerridge, children's author Jacqueline Wilson, Channel 4 News presenter Cathy Newman, Pulitzer Prize-winning author Colson Whitehead, and singer/songwriter Billy Bragg.

Creative Spaces at Longsight, Wythenshawe Forum and North City Library is the sister neighbourhood programme to Library Live. It is driven by the library staff teams, working

closely with local arts and cultural providers to deliver new work that enables library users and local communities to access, contribute to, and participate in high-quality, world-class cultural activities. 2,600 adults and 1,550 children and young people attended Creative Spaces activity during 2019/20, with the majority living close (within 3–8 miles) to the branch they visited. The programme is successfully reaching its target audiences of families with children (47%), new and lapsed (last visit over six months ago) library visitors (50%), existing library members (50%), and young people (25%).

2019/20 saw the successful delivery of the first of a four-year Creative Space programme partnering with Manchester Literature Festival, Brighter Sound, Manchester International Festival, and Big Imaginations Children's Theatre. A young Manchester community interest company, Creative City, supported the libraries to engage young people through youth leadership projects. This resulted in creative events, and many of the community-led, creative community groups that meet at the Creative Spaces libraries contributed to the programme. Feedback from audiences and participants indicates that they found the programme fun, inspiring and inclusive. More than 90% agree that the activity generated

pride in the city and helped to make it a better place to live, getting people involved in their community, culture and creativity.

Across the city, our neighbourhood libraries – including our six community partnership libraries – are venues in the heart of the community. They are community hubs that play a significant role in helping to address deprivation and inequality within our communities. Libraries are the primary community venue for residents to access IT, and offer training, support and assistance to residents – supporting digital inclusion is a key role of our libraries. This is done through staff, volunteers and partner organisations, eg. Citizens Advice Manchester, which offers highly popular digital-advice sessions every week at an increasing number of libraries across the city. Using libraries improves residents' health and wellbeing by combating loneliness and social isolation, and provides a quiet place to study and read. Libraries support customers with reading for pleasure and literacy, and the level of book-borrowing is increasing.

Libraries have received funding from the Ministry of Housing, Communities and Local Government's Controlling Migration Fund in a joint project with Oldham Libraries and Bolton. This initiative will result in increased engagement

with asylum seekers and refugees, and an increased understanding from the wider community. As part of this project, by the end of 2020, four of our libraries will become Libraries of Sanctuary, as part of the City of Sanctuary movement, with the aim of increasing community cohesion, and understanding the lives of asylum seekers and refugees.

Holiday hunger is a recognised problem in areas of high deprivation. During school summer holidays, free school meals are not available, and children can face an increased risk of malnutrition and related health/developmental problems. Manchester Libraries' highly successful Read and Feed initiative tackled holiday hunger and increased engagement with the Summer Reading Challenge. Read and Feed ran at Fallowfield Library (Place at Platt Lane), Gorton Library and Newton Heath Library.

We have received £500,000 over three years from the British Library to be the north west hub of the Unlocking the UK's Sound Heritage project. The project, which runs until 2022, will digitally preserve and make available thousands of at-risk sound recordings. Many of these recordings are oral histories that provide a fascinating insight into the lives of residents in Manchester and the north west, increasing awareness and pride in our

communities. We will improve access by making it easier for people to find and listen to audio archives, engage the public in audio archives through events and activities, and provide opportunities for residents to volunteer as part of the project.

Manchester Art Gallery's artistic and public programmes continue to be driven by the needs of the people of the city and the strategic priorities of Manchester City Council and Art Council England. The gallery collaborates across the city as part of the Manchester Museums Partnership, with a focus on the development of new approaches to education, health and diversity.

The gallery prioritises the role of culture in shaping social change, and builds on its origins as the original 'useful museum' that's been at the centre of the city's cultural life for almost 200 years. By revisiting its founding principles as an educational institution, created by artists and the business community, its aim is to support the city and its people to grow with creativity, imagination, health and productivity.

Participation in events and activities has remained high – there were 148,155 engagements delivered through Manchester Art Gallery's learning programme in 2019/20. These

included schools and college groups, gallery tours, evening Lates events, family/early years workshops, and activities for adults, such as Philosophy Café, Streetwise Opera, and mindfulness sessions.

Research data shows the gallery is increasing the diversity of audiences. Last year, 19% of all visits to the gallery were made by people from a minority ethnic background. This proportion has increased from 9% in 2016, showing the impact of ongoing work at the gallery to diversify the public programme and provide new platforms for artists from diverse backgrounds, and opening up and using the collections in ways that connect with residents' lives. An example of this is 'Martin Parr: Return to Manchester', which celebrates the complexity and breadth of life across the city, presenting a selection of photographs taken in and around Manchester over his 45-year career, including a new body of work looking at the diversity of people living in our city today.

The ongoing work with The University of Manchester and Archives+ in developing and hosting the Manchester Together Archive (the public-spontaneous memorial to the 2017 Manchester Arena terrorist attack) reaffirmed the role of the gallery as a place of personal reflection and civic togetherness.

'School of Integration' – a new commission with leading Cuban artist and activist Tania Bruguera for Manchester International Festival 2019 – reimagined the gallery as a place for integration of all people and acknowledged the city's cosmopolitanism as one of its greatest strengths. One hundred and four immigrants from 53 countries, who've made Manchester their home, provided lessons in a wide range of subjects, including languages, culture, politics, history and food. These were not only instructional lessons, but something more personal and vivid. Every teacher passed on their own knowledge to anyone interested in developing new skills – resulting in a new kind of shared-learning experience.

'Get Together and Get Things Done' – part of the citywide programme to commemorate the bicentenary of the Peterloo Massacre – explored with people the wider theme of the crowd through international historical and contemporary art and group activity. This demonstrated how an exhibition and an art gallery can be shaped by the crowds that use them.

'Out of the Crate: Investigating the Sculpture Collection' looks behind the scenes of the sculpture collection. Part-exhibition, part-research space, it delves into the untapped history of the collection and is an opportunity to investigate sculpture through access to stored collections and archival material, and by unlocking hidden stories in collaboration with two constituent groups – Making Conversation and Burnage Boys (from Burnage Academy).

'Trading Station: How hot drinks shape our lives' traces the history of how hot drinks arrived in the UK, revealing their global histories, connections to slavery and colonisation, and contemporary ethical issues. Spanning four centuries and including silver, porcelain, glass, fashion, lighting, prints and painting, the exhibition uncovers hidden histories and asks challenging questions. At its heart is a gathering space for visitors and groups to use to encourage new conversations and action on how we can live together in a better way.

Case study: Peterloo 2019

Peterloo 2019 was a commemorative programme organised by Manchester Histories to mark the bicentenary of the **Peterloo Massacre**, one of the most important episodes in the history of Manchester. The regional and national significance of the anniversary provided an enormous opportunity to engage residents and reach wider audiences through arts, culture and heritage activities.

From the very beginning, Manchester Histories recognised that Peterloo 2019 needed to be a 'people's project' to embody the programme themes of protest, democracy, and freedom of speech. The programme was co-created over a four-year period by a wealth of cultural and community partners. This includes the project's Public Steering Group of close to 100 members of the public, which meets quarterly to discuss event ideas and to be consulted about the programme.

Between June and September 2019, over 180 events and activities were presented by 46 cultural partners and 50 community groups. These included Manchester Art Gallery, Manchester Libraries, Manchester International Festival, the People's History Museum, The John Rylands Library, Manchester Metropolitan University, The University of Manchester, Manchester Craft & Design Centre, and library and archive services across Greater Manchester. Thirty Peterloo Ambassador volunteers from across Greater Manchester, some of whom had never volunteered before, were provided with training to support the festival.

These events sought to:

- Create a fitting, meaningful and high-profile response that reflects the significance of the event 200 years ago
- Raise the profile of the Peterloo Massacre as a key historic event of local and national importance
- Challenge people to assess the democratic processes today.

Manchester's Central Library was the festival hub for activity and an information point. The performance and Archives+ spaces were used for a wide range of events, attracting new audiences, as well as bringing Peterloo to the attention of library customers and visitors. It also provided a central and accessible space for people to put on their own events and activities supported by the event programme's Open Call model of engagement. This meant a host of different groups had the opportunity to use the spaces – often for the first time – to have their say, perform, debate and acquire knowledge about the Peterloo Massacre and the world we live in today.

A major outdoor performance event, *From the Crowd*, with an audience and participants totalling 5,000, marked the day of the 200th anniversary of the Peterloo Massacre. It included the Reading of the Names, a moving tribute to those who were killed. The event was commissioned by Manchester City Council and Arts Council England, and was supported and produced by Manchester Histories, Brighter Sound and Walk the Plank.

Partnership working was key to the success of the Peterloo 2019 programme. Manchester Histories brought together people from different organisations and sectors with multiple skills, resources, connections, understandings and organisational cultures, and provided the opportunity to view and understand ideas from different perspectives.

Our city's unique leisure facility portfolio is also busier than ever, with over 3.4million visits, an increase of 192,000, more than 85% of which were made by Mancunians. The popular Free Swimming initiative, which welcomes more than 10,000 residents aged under 17 and over 60 into our pools every year, was successfully extended to include weekend access for Manchester's youth.

The Education Swimming programme maintained its successful attainment record in the academic year 2018/19, reaching the largest number of participation levels recorded, with over 9,500 pupils accessing swimming from 150 schools. More pupils across Manchester are becoming more water-confident by the time they finish primary school, in line with National Curriculum guidance. Pass rates across Manchester include:

- 79% of pupils achieved 25 metres national curriculum pass rate in school swimming
- Significant increase in using a recognised stroke, with 52% of pupils attaining this in comparison to 45% the year before
- Significant increase in using a range of safe self-rescue skills: 68%, compared to 63% the year before.

MCRactive was established as the country's first formalised strategic collaboration between Sport England, health services and a local authority to join up decision-making on all publicly funded sport and physical activity commissioning and delivery at a local level. Responsible for driving sport and physical activity across our city and inspiring everyone to lead a more active and healthier lifestyles, **MCRactive** successfully launched a ten-year strategy in June 2019.

Significant progress has been made in partnering with the Manchester Local Care Organisation (MLCO) and Manchester Health and Care Commissioning (MHCC), laying the foundations for future transition and collaboration. Along with vital support secured from other key sport and health partners, over £2.8million was committed to undertake engagement pilots that will revolutionise our communities' relationship with physical activity. These included hosting non-traditional partnerships, through the Active Ageing, Winning Heart & Minds and Local Pilot programmes, with a focus on addressing health inequalities in north Manchester. These key health partners have worked closely with MCRactive to trial the power of a premier league football brand, using the recognition of Manchester City Football Club. This has included using the

'fantom band' – the world's first football smartband, worn on the wrist to receive news and interact with the club – to drive health check-up attendance targeting of residents aged 40+ from the M11 postcode area who are currently doing less than thirty minutes per week of moderate-intensity exercise. With a target to increase activity levels of those currently inactive, the scheme has proved extremely successful, and nearly 100 participants from the hardest-to-reach groups have already engaged with the programme.

The Active Streets initiative was delivered across neighbourhoods, demonstrating real social value in action with donated skips, and bringing together a range of services, including waste and recycling, street cleansing and sport. Closing off 14 streets in 12 wards, with nearly 600 adults and children enjoying activities from snakes & ladders to table tennis and swing ball, the initiative has left a lasting resource for continued delivery by residents.

MCRactive, in partnership with the Active Communities Network (ACN), set up The Next Generation project, with the aim to upskill young people (14–19) via the Sports Leaders programme (Level 1 or 2) and provide volunteering opportunities to gain work experience in the sport and youth sector. Over the past year,

four courses have taken place across east Manchester. These have resulted in more than forty young people being upskilled and now volunteering in their local communities, such as local sports clubs or sports-based youth programmes. As a result of the project's success, MCRActive is now implementing a citywide project working alongside ACN and other partners.

Increasing volunteering across the city

The role of the Voluntary, Community and Social Enterprise (VCSE) sector in supporting and reaching local people remains as vital as ever. Since the 2016 launch of the **Our Manchester Strategy**, up to March 2020, 8,648 Manchester residents had registered with Volunteer Centre Manchester, 3,994 had referred directly to Manchester VCSE organisations as volunteers, and 2,858 Manchester residents attended induction sessions.

The Manchester Volunteer Inspire Programme (MCRVIP) website was launched in June 2019 and further supports volunteering in the city by bringing all Council neighbourhood volunteering opportunities into one place. Up to March 2020 – ten months after its launch – 129 new providers had advertised 228 volunteering opportunities throughout libraries and galleries, parks and green spaces,

neighbourhoods and parks; 1,498 volunteers registered, of whom approximately 50% were from BAME backgrounds. The average age of volunteers was 29.

Under the Council's Employer Supported Volunteering scheme, 711 employees have taken a total of 7,032 hours of volunteering leave since the scheme was launched in October 2017. 441 individuals used volunteering leave during 2019/20, including 299 employees who had never done so previously.

It is worth noting that the COVID-19 pandemic has impacted the figures we can report this year, but we know that numbers don't tell the whole story of the many VCSE staff and volunteers delivering support to residents. We are proud of how the sector responded with courage, creativity, and community spirit in an environment of great restriction and uncertainty. The COVID-19 community volunteering scheme was launched on 20 March, and up to 9 October 3,637 volunteers had registered with the scheme.¹¹ This city is very grateful to everyone who supported their neighbours and communities, whether it was recorded in the numbers or not.

In addition to the Council volunteering activity, the Our Manchester Voluntary and Community Sector (OMVCS) Grants programme funds 63 voluntary groups and organisations. At the heart of the OMVCS programme is a governance and management structure established to support the fund and strengthen relationships with the VCSE. In the first three quarters of year 2, these organisations supported 191,891 people, with 7,887 volunteers contributing 131,419 hours of time. These organisations brought in £5.2million of additional funding to the city.

The Council continues to invest in its relationship with the VCSE sector through its investment in VCSE infrastructure support citywide. The new integrated Manchester City Council and Manchester Health and Care Commissioning (MHCC) VCSE infrastructure service was procured in July 2019, following a process of consultation and co-design. The contract was awarded to Manchester Community Central (the previous contract holders) and began in October 2019.

