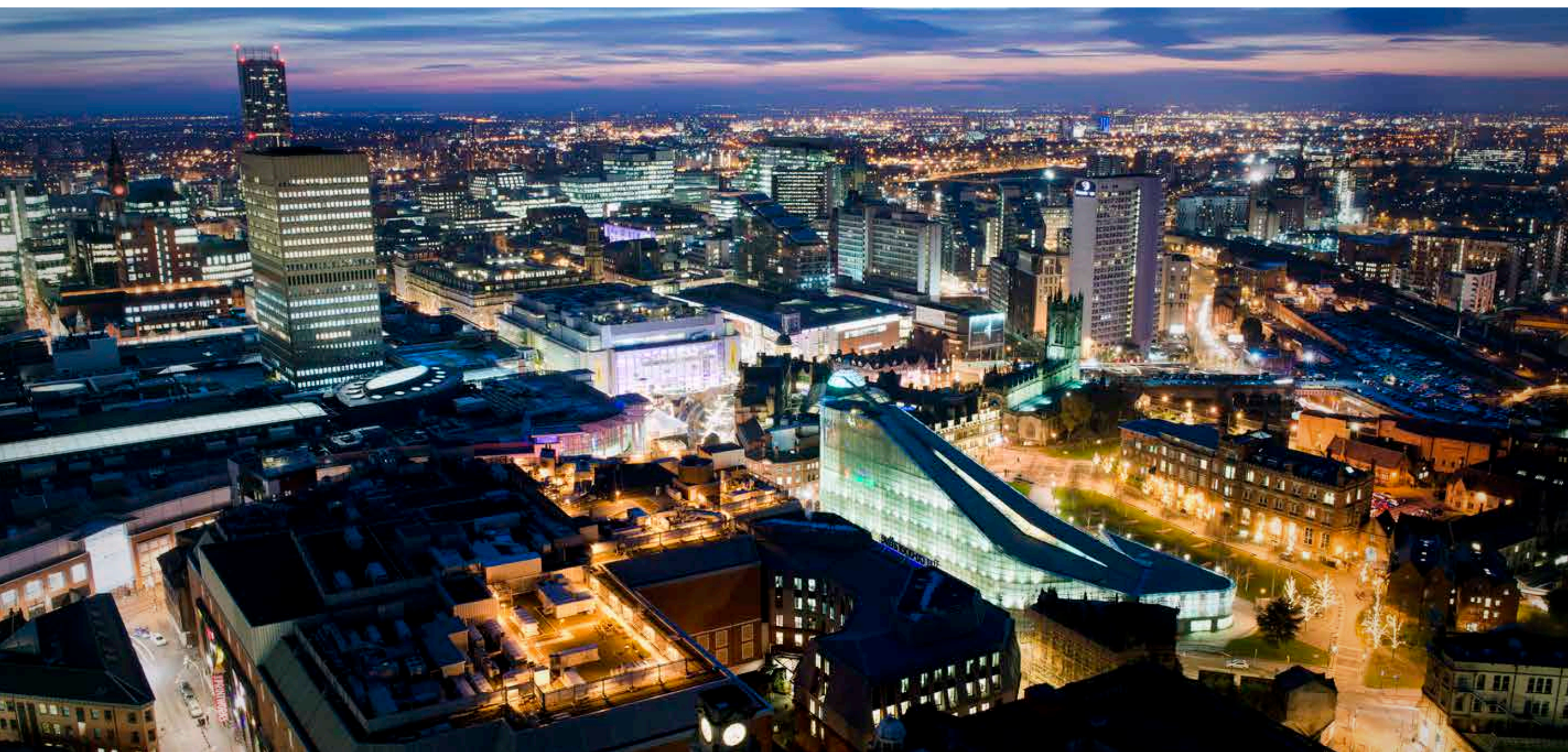




MANCHESTER
CITY COUNCIL

Manchester's State of the City Report

Focussing on the progress made in the city during
the life of the Community Strategy (2006–2015)



Contents

| | |
|---------------------------------------|----------|
| Introduction | 4 |
| A period of transformational change | 4 |
| Devolution has been delivered at pace | 5 |
| Challenges continue to be met head-on | 6 |
| Public services are being reformed | 7 |
| Looking forward | 7 |

| | |
|---|----------|
| Economic growth and regeneration | 8 |
| Strategic overview | 8 |
| Analysis of progress | 9 |
| GVA and employment growth | 9 |
| The regional centre | 12 |
| Business, financial and professional services | 15 |
| Science research and development | 16 |
| Corridor Manchester | 16 |
| Cultural, creative and digital | 18 |
| World-class cultural offer | 19 |
| Case study: HOME | 19 |
| Manchester International Festival | 21 |
| Case study: Factory and St John's | 22 |
| Economic and social impact of culture | 23 |
| Digital | 23 |
| CityVerve | 25 |
| Visitor economy | 26 |
| Case study: Manchester Airport and Airport City | 27 |
| Wages in Manchester | 28 |
| Low-carbon economy | 29 |
| Sustainable procurement | 30 |
| Conclusion | 30 |

| | |
|--|-----------|
| Population | 32 |
| Introduction | 32 |
| A look in the rear-view mirror | 32 |
| International migration has driven population growth | 34 |
| An increasingly youthful and talented population | 36 |
| Older people | 37 |
| A diverse and welcoming city | 38 |
| Future trends | 40 |

| | |
|-----------------------|-----------|
| Transport | 42 |
| Strategic overview | 42 |
| Analysis of progress | 43 |
| A competitive economy | 43 |
| Traffic change data | 45 |
| Access to opportunity | 45 |
| Metrolink expansion | 45 |
| Bus priority package | 46 |
| A healthier city | 46 |
| Active travel | 46 |
| Road safety | 47 |
| Sustainable growth | 47 |
| Highway maintenance | 48 |
| Conclusion | 49 |

| | |
|--|-----------|
| Housing | 50 |
| Strategic overview | 50 |
| Demand out of sync with supply | 50 |
| The city is committed to building a minimum of 2,500 new homes per annum | 51 |
| Increasing opportunities for low-cost home ownership | 52 |
| Private-rented sector now the city's dominant tenure | 53 |
| Conclusion | 54 |

| | |
|---|-----------|
| Resident employment, skills and dependency | 56 |
| Strategic overview | 56 |
| Analysis of progress | 57 |
| Economic activity | 57 |
| Resident employment | 58 |
| Benefit claimants | 62 |
| Case study: Cheetham Hill Universal Credit pilot | 64 |
| Working Well | 66 |
| Case study: Healthy Manchester | 66 |
| Youth unemployment | 69 |
| Apprenticeships | 72 |
| Family poverty | 75 |
| Skills | 76 |
| Conclusion | 81 |

| | |
|--|-----------|
| Children and families | 82 |
| Analysis of progress | 83 |
| Getting the youngest people in our communities off to the best start | 83 |
| Early Years Foundation Stage (EYFS) | 83 |
| Key Stage 2 | 84 |
| Key Stages 1 to 2 progress | 85 |
| Key Stage 4 | 86 |
| Key Stage 2 to 4 progress | 87 |
| Post-16 Attainment and progression | 88 |
| Key Stage 5 | 88 |
| Qualifications at age 19 | 89 |
| English and Maths progression from age 16–19 | 90 |
| School absence and exclusions | 91 |
| School inspection judgements | 93 |
| School population | 94 |
| Oral health of children | 95 |
| Obesity in year 6 schoolchildren | 95 |

| | |
|---|-----|
| Ensuring the best outcomes for vulnerable children | 96 |
| Children in Need (CiN)..... | 96 |
| Children subject of a Child Protection Plan (CPP) | 98 |
| Looked After Children (LAC)..... | 99 |
| Enabling people to keep well and live independently | 100 |
| New requests for support | 100 |
| People accessing long-term support during the year (to 31 March)..... | 101 |
| Intermediate care and reablement, including adaptations and technology solutions | 101 |
| The proportion of adults with learning disabilities in settled accommodation | 101 |
| Proportion of adults in contact with secondary mental-health services living independently, with or without support | 102 |
| Admissions to residential and nursing-home care | 102 |
| Safeguarding and vulnerable adults | 103 |
| Domestic violence and abuse | 106 |
| Our service pledges | 107 |
| Preventing abuse | 107 |
| Supporting people to seek help | 107 |
| Managing safety..... | 107 |
| Training and developing the workforce | 107 |
| Adapting delivery models in response to changing need and demand | 107 |
| Case Study: Co-production of eighty typology campaigns for domestic violence and abuse..... | 108 |
| Carers and the Care Act | 109 |
| Support for carers (under-18 and over-18, informal and formal)..... | 109 |
| Adult Social Care Outcomes Framework (ASCOF) | 111 |
| Bringing people into employment and leading productive lives | 112 |

| | |
|---|-----|
| Support people with learning disabilities into work initiatives and volunteering | 112 |
| Proportion of adults in contact with secondary mental health services in paid employment | 112 |
| Turning round the lives of troubled families | 113 |
| Improving people's health and wellbeing | 114 |
| Life expectancy at age 65 | 114 |
| Mortality rate from causes considered preventable | 115 |
| Self-reported wellbeing | 116 |
| Mental health | 117 |
| Suicide and self-inflicted injury | 118 |
| Alcohol-related hospital admissions..... | 119 |
| Successful drug treatment completion rate for opiates (%) ... | 120 |
| Under-18 conceptions | 122 |
| Conclusion | 124 |
| Looking forward | 124 |

| | |
|---|------------|
| Environment and climate change | 125 |
| Introduction | 125 |
| Climate change | 125 |
| CO ₂ reduction | 125 |
| Culture change | 126 |
| Case study: Parrs Wood Solar PV project..... | 127 |
| Adaptation | 128 |
| Low-carbon economy | 128 |
| Land: green infrastructure, biodiversity and contaminated land | 129 |
| Air quality | 132 |
| Waste and recycling | 133 |
| Case study: The Recyclables | 135 |
| Street cleansing | 136 |
| Conclusion | 139 |

| | |
|---|------------|
| Community safety | 140 |
| Strategic overview..... | 140 |
| Analysis of progress | 140 |
| Victim-based crime | 140 |
| Antisocial behaviour | 142 |
| Alcohol and drug-related crime – link to health | 145 |
| Changing offender behaviour | 145 |
| Protecting vulnerable people | 147 |
| Serious and organised crime | 150 |
| Crimes of most impact | 151 |
| Tackling hidden crimes | 152 |
| Making the city centre safer | 153 |
| Case study: Criminal Behaviour Order April 2016 | 154 |
| Next Steps | 154 |
| Conclusion | 155 |

| | |
|---|------------|
| Community wellbeing and neighbourhood satisfaction | 156 |
| Strategic overview | 156 |
| Satisfaction with neighbourhood | 156 |
| Belonging | 161 |
| Community cohesion | 165 |
| Participation in culture, leisure and sports | 168 |
| Case study: Contact Theatre | 169 |
| Case study: Arcadia Library and Leisure Centre | 171 |
| The voluntary sector | 174 |
| Case study: The Oasis Centre, Gorton | 174 |
| Conclusion | 175 |

Introduction

A period of transformational change:

A look back over the decade since the Community Strategy was approved in 2006 reveals a period of remarkable change in Manchester. This has been defined by large-scale urban regeneration, a rapidly increasing population, major investment in infrastructure, a more formalised collaboration across Greater Manchester (GM), and ultimately the continuation of an economic renaissance for the city. The result is that Manchester now has:

- An economy that generates over £18 billion of GVA (Greater Manchester Forecasting Model – GMFM, 2015)
- A more diversified employment market
- Significantly improved transport connectivity across the city and GM with plans in place for national high-speed rail links
- A GM devolution agreement with the Government.

Manchester is now the most important economy in the UK outside London and the South East. Public and private investment in

major projects and infrastructure has helped to diversify the economy, and increasing amounts of high-quality office/commercial space have supported the growth of new sectors. These have helped to facilitate the city's success in developing a number of fast-growing clusters that are internationally distinctive, including creative, digital and media businesses; life sciences; and advanced manufacturing.

Manchester has continued its strong tradition of looking outwards to other international cities. The sister city relationship with Wuhan in China has strengthened, and Manchester Airport has developed into a major international gateway with flights to over 180 destinations, including across Europe, the US, Middle East, Hong Kong and mainland China. Businesses are increasingly looking to capitalise on this connectivity, and Airport City is being constructed as a major new commercial district for high-end logistics, advanced manufacturing and European headquarters.

Progress has also been made to further grow the knowledge economy in Manchester, which in turn has driven education and employment. The city's universities and hospitals have

benefited from sustained investment over the period of the Community Strategy. The Corridor Manchester now accounts for a significant part of the city's economy, generating more than £3 billion in GVA per annum and consistently accounting for 20% of Manchester's economic output over the past five years (GMFM, 2014). Private-sector partners have supported development along the Corridor, including the creation of Citylabs and the expansion of Manchester Science Partnerships.

As a consequence of this growth, there are now over 370,000 jobs in Manchester (GMFM, 2015). People have been attracted to the city because of these opportunities, and the number of people living in the city has grown rapidly. The city has also become younger and more diverse, with every one of the 91 ethnic groups in the Census represented here. According to the Manchester City Council Forecasting Model (MCCFM), approximately 540,000 residents were living in the city in 2015 (well ahead of the Community Strategy target of 480,000).

More homes have been built and the existing social housing stock has been comprehensively improved. Momentum was generated during the first half of the Community Strategy period by an enabling policy framework, including Housing Market Renewal, the New East Manchester Regeneration Company, and fiscal incentives related to the regeneration of brownfield land. This prioritised development in the core of the conurbation, and the most significant residential growth has taken place in or close to the city centre, where up to 50,000 people now live.