¹¹ Manchester Community Central

July 2019 also saw the publication of a report looking at how to develop a stronger, more vibrant and thriving VCSE in north Manchester. The report contains 22 recommendations, and under the name North Manchester Together a working group is overseeing the implementation of these recommendations. The executive summary of the report can be accessed [here](#). This will include an assisted grants programme where groups and organisations will be offered development support from a mentor to access a small cash grant to deliver activity that benefits north Manchester residents.

Work with BAME voluntary and community organisations and leaders has progressed, aiming to develop public sector approaches, relationships and work across the city. Many workshops have taken place, with the sector shaping the discussion. This will lead to a range of ideas being tested and fed into the co-design of the next OMVCS general funding round.

The Population Health Targeted Fund, in partnership with Manchester Health and Care Commissioning (MHCC), has been developed and was launched in April 2020. £2.1million of MHCC funding has been invested in VCS partnerships and organisations to

deliver activities to improve outcomes in the first 1,000 days of a child's life, and to support older people to be as healthy as they can be.

The Neighbourhood Investment Fund (NIF) is also available to communities for events or activities focusing on making neighbourhoods better places to live. In 2019/20, £640,000 was awarded (£20,000 per ward) to 452 projects across the city, with a variety of purposes and aims. These included supporting established or new community groups in delivering local projects and getting ideas off the ground, activities focused on encouraging groups of residents back into employment or training, projects helping to improve the environment and increase recycling, and other events/activities that are important to neighbourhood and citywide priorities.

Conclusion

Overall, the city continues to perform well. There is significant progress being made to increase the supply and diversity of housing across the city, putting Manchester at the forefront of the response to the national housing shortage. However, housing demand remains due to the continuing population growth of the city. Opportunities are being explored to meet this demand, such as the

potential development of a new Local Delivery Vehicle, as well as ensuring we meet the needs of more diverse residents, such as older people and families opting to live in the city centre.

The city continues to deliver against the climate emergency, and in March 2020 the Council published its Climate Change Action Plan 2020–2025, which details the actions the city needs to take to stay within its carbon budget.

Further work is being completed to review our brownfield sites and to establish the safe reuse of these areas to support the future regeneration of the city. Long-term trends show there has been an improvement in the air quality in the city, but some areas remain above the annual limit for NO₂, and these have been declared Air Quality Management Areas.

Household recycling remains good, with indicative 2019/20 recycling rates maintaining 40% across the city. Projects to increase recycling within apartment blocks are showing improvements, and work with passageway containers is underway and will continue into 2020/21.

One of Manchester's priorities remains to ensure the city is clean and well maintained; research shows that Manchester is improving through the work with Keep Manchester Tidy, the Great British Spring Clean, new smart litter bins installed in the city centre, and increased investment to target those who persistently fly-tip.

Through the Community Safety Partnership, Manchester City Council continues to work with other public sector bodies, Greater Manchester Police, universities, businesses and communities to develop new initiatives to tackle crime and antisocial behaviour. In 2019 an extensive consultation received more than 800 responses and contributed to a new Greater Manchester plan to tackle hate crime.

Work continues on the Green and Blue Infrastructure Strategy, and a number of new park plans are being developed. Additional new major development schemes, such as Mayfield and the Northern Gateway, both have extensive plans for open spaces to be developed or improved.

The sports, events and cultural offer provides Manchester with an international profile that attracts an increasing number of visitors to the city. This contributes to our vibrant visitor

economy and provides income for our retail, food, drink and hotel sectors. We continue to invest in our venues and services at a neighbourhood level, maintaining high-quality local facilities and services that support residents' health and wellbeing. Visits to the city's parks, libraries, galleries and recreational facilities continue to grow, and our Widening Participation Programme continues to engage more diverse residents in the various programmes.

Residents offering their time for free (volunteering) to make a difference where they live, work and play is having a massive impact and going from strength to strength. The expansion of MCRVIP, to cover many more volunteering opportunities at a neighbourhood level, went live in June 2019, making volunteering even easier and improving the quality of lives of residents and communities.

The OMVCS programme continues to provide a real opportunity to shape and strengthen our relationship with the VCSE sector. It also helps us to make best use of Council resources to invest in Manchester's VCSE sector to support Manchester residents. July 2019 saw the publication of a report looking at how to develop a stronger, more vibrant and thriving VCSE in north Manchester. Work with BAME organisations has progressed, and outcomes

from this will lead to a range of ideas being tested and fed into the co-design of the next OMVCS general funding round.

Before concluding the chapter, it is important to recognise all the positive work that has been done over the past 12 months; however, we must also note that throughout the chapter there have been references to COVID-19. The pandemic emerged in early 2020 and resulted in a national lockdown in March. This has inevitably had an impact on the delivery of key services during this period, as well as the availability of data and analysis used to inform this report. Some of the immediate impacts worthy of note are increases in residual waste, as more people stayed at home; however, there was less demand from street cleansing. Usage of parks has significantly increased, as residents are taking their free time and exercise in our local public spaces, but this has resulted in an increase in littering. The air quality has temporarily improved because of fewer vehicles on the road. Most importantly, all the resilience and generosity of our residents who stepped up in numerous volunteering roles to support others was truly outstanding.

It is also anticipated that COVID-19 and the associated measures implemented by the Government to limit the spread of the virus

will have far-reaching consequences for the future of Manchester, the UK, and indeed the world. At the time of writing, the situation is rapidly evolving and many of these long-term impacts will not be known for some time. However, Manchester is a resilient city with a strong identity, sense of place, neighbourhoods and communities; most importantly of all, our residents are renowned for getting together in times of hardship. Because of this, we are confident Manchester will remain a highly attractive place in which people want to live, work and study.

Chapter 6: A connected city

Strategic overview

For a city to be successful it needs to be well connected – internationally, nationally and locally. The level of connectivity of a city is determined by its capacity to connect people with each other, as well as to goods, services and places. Historically, people needed to be in the same place to connect, but modern technology is increasingly enabling these connections to happen virtually. This chapter considers physical connectivity brought about by transport, but also digital connectivity.

Connections are necessary so that people can access work opportunities, education and services, and so that businesses can access markets and their customers. Connectivity is not an end in itself, but a means to an end, underpinning all the other objectives contained in this Report. It is only through excellent connectivity that the economy can continue to grow, educational standards can increase, and the city can become more equitable and liveable.

To enable Manchester to compete on the world stage, it needs connections that are more effective and efficient in comparison to other cities. To fulfil its potential, it needs the capacity of the connections to not be a restriction on development and progress. To increase its competitiveness it needs to be able to increase the capacity of these technological and physical connections. A key challenge for Manchester and the wider region is how to continue to grow the city centre and the Airport as economic and cultural hubs.

This chapter sets out the present status of Manchester's level of connectivity, but also seeks to assess the direction of travel by reviewing the preceding years from 2015 to 2019. In relation to connectivity, the speed of change is often gradual, and so the measures throughout the chapter are included over a longer period to provide a better feel for the underlying trends.

The chapter takes account of the Greater Manchester 2040 Transport Strategy and is structured around the relevant themes contained in the Our Manchester Strategy, creating a city that is:

- **Connected** – considering connectivity by mode of travel and by virtual links
- **Integrated** – using connections between these modes to enable door-to-door journeys
- **Sustainable and thriving** – how demand is met and managed, and how technological opportunities are exploited to ensure that carbon emissions are reduced while enabling the city to grow
- **A place to live and innovate** – how people are put at the centre of the ways we manage, maintain and develop our streets, and how we accommodate and support innovation.

The COVID-19 pandemic has forced society into making immediate and drastic adaptations to the way people live. These changes have had the biggest impact in cities, where everyday activities are only possible because of the connectivity described above and the proximity of large numbers of people to each other, and the connections they make.

While in the long term, society may return to something broadly similar to the pre-COVID world, there is likely to be a lengthy 'interregnum' in which strict lockdown measures have been lifted but 'normal' is no longer possible. During this period, any form of recovery will depend on three things: how we manage to make public transport safe to use so that people can remain connected to the economic and cultural life of the city; how we enable people to move around safely on foot and by bicycle; and how we all connect remotely through digital technology.

Manchester has already joined the growing list of cities around the world to have accelerated plans to make their city centres more human-centred and less reliant on the use of private motor vehicles. We have closed part of Deansgate, Stevenson Square and Ducie Street to cars, and widened pavements on Whitworth Street on an experimental basis at

first. We have widened pavements to aid social distancing in our district centres at Cheetham Hill, Chorlton, Rusholme, Withington and Openshaw. These physical adaptations of our built environment have been brought forward on an accelerated timescale, but are very much seen as a blueprint for how to enable connectivity in a more sustainable, zero-carbon, people-friendly way.

Analysis of progress

Having effective connectivity locally, nationally and internationally makes cities far more attractive places for people to live and for businesses to invest, leading to the creation of better-quality jobs. Manchester already benefits from strong connections, but is continuing to make improvements through major investment in infrastructure. It is essential that Manchester has world-class connections to realise the city's ambitions for economic growth and prosperity.

Working collaboratively with Transport for Greater Manchester (TfGM), we are taking a strategic approach to planning our city's transport network. In 2016, residents and businesses were consulted on the **Greater Manchester 2040 Transport Strategy**, which was adopted in 2017. We are continuing this

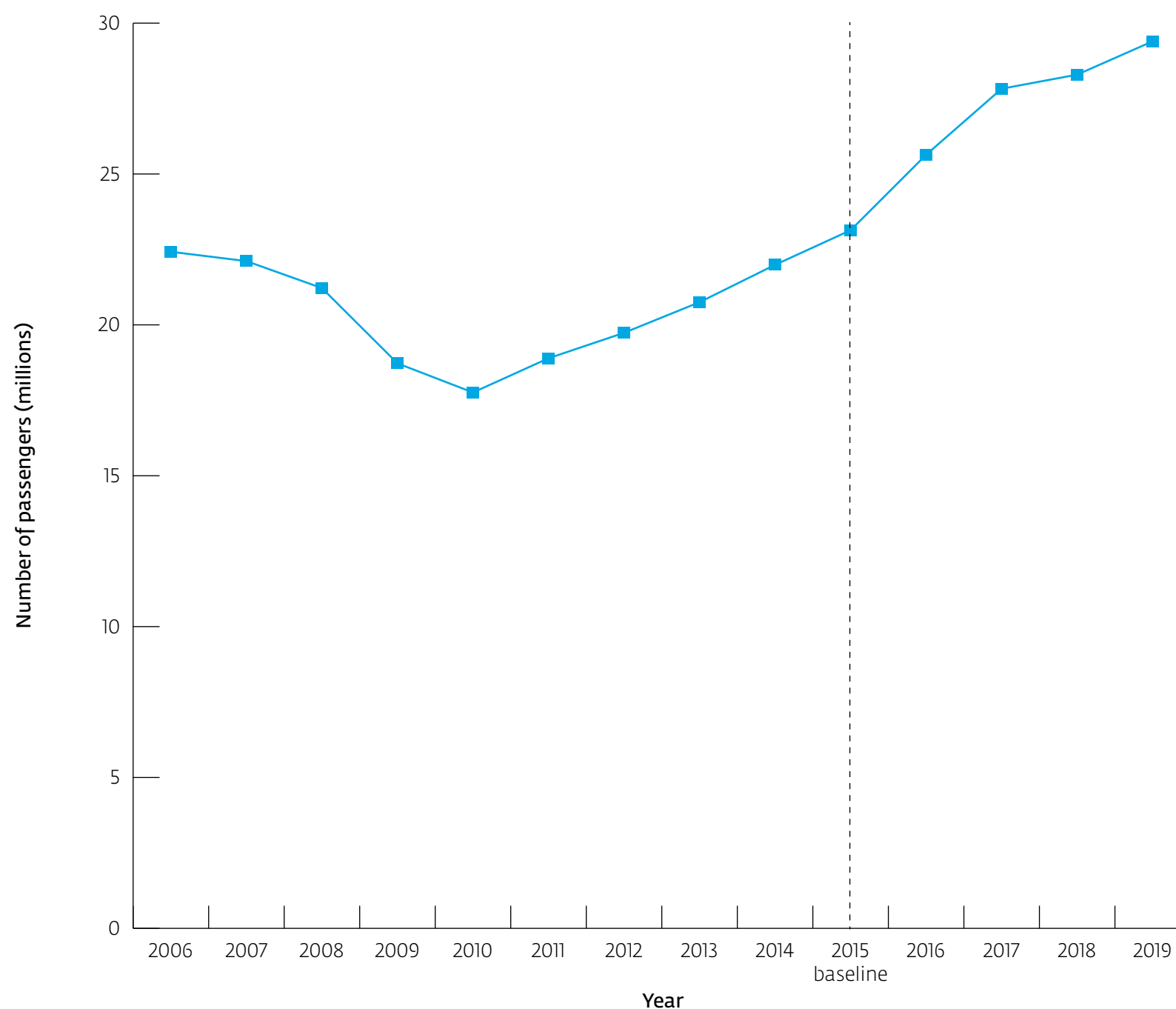
strategic approach with the development of a refreshed City Centre Transport Strategy, which is currently under review and due to be published in 2020/21.

Connections by air Manchester Airport

Manchester Airport provides national and international connectivity and is the only two-runway airport outside the south east of England. It is the third-busiest airport in the UK in terms of passenger numbers and is the busiest outside of the two major London airports. Figure 6.1 shows that passenger numbers at Manchester Airport are continuing to grow, with a rise of 6.3million passengers since 2015, increasing to 29.4million passengers in 2019. Air traffic has been severely impacted by the COVID-19 pandemic, which has significantly reduced passenger numbers since March 2020. Monthly passenger figures from Manchester Airports Group reported reductions of 99% in April 2020, 99.3% in May 2020 and 98.6% in June 2020 compared to the same periods in 2019. These figures are a reflection of world trends.