At the 2007/08 peak, Manchester saw more than 5,400 new homes built in a year; this number dropped substantially during the recession. Consequently, the city has struggled to meet the ambitions of the Community Strategy, or deliver the required volume of residential development necessary to support Manchester's growing population. However, the development pipeline is strong and delivery levels are recovering.

Significant progress has been made between 2006 and 2015 in the delivery of major transport investments, and this has helped to support a

number of key objectives in the Community Strategy. For example, new Metrolink lines are in place to Rochdale, Ashton via east Manchester, and Didsbury, as well as through Wythenshawe to Manchester Airport. A second line through the city centre is being built, along with other major rail, bus and cycle infrastructure projects. These investments have improved access to employment opportunities for Manchester and GM residents.

Similarly, investment in low-carbon transport and the promotion of active travel options (walking and cycling) has helped to facilitate sustainable growth and create the fundamentals of a healthier city. As a consequence, by the end of the Community Strategy's lifespan, 74% of journeys into the city centre in the morning peak period were made by public transport, on foot or by bicycle (TfGM, 2015).

Finally, despite cuts to public spending, Manchester has continued to invest in culture, sport and parks, recognising that the social and economic benefits to the city are huge. Between 2006 and 2015, world-class facilities such as The Whitworth, HOME, Central Library,

the Museum of Science and Industry, the National Cycle Centre and Etihad Campus have been invested in or developed, and they are enjoyed by residents and visitors alike.

Devolution has been delivered at pace

During the period of the Community Strategy, Manchester has worked extensively with the UK's largest cities to promote devolution as a means to accelerate economic growth and investment in transport infrastructure via our membership of the Core Cities group and the One North partnership. This has built upon the successes of the Greater Manchester Combined Authority (GMCA), which was established in 2011.

Early successes included the 2012 City Deal and the 2014 Growth Deal. The GM Devolution Agreement – a constitutional breakthrough – was agreed at the end of 2014. Consequently, as the Community Strategy came to an end, Manchester was on the brink of an unprecedented devolution of powers to the city-region level.

Greater Manchester will have new powers over transport, housing, planning, policing, business support, skills, health and social care. These

powers will give the GMCA, led by a directly elected mayor, far greater freedom and flexibility to make decisions that meet the city region's needs, such as creating better conditions for economic growth, reforming public services, creating more and better jobs, and helping Mancunians to reach their full potential.

The current devolution deal, in part, provides a road map for the future. However, devolution will not end there if the benefits for Manchester are to be truly realised. Effective fiscal devolution in Greater Manchester will enable local leaders to have control over the levers and resources that impact upon their ability to deliver economic growth and to improve the quality of life for local residents.

Challenges continue to be met head-on:

While the city's economy demonstrated impressive performance over the course of the Community Strategy in terms of economic growth and job creation, the process of de-industrialisation has left substantial sections of Manchester residents poorly equipped to take advantage of the opportunities on offer. Similarly, different neighbourhoods have

responded in different ways to the changes outlined above. This is having a significant effect upon service need, and the city is having to respond.

The number of people claiming out-of-work benefits has been reducing, with fewer people claiming out-of-work benefits in the city than a decade ago. However, significant pockets of worklessness remain in some neighbourhoods and there is still a significant number of people who are unable to work due to ill health. Physical and mental health are major issues for the city, and life expectancy in Manchester is still considerably below the national average. There have been significant structural changes to the way in which services are delivered, with Public Health moving back to the Council and the introduction of three Clinical Commissioning Groups. More recently, Healthier Together has been established, and the GM Health and Social Care devolution deal has been signed, which has seen Greater Manchester take control of health and social care budgets of £6billion per annum.

Manchester is also facing up to the challenge of becoming a green city with improved

environmental performance. Air quality is improving and the overall amount of household waste collected has reduced over the decade. Carbon emissions have reduced over the period of the Community Strategy (an estimated 21.8% reduction in 2015 against the 2005 baseline), but there is still much work to be done. Fortunately, work to date provides a good platform for scaled-up activity and new innovation in order to meet the 41% CO₂ reduction target by 2020 and to realise potential opportunities for further cost savings and new low-carbon investment opportunities.

During the lifespan of the Community Strategy there has been significant welfare reform and cuts in public services. This has in some cases exacerbated inequalities in the city and worsened associated challenges. These are often complex and interconnected, and the city has begun to recognise the interdependent nature of these issues and work out different ways of addressing them. Manchester also has one of the country's highest rates of looked after children, although the number is reducing. As such, the city needs to continue to work with families to safely reduce the number of children who are in care.

Public services are being reformed

Since 2010 public services have experienced sharp funding cuts, which have disproportionately impacted upon cities and more deprived areas. During the second half of the Community Strategy period, public services, the voluntary sector and communities in Manchester have therefore had to find ways to adapt and find new ways of working. For the city, this has meant working far more closely with partners so that resources can be pooled to support shared priorities.

Reform has also increasingly refocused public services on supporting more people to become independent and self-reliant, with a view to reducing dependency and ultimately public spending. This has necessitated a much greater emphasis on evaluating services, and at the close of the Community Strategy period, the city has a much stronger evidence base to track the impact that public investment has on residents and on levels of demand for public services.

The key priorities for public service reform over the course of the Community Strategy have been supporting people with a combination of

complex needs towards employment and independence, and integration of health and social care; these have been underpinned by investments in early years to support future independence.

Looking forward

The recently launched Manchester Strategy (2016–2025) sets out the long-term vision for Manchester's future and provides a framework for action by partners across the city. Collective progress will continue to be reported upon annually in future issues of the State of the City Report. The vision it sets out is for Manchester to be in the top flight of world-class cities by 2025, when the city will:

- Have a competitive, dynamic and sustainable economy that draws on our distinctive strengths in science, advanced manufacturing, culture, and creative and digital business – cultivating and encouraging new ideas
- Possess highly skilled, enterprising and industrious people
- Be connected, internationally and within the UK

- Play its full part in limiting the impacts of climate change
- Be a place where residents from all backgrounds feel safe, can aspire, succeed and live well
- Be clean, attractive, culturally rich, outward-looking and welcoming.

A new asset-based approach to delivering the Manchester Strategy is currently being developed, known as 'Our Manchester'. Instead of being problem-orientated, the focus of this approach will be strength based; put simply – what can the city do, what can you do? This approach will deliver a radical transformation in the way in which residents and organisations interact, and will help to unlock the potential that exists in the city. Work is underway to develop this new way of working between the Council, partners and residents.

Economic growth and regeneration

Strategic overview

Manchester has the fastest-growing economy in the UK¹ and the city's economic potential exceeds all other UK city regions.² Despite the 2008/09 recession and national austerity measures, Manchester has remained resilient and has seen significant growth over the course of the Community Strategy. This has been driven by key high-growth sectors, increasing numbers of international visitors, a rising and changing population, an expanding business base, a buoyant city-centre commercial market, internationally renowned cultural and sporting sectors, and major investments in transport and infrastructure.

At the launch of the Community Strategy in 2006, the Beetham Tower had just been built, and the intervening years have seen further changes to the city's skyline, with key commercial developments such as Spinningfields, NOMA and First Street all coming to fruition. New cultural facilities such as HOME and major refurbishments at the Whitworth Art Gallery and the People's History Museum, along with the continued success of the groundbreaking Manchester International Festival, have helped to raise Manchester's profile as a truly world-class city attracting a growing number of domestic and international visitors. New residents have been attracted by the quality of life offered by this vibrant city and the growing number of jobs. Business incubators and new cutting-edge facilities provided by the Sharp Project have enabled the city to nurture new creative digital businesses and provide high-quality production space for TV and film, connected via high-speed broadband links to MediaCityUK. Meanwhile, the creative and cultural sector is engaging more closely with local communities and schools and investing in future talent through apprenticeship and development opportunities.

As plans for devolution and the concept of the Northern Powerhouse have evolved, Manchester and the Greater Manchester Combined Authority (GMCA) have led the way, negotiating increasing amounts of self-autonomy from the Government and recognising opportunities to realise greater economic potential for the city. Working with neighbouring local authorities and cities across the North of England, we are building the collective scale to compete more effectively in an increasingly global marketplace.

Manchester has strengthened its international transport connections, with record-breaking numbers of passengers travelling through Manchester Airport and new direct links across the world, including to Beijing. The city has also been working to develop its diplomatic and trade links with cities in key growth markets, leading to a number of high-profile delegations, including visits by the Chinese President Xi Jinping and the Association of South East Asian Nations during 2015.

Ensuring that all Manchester's residents are able to benefit from and take an active part in the city's economic growth continues to be a

¹ Manchester Monitor March 2015, New Economy

² Presentation by New Economy to Manchester City Council Economy Scrutiny Committee, 24 February 2016

challenge. Employment rates are rising and the gap is narrowing between the wages earned by those working in the city and those resident here. However, the benefits of growth are not being spread evenly across the city; more needs to be done to connect residents through emerging opportunities that ensure Manchester and its people are able to fully realise their future potential.

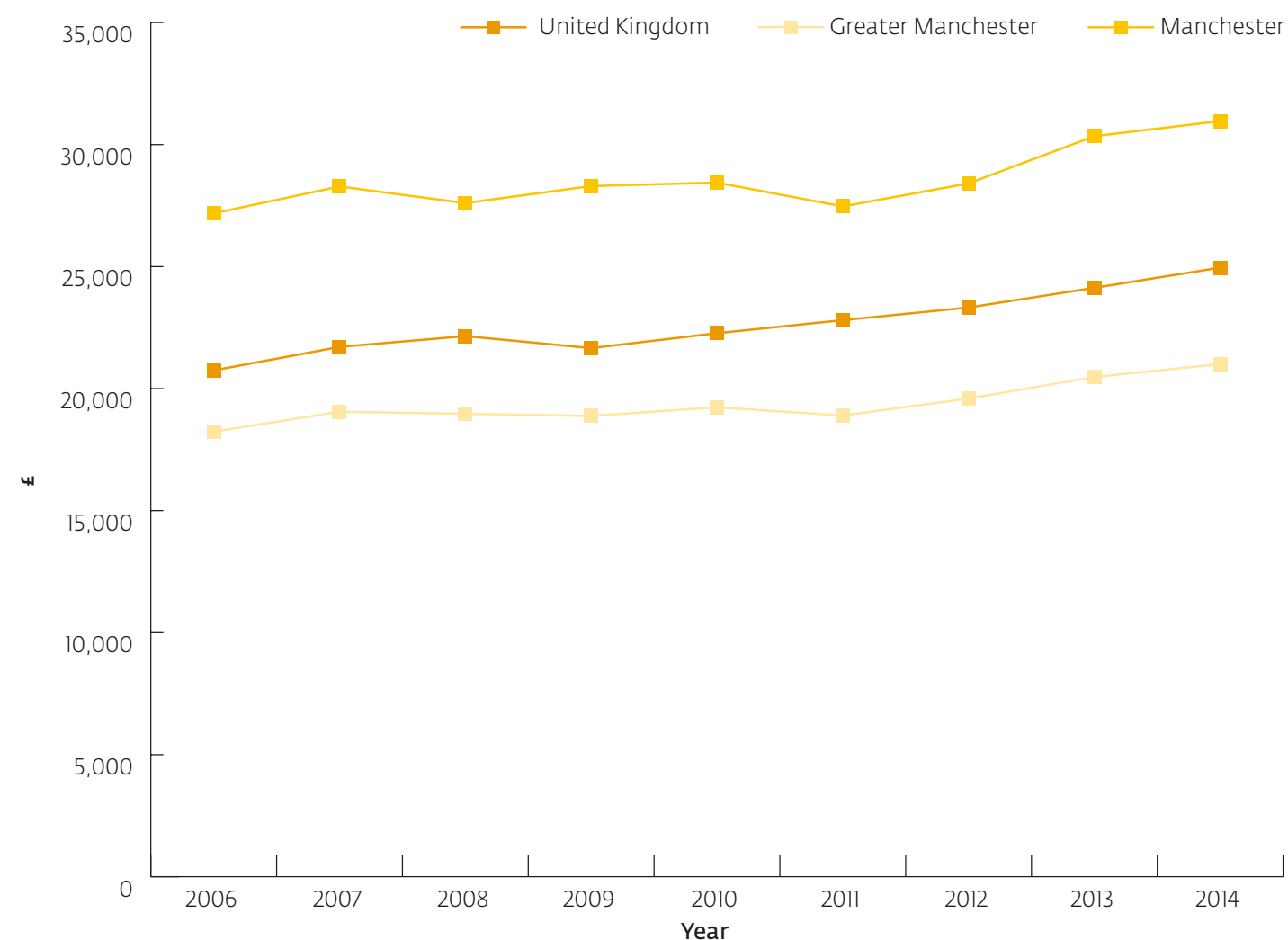
Analysis of progress

GVA and employment growth

During the course of the period covered by the Community Strategy, annual Gross Value Added (GVA)³ per head in Manchester has risen by 12%: from £27,183 in 2006 to £30,963 in 2014.⁴ As Figure 1.1 demonstrates, this growth is outstripping both Greater Manchester and national growth rates. The financial and professional services sector continues to be the mainstay of Manchester's higher-salaried employment base and accounts for more than a third of the city's GVA.

Figure 1.1

GVA for Manchester, Greater Manchester and UK, showing 2006–14



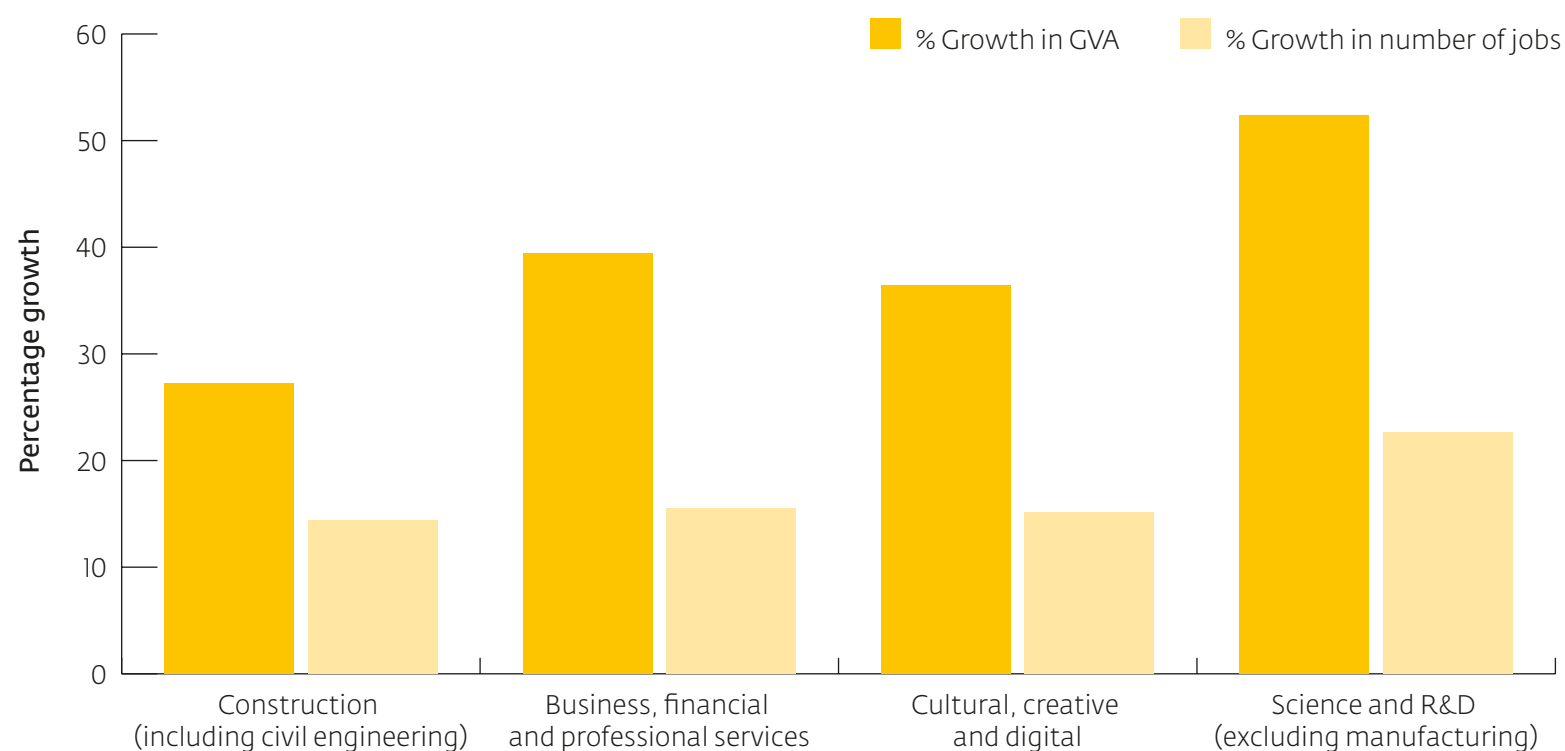
Source: ONS, Regional Gross Value Added (Income Approach), December 2015

³ GVA is the most widely used indicator for measuring the value of goods and services produced by an area

⁴ ONS Regional Gross Value Added (Income Approach), December 2015

Figure 1.2 shows Manchester's top four forecast growth sectors over the next ten years (2016–26) in terms of jobs and GVA: construction; business, financial and professional services; cultural, creative and digital; and science, research and development. These are each profiled in more detail below.

Figure 1.2



Source: Greater Manchester Forecasting Model (Oxford Economic Forecasting, 2015)

In 2015, 42,000 more people were employed in Manchester than in 2006. This represents an 11% increase in employment to a total of 374,700 people working in the city.⁵ Resident employment growth has outstripped this, increasing by 17% between March 2006 and December 2015, with an estimated 236,000 Manchester residents in employment at the end of 2015.⁶

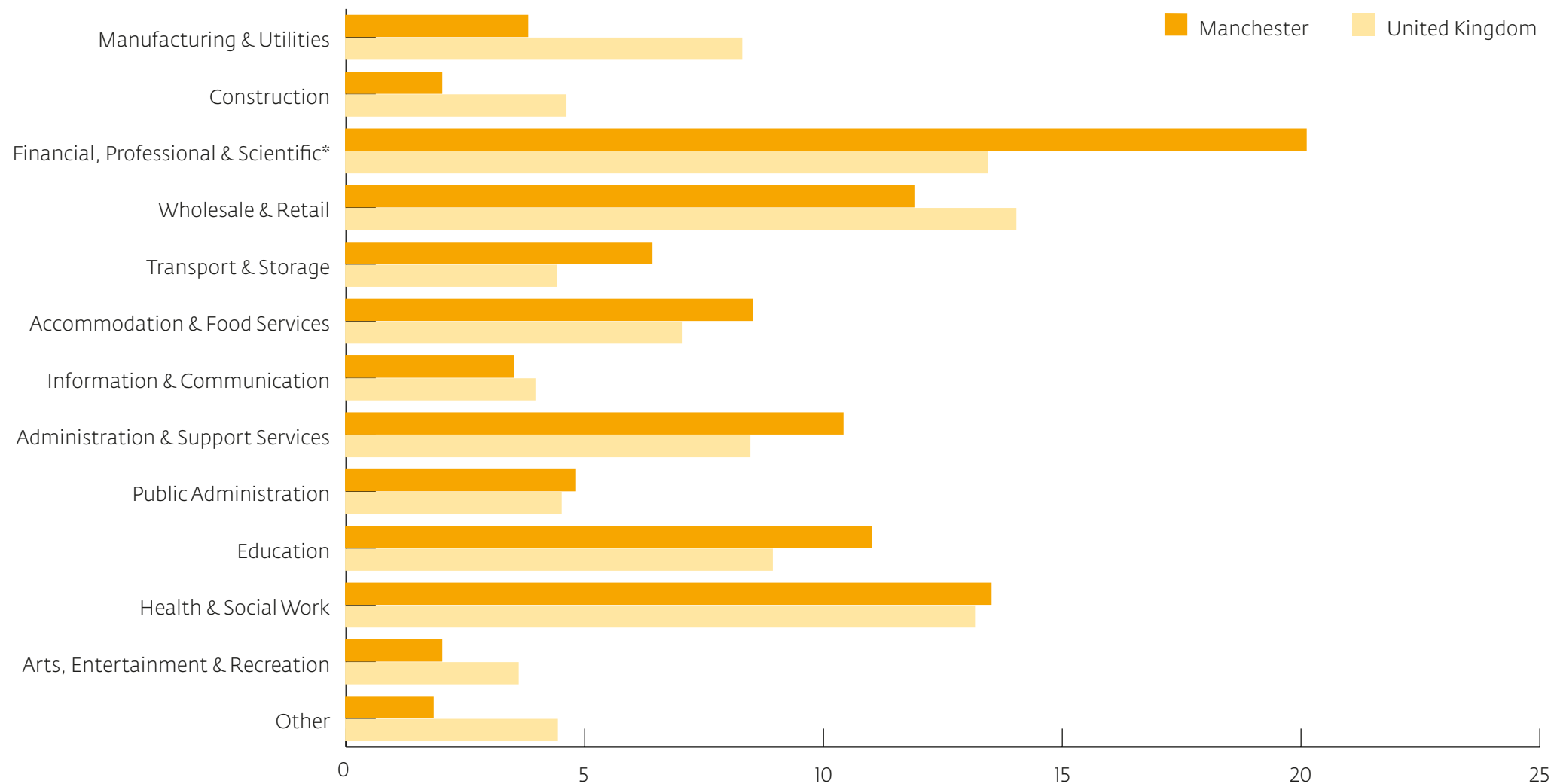
Figure 1.3 shows the structure of Manchester's employment by sector compared to the rest of the UK. Manchester has a notably higher proportion of people working in the financial, professional and scientific sectors. Compared to the rest of the country, it also has a slightly higher proportion of people working in education, administrative and support services, health and social work, transport and storage, and accommodation and food services.

⁵ Business Register and Employment Survey, ONS, Analysis by Oxford Economics in GMFM 2015

⁶ Annual Population Survey, ONS, 2015, Analysis by PRI

Figure 1.3

Structure of employment (percentage by sector)
(provisional 2014)



Source: ONS, Business Register and Employment Survey 2014. Analysis by Performance and Intelligence* (Includes three sectors: Financial and Insurance, Real Estate and Professional, Scientific and Technical)

The regional centre

Manchester city centre has experienced significant development and growth over the past ten years, despite the recession occurring midway through this period. A range of new commercial developments, enhanced cultural facilities and improvements to the public realm have helped to enhance the city centre's position as a top business, retail and visitor destination. The boundaries of the city centre have also expanded, incorporating adjacent new developments that contribute to the city's growth ambitions. This growth has included additional residential accommodation, commercial property and leisure destinations.

The Council has continued to work with partners to drive forward major development schemes that stimulate economic growth and job creation. Key developments to city centre sites over the past decade include the following:

→ NOMA, the 20-acre mixed-use development with the Co-operative Group at the northern gateway to the city centre, including the Co-operative's landmark BREEAM⁷ outstanding new head office and new public squares at Angel Square and Sadler's Yard. The area has been developed as a

distinct city centre neighbourhood, with a vibrant mix of commercial and residential property alongside recreational amenities and cultural facilities, and characterised by a mixture of heritage buildings, innovative new structures and high-quality public realm. The site will also include residential apartments and a four-star boutique hotel.

- First Street's North Phase culture-led redevelopment, anchored by HOME, a new unique cultural facility including an independent cinema, theatre, performance spaces and visual art galleries, opened in 2015. This is complemented by grade A office space at One First Street, the 4-star Melia Ininside hotel, a multistorey car park, high-quality serviced apartments, and new public spaces. The area has emerged as one of Manchester's most vibrant new neighbourhoods.
- Spinningfields, recognised as one of the largest and most successful regeneration schemes in the country and delivered through a partnership between the Council and Allied London. The area now accounts for more than 35% of the city's prime office space and supports over 10,000 jobs within

more than forty commercial organisations, including key financial and professional organisations. The final two buildings in the development, the XYZ Building and No.1 Spinningfields, are due to open in 2016 and 2017 respectively, with the XYZ Building already 100% pre-let.

- The Civic Quarter, including the transformation of the Town Hall Extension and Central Library, and key commercial office developments at No.1 and No.2 St Peter's Square. Significant work to enhance the public realm is ongoing, including the relocation of the St Peter's Square tram-stop to accommodate the second city crossing.
- The Corn Exchange, a historic grade II listed building on Exchange Square, which reopened in 2015 with a wide range of new and unique restaurants, bringing further visitors and vibrancy to the city centre.

⁷ Building Research Establishment Environmental Assessment Method. Method of assessing, rating, and certifying the sustainability of buildings; ratings include 'Pass', 'Good', 'Very Good', 'Excellent' and 'Outstanding'

- Corridor Manchester, which has undergone major developments, including the new £61million National Graphene Institute and award-winning remodelling of the Whitworth Art Gallery (both described in more detail below).

The city centre continues to perform a number of key functions for the city and the Greater Manchester city region:

- As a driver of economic growth and major employment centre, accounting for over 40% of Manchester's employment base, and with a large proportion of the city's knowledge-based and higher-skilled jobs. The city centre is predicted to experience significant further employment growth in the coming years, with another 15,000 jobs forecast by 2024.⁸
- As a place to relax and spend time. The past decade has seen the delivery of improved public realm within the city centre including, most recently, the creation of Sadler's Yard and improvements at Angel Meadow Park.
- As a leading retail destination. The city centre is second only to London's Oxford Street in relation to retail spending, generating in excess of £910million each year.
- As an increasingly popular residential centre. The growth in the number of people living in the city centre over the past 20 years is a major success story: from a few thousand in the late 1990s to nearly 50,000 today within the expanded city centre boundary (including areas such as Ancoats, New Cross and New Islington). These areas are increasingly becoming popular places to live, further boosting the popularity and use of the city centre.
- As a major visitor destination. Manchester is an increasingly popular destination for visitors from abroad and from other parts of the UK. Alongside its world-class cultural facilities, the city centre continues to host a number of high-profile events, including Manchester International Festival, the Great City Games, and a year-round events calendar at the Manchester Arena. In 2015, the arena welcomed in excess of 1.1million visitors, a 12% increase on 2014 levels, making the arena the second busiest live venue arena in the world.

- As a place to stay for increasing numbers of visitors. In 2015, the annual hotel occupancy rate reached a peak level of 80%. This has been achieved within the context of a 71% increase in the total number of hotel rooms within the city centre over the past ten years, taking the total number of city centre hotel rooms to 8,550 in 2015.

To ensure that provision increases in line with rising visitor numbers, we will see a further 12 hotels open over the next few years, adding in excess of 1,500 rooms to the city centre. Of the new additions to hotel accommodation in 2015, 45% of the rooms were at four or five-star level. For completion in 2016 and onwards, almost 73% of the new rooms are expected to be four-star rated, demonstrating the quality of provision.