The Airport is currently undergoing a £1billion transformation programme, which is due to be completed in 2024. This work will significantly increase the size of Terminal 2, and also involve other improvement and enhancement work, maximising the capacity of the Airport to be able to carry 55million passengers a year. The first phase of work, the extension to Terminal 2, is due to open later in 2020.

Figure 6.1:
Number of passengers travelling through Manchester Airport



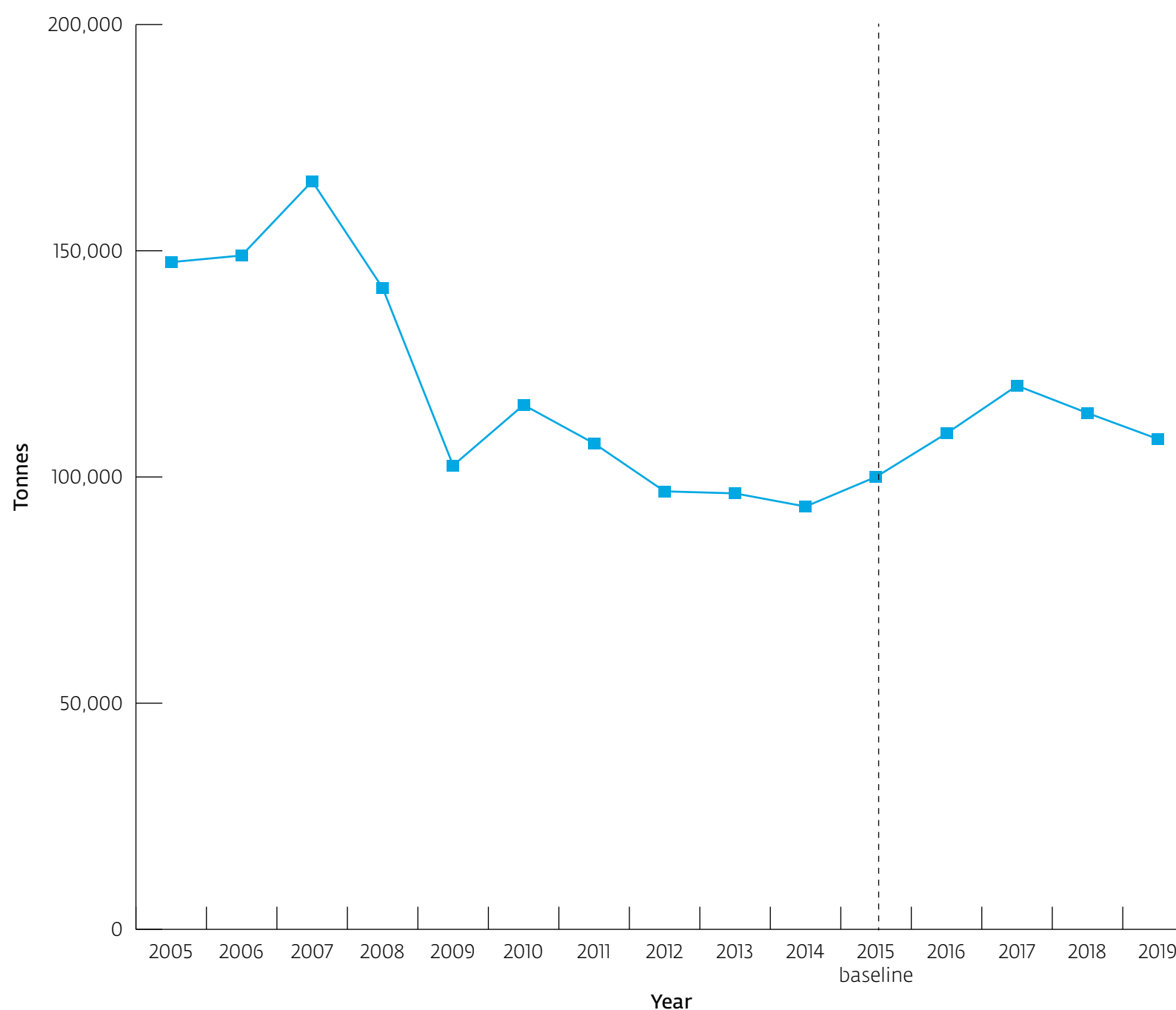
Source: Civil Aviation Authority © Crown Copyright 2020

Air freight

The World Freight Terminal located at Manchester Airport includes a dedicated cargo freight facility providing a base for approximately fifty freight-forwarding firms. Freight cargo can pass through the terminal in either freight-only flights or as cargo transported in the holds of passenger aircraft. The largest freight markets are North America, the Middle East and the Far East, with imports representing 55%–60% of the cargo volume.

Figure 6.2 shows that a significant decline in freight tonnage was experienced between 2007 and 2009. This was mainly as a result of the global recession and a spike in oil prices. Following the recession, the industry has shown signs of recovery and ongoing stability. The COVID-19 pandemic has significantly impacted on freight movements since March 2020, although reductions have not been as significant as passenger numbers. Monthly cargo tonnage figures from Manchester Airports Group reported reductions of 88.8% in April 2020, 85.9% in May 2020 and 80.3% in June 2020 compared to the same periods in 2019.

Figure 6.2:
Amount of freight through Manchester Airport



Source: Civil Aviation Authority © Crown Copyright 2020

Connections by rail

HS2: Work to develop the second phase of the High Speed 2 (HS2) rail line, connecting Manchester and the Airport with Birmingham and London, was approved by the Government in November 2016. The route will approach Manchester through a ten-mile tunnel, emerging at Ardwick, where the line will continue to its terminus at Manchester Piccadilly. It is planned that a major new station will be constructed at Manchester Piccadilly, supporting the regeneration of the surrounding area. A further station is planned to serve Manchester Airport. Prior to starting construction, a bill needs to be passed through Parliament placing in statute the necessary powers to construct and operate this second phase of HS2. It will be submitted to the Government in 2020. Construction is due to start on the leg to Manchester in 2033 and the scheme is expected to be completed in late 2038.

Northern Powerhouse Rail (NPR): Plans for high-speed rail links connecting Manchester to the other cities of the North of England are being developed by Transport for the North (TfN) – the UK's first statutory subnational transport body. Formed in 2018, its role is to make the case for strategic transport improvements across the North of England in order to improve connectivity and drive economic growth.

TfN is driving forward NPR, which is a major strategic rail programme to transform the connectivity between the key economic centres in the North of England, including Manchester. The Strategic Outline Business Case for the programme to increase capacity, speed and resilience received agreement from the TfN board in February 2019, and represents an overall investment of £39 billion. It is hoped that this programme will be delivered over the next 30 years, subject to funding.

Northern Hub: The proposed improvements to rail capacity at Piccadilly and Oxford Road Stations, along with the Ordsall Chord, were key projects for improving rail connectivity in the North of England. To date, only the Ordsall Chord has been delivered. A decision is awaited from the Secretary of State for Transport in relation to the scheme, which would add two additional through platforms at Piccadilly Station and lengthen the platforms at Oxford Road. The additional rail capacity that this scheme would deliver remains vital for Manchester and the wider region.

Williams Rail Review: The Williams Rail Review was established in September 2018 to look at the structure of the whole rail industry and the way passenger rail services are delivered. The review's findings are yet to be published,

but are intended to inform a Government White Paper on rail, followed by reforms, which could include an end to the franchising system established under privatisation.

On 29 January 2020, the Northern Rail franchise was stripped from its operator, Arriva Rail North. On a temporary and indefinite basis, services have been operated since 1 March 2020 by Northern Trains Ltd, a subsidiary of the Department for Transport's Operator of Last Resort, a public sector company that reports directly to the Government. The Secretary of State for Transport has tasked the new operator with producing a detailed, top-to-bottom review of everything needed to improve its services. A review of the Castlefield Corridor is ongoing, including the Northern Hub project to relieve capacity pressures. The results of this, as well as the wider Williams Review and subsequent White Paper, are still awaited, and will have key implications for travel across the city and region.

Highway connections

The strategic and key route road networks are essential to the economy of the city and wider region, and support the movement of people and freight locally and across the country.

Strategic road network

An efficiently operating M60 is important to Manchester, as it not only distributes traffic throughout the city, but also provides a means of travelling around rather than through Manchester for longer journeys. The M60 supports local travel within Greater Manchester, national travel between Merseyside and Yorkshire, as well as international freight routes from the region's ports and airports. In 2018, work to improve the operation of the M60 was made by creating a section of smart motorway between junction 8 of the M60 to junction 20 of the M62. This was the first scheme of its kind in north west England. Smart motorways allow active traffic management by using variable speed limits. This makes the motorway a more attractive option to less suitable routes through our urban centres.

Further improvements to the region's major roads are being actively considered by the Department for Transport, Highways England, and Transport for the North. The M56 between junctions 6 and 8 are to be made into a smart motorway; work is due to commence in 2020 and completion is expected in 2022. Capacity improvement proposals are also being considered for the north west quadrant of the M60. These look at potential improvements to both the road network and public transport in

order to provide better options for local and long-distance trips. Further design, analysis and environmental assessment of the potential improvements for the strategic road network is currently being carried out, following a request from the Department for Transport. Once this work is completed, it is hoped there will be a decision for its commencement later in 2020.

The Transpennine Upgrade Project is looking at improving connectivity between Manchester and Sheffield. This particular journey has the worst per-mile journey time between any pair of UK cities, with particular issues of congestion and community severance. This project is looking at a package of improvement measures to improve traffic flows and journey times. Work is due to commence in the winter of 2021/22 with an opening date of 2024/25.

Key route network

Within Manchester, the Manchester and Salford Inner Relief Road (MSIRR) is vital for distributing traffic around the city centre, and significant investment is now planned to improve this route. Improving this route will result in less traffic diverting from the key route network onto less suitable routes. The improvements completed last year at Regent Road and Water Street are improving orbital movements around the MSIRR, reducing the amount of traffic

through the city centre and other parallel routes, enabling further improvements to be made in and around the city centre.

Improvements are also underway on the MSIRR along Great Ancoats Street and at the junction of the Mancunian Way and Princess Parkway. The total investment is in the region of £30million, and will not only improve the flow of traffic around the MSIRR, but also improve access across the MSIRR into the city centre for cyclists and pedestrians. As the city centre expands, these links across the MSIRR will enable the city centre to grow and thrive.

There is limited scope to increase the extent of the highway; however, work is underway to improve the facilities for pedestrians and cyclists across the network. Manchester has secured programme entry for more than £79million of projects in the Mayor's Challenge Fund (MCF) programme. This programme will deliver improvements to the highway network to make it easier and more attractive for people to take shorter journeys on foot or by bike. Investment in active travel modes helps to promote healthier lifestyles, can reduce pollution and carbon emissions, offers the potential to increase the capacity of our finite highway network, and can free up space on public transport.

Streets for All

TfGM, on behalf of the GMCA and the ten Greater Manchester local authorities, has been working to develop a Streets for All strategy (a sub-strategy to the Greater Manchester Transport Strategy 2040) to be published later this year. The strategy works towards creating better streets for people by balancing the competing movement demands of different road users; at the same time it creates streets people enjoy spending time in, where they are encouraged to travel by foot, bike or public transport. Work has been undertaken to test the approach and support scheme development through pilot studies, including a Streets for All city centre corridor study.

As the city centre continues to grow, including as a place for people to live and work, there is huge potential for change regarding short local 'neighbourhood' trips: car journeys that could reasonably be switched to walking or cycling. There is also a need for measures that could increase walking, cycling and use of public transport into the city centre, as demand for travel continues to grow from the surrounding areas. Therefore, Streets for All has a focus on enabling these types of journeys through the following commitments, which are a combination of good urban planning and measures to make streets safer and more welcoming:

- Enabling people to benefit from an attractive and inclusive walking environment
- Providing a safe and connected cycling experience
- Facilitating a reliable, integrated and accessible public transport network
- Ensuring goods will reach their destinations on time, with minimal impact on local communities
- Enabling us to harness future mobility innovations
- Making best use of existing assets
- Ensuring streets will feel like welcoming and healthy places to spend time.

Streets for All provides a 'people-centred' approach to addressing the challenges that people living and working in the city centre face. It is designed to help support economic growth and regeneration (through increased footfall and social interaction), reduce congestion and improve air quality. Ultimately, it will help to improve the health of people across the city, and support community cohesion by creating places where people want to live and spend time.

Highway network five-year investment plan

Manchester's highway network includes over 1,350km of road length, 2,600km of footway length, and more than 350 bridges and structures. Based on the latest valuations, the total highway asset has an indicative gross replacement value of more than £2.7billion, making it the Council's most valuable asset.

The network is used daily by the majority of people who live and work in the city, and is fundamental to the economic, social and environmental wellbeing of the community. Our ability to offer a reliable and resilient highways system is not only important for existing businesses, but is also a determining factor in attracting new businesses, particularly those with a time-critical need for logistics and commercial transport links.

The current five-year (2017–2022) £100million highway investment programme is underway, with a primary goal of improving the condition of Manchester's roads, footways and drainage, as well as supporting maintenance of the bridge network. By the end of 2019, the Council had invested £30million to treat over 200 miles of roads and 20 miles of pavements. In addition, more than 40,000 highway defects have been repaired, over 100,000 gullies have been cleansed, and some 7,000 drainage repairs

have been carried out. The annual road condition GEIST surveys have reflected this work, showing an improvement in the percentage of the road network beyond mid-life grading (in 'poor' condition) from 25% in 2017 to 20% in 2019. £20.6million has been invested in this programme during the financial year 2019/20, and £47.3million has been invested since the programme started in the financial year 2017/18.

The following milestones were achieved in 2019:

- The Regent Road scheme was completed, significantly improving journey times in a congested area of the city.
- The Medlock Street roundabout congestion reduction scheme commenced, including cycling and walking improvements.
- The eagerly awaited road-widening and pedestrian-improvement project at Hyde Road has started.
- The Great Ancoats project, which will improve safe access across the busy road for pedestrians and cyclists, has commenced.
- School safety improved during the year, with the completion of 46 out of 81 school crossing improvement projects across the city.