In the next few years we will see further developments on a number of key city centre sites, which will help to deliver the growth objectives of the city:

- St John's (the former Granada Studios site) will develop as a new and unique city centre neighbourhood, and a community of creativity, culture and innovation where

⁸ Oxford Economics, Greater Manchester Forecasting Model 2014

- people can live, work and experience the best of the city. The first phases of development will begin in 2017 and will include a high-quality residential offer. The following decade will see the delivery of between 2,500 and 3,000 new homes in addition to significant cultural and leisure assets, the Factory Manchester and Manchester Grande Hotel within the St John's area. St John's will be delivered through a continued partnership between Manchester City Council and Allied London, which worked together to redevelop the adjacent Spinningfields site.
- St Michael's is located in the heart of the city centre, in proximity to the city's Civic Quarter. In 2015, a Strategic Regeneration Framework was endorsed that detailed a landmark mixed-use development with scope for a range of uses, including commercial, residential, hotel, retail and leisure amenities. It is envisaged this range of uses will be complemented by new public realm to create a unique sense of place and ensure life and vitality within the area. A planning application is anticipated later this year.
 - Great Jackson Street will be transformed into a residential-led mixed-use neighbourhood. In 2015, a Strategic Regeneration Framework was endorsed for the site, situated at a key gateway location to the city centre. Work commenced in 2016 on the initial phase of delivery, with a planning application for 1,400 high-quality homes with new public realm alongside the River Medlock at Owen Street.
 - Developments at NOMA will continue, including the refurbishment of the listed estate buildings to provide high-quality commercial floor space in addition to the creation of new office space and homes through development at Angel Square and Angel Gardens respectively.
 - Circle Square, located on the Corridor Manchester, is set to undergo significant transformation. Development of the 2.5million sq ft former BBC site will deliver a high-quality, vibrant and sustainable mixed-use neighbourhood at the heart of the Corridor. A planning application for the site was approved this year with work now underway on the first phases of development. Upon completion, Circle Square will provide 1.2million sq ft of commercial space; 820,000 sq ft of new residential accommodation; new retail, hotel and leisure amenities; and 5.4 acres of public realm.
 - Kampus is set to develop as a vibrant and creative neighbourhood, distinguished by its mixed use. The area will encompass significant residential accommodation, in addition to a mixture of leisure and retail amenities. A planning application for the site has now been submitted, and the first phase of development is scheduled to start early in 2017.
 - Further developments at First Street, following the recent endorsement of a revised Development Framework. Construction of a new commercial building at First Street Central will provide 170,000 sq ft of new Grade A office space by 2017. A planning application has also been submitted for 624 new homes at First Street South.
 - The former Boddingtons site provides the opportunity to develop a new and innovative city centre neighbourhood at a key gateway location. In 2015, a Strategic Regeneration Framework for the site was endorsed, with development to be phased over the next decade. The mixed-use development incorporates 480 new homes – a strong commercial offer with a focus on flexible workspace for business start-ups,

complemented by new leisure, retail and hotel amenities, alongside strengthened connectivity and linkages to the city centre.

- Mayfield will facilitate transformational change at the eastern gateway of the city centre. The 20-acre site provides the opportunity to create a distinctive and unique city centre district. The masterplan for the area outlines the scope to deliver a commercially led, mixed-use neighbourhood supported by a significant residential community alongside unique retail and leisure amenities and a new city park centred along the River Medlock. A development partner will be appointed by the end of 2016.
- Development of the Piccadilly area, responding to the major opportunities presented by the proposed High Speed 2 and Northern Hub railway schemes. A new world-class transport hub and arrival point into the city is envisaged, with new commercial, residential, retail and leisure opportunities.
- A new digital and tech incubator hub, Project Forward, will nurture start-ups, foster collaboration, and provide mentoring,

learning and business support. It will ensure that this key growth sector within the city centre reaches its full potential. Key objectives of the initiative include creating and sustaining a minimum of 2,000 jobs over the next decade, accelerating the growth of digital Small and Medium-sized Enterprises (SMEs), and the retention of digital talent within the city. All these objectives will strengthen the digital economy of both the city and the UK.

The Strategic Plan for the city centre has been refreshed for the period 2015–18, providing a view of both the current position and future development opportunities that will ensure the realisation of the vision for the city: a vision that positions Manchester as a world-class city as competitive as the best international cities. The plan provides an update on progress since 2012, identifies the key drivers that will influence growth and development over the next few years, and sets out the planned direction of travel.

Business, financial and professional services

The business, financial and professional services sector remains the mainstay of Manchester's

higher-salaried employment base and accounts for almost half of the city's GVA. The sector now employs over 70% of people within the city centre, which accounts for over one quarter of the sector's total employment in Greater Manchester (271,000). During the course of the Community Strategy, Spinningfields has become the largest centre for business, financial and professional services outside London, and has redefined the Grade A office market in the North of England.

Demand for office accommodation across the city centre has increased, demonstrating the increasing attractiveness of Manchester as a business location, buoyed by high-quality new and refurbished provision. Floorspace has been taken up by organisations such as Slater and Gordon, Barclays, Auto Trader Publishing, Manchester Creative, DLA Piper, KPMG, Ernst & Young, and PricewaterhouseCoopers. Prime office rents in the city centre now exceed £32 per square foot – higher than the average rents achieved by other UK cities outside London.

The city centre continues to be a focal point for investment, and the volume of commercial property deals indicates that the sector is

performing strongly. Companies recently investing in city centre office space have included M&G Investments, which purchased two buildings occupied by The Royal Bank of Scotland at Spinningfields for just over £318million, and asset manager Schroders, which acquired City Tower in Piccadilly for £132million.

Science research and development

The successful isolation of graphene at The University of Manchester in 2004 and the investment that followed, coupled with major investment in complementary areas, has allowed Manchester to build on its heritage as an innovative city to carve out a niche in science, research and development. The city has identified this as a key market, with significant scope for accelerating growth and creating jobs at a range of salaries, reflecting the diverse skills of residents across the city.

In 2013, it was announced that Manchester would be the 2016 European City of Science. It is envisaged that this will be used as a springboard over the next decade, to maximise the city's research strengths, engage more people from all walks of life in science, and

turn world-class research into commercial ideas, in order to create benefits for the people who live and work in the city.

Life sciences and advanced manufacturing have become two of the city's fastest-growing sectors, linked to the rich seam of research excellence and innovation in our universities. A new 200-acre Medipark site within the Airport City Enterprise Zone in Wythenshawe is being developed by University Hospital South Manchester (UHSM) in partnership with Manchester City Council and private sector developers. It will be the biggest health and science research and development centre in Europe, attracting life science and pharmaceutical companies to more than 500,000 sq ft of offices, laboratories and manufacturing plants adjacent to the UHSM. By 2026, MediPark is expected to deliver some 4,500 new jobs.

Corridor Manchester

The Oxford Road corridor includes one of the largest higher-education campuses in the UK, with nearly 70,000 students and a dense cluster of knowledge-intensive organisations. With its world-class educational institutions, a leading

research and teaching hospital complex and a rich range of cultural facilities, this area works alongside a significant number of additional industries and is a unique part of Manchester and the UK; there is nowhere else within the UK with the same concentration of facilities in one neighbourhood.

Corridor Manchester is economically the most important area within Greater Manchester, with more job creation potential than anywhere else. The area generates £3.2billion GVA per annum, consistently accounting for 20% of Manchester's economic output in recent years. With more than 63,000 jobs, it is one of the major employment centres for Manchester and Greater Manchester.⁹

The Corridor has been at the centre of significant investment and redevelopment over recent years and has begun to transform the area:

- ➔ The University of Manchester is investing £1billion over ten years to create an inspiring and progressive world-class estate designed for the 21st century.

⁹ Oxford Economics, GMFM 2014

- Manchester Metropolitan University's ten-year £350million investment in estates and facilities was completed in 2014 with six new faculty buildings and a new Students' Union headquarters. The £140million Birley campus is cited as an exemplar by the Higher Education Funding Council for England (HEFCE) for community engagement and regeneration. A further £220million of investment is planned over the next seven years to provide a new arts and culture hub, world-class buildings for science and engineering, and major enhancements to the public realm that connects the university and its students with the city centre.
- Opened in 2014, Citylabs is Manchester Science Partnerships' £25million flagship redevelopment of the former Royal Eye Hospital into 130,000 sq ft of bespoke biomedical facilities, including high-spec flexible laboratory and office space. It is a prime location within Europe's largest clinical academic campus, comprising Central Manchester University Hospitals NHS Foundation Trust (CMFT) and The University of Manchester.
- The £28.5million Manchester Cancer Research Centre at The Christie was opened in June 2015 through a partnership between Cancer Research UK, The University of Manchester and The Christie NHS Foundation Trust. The Centre provides state-of-the-art laboratories and an array of new technologies and equipment that enable scientists, doctors and nurses to work closely together to develop new treatments for cancer.
- The Whitworth Art Gallery's transformational and award-winning £15million development has increased public space by 100%, creating a beautiful and inspiring environment where visitors can enjoy the internationally significant collections and the tranquil setting of Whitworth Park.
- The £61million National Graphene Institute, located at The University of Manchester, was opened in 2015 and will be the world's leading centre of research into graphene, providing 7,600 sq m of workspace and opportunities for researchers and industry to work together on a huge variety of potential applications.
- The Greater Manchester Life Sciences (GMLS) Enterprise Zone, announced in 2015 and launched in April 2016, will further enhance the regional life sciences cluster, bringing together the MSP Central Campus and Clusterlabs, which will redevelop the old St Mary's Hospital on the CMFT site to form purpose-built office and laboratory accommodation. It will provide additional incentives for businesses to locate within CMFT and MSP Central Campus.

The cross-sector Corridor Manchester partnership has also progressed a range of initiatives to create the optimum environment for the knowledge economy to thrive and grow alongside the local business community, making the most of its proximity to key knowledge institutions. This has included schemes that help local residents to gain the required skills to access newly created jobs, as well as funding for SMEs to incentivise them to locate or grow their research and development-related activities in the Corridor.

Corridor Manchester is also building on its reputation as a Low-Carbon Laboratory, testing projects in a real-life city environment. This area

has been chosen to be the focus for the Innovate UK Internet of Things City Demonstrator, Cityverve, detailed later in this report, in addition to the multicity Horizon 2020 Triangulum project for smart green growth.

Future plans for the corridor include:

- The National Graphene Institute will soon be complemented by the £61million Graphene Engineering Innovation Centre (GEIC), scheduled for completion in 2017. This will provide the necessary facilities to ensure that graphene-based products can be fast-tracked from the drawing board to the market.
- The £235million Sir Henry Royce Institute for Advanced Materials Research and Innovation will be an additional significant catalyst for growth and innovation within the city and the wider Northern Powerhouse. Situated at The University of Manchester, the Institute will become a world-leading base in advanced materials science. The Institute will aim to drive collaborations between academia and industry to commercialise the UK's world-leading research in this field, and will position the city at the forefront of future scientific innovation.

- The four-hectare Circle Square on the former BBC site is a major strategic development opportunity. The vision for the area is to provide a high-quality, vibrant, mixed-use development that will create a new and distinctive neighbourhood, linking to the proposed Northern Hub.
- A masterplan has been produced for Manchester Science Partnership Central Campus to expand from 250,000 sq ft to over 1million sq ft within the next eight years. The framework also looks at improving connection points, shared spaces and public realm, in order to create the right environment for academics, entrepreneurs and investors to interface.
- Nuffield Health and Manchester Metropolitan University are working on a £50million partnership to develop the Elizabeth Gaskell's House site into a state-of-the-art hospital and research centre, which will facilitate collaboration on research and development and provide training for local healthcare professionals.
- Major public transport investment is underway, in particular the cross-city bus package, providing high-quality bus

infrastructure, and there will be cycling provision in the form of off-road Dutch-style cycle lanes. The Northern Hub rail schemes will ensure that Oxford Road Station remains a key transport node and these will bring additional routes to the station.

By 2025, the Corridor will deliver over 4million sq ft of high-quality commercial, leisure, retail and residential space and have a workforce of 74,000. Its successful development is therefore fundamental to driving future economic growth and investment in the Manchester city region.

Cultural, creative and digital

Manchester is home to a large and growing concentration of creative and cultural activity, and the vibrancy of the sector is one of the city's key economic advantages. The city's thriving cultural scene and creative commercial sector play a vital role in making Manchester an attractive, liveable city that continues to attract inward investment and retain talented residents.

Despite a challenging economic climate during the course of the Community Strategy, Manchester's creative sector continued to see strong growth and investment, and is expected to be one of the city's key growth sectors over

the next decade. When the Community Strategy was launched in 2006, the GVA of Manchester's creative and cultural sector was £1.76 billion. The latest figures, for 2015, show an increase of £309million, to a total GVA of £2.07 billion. This is predicted to rise a further £795million to £2.87billion in the next ten years.¹⁰

World-class cultural offer

Manchester has significantly strengthened its cultural offer to residents and visitors alike over the past ten years, with some of the city's best-loved cultural attractions undergoing major transformations and new cultural facilities joining the scene:

- In 2010, the People's History Museum was relaunched after a £12.5million redevelopment into a stunning new venue, including restoration to the museum's listed Pump House.
- In 2012, the National Football Museum relocated from Preston to the landmark Urbis building in Manchester.
- In 2014, the city celebrated the reopening of the redeveloped Manchester Central Library. The Library has been completely transformed, incorporating a set of performance and event spaces that have led to unprecedented levels of use by residents.

- 2014 also saw the opening of Manchester Metropolitan University's new School of Art, the Benzie Building. The dynamic design and integrated creative layout received a 2014 Royal Institute of British Architects (RIBA) North West Award and 2014 RIBA National Award.
- In 2015, the Whitworth Art Gallery reopened its doors after a £12million refurbishment and extension programme. It has since won numerous awards, including the Visit England Large Visitor Attraction of the Year, the Art Fund's Museum of the Year, and various national and regional awards from the RIBA. It was also shortlisted for the prestigious RIBA Stirling Prize for architecture in 2014.
- Also in 2015, the city welcomed its newest cultural attraction, HOME, which brought together the former Cornerhouse and Library Theatre Company into a new purpose-built arts centre for contemporary visual art, film, theatre and creative learning. HOME has quickly found its feet and, just one year into its operation, has already attracted one million visits.

¹⁰ Oxford Economics, Greater Manchester Forecasting Model 2015

Case study: HOME

April 2015 saw the opening of HOME – the largest combined arts centre in the UK outside London. The venue houses a 500-seat theatre, a 150-seat flexible theatre space, a 500-square-metre four-metre-high flexible gallery space, five film screens, digital production and broadcast facilities, a bar, café bar and cinema bar, as well as a bookshop. HOME has a BREEAM rating of very good.

HOME is the cultural catalyst for the £80million regeneration of First Street North. It supports an estimated 125 full-time equivalent jobs (FTEs) in Greater Manchester, and activities at HOME in 2015/16 helped generate an estimated £30million in GVA for Greater Manchester's economy.

HOME attracted one million visits in its first year. Programme highlights include critically acclaimed group shows, including 'The heart is deceitful above all things' and 'Safe' by Joana Hadjithomas, Khalil Joreige's 'I must first apologise', and AL and AL's 'Incidents of Travel in the Multiverse'.

Exciting, international theatre, produced by HOME includes 'The Funfair', 'The Oresteia' and 'Inkheart', in collaboration with renowned theatre companies

(Young Vic, 1927, Hofesh Shechter, Nanterre-Amandiers, Citizens Theatre, Glasgow, and Complicite). HOME's film programme has been praised for its breadth and diversity, with film seasons (James Benning, Jim Allen) and events with some of the industry's most exciting and inspiring talent (GoGo Penguin, Josephina Onimaya, and the Dutch Uncles' Robin Richards).

HOME's emphasis on talent development has seen over 230 local creatives showcasing their work, more than 1,800 hours of free rehearsal space for theatre companies across the country, over 19,000 £5 student tickets sold, and 160 schools engaged with the programme.

The organisation's positive social impact stretches beyond programme activity. To date, HOME has recruited over 280 volunteers, and more than 32,000 visitors – including 3,800 young people – have taken part in 745 talks, workshops, tours and engagement events.

The Oglesby Inspire Scheme has enabled HOME to provide low-cost tickets for specific community groups and those who might not normally have the opportunity to visit the venue or take part in cultural events. With the help of the Inspire Scheme, and supported by Transport for Greater Manchester and First Bus, it has been possible to offer more than 600 people access to cinema and theatre tickets for as little as £1.

"What's next? I don't know! But whatever I do, wherever I end up, I really want to be here. I can't imagine a time when I won't be working at HOME in some capacity. I love it!"

Jo Cester, HOME volunteer,
now working for the organisation

Matching the exciting story of improved cultural facilities and the city's dynamic cultural offer is the significant growth in audiences. Among the Manchester Museums Partnership of Manchester Art Gallery, The Whitworth and Manchester Museum, between 2005 and 2015 audiences have increased from approximately 550,000 to over 1,300,000. At the forefront of that surge in the cultural sector has been the advent of the Manchester International Festival (MIF), where over the five festivals, MIF audiences have increased by nearly 30%.

In 2015 and 2016 there were several new announcements of incoming Government investment, enabling further improvements to Manchester's cultural infrastructure, including:

- £2.5million for the Museum of Science and Industry (MSI) to create new premier exhibition spaces housed within the museum's most exciting heritage buildings
- £5million for the Manchester Museum to transform its building, along with a pledge of £4.6million from the Heritage Lottery Fund. The transformation will include the creation of a new permanent South Asia Gallery through a landmark partnership

with the British Museum, in a major two-storey extension with a new main entrance, improved visitor facilities and a new temporary exhibitions gallery, set to open in 2020

- £78million to develop Factory, a new kind of arts-production venue, combining digital capability and hyperflexibility to enable artists to collaborate in new ways, due to open in 2019.

The idea of Factory came from discussions by the Council with its many partners about how to provide the best-possible conditions for growth in the region. Factory is also the result of a series of creative conversations about the future direction for the cultural sector in the Manchester city region, its wider role in the North, and its national and international significance.

Manchester is already a significant cultural counterweight to London. Factory will act as the next key step in that rebalancing process, scaling up the successful international commissioning and producing a model developed by MIF and creating a significant new national cultural organisation based in the North.

Manchester International Festival

MIF has built an international reputation and audience for creative, ambitious, technically sophisticated new work that reaches across art forms and popular culture. MIF has supported a wide range of internationally revered artists to explore and experiment, and has built audiences for challenging new work, which has then toured across the world.

The inaugural Manchester International Festival (MIF) was held in 2007 and, within a decade, it has become the premier international festival for original new work, and the hub of a new network of international cultural partners.

The most recent festival, MIF15, was larger than ever before and had an economic impact of £38.8million. Almost 20% of ticket purchasers were from outside the North West, including international visitors. Locally, the proportion of bookers from Greater Manchester increased to 65%, reflecting the success of a targeted reduced-price ticketing campaign aimed at those on a lower wage.

MIF15 continued to deliver a high-quality audience experience (with 92% rating the

quality of events as either 'excellent' or 'good'), alongside a diverse programme of cultural engagement, volunteering opportunities and local talent development through support for emerging artists and cultural leaders. Artists from across the world worked directly with schools, colleges, universities, community centres and faith networks to engage Manchester's residents in the Festival's commissioning and performance processes.

Case study: Factory and St John's

Factory is where the art of the future will be made. Designed by leading international architectural practice OMA, Factory will combine digital capability, hyper-flexibility and wide open space, encouraging artists to collaborate in new ways, and imagine the previously unimagined. It will be a new kind of large-scale venue that combines the extraordinary creative vision of Manchester International Festival (MIF) with the partnerships, production capacity and technical sophistication to present innovative contemporary work all year round as a genuine cultural counterweight to London. It is scheduled to open in the second half of 2019.

Factory will be a building capable of making and presenting the widest range of art forms and culture, as well as a rich variety of technologies: film, TV, media, virtual reality, live relays, and the connections between all of these – all under one roof.

Factory will be large enough and adaptable enough to allow more than one new work of significant scale to be shown and/or created at the same time. The total floor space in excess of 13,000 square metres, high-spec tech and very flexible seating options will accommodate combined audiences of up to 7,000. It will be able to operate as a 1,800-seat theatre space as well as a 5,000-capacity warehouse for immersive, flexible use, with the option for these elements to be used together – or separately – with advanced acoustic separation.

It will be a laboratory as much as a showcase, a training ground and a destination. Artists and companies from across the globe, as well as from Manchester, will see it as the place where they can explore and realise dream projects that might never come to fruition elsewhere.

For audiences and users of the building there will be a tangible sense that this is a place where art is being made; as they move around the building they will encounter not the polish and glitz of a temple to high art, but the down-to-earth hum of a 21st-century cultural factory. Just as its programme and design will be different to that of any other type of cultural space, so its audiences will be more diverse and reflective of contemporary Manchester.

Factory is the centrepiece of St John's, the 15-acre site around the former Granada Studios, which is being developed by Allied London in partnership with Manchester City Council to deliver a creative enterprise and production district. St John's will be a seismic catalyst for beneficial economic and social change, driving economic growth by clustering creative industries, digital and HE partners. It will play a critical role in promoting cultural innovation, growth, skills development and talent retention across the Northern Powerhouse.

As well as being a major new force in the UK and international arts ecology, Factory will also springboard promising local talent into successful careers. Working with a consortium of public and commercial industry partners and providers of further and higher education, Factory will be a new centre of excellence for training the next generation of technicians, producers and creatives for the performing arts and events industries.

For Manchester, Factory will be a bold statement of the city's future – as a creative city and a city of invention.

Economic and social impact of culture

When the social and economic roles of the sector are considered collectively, Manchester's cultural organisations emerge as key assets that can be used to support future economic development and realise economic and social aspirations.

Research commissioned in 2014 and 2015 by 16 of Manchester's key cultural partners – with support from the Council – has demonstrated an upward trend in the number of visitors to cultural attractions, with culture playing a growing role in attracting national and international visitors.¹¹ In 2015, over 4.6million visits were recorded to the permanent attractions in the study. The Museum of Science and Industry and Manchester Art Gallery, for example, welcomed 680,000 and 513,000 visitors respectively.

Researchers found that the degree of community engagement among cultural partners is first class, reflecting both the enthusiasm and commitment of cultural partners. Engagement with targeted groups

of residents continues to be a priority. There is also evidence that these cultural organisations are succeeding in attracting younger audiences, reflecting the city's shifting demographics.

The report also found that during 2014/15 the cultural organisations participating in the study:

- Employed 934 Full-Time Equivalent (FTE) postholders and supported a further 2,909 FTEs in the wider economy, equating to a total employment impact of 3,843 FTEs
- Generated £37.2million direct GVA and supported the generation of a further £91.3million indirect GVA, equating to a total GVA impact of £128.5million.

Over the past ten years, Manchester's cultural and creative employers have embraced initiatives such as the Future Jobs Fund, the Manchester Creative Employment Programme, and Creative Pioneers with increasing enthusiasm, in order to provide new entry routes into employment for local unemployed young people. With support from Manchester City Council, these partners have worked together to create some 300 apprenticeship and paid-internship roles. A number of Manchester's cultural organisations have also

been leading national thinking in many areas, including family engagement work and health and wellbeing initiatives. Volunteer training and development programmes such as In Touch and If: Volunteering for Wellbeing, led by Manchester Museum and Imperial War Museum, have also offered training to unemployed and socially isolated residents, helping them to develop the skills and confidence they need to gain employment and become economically active.

Digital

The past ten years have seen a rapid growth in Manchester's creative digital sector, boosted by strategic investment in digital connectivity and the development of new assets such as the Sharp Project creative digital hub and production facility, and MediaCityUK.

Access in Manchester to a range of events, meet-ups, start-up and co-working spaces, and business networks, as well as the strength of the skills pool, all signal the city position in the UK as a dynamic tech hub. Manchester's perceived strengths, combined with MediaCityUK's international recognition, are helping to attract business investment.

¹¹ Ekosgen, The Impact of Manchester's Cultural Organisations, 2014 and 2015

From the announcement in 2004 that the BBC was looking for a new home outside London, to the announcement of a preferred site in 2006 and completion of the first phase of the development in 2011, MediaCityUK has acted as a catalyst to bring together tech and creative broadcast sectors. Key workspaces such as the Greenhouse and The Landing at MediaCityUK, as well as the facilities at the Sharp Project, which also opened in 2011, have played a key role in attracting business opportunities and providing support for tenants. The Space Project's facilities for large scale TV and film production, which opened in 2014, have further boosted Manchester's strengths as a centre for drama production.

Key assets, facilities and investments also include SpacePortX, which opened in 2014 in the Northern Quarter, and Central Working, which opened in 2015 in the Great Northern building on Deansgate. Both facilities are aimed at giving businesses with huge potential the environment they need to realise it. Central Working's Manchester city centre base has also recently become home to Barclays 'Rise' escalator hub, geared to aid growth in the FinTech (financial technology) start-up community.

Given the strength and growing prominence of the sector there are several targeted developments in the pipeline for creative and digital businesses, including plans for more office and workspaces, particularly as part of MediaCityUK's expansion and in Manchester city centre.

Tech Nation and Nesta recently reported that Manchester is now home to 51,901 digital jobs, which makes it the second-biggest employer of digital professionals in the country (only London employs more) and shows a growth in jobs of 13% between 2011 and 2014. The sector has also seen a 40% increase in turnover to £2.2 billion per annum (the fourth-biggest turnover for similar hubs in the UK). While the GVA impact of the sector appears to be proportionally lower in Greater Manchester than national levels, Tech Nation and Nesta reported a 92% increase in GVA (2010–14).¹²

Research by the UK Commission for Employment and Skills (UKCES)¹³ highlights that with new technology being created all the time, the agile nature of the Digital and Creative sector makes it hard for employers to recruit workers with the skills they need to help their businesses

grow. According to UKCES, skill-shortage vacancies are more common within the digital sector than the average across all sectors of the economy in the UK. Employers are also concerned that graduates are leaving university without the latest technical skills and softer skills required in the workplace.

Manchester Digital, the independent trade association for the city's creative and digital sector, reported in its 2015 Annual Skills Survey that 84% of digital businesses in Manchester had reported growth in the previous 12 months, up 4% from the previous year. However, with a sector built upon the talent and innovation of its workforce, 37% had been forced to turn work down because they did not have the required talent. This is down from 56% turning down work the previous year due to skill shortages, but there is still work to be done to ensure the city meets not only the current demand but also the future demand of this growing sector.

¹² Tech Nation 2016, Tech City and Nesta
<http://technorthhq.com/digital-powerhouse/>

¹³ UK Commission for Employment and Skills (2015): Sector Insights: Skills and Performance Challenges in the Digital and Creative Sector

Manchester Digital is responding to the skill gaps experienced by members and is placing an increasing focus on ensuring the sector's growth is supported by an expanding and highly skilled talent pool. One of their initiatives is their annual Skills Festival, which includes a careers fair for students considering a career in digital so they can meet directly with digital businesses offering job and placement opportunities.