Emergency Active Travel Fund Activity

In May 2020 the Government announced a £250million active travel fund to support greater walking and cycling in response to COVID-19. The Government invited councils to bid for funding. In Tranche 1 of the bidding, Manchester obtained funding for the temporary closure of Deansgate, Ducie Street and Stevenson Square, and the making of Withy Grove one-way to support social-distancing measures. In Tranche 2, Manchester bid for a scheme to join the transport hubs in the city centre through a series of permanent road closures to traffic, and to provide a new permanent cycleway from Wythenshawe into the city centre. Those bids have an estimated cost of £5.5million and we are awaiting an announcement from the DfT on the outcome.

An integrated transport system

An integrated network is more resilient, more accessible and provides greater choice. In order to enable residents to easily access jobs, education and services, our network of connections needs to be fully integrated, attractive to users, and affordable.

Integrated transport systems should allow for combining several different modes of transport across a journey to provide a seamless end-to-end service. Integrated journeys can include

elements that are active, and when integrated with virtual connectivity, time spent travelling can become more productive.

A fully integrated transport network should be easy to use and provide efficiency for the users in terms of time, costs, comfort, safety, accessibility and convenience, resulting in increased economic and social benefits. Investment in such a system should result in a higher uptake in active modes of travel (walking and cycling) and public transport, and reduce congestion and pollution.

Integration doesn't just mean locating transport services in proximity to each other; it also means ensuring that timetables are planned in a way that makes them fully co-ordinated, providing such infrastructure as cycle parking and Park and Ride schemes at transport hubs, integrated travel information and route planning, and ensuring that ticketing systems are integrated across different modes and routes. Delivering an integrated ticketing system could be one of the most effective measures in the short term to make public transport easier and clearer to use, making it a more attractive option.

Within Manchester, there are three Park and Ride schemes attached to Metrolink stops; these have 373 car parking spaces. Two further

sites just outside the city boundary at Sale Water Park and Hollinwood provide an additional 521 spaces. A further 139 Park and Ride spaces are provided at five railway stations within the city. This means that car journeys can be connected with Metrolink and rail trips, reducing the need to travel the full distance by car. Worsley Park and Ride provides access to Manchester by bus rapid transit and has 230 spaces. The Park and Ride schemes help to reduce journeys by car that would otherwise add to congestion within Salford and Manchester.

Manchester has two cycle hubs managed by Transport for Greater Manchester (TfGM). One of them is within the city centre at Tower City, and the other is located at East Didsbury, providing secure cycle parking for 234 cycles. There are a further 20 spaces at the Hollinwood Metrolink stop just outside the city's boundaries.

Contactless payments have been introduced on buses and Metrolink, although smart ticketing is not yet available across all modes in Manchester. However, the 'Get Me There' travel cards are available for use on buses and Metrolink trams; these can be purchased online. Full integration across all modes in terms of ticketing and timetables is hindered by a lack of local control over all services, fragmented ownership, funding

constraints, limited incentives to bus operators, and a lack of a culture for joined-up working. This is coupled with a lack of flexible tickets for those who work part-time and a lack of cross-city public-transport routes. The **Bus Services Act 2017** offers mayoral combined authorities, such as Manchester, the opportunity to address these issues. An initial public consultation for bus reregulation was carried out at the end of 2019, and a decision on bus reform is expected from the Mayor later in 2020.

Car Clubs provide access to a car without needing to own a car, and may be a way of supporting a more sustainable transport network as part of the wider transport mix. It is proposed to increase the number of Car Club

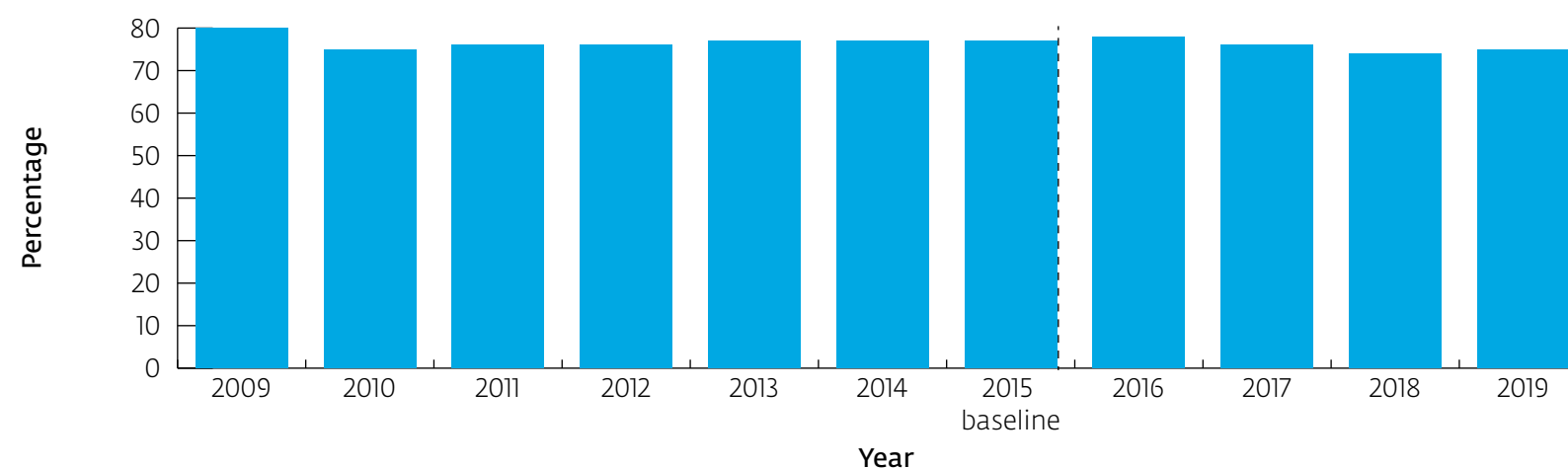
vehicles across the city, adding electric vehicles to the Car Club fleet, and expand the number of locations from which they are available.

Encouraging walking and cycling, and the use of public transport

Currently within Greater Manchester, 88% of trips are shorter than five miles, and more than half of these are made by car. Although the percentage of single-occupancy cars travelling into the city centre during the morning peak time is reducing, as shown in Figure 6.3, car ownership overall is increasing (there was a growth of 11% in licensed cars in the city between 2015 and 2019: from 141,800 to 159,400).¹

¹ Department for Transport vehicle licensing statistics

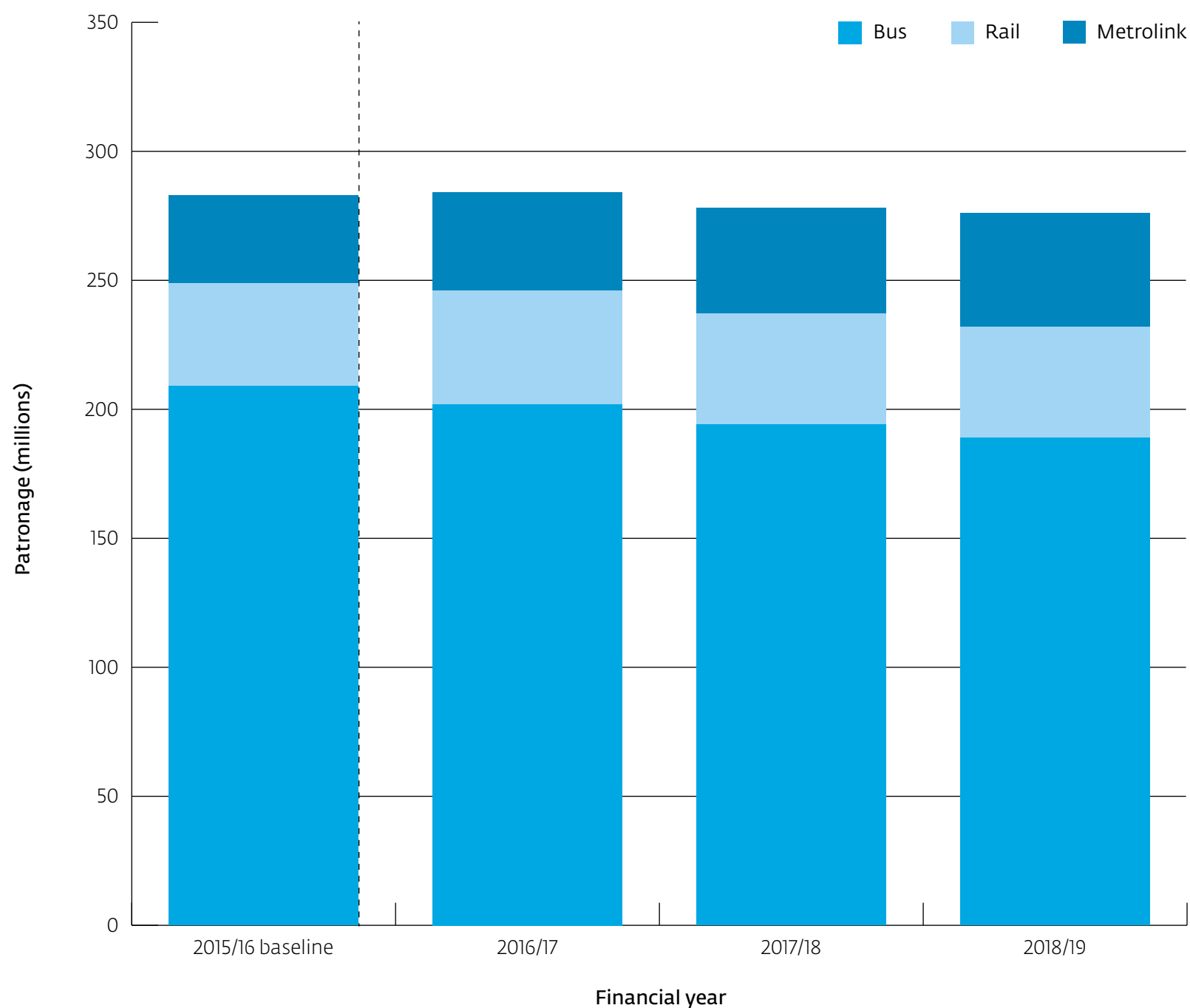
Figure 6.3:
Percentage of single-occupancy car journeys into Manchester city centre (7.30–9.30am)



Source: TfGM © Crown Copyright 2020

Figure 6.4 shows that public transport patronage across Greater Manchester was 2% lower in 2018/19 than it was in 2015/16. Over the past ten years, rail and Metrolink use has increased significantly, while bus use has been slowly declining. A number of measures to support the continued growth of rail travel and Metrolink, and reverse the decline in bus travel, are described below.

Figure 6.4:
Public transport patronage across Greater Manchester



Source: TfGM © Crown Copyright 2020

Bus travel

Bus travel is supported by the Council and TfGM in the following ways:

- **Investment in Bus Priority infrastructure** on key routes into the city centre, including the Leigh Guided Busway, Rochdale Road, and the Oxford Road Corridor. Recent work included the reconfiguration of the Portland Street/Chorlton Street/Charlotte Street traffic signals, which improved pedestrian-crossing facilities and reduced bus-journey times along Portland Street. This was achieved by removing a stage from the traffic signals.
- **The CityPlan Agreement** between the Council, TfGM and bus operators. Agreed in 2012, this is designed to ensure that bus services entering the city centre are managed to minimise impacts on congestion, safety and the environment. The plan is currently subject to a review.

The Bus Services Act 2017 provides Greater Manchester with powers to reform the local bus market. The overall intention being that bus reform delivers some of the agreed objectives of the 2040 Transport Strategy for Greater Manchester. Transport for Greater Manchester, on behalf of the Greater Manchester Combined Authority, has prepared an assessment of

bus-reform options. This included assessing partnership and franchising options in accordance with the Bus Services Act. The assessment concluded that a proposed franchising scheme was the preferred option and a subsequent public consultation occurred, which ended on Wednesday 8 January 2020. As the proposed franchising scheme was designed on the basis of a pre-COVID-19 bus market, it may be necessary to make amendments to the scheme or alternative market structure a future report may propose. A further report will be presented to GMCA considering the impact of the COVID-19 pandemic on the bus market, with specific recommendations for the next steps to take on bus reform. The Mayor of Greater Manchester will make a decision in due course. This is currently expected to take place later in 2020.

The Council is working collaboratively with TfGM on its Local Bus Strategy, to ensure the right strategic framework informs decision-making on buses, no matter what decision is taken on bus reform.

Metrolink

The Metrolink network has expanded to become the largest light rail network in the UK. Services now run on seven lines to 99 stops, covering nearly 105km. The network is currently

undergoing significant improvements, with further improvements in development:

- The Trafford Park extension opened in March 2020 and runs from the existing Pomona stop through the Trafford Park business area and on to the Trafford Centre. The line extension provides a further 5.5km of route and includes an additional six tram stops.
- Legal powers exist to extend the Airport Metrolink extension through the completion of a western loop, which would connect the existing line to the new Terminal 2 and then in the future to the proposed HS2 station, to Wythenshawe Hospital, and then back to the existing line. The current intention is to deliver the link to the new Airport terminal first, with the further extension following the construction of HS2.
- Proposals have been announced to extend the Metrolink network to Stockport using a tram-train system, whereby tram services share lines with trains. The new line would extend from the existing Metrolink stop at East Didsbury to the new transport interchange in Stockport. This scheme is in early development stages with a possible construction start date of 2025.

→ TfGM has committed to developing options by 2025 for a Metrolink station at Sandhills, to support the development of sustainable neighbourhoods of up to 15,000 homes in the Northern Gateway area to the north of the city centre.

The Council is working collaboratively with TfGM on its Rapid Transit Strategy, to ensure that decisions on investment in Metrolink and bus rapid-transit infrastructure and services are made according to a coherent strategic framework.

Walking and cycling

There is great potential to increase the number of shorter journeys being made on foot or by bike. In order to improve health and access to jobs, and to alleviate pressure on our public transport system, levels of walking and cycling will need to continue to increase. There is a strong case to support walking and cycling in Manchester, and increasing the share of trips for these active modes has the potential to reduce car use, use our highway network more efficiently, and create more space on public transport. This will provide the capacity to support further sustainable growth. In addition, active modes improve the mental and physical health of our residents, reduce our carbon emissions, and improve air quality.

Walking and cycling have become significantly more popular in recent years and are beginning to be attractive alternatives to motorised transport for an increasing number of residents. This may partly explain why we are seeing fewer motorised vehicles on Manchester's streets, especially in the city centre; this is helping to make the city more accessible on foot and by bike, and more liveable, improving the feel of our public spaces.

Greater Manchester's Cycling and Walking Commissioner published the **Made to Move** document at the end of 2017. This document sets out 15 steps to be taken to create a genuine culture of cycling and walking within the city. The first step in this process is the production of a detailed Greater Manchester-wide walking and cycling infrastructure plan to be produced in collaboration with the district authorities, and which is now known as the **Bee Network**. The draft of the Bee Network was published in the summer of 2018; following consultation, a revised version was published at the end of June 2019.

In order to implement and develop the Bee Network, initial funding of £160million was made available through the Mayor's Challenge Fund (MCF). This is available for all Greater Manchester councils to apply for by submitting

qualifying schemes. Ten bids have been agreed (up to April 2020) for the programme entry stage for funding within the Manchester district; these were submitted by the Council and include the following schemes:

- **Chorlton Cycleway** – A 5km route partly funded by the MCF and the Cycle Cities Ambition Grant (CCAG). Work on the first phase of this scheme was completed in the summer of 2020, including the first Cycle Optimised Protected Signals (CYCLOPS) roundabout system in the UK, with further phases due to start later in 2020.
- **Levenshulme Active Neighbourhood** – An active neighbourhood scheme that includes a series of signalised and minor junction upgrades, parallel crossings, modal filters and investment in streetscapes to encourage local trips on foot or by bike. Partly funded by MCF and Manchester City Council. A number of consultation events took place throughout 2019, but the project was temporarily paused in the summer of 2020 following some concerns raised by local residents. Further consultation is likely to take place in the second half of 2020.
- **Princess Road/Mancunian Way** roundabout improvements – Full junction upgrade, including removing the existing

subways, and creating protected cycle tracks, pedestrian paths and a signalised crossing. Partly funded by MCF and local contributions. Work is almost complete on this project, and extensive landscaping is due to commence in the winter of 2020.

→ **Northern Quarter** – Project to enhance the ‘on foot and by bike’ experience from Manchester Piccadilly to Manchester Victoria stations via the Northern Quarter. Funded partly by MCF and CCAG. An initial public consultation took place at the end of 2019 and as a result of the feedback, bolder options have been developed, and a further consultation is underway about those options. Temporary work in the area has been implemented as part of social-distancing measures, some of which may become permanent. More detailed design work is ongoing.

→ **Rochdale Canal** – The project includes improvements to the canal towpaths, improved access under a low bridge at Butler Street, and improved accessibility to four sets of steps. This project is funded by the MCF with outline design work underway, but has been delayed due to the COVID-19 pandemic. Public consultation is due towards the end of summer 2020.

→ **Northern and Eastern Gateway Connectivity** – A parallel route to Great Ancoats Street providing a safe and convenient cycle link to the north of the MSIRR. Public consultation took place in the spring of 2020, following which the plans are being updated. A further consultation exercise is due to take place in the autumn, with an anticipated construction start date of December 2020.

→ **Beswick** – The project is to develop a network of streets that are not only safe, but also feel safe. This is to encourage the local community to confidently take to their bikes and walk more often; the project includes a filtered neighbourhood approach. A public consultation exercise commenced in July 2020 and the outline design stage is progressing. Commencement of construction is due in October 2020.

→ **Oldham Road (Inner Radial)** – The project will add segregated cycleways to both sides of Oldham Road, from the Intermediate Relief Road to the North Manchester Connectivity project below. Approval is being sought to commence a feasibility study funded by MCF.

→ **North Manchester Connectivity** – This scheme provides a link (via Oldham Road) from the city centre to the north west of Manchester along Lightbowne Road. It was submitted jointly by Manchester City Council, Rochdale Borough Council and Oldham Council. Funding is currently being sought for this scheme.

Three further schemes submitted by other parties located within Manchester have also secured programme entry for MCF funding. These are:

→ **Metrolink Cycle Parking** – Enhancements to the tram stops along the Bury line at Bowker Vale, Crumpsall, Abraham Moss and Queens Road to support integrated travel. This is a TfGM project.

→ **Manchester Cycleway** – Improvements including additional lighting, better access points, and section widening to the existing Fallowfield Loop Cycleway and Stockport Branch Canal route. This is a Sustrans/TfGM project. Public consultation is underway and programming is linked to the completion of the Hyde Road project.

→ **Manchester Cycle Hire** – This project will reintroduce a cycle hire scheme, initially to the city centre around Manchester, Salford and Trafford. This is a TfGM project due to be delivered by spring 2021.

During 2019/20, TfGM and Living Streets worked with 118 primary schools in Greater Manchester to encourage walking to school. Seventeen of the schools are located in Manchester. Overall, active modes of travel increased by an average of 27% across Greater Manchester, and in Manchester schools there was an increase in active journeys from 58% to 75%. Meanwhile, the Bikeability scheme has provided funding for the Council to carry out cycle training in schools during the period 2016 to March 2020; 18,287 cycle training places have been delivered, with 4,715 taking place in 2019/20.

Mobile connections

Being able to work or access entertainment services while travelling has the potential to transform journeys by public transport. The opportunity to access such facilities has the potential to make public transport a more attractive option over travel by car.

Developing business cases for investment will usually involve assessing savings in journey times. Access to technology has the potential to require a rethink of how journey times are factored into investment decisions if this time can become productive.

Wi-Fi is becoming more readily available across various modes of travel, and many bus operators

now offer free Wi-Fi across most of their fleet. Some rail services also offer Wi-Fi, but it is not available across all franchise operators. Virgin and Transpennine Express are two rail operators that offer free Wi-Fi and entertainment services; however, for rail services the quality of the connection is determined by the coverage in the area through which the service is passing.

Charging facilities for devices is very limited across all modes. Overcrowding on most rail services in and out of Manchester limits the opportunities to work while travelling at peak times.

Data will be gathered for future State of the City Reports based on the availability of Wi-Fi and on the level of uptake of such facilities.

Mobile technology is also assisting motorists by providing navigational tools. The various apps available are making urban travel easier for the motorist, providing directions, intelligent route selection, live travel times based upon traffic conditions, and expected times of arrival. 'Connected vehicles' are therefore becoming more commonplace and will impact on how people use their vehicles and access parking spaces.

Cleaner air and reduced emissions

Our transport system is a major source of emissions and contributor to poor air quality; these emissions damage our health by polluting the air we breathe and contribute to climate change. Reductions in these emissions are subject to both UK and EU legal limits, and the Government has mandated a number of cities, including Manchester, to produce Clean Air Plans. These are aimed at reducing concentrations of roadside nitrogen dioxide emissions to legal levels in the shortest possible time.

Between 2015 and 2019, monitoring stations at Piccadilly Gardens and Oxford Road recorded a reduction in concentrations of nitrogen dioxide (NO₂) at the sites. While Piccadilly Gardens reached 36µg/m³ in 2019, concentration levels of 59µg/m³ at Oxford Road remained above the legal limit of 40µg/m³. Since the COVID-19 lockdown, there has been a substantial reduction at both monitoring stations, with provisional monthly concentrations of NO₂ falling to 20.1µg/m³ at Oxford Road and 15.5µg/m³ at Piccadilly Gardens in May 2020. Between May and September 2020, NO₂ concentration levels gradually increased, although levels remain well below the monthly figures reported in 2019. Air quality is discussed in more detail in the 'A liveable and low-carbon city' chapter.

Manchester is working with the other nine Greater Manchester authorities to develop a Clean Air Plan for Greater Manchester. This plan has yet to be finalised; however, the draft plan proposes the introduction of local measures, alongside a Clean Air Zone across all ten districts, to accelerate emission reductions to make Manchester a cleaner, healthier and safer place to live. The COVID-19 pandemic has limited the districts' ability to progress the Clean Air Plan to previous timescales; however, public consultation on a package of measures to support Clean Air Zones will begin in October 2020, bearing in mind the restrictions in place as a result of the COVID-19 pandemic.

The draft plan is seeking investment from the Government to help Greater Manchester's HGV, bus, coach, taxi and private-hire vehicle operators upgrade to cleaner vehicles. The introduction of a Clean Air Zone forms part of the plan. This is intended to encourage the switch to less-polluting vehicles. Initially, in 2022, this would cover HGVs, buses, coaches, taxis and private-hire vehicles; vans would be included in 2024. Vehicles in these categories would be subject to a daily charge to enter the Clean Air Zone, the boundary of which would be the ten Greater Manchester districts.

The Clean Air Zone does not include cars, because modelling showed that this would not bring forward the date at which NO₂ levels were within the legal limit. This is because privately owned vehicles are typically parked up and not in use for over 95% of the time. Including private vehicles would also have disproportionately affected those people who are least able to invest in a newer, cleaner vehicle.

Sustainable connections supporting a thriving city

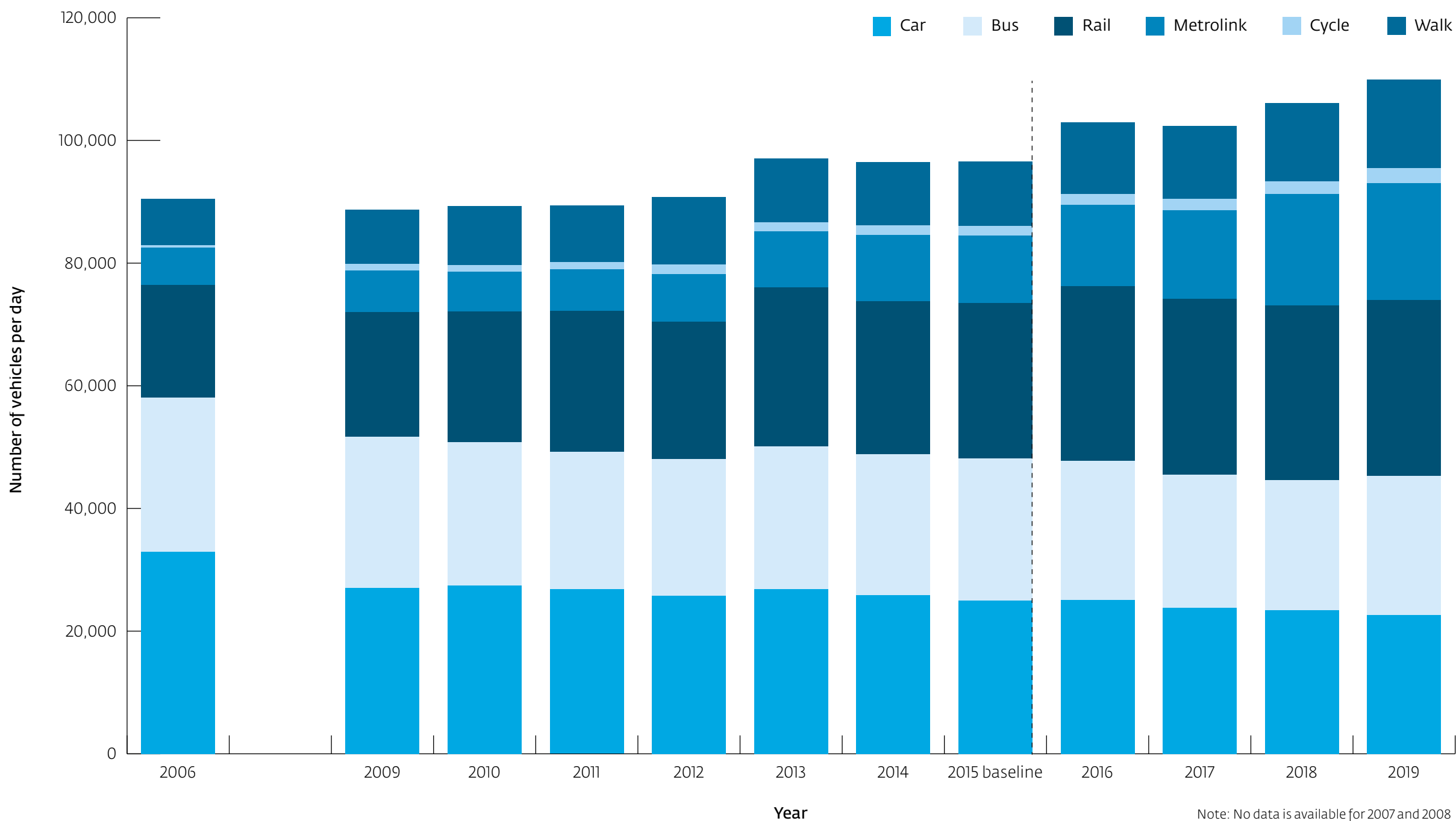
Ongoing increases in demand for travel, particularly into the city centre, illustrate the strong growth in the city's economy and population, as well as the challenge of accommodating further growth on our network. However, the fact that these increases are mainly being contained by sustainable, non-car modes of transport suggests that effective progress is being made to reduce the environmental impact of our transport network and make better use of sustainable transport infrastructure. Recent Metrolink expansion has enabled this trend to continue for more sustainable trips into the city centre. The challenge for the future is how this positive trend is maintained.

The award-winning Oxford Road and Wilmslow Road Cycleway, which carried nearly 1.1million cycle trips in 2019, is put forward by many as an example of how our highway network could potentially increase capacity by accommodating more space-efficient modes of travel such as cycling. It was cited as an exemplar case study in the Department for Transport's consultation paper 'Decarbonising Transport – Setting the Challenge' in April 2020. Another long-term option being explored is to increase the future capacity of our sustainable transport network by tunnelling across the city centre to further extend our Metrolink network, but this has not been considered in any detail and remains conceptual in scope.