There is also a growing awareness of the value of apprenticeships and an increase in businesses creating new non-graduate entry-level roles. In 2015, almost half the businesses surveyed by Manchester Digital had taken on an apprentice in the past three years. Considerable work has been undertaken over the past 18 months to develop and promote apprenticeships within Greater Manchester's digital sector, but the number of apprenticeships is still lower than might be expected given the overall number of people employed in the sector. It is notable that, in comparison with other sectors, a significant proportion of apprenticeships are at advanced and higher level, possibly reflecting the higher skill levels required in the industry.

While average productivity levels in Greater Manchester's digital and creative industries fall behind the UK average, the ability to continuously drive improvements in productivity is highly dependent on access to rising skill levels and attracting and retaining the best talent that will help the sector grow.

Partners are currently working on the skills strand of the Greater Manchester Combined Authority's strategic plan for digital, creative and tech industries in order to ensure that Manchester has a supply of skilled individuals who possess the skills demanded by employers.

CityVerve

During 2015, Manchester's CityVerve project was awarded £10million of Government funds to be the UK's Internet of Things (IoT) City Demonstrator.

IoT is about connecting physical objects with the internet and letting them talk to us, giving us new real-time data that can be used to significantly improve our daily lives. This could involve enabling people to monitor their own health and avoid preventable illness,

or providing improved transport information to help people get around the city more easily.

The groundbreaking public/private CityVerve consortium, with representatives from across industry, academia and the public sector, will utilise the power of technology to truly revolutionise health and social care, the public realm, energy and environmental management, transport and cultural interaction.

CityVerve's plans align with Manchester's ongoing devolution commitment to deliver innovative solutions to local needs, while focusing on the continued growth of the digital economy, which is expected to accelerate further as a result of the project by increasing levels of business creation and growth in the local IoT market.

A UK IoT Centre of Excellence will be created at Manchester Science Partnership's city centre campus, providing start-ups and SMEs with access to a world-leading innovation programme, working alongside leading global companies such as Cisco to develop and test new smart city solutions.

Visitor economy

Manchester's visitor economy has grown significantly during the lifetime of the Community Strategy. Its economic impact has grown by 63% from £2.46billion in 2006 to £4.02billion in 2014, while the number of jobs supported by the sector has increased by 47% from 32,620 in 2006 to 48,100 in 2014.¹⁴

This reflects growth in both the day visitor and staying visitor markets. The number of day visits to Manchester has increased by 42% (from 39.9million in 2006 to 56.8million in 2014), while the number of staying visits has increased by 29% (from 3.28million in 2006 to 4.22million in 2014).¹⁵

During the past decade, Manchester has significantly increased its international visitor markets, reflected in the growth in international visits of 26% since 2006 (912,400 in 2006 to 1,152,000 in 2015).¹⁶ Within the UK, Manchester's volume of international visits is only surpassed by London and Edinburgh, while the 2006–15 data shows that Manchester is closing the gap on Edinburgh. Ireland, USA and Germany continue to generate the highest numbers of visits to Manchester, while China and India have emerged as growing markets.¹⁷

This increased performance is being mirrored at Manchester Airport, which continues to be a major driver of growth within the region.

In terms of domestic visits, Manchester is second only to London, with a 14% increase in visits (from 2.37million in 2006 to 2.69million in 2014).¹⁸

Manchester's increased popularity as a visitor destination has led to accolades such as the 2015 New York Times' Top Places to Visit and Lonely Planet's Best Places to Visit 2016. Manchester is the only UK city to have been cited in either of these leagues.

Since 2006, Manchester has also increased its profile as a conference destination, increased its associated market and increased the number of overseas delegates hosted. Between 2009 and 2013, the conference and business events market within the city centre delivered a 61% increase in economic impact (from £289million to £466million).¹⁹

Increased demand from both the leisure and business visitor markets has attracted an increased supply of bed spaces to accommodate the growth in staying visitors.

In 2006, Manchester city centre had 5,200 bedrooms, which grew by 65% to 8,584 in March 2016. Despite this significant boost to supply, the annual hotel occupancy rate for 2015 reached a record 80%, compared to 77% in 2006. This further demonstrates the sector's growth; an average of 4,000 rooms per night were filled in 2006, compared to an average 6,850 rooms in 2015 – an increase of 71%.

14 STEAM, Scarborough Tourism Economic and Activity Monitor, Visit Manchester

15 Ibid

16 International Passenger Survey, Office of National Statistics and supported by VisitBritain

17 See footnote 14

18 Great Britain Tourism Survey, Visit England

19 Conference Value and Volume biannual study, Visit Manchester

The increased global presence of Manchester as a visitor destination is facilitating a future boost to supply, with the visitor accommodation sector expected to further expand from the current 14,000 rooms (including the 8,584 within the city centre). 2,400 additional rooms are confirmed within Manchester during 2016–20, including rooms from Holiday Inn, easyHotel, Staybridge Suites, Crowne Plaza, Motel One and Roomzzz. This will take Manchester city centre's capacity to 14,700 rooms by 2020. Current levels of interest from developers indicate that by 2020 this is likely to be exceeded.

Case study: Manchester Airport and Airport City

The past ten years have been a story of record-breaking for Manchester Airport. It is currently seeing 25 months of consecutive growth in passenger numbers, achieving a moving annual total of 23.8million passengers in April 2016.

In February 2015 it surpassed the all-time high of 22.3million passengers recorded in July 2006, having managed a decline of passenger numbers throughout the recession. Despite the number of passengers increasing, the number of aircraft movements has decreased, mainly due to the recession and increased aircraft capacity.

Passenger growth was achieved due to the introduction of routes to new destinations and the expansion of existing popular routes. The airport manages flights by 70 airlines to 225 destinations in 60 countries. The first direct link to mainland China outside London, to Beijing, was announced in October 2015. Manchester Airport is the only airport outside London with direct links to Hong Kong, Singapore, Jeddah, Dubai, Abu Dhabi, Doha and major US cities.

Passengers also benefit from improved connections to the airport. A new Metrolink line opened in November 2014 and carries 1.9million passengers annually. Improved rail connections as part of the Northern Hub

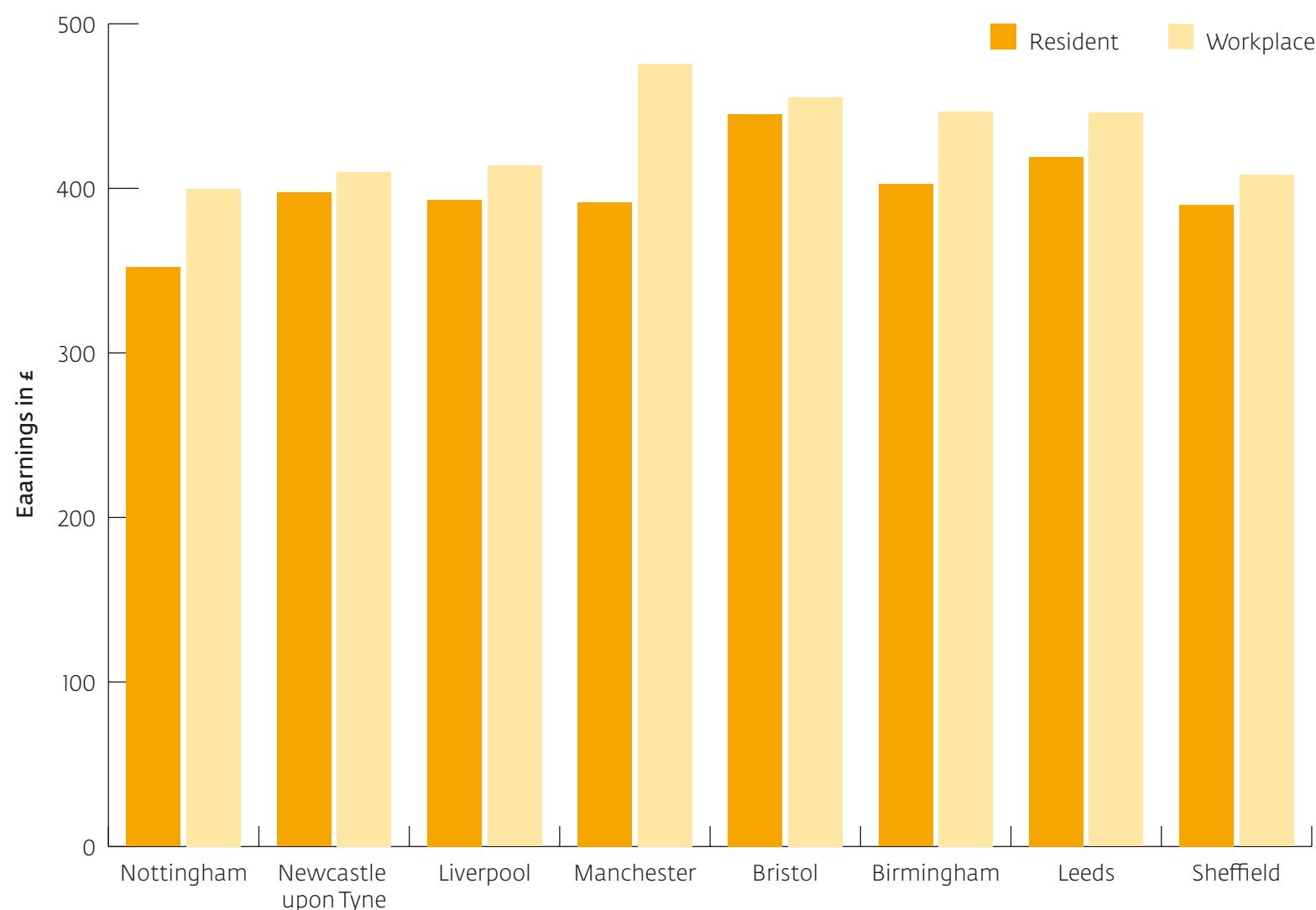
as well as a new platform at the airport station led to better connectivity and increased capacity to access the airport from across the North of England and the Midlands. A planned stop at the airport for HS2 (to be opened by 2032) will improve connectivity to the Midlands and the South, cutting journey times to London to 53 minutes. Road improvements and the expansion of the A6 relief road between Stockport and the airport will improve access by car.

In 2011, the five-million-square-foot Airport City development was announced, and construction started in 2012. The investments worth £800million will create offices, advanced manufacturing and logistics facilities, along with hotels and ancillary retail. It is one of the most significant developments in the UK since the 2012 Olympic Park and is being developed in partnership with Beijing Construction Engineering Group.

In June 2015, Manchester Airport announced a £1billion transformation programme that will see enhancements to the airport over the next ten years, including an expanded Terminal 2, faster security, pre-clear American immigration, improved airside transfer facilities, retail space and car parking. Once complete it is due to double the number of people employed by the airport and accommodate 30million passengers every year.

Figure 1.4

Resident and workplace average weekly wages –
English Core Cities (provisional 2015)



Source: Annual survey of hours and earnings, ONS (2015) © Crown copyright. Analysis by Performance and Intelligence

Wages in Manchester

Manchester's economy, in keeping with many other cities, has developed an hourglass shape characterised by a larger number of higher-paid and lower-paid jobs, with a reduction or hollowing out of the roles in between. This structure is unlikely to change in the short term, meaning that there are always likely to be lower-paid entry-level, part-time or temporary vacancies to be filled.

The gap between Manchester's workplace wages (the wages of those who work in the city but may live elsewhere) and resident wages (those who live in the city but may work elsewhere) has varied over the last ten years, ranging from a high of £99.90 per week in 2007, to a low of £54.40 in 2009. The latest available data shows a gap of £84.10 per week, which is the largest gap for any of the English Core Cities. Manchester's median workplace wage of £475.60 is the highest of all the English Core Cities.²⁰ However, Manchester's resident wage of £391.50 is the third-lowest²¹.

²⁰ England's Core Cities include Manchester, Leeds, Liverpool, Sheffield, Birmingham, Nottingham, Bristol and Newcastle upon Tyne

²¹ ONS Annual Survey of Hours and Earnings 2015

The causes of this gap are complex and long term. The recent recession and subsequent economic recovery has led to an imbalance between inflation and wage increases. As the cost of living has increased, many workers have seen their real take-home pay reduce.

Measures to address the gap in resident/workplace wages include improving the skill levels of Manchester residents and ensuring that Manchester offers attractive neighbourhoods where higher earners working in the city want to live.

Raising the wages of the lowest-paid workers also remains a local priority, and the Council introduced the Manchester Minimum Wage of £7.15 in October 2012 for all its employees. This has been reviewed and increased annually and now stands at £8.25, which is in line with the national Living Wage recommended by the Living Wage Foundation²². The Council is also seeking to influence its suppliers and contractors, as well as local schools, private companies and partners, to follow its lead and pay the Manchester Minimum Wage to their employees.

Low-carbon economy

As Manchester's population and economy have continued to grow, the city has recognised the importance of transitioning to a low-carbon economy.

Responding to the 2008 Mini-Stern Review into the predicted economic impacts of climate change, Manchester saw that the city was well placed to turn essential climate-change action to economic advantage, by leading the way in adaptation, harnessing our strengths in research, and promoting a positive investment environment for low-carbon businesses.

In 2009, the Council issued a 'call to action' on climate change, and over 200 individuals and 100 organisations worked together to produce the city's first-ever climate-change strategy and action plan, Manchester – A Certain Future (MACF). This was revised in 2014, taking into account changes in Government policy, the latest scientific research, and input from stakeholders, to arrive at a vision of what Manchester's low-carbon economy could look like.

In 2015, a new MACF indicator was developed to compare economic activity and emissions, or 'carbon intensity'. The latest estimates show

that Manchester's economy reduced its production of CO₂ per £1million GVA by 30% between 2005 and 2014.²³ It is estimated that for the city to meet its 41% carbon reduction target, a 57% reduction is required by 2020.