Modal shift to sustainable modes

Travel demand has grown significantly in recent years, to and from the city centre, reflecting increases in the number of jobs and the resident population; this is discussed in more detail in the 'A thriving and sustainable city' chapter. The number of morning peak-hour trips into Manchester city centre has increased by around 1% per year on average since 2006, but most of that growth has taken place since 2012, with an increase of 16% between 2015 and 2019. Trends in trips into the city centre vary across different modes of transport (Figure 6.5).

Figure 6.5:
Trips into Manchester city centre (7.30–9.30am) by various modes of transport



Source: Manchester city centre cordon count, TfGM © Crown Copyright 2020

Between 2015 and 2019, the following trends have been noted in travelling into the city centre:

- **Car travel** has seen the most significant decline in recent years, with the number of trips falling by 9%. Car travel's share of city centre trips has fallen from 26% to 21%.
- **Bus travel** has declined by 2%; however, there was a slight upturn in trips between 2018 and 2019, with 1,459 more trips made into the city centre. This is the first increase in trips since 2013. Overall, bus travel's share of city centre trips has fallen from 24% to 21%.
- **Rail travel** over this period has increased by 13%. Despite these increases, rail's share of city centre trips remains at 26%.
- **Metrolink** accounted for most of the increase in trips over this period, growing by 73%. Metrolink's share of city centre trips has increased from 11% to 17%.
- **Walking and cycling** have increased by 38% and 50% respectively. Walking trips into the city centre have increased from 11% to 13%, with cycling remaining at a 2% share. Although starting from a low base, cycling trips into the city centre have continued to grow, from 1,648 in 2015, to 2,477 in 2019. Further work on the walking trips is needed to determine how many are made by people

parking outside the city centre and walking in, and how many are made by those who live nearby and walk into the city centre.

These changes are likely to have been driven by a range of factors, including:

- Improvements in public transport, particularly on the Metrolink network, which has expanded significantly in the past ten years. The decline in bus travel is of concern, but recent investments in Manchester's Bus Priority infrastructure should go some way to reverse this trend in future.
- Changing patterns of where people live and work. There have been increases in the city centre workforce and population, and more people now live in locations where public transport and active travel are attractive commuting options.
- Increasing journey times on the road network, which are likely to have made commuting by car and bus a less attractive option. While car traffic into the city centre has reduced, elevated journey times may be due to disruption from major roadworks in and around the city centre, alongside the rise of online deliveries, which have added to congestion. TfGM figures show that there have been increases in freight

traffic in the past five years, including a 10% increase in van and HGV trips into the city centre.

The COVID-19 pandemic has had a huge impact on the volume of patronage on public transport and on highway usage. It remains to be seen how long-lasting these changes will be, and we have already seen significant changes as lockdown measures have been eased. TfGM figures for the whole Greater Manchester network show that at the lowest point of demand, in mid-April 2020, compared to the early March 2020 pre-lockdown baseline:

- Metrolink usage was down 97%
- Bus usage was down 96%
- Rail usage was down 95%
- Highway usage was down 73%.

Since those mid-April lows, usage has rebounded to differing degrees across different modes. As of 31 July 2020, highway usage has risen to only 20% below the pre-lockdown baseline. Metrolink, rail and bus usage has trended upwards in a very gradual way, with patronage still below the pre-lockdown baseline: -71% on Metrolink, -58% on buses, and -62% on rail. The extent to which public transport can regain mode

share is likely to be dependent on a range of factors, including confidence in hygiene and cleanliness, the effectiveness and adoption of face coverings by passengers, and overall prevalence of COVID-19 in the community, as well as messaging and communication from public bodies and transport operators.

The initial messaging during spring 2020 was to avoid all non-essential use of public transport, which was successful in deterring passengers. As part of the lockdown response to COVID-19, the Government temporarily suspended rail franchises, assuming all revenue risk. Temporary revenue support funding was provided for Metrolink and bus operators in order to partially offset the almost total absence of fare revenue. Service frequency was cut severely, with a phased return to normal timetables currently underway. It is too soon to forecast how long it will take for public transport usage to return to pre-COVID-19 baseline levels. Greater Manchester districts and TfGM are considering various scenarios in assessing options and implications regarding key strategies such as the Greater Manchester Spatial Framework, TfGM 2040 Transport Strategy, and the Council's Climate Change Action Plan. A recovery scenario in which public transport's mode share remains indefinitely lower than pre-COVID-19 levels

and in which private car trips are increased would be significantly damaging for air quality, congestion, place-making, road safety and carbon reduction.

Congestion

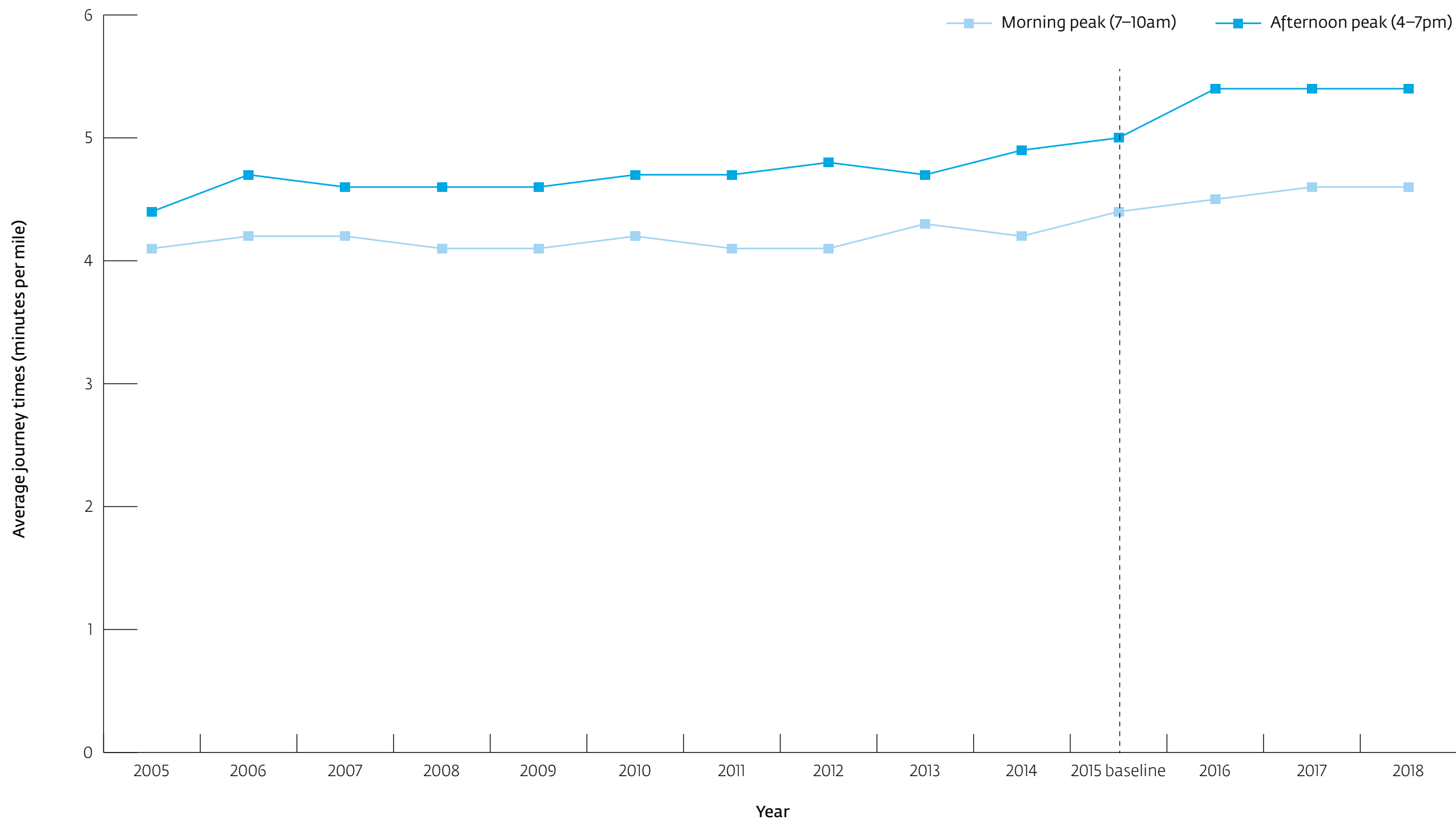
Figure 6.6 shows that average journey times on our network of A and B roads had been gradually increasing since 2005, with a greater increase in the afternoon peak, although this growth has stabilised since 2016. Journey times are an indication of the level of congestion on our roads.

It is assumed that most of the increase is due to more vehicles on the road and the amount of construction work underway across the city. The growth in delivery traffic is thought to be a major contributor to the additional traffic levels. Construction work is often an inevitable consequence of living in a successful and thriving city. Work is presently underway to improve the operation of the Manchester and Salford Inner Relief Road (MSIRR).

With increased congestion, the average speeds on A and B roads are reducing, albeit only marginally, from 14mph in the morning peak (7–10am) and 12mph in the afternoon peak (4–7pm), to 13mph and 11mph respectively.

The COVID-19 pandemic and resulting lockdown measures resulted in highway usage reducing 73% from the pre-lockdown baseline. However, private motor vehicle trips have risen more quickly and more significantly than public transport trips as lockdown measures have eased, and on 31 July 2020, traffic levels were only 20% lower than the early March 2020 pre-lockdown baseline.

Figure 6.6:
Journey time rates for A and B roads (average minutes per mile)

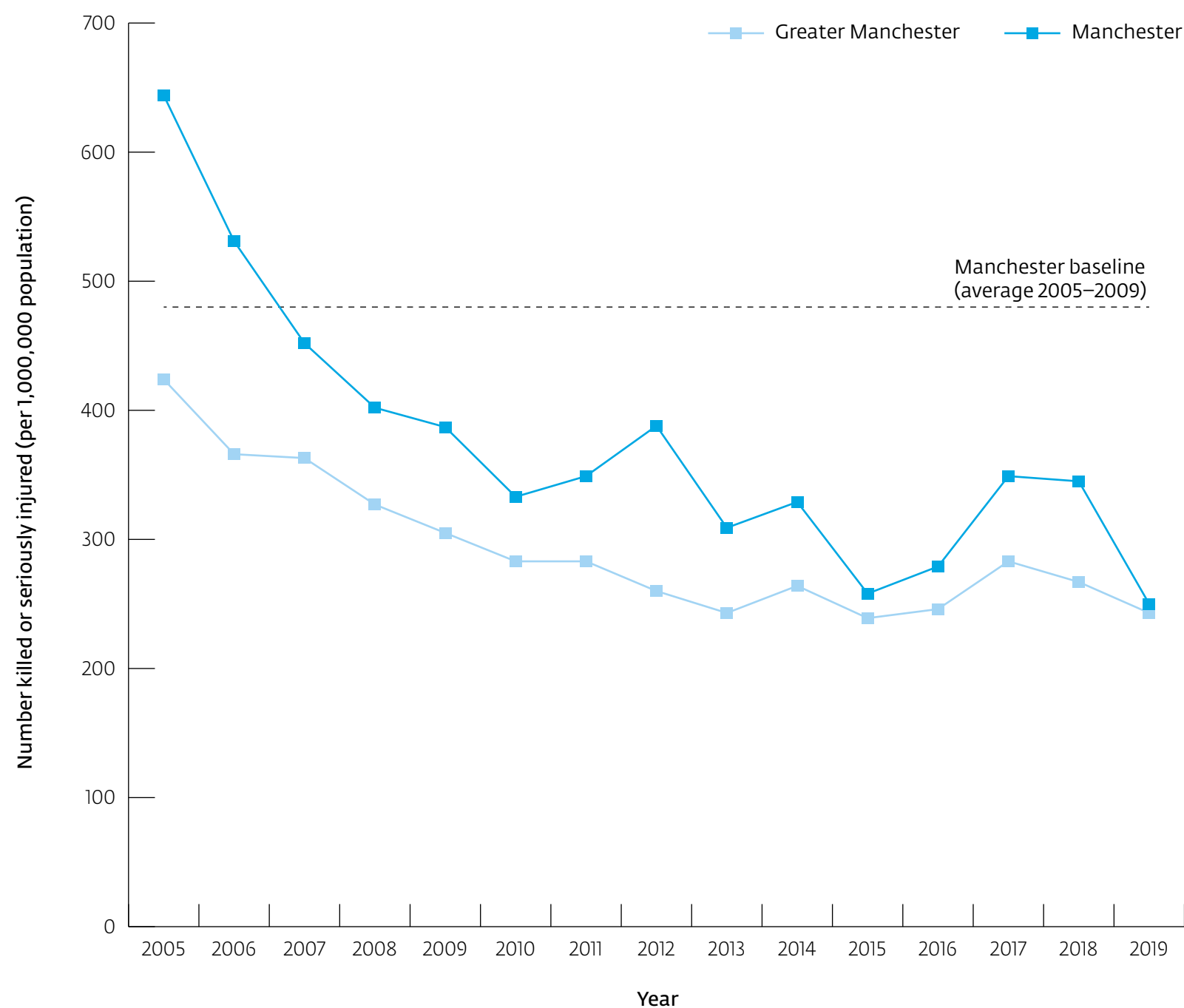


Source: TfGM © Crown Copyright 2020

Road safety

The Council works in close partnership with TfGM and Greater Manchester Police to improve the safety of our highway network, including investment in infrastructure to reduce accidents, and targeted enforcement operations to prevent dangerous driving. The data shown in Figure 6.7 suggests that road safety in Manchester was moving in the right direction, with a 60% decrease in the rate of people being killed or seriously injured on our roads between 2005 and 2015. However, between 2015 and 2018 there was a marked increase of 34%, with a rate of 345 per one million population killed or seriously injured in 2018, equating to 188 people. In 2019, there was a significant reduction in the rate to 250 per one million population, equating to 137 people killed or seriously injured on Manchester's roads. Figures remain below the Manchester baseline figures of 480 per one million population or 222 people killed or seriously injured (based upon an average of the five years 2005 to 2009) and are now on a par with the Greater Manchester rate.