In terms of the size of Manchester's low-carbon environmental goods and services sector, the latest figures estimate that in 2011/12 Manchester had 534 companies in this sector employing 9,924 people. In early 2015, the Government changed the definition of this sector but has not produced city-level data, and therefore more recent analysis for Manchester is not currently available.

Manchester's businesses are being supported to lower their carbon emissions and become more resource-efficient through the Green Growth programme run by the Greater Manchester Business Growth Hub. This programme is also helping the city's low-carbon businesses to grow, increasing their sales and number of employees, and safeguarding jobs. From June 2014 to May 2015, 47 Manchester businesses

²² Some new employees join the Council on a six-month probationary period, during which their salary is £7.46 per hour. After six months this rises to £8.25

²³ MACF Annual Report 2015

received support from the Business Growth Hub Green Growth service, and their total cost savings were £649,000, with 1,720 tonnes of CO₂e saved over this time.²⁴ The service has also launched a virtual Low-Carbon Network to raise the profile of businesses in the low-carbon sector, and a Green Growth Pledge to help businesses demonstrate their commitment to becoming greener.

Sustainable procurement

Sustainable procurement has significant potential to develop Manchester's low-carbon economy further, as well as having wider positive social and economic impacts. In 2008, the Council introduced a Sustainable Procurement Policy, which set out to embed the principles of sustainability within its procurement activities, with specific environmental criteria introduced to tender evaluations. In addition, research carried out into the impacts of the Council's spend with its top 300 suppliers showed that the application of the Sustainable Procurement Policy had increased the proportion of money spent within the boundaries of Manchester from 51.5% in 2008/09 to 68.9% in 2014/15.²⁵

In 2013, the Government introduced a Public Services (Social Value) Act, which requires local authorities to consider the social, environmental and economic value obtainable from public service contracts, before procurement begins. In response to this, the Council contributed to the development of a Greater Manchester-wide Social Value Policy and Evaluation Framework, which was adopted by the Council in January 2015 and incorporated into its procurement procedures. One of the key objectives of the policy is to promote environmental sustainability, and the evaluation framework ensures that environmental considerations are part of tender evaluations.

Conclusion

Manchester has seen significant economic growth over the past decade, remaining resilient through the 2008-2009 recession and establishing itself as the most important economy in the UK outside London.

Public and private investment in major projects and infrastructure has helped to diversify the economy; it has also provided increased amounts

of high-quality office space and supported a new wave of exciting growth sectors, such as the creative, cultural and digital sector.

Commercial property developments, additional residential accommodation, improved transport connections, world-class cultural, retail and leisure facilities and international events have enhanced Manchester's position as a great place to visit, live, work and do business.

Over the next ten years, Manchester will need to ensure that it earns its living in an increasingly competitive world, in which patterns of trade are changing, new economies are growing rapidly, and where a changing global climate puts a premium on shifting to a low-carbon economy.

With powers being transferred from the Government to Greater Manchester and a growing recognition of the city's economic

²⁴ CO₂e means carbon dioxide equivalent and takes into account the emission of not just carbon dioxide but also other greenhouse gases such as methane and nitrous oxide, based on their relative potential to contribute to global warming

²⁵ Research carried out by CLES annually between 2009 and 2015

potential, Manchester needs to continue to play its part in the economic growth of Greater Manchester and the Northern Powerhouse and seize the opportunities these bring in order to shape the city's own future.

The biggest challenge ahead is to continue to generate sustainable economic growth while ensuring that the benefits of this growth are shared equitably across the city, with all residents sharing in the city's success. Work will continue to transform the lives of Manchester residents by helping them to develop the skills employers require.

Population

Introduction

According to the Manchester City Council Forecasting Model (MCCFM), in 2015 approximately 540,000 residents were living in the city (well ahead of the Community Strategy target of 480,000). This compares to data released by the Office for National Statistics (ONS) in June 2016, which estimated that Manchester's population had reached only 530,292 by mid-2015 (Office for National Statistics (ONS) Mid-Year Estimate (MYE)).

The Office for National Statistics has underestimated the population of the city on a reasonably consistent basis every year from 2001. However, in recent years the gap in the different forecasts has widened, partly as a result of the ONS methodology (introduced in 2010), which calculates the national and regional distribution of international migrants differently than the MCCFM – the key driver of Manchester's recent population growth.¹

MCCFM was developed to enhance the mid-year estimates from ONS and to provide projections for small areas, using local administrative datasets from up-to-date school censuses, higher education data and National Insurance numbers (NINo).

MCCFM has also redistributed children and young adults, using ward-level birth and mortality figures to improve accuracy, as well as redistributing adults based on the electoral register. While keeping to the average growth rate seen over the past decade, the model is also aligned to the city's expected residential development pipeline, recognising that growth in the city will not be distributed evenly.

A look in the rear-view mirror

Manchester's population has grown rapidly over the past decade, with the number of people living in the city increasing by over 80,200 between 2001 and 2011 – a rise of nearly 20%, the highest of any town or city in the UK. The city's population growth averaged around 1.7% per year between 2001 and 2011, more than double the national average (0.7%) (Figure 2.1). This growth has been a reflection of the city's changing economy and the new jobs being created across a broad range of sectors at a wide range of incomes across the city.²

Population growth has occurred across the whole city, but has been concentrated in the city centre and surrounding wards (see Map 2.1). In 1981, fewer than 600 people lived in the heart of Manchester. However, in the region of 50,000

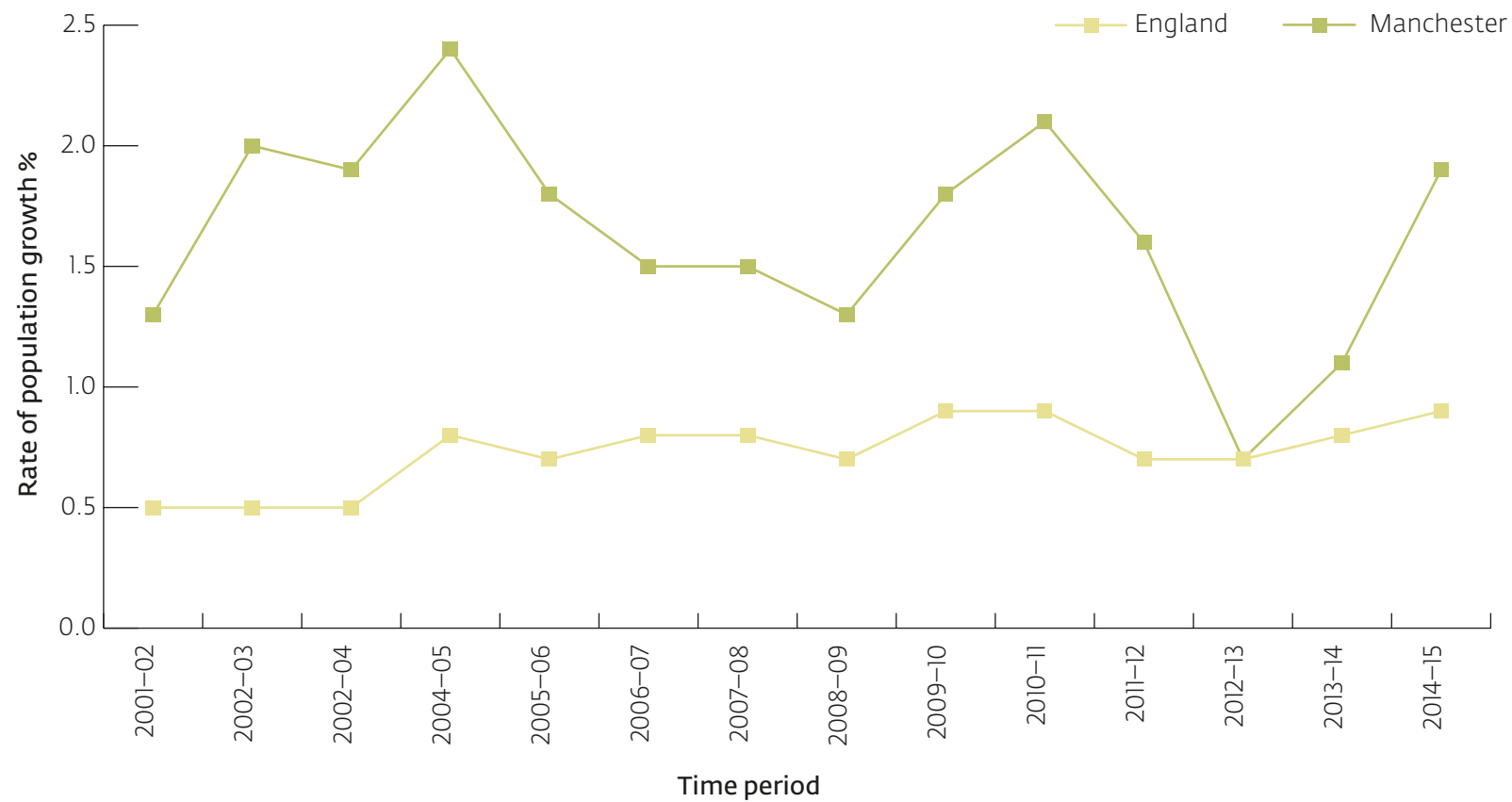
people live in the extended city centre today, with the City Centre ward itself growing from 6,975 in 2001 to 20,171 in 2014 (2014 MYE). Graduates, young professionals and students have been attracted by the growth in skilled jobs and an increasingly attractive accommodation, leisure and cultural offer.

¹ Following the 2011 Census (which gave a Manchester population figure more in line with pre-adjusted methodology) a set of revised estimates was issued but the new methodology is used in the current population projections for 2014

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

Figure 2.1

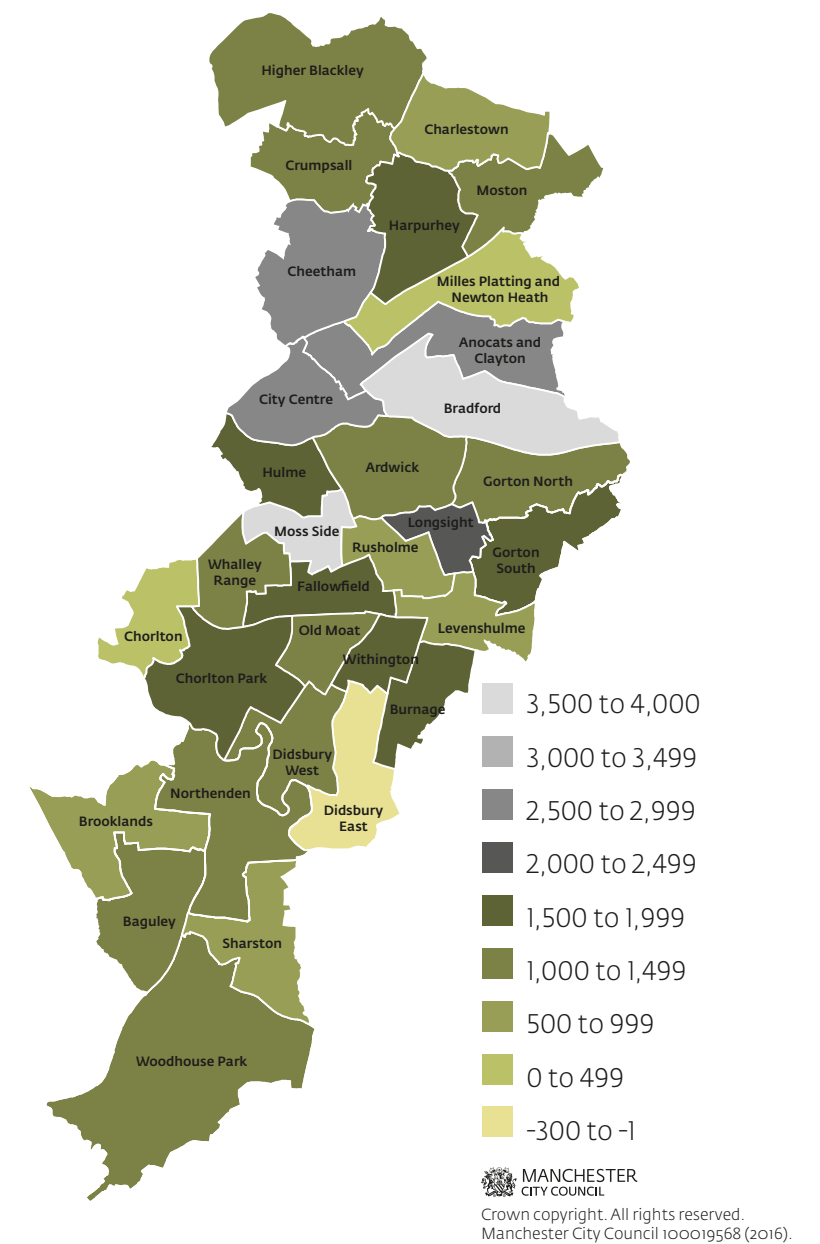
Rate of population growth (%), 2001–15



Source: Revised Mid-Year Estimates of Population, ONS © Crown copyright

Map 2.1

ONS population change by ward 2011–2016



Source: Mid-Year Estimates of Population, ONS © Crown copyright; analysis by PRI

International migration has driven population growth

The fallout from the economic downturn has continued to drive international migration, with economic migrants from struggling EU15 Mediterranean countries making up an increasing proportion of new arrivals to the city. Net long-term migration to the UK was up year-ending June 2015 with a rise in immigrants from the EU, including an increase in citizens of EU15 (pre-2004, including Spain, Portugal, Italy, Greece) and EU2 (Romania and Bulgaria).