Figure 6.7:
Killed or seriously injured casualty rate on roads (per 1,000,000 population)



Source: TfGM © Crown Copyright 2020

A place for people and innovation

Electric vehicles

The Government aims to ban the sale of new petrol and diesel cars by 2040, and may even bring this date forward to 2035. Increasing the use of electric vehicles is a key way in which we can reduce our carbon and air-pollution emissions. The number of plug-in cars and light goods vehicles (LGVs) licensed within Manchester saw nearly a fivefold increase in growth between 2015 and 2019, increasing from 139 to 643. This still remains at a very low level, making up only 0.4% of the total number of cars and LGVs within Manchester, below the UK average of 0.7%

This is currently supported by provision of the Greater Manchester Electric Vehicles (GMEV) public recharging network. The GMEV network went live in July 2013, and GMEV membership grew from a very low base to 2,796 members by September 2019. From installation up to September 2019, there had been 252,398 individual charging sessions, with an average of 5,485 each month in 2018/19,² up from 4,918 each month in 2017/18.

The current GMEV network includes 159 double-headed 15kw fast charge points and three 50kw rapid chargers (one of which is restricted to buses) across the region. The network is currently under review, and in the short term a number of fast charge points will be reduced to 118 before proposals to expand the network are put in place. There are currently proposals to expand this network, including funding through Early Measures as part of the Clean Air Plan for an additional 300 charge points across Greater Manchester. A small number of additional charge points may also be provided through the eHubs pilot project. The GMEV network has predominantly focused on public car parks and destination locations, although it does include a small number of on-street locations, such as the one in Chorlton. The Council is working with TfGM to develop plans to expand the network further to support a range of vehicles, including taxis.

The Council's Facilities Management Team have recently replaced their fleet of diesel vans with electric vans and reduced the fleet by two vehicles. This change will bring an 80% reduction in the fleet's carbon emissions every year – approximately 12 tonnes. The Council's Fleet Services Team have provided support for this change along with funding from the Triangulum

Project – an EU initiative supporting innovation to develop frameworks bringing cutting-edge technology to Europe's cities. The Council is also in the process of purchasing 27 electric refuse vehicles, which it hopes to charge overnight using power generated from solar panels installed at the Hammerstone Road depot.

In March 2020, the Council submitted a bid to fund 23 e-cargo bikes and 18 e-trailers; within this were 14 e-bikes and 10 trailers for Council departments. Unfortunately, this bid was unsuccessful, but the Council is continuing to explore funding sources for decarbonising its own fleet.

Automated vehicles

In 2017, a consortium – including the Council and TfGM – secured funding for £3.7million to trial a driverless electric shuttle service at Manchester Airport, and trial the use of autonomous vehicles between Stockport Railway Station and Manchester Airport in platooning formations of up to three vehicles. If platooning and EV technology become widely adopted, it would reduce congestion, improve air quality, and reduce the impact of transportation on climate change. In the short term it would deliver a novel and improved passenger experience at Manchester Airport, helping to boost Manchester's reputation as a

² These figures are taken from October to September

leader in technology and transport innovation. It is hoped that the widespread introduction of autonomous vehicles will make our roads safer. The trials are due to take place in 2021.

Digital investment

Greater Manchester Combined Authority successfully made a bid to the Government's Local Full Fibre Network Challenge Funding – a £190million fund to stimulate commercial investment in full-fibre networks. This will have a transformational impact by encouraging further fibre investment, to the significant benefit of Greater Manchester residents, businesses and organisations. It will also enable public services across the region to benefit from future-proofed fibre connectivity and support innovation in public services.

Manchester technology firm UKFast has announced plans to expand onto vacant land opposite its Birley Field Campus, which will contribute to the ongoing regeneration of Hulme.

Technology demonstrators

CityVerve

During 2018/19 Manchester successfully completed **CityVerve**, the UK's Internet of Things Demonstrator project. This was headquartered at the Bright Building on

Manchester Science Park, and involved a consortium of 21 technology partners. These included global companies such as Cisco and Siemens, alongside SMEs, public bodies and universities. CityVerve's work produced innovations in health, energy, environment and transport, and sought to overhaul and devise new ways for cities to deliver services to their citizens through smart technology. These have been adopted and piloted in Manchester, and will hopefully have a global impact in the near future. To assist this process, two large-scale dissemination events were held. The 'Everything is Connected' conference saw more than 150 delegates from across Europe and the UK attend a series of workshops, presentations and a solutions marketplace, and the final event was used to showcase the Demonstrator project to an audience of key stakeholders.

Following the project, further funding was obtained to complete the smart homes and chronic obstructive pulmonary disease health pilots, and undertake a project evaluation. The pilot has seen technology extended into 50 residents' houses. It has an impact on hospital referrals and has formed the basis of a larger scaling up of this work in 2019/20. It is also intended that the findings of the completed project evaluation will be used

to inform the future development of the city's digital strategy as a strand of the local industrial strategy of the city.

Digital connectivity

Since 2015, new digital technologies have had an ever-growing impact on all areas of daily life, meaning that the provision and maintenance of high levels of digital connectivity have become increasingly important. Therefore, it remains vital for Manchester to continue to enhance and develop its existing digital infrastructure in order to sustain its ambitions to be a leading international city. Fast and reliable digital connectivity is needed not only to support and underpin growth across all sectors of the economy, and in particular build on industrial strengths in digital, data, artificial intelligence and cyber security, but also to address socioeconomic problems, transform public services, and to promote social inclusion.

A supportive environment is needed to enable the development and piloting of innovative and technological solutions to health, mobility and environmental challenges by utilising the power of connected devices in order to enhance the overall functioning of the city. The many benefits of the city's digital expansion must be made available to all residents and businesses, not only through greater investment in the

introduction of full fibre and 5G coverage across the city, but also by ensuring access to this is taken up where it is available.

It is estimated that at least 27,000 adults living in Manchester are digitally excluded, lacking one or more of the following: access to the internet, skills, confidence to use the internet, motivation to use the internet. This leaves residents at a higher risk of social isolation and financial disadvantage, with poor access to services, and poorer job prospects. The Digital Inclusion Working Group aims to develop a more collaborative approach to reduce digital exclusion, gain a better understanding of resident barriers, and improve access to provision. Identifying that motivation is a key challenge, and the group commissioned work to promote positive stories of how digital has transformed or enhanced residents' lives. The Council has worked with Barclays, MMU, and local work clubs that have a focus on over-50s, to deliver the Barclays Digital Eagles programme to support Manchester students to access industry-led training and gain digital and the softer skills for future employment. The Council has also supported projects focused on engaging those who are underrepresented in tech (women, ethnic minorities and those living in areas of deprivation), such as Digital

Her, InnovateHer, ADA, and Dicey Tech. Digital inclusion is discussed in more detail in the 'A highly skilled city' chapter.

As part of its journey to meet these goals and become a connected city, the Our Manchester Strategy has committed that the city will:

- Chart a course to becoming a leading digital city
- Harness the potential of technology to improve the city's liveability and connectivity
- Create a framework of action as a Digital City
- Use digital technology to transform the way we use energy in order to help reduce energy bills and carbon emissions.

However, the digital agenda underpins many of the other actions within the Our Manchester Strategy, including to:

- Collectively improve our health and wellbeing and be more active as adults and children
- Have an integrated, smart and affordable transport system
- Support the growth of established and emerging business sectors

→ Improve the carbon and environmental performance, and resource efficiency of all business sectors

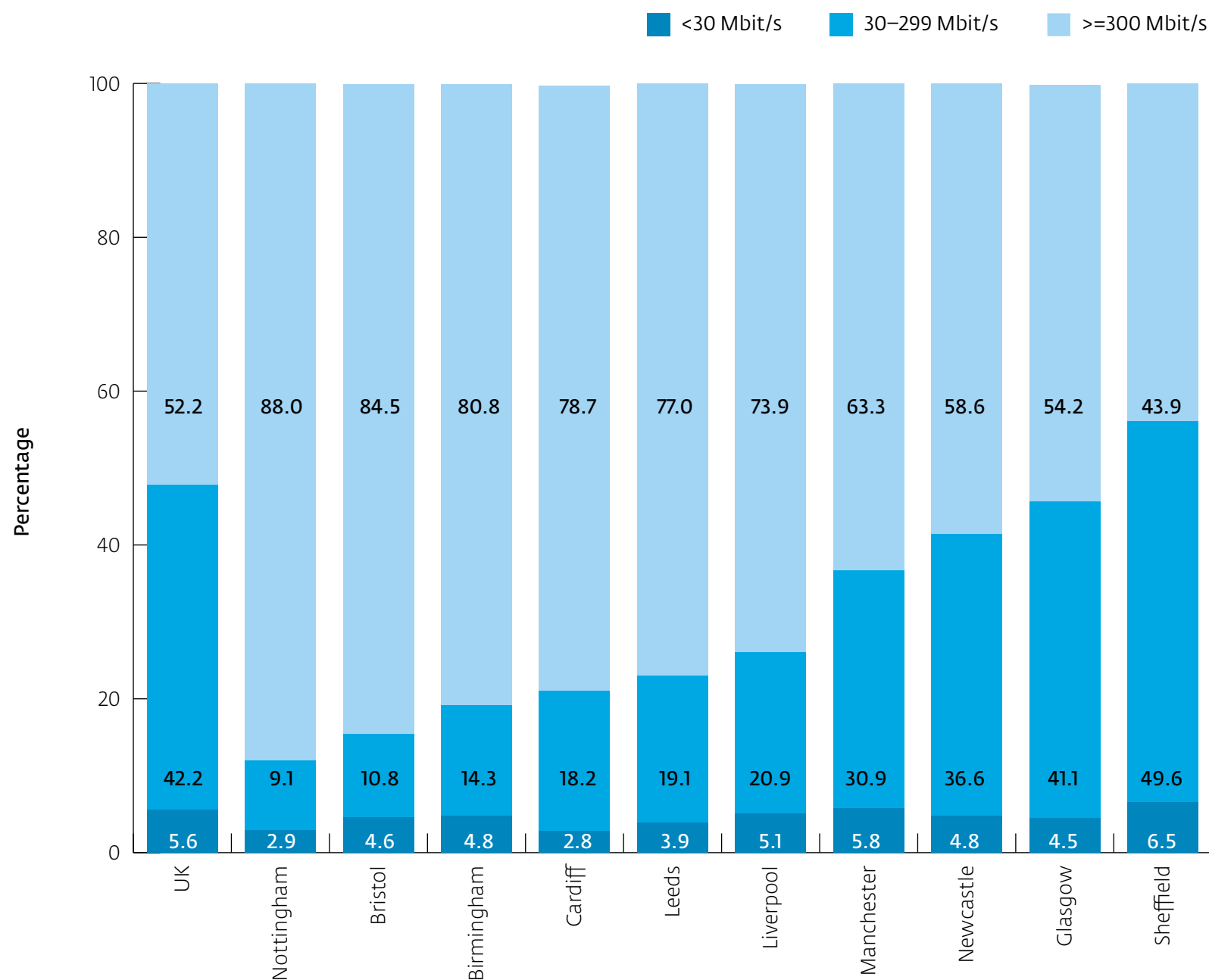
→ Continue to drive economic growth in high-value sectors, to retain and attract the best talent

→ Be a 100% clean-energy city by 2050.

Despite superfast broadband (>30Mbit/s) being available to more than nine in ten premises in the UK and momentum behind full-fibre broadband, 2019 Ofcom statistics show that people do not always sign up to faster broadband packages where they are available. Superfast broadband is available to 94.4% of homes and businesses in the UK, but only 66.1% have taken up these superfast services. Similarly, although 94.2% of premises in Manchester have access to superfast broadband, only 66.1% of them have an active broadband service that delivers a download speed higher than 30Mbit/s. However, this has increased 13.2 percentage points from 52.9% in 2018.

Figure 6.8 shows that ultrafast broadband (>300Mbit/s) was available to 63.3% of Manchester's homes and businesses in 2019. This compared well to the UK average of 52.2%, but Manchester was lagging behind other Core Cities such as Nottingham, where 88% of homes and businesses had available speeds of more than 300Mbit/s.

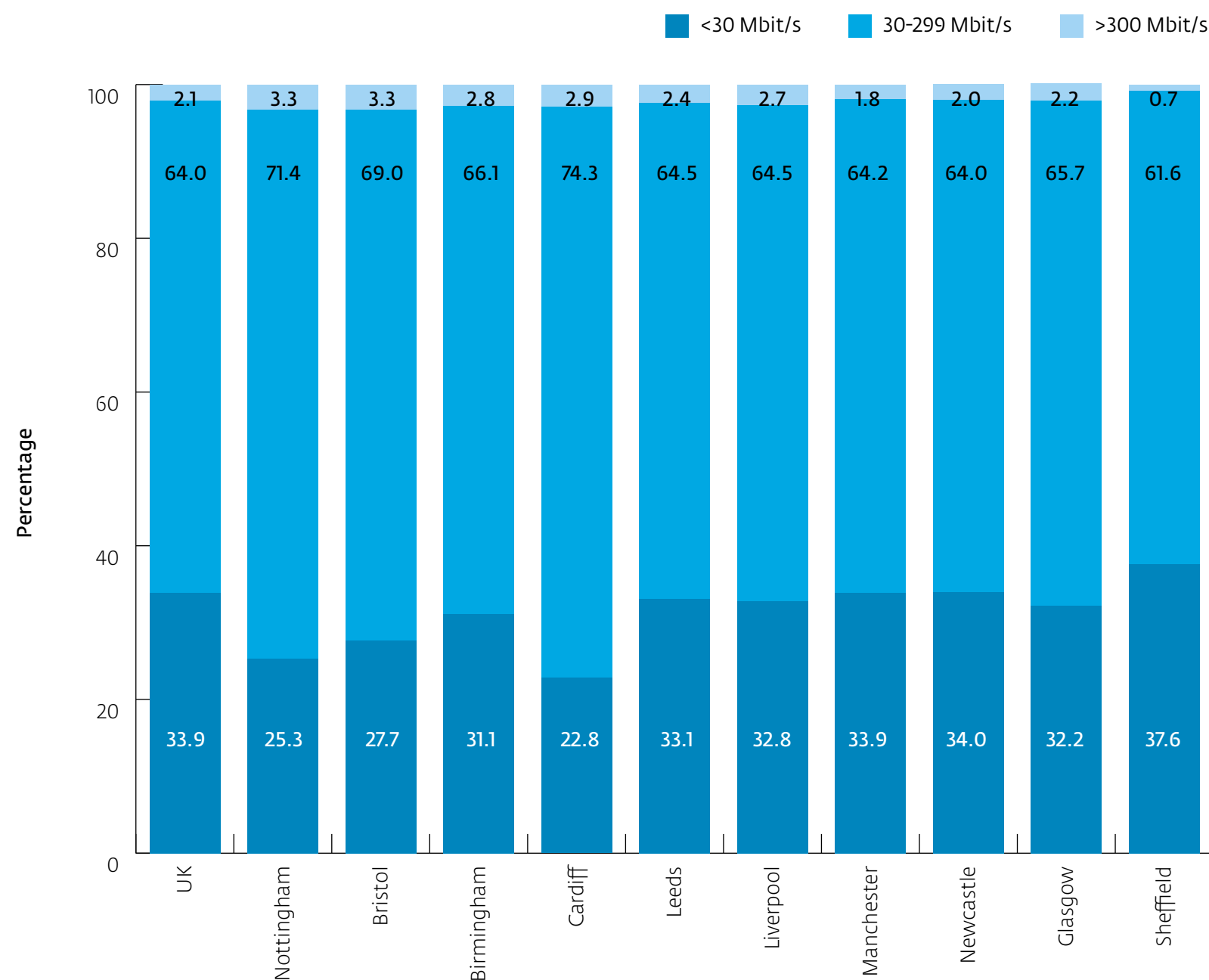
Figure 6.8:
Fixed broadband coverage by speed (Mbit/s), 2019



Source: Ofcom 2019 Connected Nations report

However, Figure 6.9 shows that only 2.1% of homes and businesses across the UK were signing up to an ultrafast broadband service in 2019. In Manchester, the 1.8% take-up in 2019 equates to just 2,937 homes and businesses (an increase from 200 premises in 2018). In addition, over a third of the city's residential and SME premises have failed to take advantage of the superfast broadband speeds available to them. A similar picture is reported across all Core Cities, despite superfast and ultrafast broadband availability being much higher.

Figure 6.9:
Fixed broadband take-up by speed (Mbit/s), 2019



Source: Ofcom 2019 Connected Nations report

Manchester is continuing to make progress in improving the coverage of ever-faster broadband speeds, but there is a need to ensure that the take-up of the available speeds is maximised. The availability of superfast broadband to residential and SME premises in the city has risen from 88% in 2015 to 94% in 2019. Meanwhile, the take-up of superfast broadband has almost doubled, increasing from 34% in 2015 to 66% in 2019. Average download speeds have also more than doubled, rising from 28.6Mbps in 2015 to 59.6 Mbps in 2019.³ Despite the progress made since 2015, there remains a pressing need to improve superfast/ultrafast broadband availability in Manchester and to increase its take-up at a faster pace to secure the city's status as a leading digital centre.

This objective will be assisted by the recent appointment by the Greater Manchester Combined Authority (GMCA) of Virgin Media Business to deliver its Local Full Fibre Network project, which aims to deliver up to 2,700km of new fibre-optic broadband infrastructure serving 1,700 sites across the city region. It is hoped that the project, which is supported by £23million from the Government, will eventually encourage further private-sector investment of up to £250million. This new investment, plus existing local-authority investments in digital

infrastructure, makes it the UK's largest Local Full Fibre Networks programme. In addition, over the past year Vodafone and EE have both chosen to launch new 5G networks in Manchester.

Further investment in the introduction of full-fibre broadband and the development of a 5G network is needed by all businesses and not just those in the digital and tech sectors. It has the potential to deliver productivity and innovation benefits for existing businesses, accelerate the growth of new business start-ups, and enable the city to remain at the forefront of innovation.

The continued attractiveness of the city as a location for the digital and tech sectors is demonstrated by the fact that Manchester was ranked along with five other UK cities among the top 26 cities in the world for raising venture capital for tech projects during 2019.⁴ According to the **Tech Nation 2020 report**, Manchester is also Europe's fastest-growing major tech cluster, with investment growing from £48million in 2018 to £181million in 2019. The year has also seen Amazon and GCHQ open offices in the city centre. Northcoders, the north west coding campus, has relocated to the Manchester Technology Centre at the heart of the city's innovation district along the Oxford Road Corridor. In addition, construction

has begun on Manchester Metropolitan University's School of Digital Arts (SODA) to support digital innovation and collaboration within the city.

Work continues on Citylabs 2.0 within the Manchester NHS Foundation Trust campus on Oxford Road, and it is due for completion later this year. This has been pre-let to global molecular diagnostics company Qiagen, which plans to build a team focused on medtech, clinical trials and data management, and to work with existing companies at Citylabs 1.0 at Manchester Science Park. Once this has been completed, work will commence on Citylabs 3.0, and planning permission has just been approved for the construction of Citylabs 4.0, with discussions already underway with potential occupiers who are looking for space to expand from other Manchester Science Park sites. Approval has also recently been granted for Manchester Metropolitan University to expand its science and engineering campus, which will provide lab and collaboration space for research in computing, health and wellbeing, smart cities and ageing.

³ All data from this section is taken from the Connected Nations Reports published by Ofcom for 2015, 2016, 2017, 2018 and 2019

⁴ <https://www.business-live.co.uk/technology/manchester-one-top-26-top-17577356>

Such clustering of expertise along the Oxford Road Corridor enables the city to remain at the forefront of developing and piloting innovative solutions to the health, mobility and environmental challenges that are faced by cities throughout the world. During 2019, Manchester completed the majority of its two European-funded Horizon 2020 projects, including 'smart energy' project Triangulum, and the city-data project Synchronicity.

Triangulum saw the continuation of energy-efficiency pilots at Manchester Art Gallery and Manchester Metropolitan University, including solar PV installation, building information modelling, battery storage, and the transition to electric vehicles – including electric vans and cargo bikes. The findings from these pilots will contribute to the city's zero-carbon ambitions, and a major dissemination event, Energising Manchester, took place at the Museum of Science and Industry in January 2020. In addition, work was undertaken with Ordnance Survey and Open Geospatial Consortium to host an innovation challenge and develop a 3D mapping application using Manchester data.

Synchronicity moved into its pilot deployment phase and in the second half of 2019 launched three data-driven pilots:

- Active Travel Insights: installing sensors along Deansgate to provide real-time data on cycle and pedestrian road usage
- Smart Cycling: providing smart bike lights for 200 cyclists, to share their journey data
- Neighbourly: using the insights from waste collection data to improve recycling and waste services in the city.

The three pilots were concluded successfully. In order to gain a greater understanding of how people are travelling across the city so that infrastructure investment can be targeted to support these patterns, the possibility of developing further Active Travel Insights pilots in other parts of the city is being explored.

Case study: The Manchester Triangulum Project – mobility

Funded from the H2020 European Union Research and Innovation Programme, the Triangulum project was a five-year project that was completed in January 2020. Over twenty international partners worked together to demonstrate smart city solutions across three cities: Manchester (UK), Eindhoven (Netherlands), and Stavanger (Norway). Manchester City Council was the lead partner for the Manchester partners. The work covered three areas: energy, mobility, and data.

The project focused on the Oxford Road Corridor, as Manchester's innovation district. The area is located south of the city centre and is home to a unique concentration of knowledge, business and cultural assets, including the two universities. The mobility work focused on supporting the Council, Manchester Metropolitan University (MMU), and The University of Manchester.

In 2016, changes were made to Oxford Road, including protected cycle lanes and better pedestrian access, with sections of the road closed off to general traffic during the day (6am–9pm), allowing only buses, cyclists and taxis. While the improvements have had significant positive impacts on Oxford Road itself, some routes between various university sites have become significantly longer for cars and vans, which increases fuel consumption and therefore emissions.

Triangulum's objective was to build on the changes to Oxford Road and for the mobility component to introduce more electric vehicles (EVs) along with electric cargo bikes (e-cargo bikes). This enabled the partners to acquire 14 EVs and access to a fleet of six e-cargo bikes.

The introduction of EVs to the fleets provided the fleet managers with an opportunity to access different marques and models. By the end of the project, the total EV fleet across the three organisations comprised 35 vehicles, including electric cars, vans and a landscaper. This represents almost 10% of the total fleet of around 364 vehicles.

E-cargo bike fleet

There was no history of e-cargo bike use across the three organisations, so rather than introducing e-cargo bikes into each organisation separately, the project leased a small fleet of e-cargo bikes. This meant that staff and a wider group of individuals, social enterprises and small businesses were able to try the bikes with no upfront investment. This approach reflects the step change in working practices required to use e-cargo bikes, and the need for education and trial before change can be achieved. The e-cargo bike trials were managed by Manchester Bike Hire via a contract with the Council.

Manchester Bike Hire provided a small fleet of e-cargo bikes with different specifications, and supported the project with try-outs and demonstrations at numerous events across the city, eg. Clean Air Day, Manchester Day, events hosted by TfGM, and the annual cycle event facilitated by Oxford Road Corridor. The three organisations also publicised availability for their staff. There were more than thirty enquiries and 20 trials, resulting in 2,876 days of e-cargo bike hire, the equivalent of two bikes being used each day over the four-year trial period.

The results of the project across the three organisations were very successful, with an overall saving of 20.43 tonnes CO₂, 51.77kg NOx, 863g particulates, and 108.45kg CO.

The vehicles acquired through the Triangulum Project have been used in very different ways – as utility vehicles used daily by the same group of staff for similar routine journeys at one end of the spectrum, and as pool vehicles available to all staff with diverse trip requirements at the other. This diversity has meant that the evaluation could look at attitudes and behaviours across a range of circumstances.

| Organisation | Triangulum fleet | Mileage | Emissions saved |
|------------------------------------|---|--|---|
| Manchester City Council | 3 electric vans 1 electric car 4 e-cargo bikes | 10,112 miles (March to December 2019) | 1.9 tonnes CO ₂ 4.85kg NOx 81g particulates 10.19kg CO |
| Manchester Metropolitan University | 2 electric cars (MMU funded 1 more), 1 e-cargo bike | 34,278 miles (August 2016 to November 2019) | 6.5 tonnes CO ₂ 16.45kg NOx 274g particulates 34.28kg CO |
| The University of Manchester | 7 electric vans 1 e-cargo bike | 64,473 miles (August 2016 to November 2019) | 12.03 tonnes CO ₂ 30.47kg NOx 508g particulates 63.98kg CO |
| Total | | | 20.43 tonnes CO ₂ 51.77kg NOx 863g particulates 108.45kg CO |

Key findings

- People who used the vehicles are positive about EVs.
- Providing pool EVs has improved people's commutes and working lives.

When asked about their attitudes to getting an electric car:

- 70% of those surveyed 'would recommend' getting an electric car.
- An additional 16% would recommend getting an electric car with some conditions or recommendations (eg. 'for short trips' or 'if you can afford it').
- Only 14% would not recommend getting an electric car at all.

Electric cargo bikes

Trialling e-cargo bikes proved to require a greater adjustment of behaviour than replacing an internal combustion engine vehicle with a very similar electric-powered vehicle.

The project has enabled the partners to look at ways of incorporating the project learning and legacy into their businesses. Just one example is how the Council is looking at ways to incorporate e-cargo bikes in the fleet.

Conclusion

Political priorities, environmental concerns, changes to social expectations, as well as technological advances, are transforming the way people connect. The likely scale of transformation that will be seen over the coming years is starting to become more apparent within Manchester.

Although more needs to be done and significant further investment is needed, progress is being made, such as the continuing trend of more people travelling into the city centre by sustainable transport and the significant reduction in those killed or seriously injured on our roads. Changes are needed to tackle congestion, reduce journey times, improve air quality, and reduce emissions. Major infrastructure investments in rail and rapid transit are long-term projects requiring cross-boundary co-ordination delivered by Government funding. The Council will continue to work collaboratively with partners and lobby the Government to prioritise the right investments in Manchester's connections across the North of England to the wider world.

Transport is one of the key elements of the city's response to the COVID-19 pandemic. Economic and social recovery will only be

possible if safe ways can be found to enable people to move around on public transport, but beyond that it may be necessary to accommodate our residents' changes in behaviour, for example by enabling safer walking and cycling into and around district centres. Digital connectivity may become even more important as home working becomes more prevalent, and the city's growth sectors adapt to and create a different spatial structure. However, we are in the early days of scientific understanding of the COVID-19 virus, and should be wary of making assumptions about the long-term impacts at this stage.

In the realm of digital connectivity, since 2015 Manchester has established itself as a place where the transformative potential of the digital and technology sector can be harnessed and explored. The city continues to attract established firms and to be a magnet for entrepreneurs who are confident in the supportive environment the city has created.

It is essential that work continues to develop the city's smart city infrastructure, so that the lessons from the CityVerve and Triangulum programmes can be built upon. The continued development and application of digital technology will enable the city to capitalise on the opportunities that the Internet of

Things will bring and further enhance the city's status as a leading digital city.

However, the city's credentials as an aspiring global digital city and the continuing strength of the digital and tech sector may be adversely affected by the availability and take-up of superfast/ultrafast broadband by residential and SME premises which, although improving, is still lower than many other major UK cities. While work in this area is ongoing, a particular challenge regarding the provision of digital infrastructure is ensuring all residents can access it both physically and financially. It is not only necessary to improve connectivity throughout all the city's neighbourhoods, but also to ensure that this provision is affordable, so that all residents have the ability and the digital devices to be able to access it.

Although Manchester offers good transport connectivity and continues to increase capacity, it is very important that the network serves people's changing needs, and that public transport in particular is affordable and accessible, so that all residents can benefit fully from living in a truly connected city.