Wards close to the city centre such as Cheetham, Moss Side and Gorton South have continued to attract international migrants with a combination of housing, commercial space and established support networks linked to language, nationality and faith. These reception neighbourhoods have traditionally had a high turnover of residents, and while pockets of transience remain, there is evidence to suggest that families are looking to stay and lay down roots in these neighbourhoods over the long term.

Over the past ten years, National Insurance number (NINo) registrations in Manchester have fluctuated from a low of just below 9,000 in 2009/10 to just over 14,000 per annum in 2014/15, the highest since records became available in 2002. In recent years, the largest growth in numbers has been from Spanish and Romanian nationals, both peaking in 2014/15, and Italian nationals, who reached their highest level in 2015/16 (Figure 2.2).

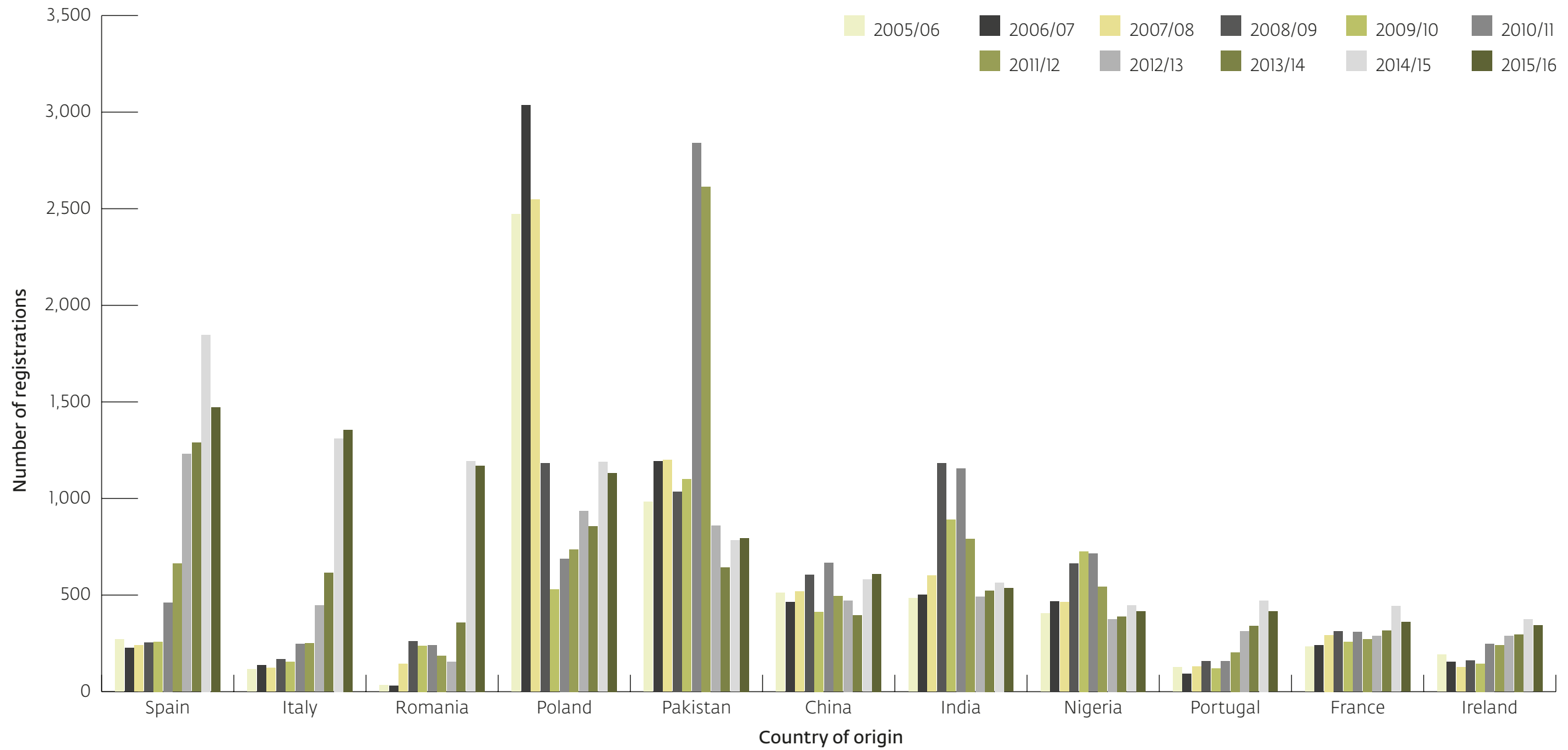
The total number of NINo registrations made in Manchester to overseas nationals by the Department for Work and Pensions (DWP) in 2015/16 was 13,322, a decrease of 763 or 5.4% on the very high levels seen in 2014/15. The largest number of registrations (1,472 or 11%) still came from Spain, with Italy, Romania and Poland also featuring among those countries with more than 1,000 registrations.

14.2% of registrations in 2015/16 were from adults from the eight European Union Accession States (EU8). Poland was the largest contributor, accounting for 8.5% of all

registrations, though this was a slight decrease in total numbers compared to last year. EU2 nationals from Bulgaria and Romania accounted for 10.8% of all NINo registrations, with Romanian nationals by far the largest proportion of those, although numbers appear to have stabilised over the past year. Pakistani nationals accounted for 6% of all registrations, similar to 2014/15 (Figure 2.2).

Figure 2.2

NINo registrations 2005/06 to 2015/16 (Manchester)



Source: 100% sample from National Insurance Recording System, DWP. © Crown copyright.
Countries with over 300 registrations in Manchester in 2015/16

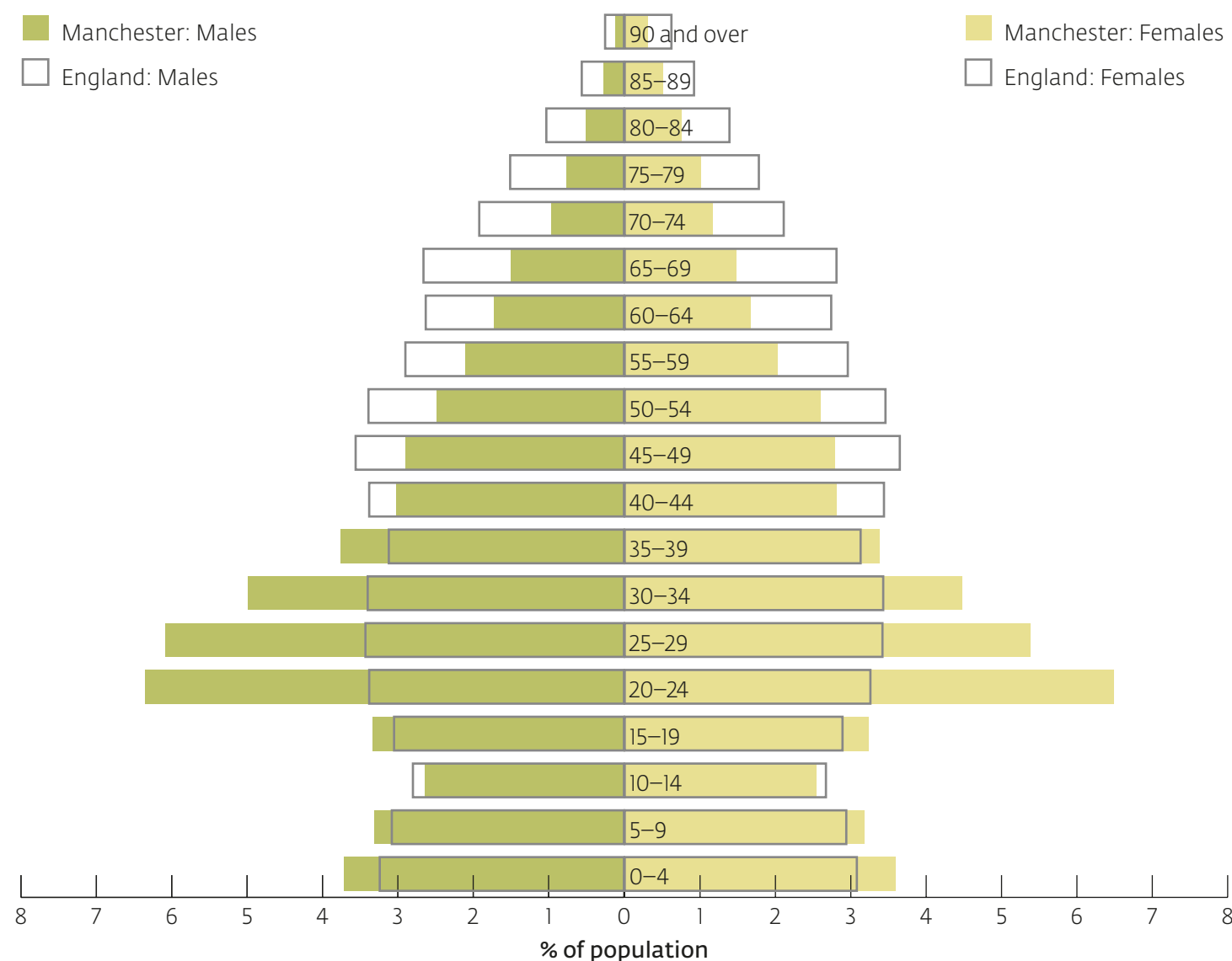
An increasingly youthful and talented population

A growing number of graduates from Manchester's universities are choosing to stay in the city, along with other graduates from around the country who are attracted to high-skilled growth sectors within the regional centre and more affordable housing. This has been linked to the increasing number of apartments offered for rent and the high concentration of skilled, knowledge-based jobs within a diversified private-sector economy across an increasingly extended city centre.

The number of 20 to 29-year-olds living in Manchester has increased from 86,600 in 2001 to 128,900 in 2015 (MYEs), which in part will be due to increased graduate retention. In 2015, almost a quarter of residents were aged 20 to 29 compared to 13.4% across England (see Figure 2.3), further highlighting Manchester's rapidly growing younger population profile compared to the national average. The working-age population in the city has also increased (66% to 71% between 2001 and 2011) with the largest increase recorded in the city centre, where 94.4% of people were of working age in 2011 – again strongly linked with the city's broadening economic base.

Figure 2.3

Population by age band: Manchester and England
(2015 mid-year estimate)



Source: Office for National Statistics, © Crown copyright

Manchester continues to be popular with students who choose to study at one of the city's higher-education institutions, including The University of Manchester (the largest university in the UK) and Manchester Metropolitan University. According to the Higher Education Statistics Agency (HESA) there were 70,800 students (full and part-time) attending Manchester's higher-education establishments in 2014/15. Although not all those enrolled have a term-time address in the city, there are a number of students studying at universities in neighbouring districts who chose to live in Manchester. The number of resident students makes up about a tenth of the current resident population.

The recent decline in Manchester's overall student population can be attributed to the 2010 reform of higher education, which included provision to allow universities to charge tuition fees of up to £9,000 for an undergraduate (UG) degree course.³ This led to a fall in first-year UG enrolments across all three universities, a trend that was also reflected at the national level. However, by 2015/16 The University of Manchester's first-year enrolments recovered to levels only 3% below that of 2010/11. Elsewhere, Manchester Metropolitan University is slightly higher⁴ – up by 1%.

While the size of the total student population is expected to remain at a slightly reduced level (until the temporary reduction in student enrolments works its way through the system), an increasing number of new entrants are expected to drive the total student population back to a position comparable with the situation prior to the fee rises in 2012.

Students have traditionally lived in parts of south and central Manchester, principally along the Wilmslow Road corridor, with particularly high concentrations in parts of Fallowfield and Withington wards. However, a thriving good-quality apartment rental market and large bespoke student housing developments have helped to spread student accommodation northward towards the city centre and the surrounding wards over the past decade.

The estimated child population of Manchester (aged from birth to 16) between 2001 and 2011 grew by an average of 1.3% per annum, with growth starting slowly at the beginning of the decade and accelerating to reach 2.7% growth by 2011. Since then, growth has averaged 2.8% between 2011 and 2016.

The child population is not spread equally across age groups or within the city. Wards such as Moss Side, Cheetham, Longsight and Rusholme have an above-average number of children within each household, including many from Black and Asian ethnic groups.

There is an increasing number of children coming through the school system and this current trend is set to continue until at least 2018. If international immigration is as high as local intelligence suggests and more families with preschool children choose to remain in Manchester, then the city expects to see continued pressure on school places in the near future.

Older people

The first of the post-war baby-boom generation reached retirement age in 2011. Manchester is currently experiencing higher numbers of residents aged 65–70, which should continue

³ The new fees became payable in September 2012 by any citizen from the United Kingdom and students originating from the rest of the EU

⁴ Baseline as per data availability – 2010/11 at Manchester Metropolitan University

for a few more years before numbers reduce again. Older people form a much smaller proportion of the population in Manchester than seen nationally, and although the number is increasing, the proportion is currently decreasing, set against an above-average proportion of young adults. While there are a number of settled communities of older people towards the outskirts of the city, some live in more central areas where they can become isolated.

The characteristics of Manchester's older residents mean they are more likely to place high demands on health services and suffer from long-term limiting illnesses at an earlier stage in their life than nationally. Manchester has a very low healthy life expectancy (years living in good health) compared to the rest of England,⁵ currently one of the lowest in England. Life expectancy for someone born and living in Manchester has improved but is similarly very low, at nearly four years below average.⁶

Approaches taken by the Council and its partners through Age-Friendly Manchester initiatives aim to improve social participation

of older residents, and the quality of local communities for older people. These initiatives are key to reducing the high demands on services, together with extending and improving the quality of life for Manchester's older population.

A diverse and welcoming city

Manchester's diversity is a welcome and vital part of the city's success. Our diverse population with its vast array of languages and cultures is increasingly attractive to those businesses seeking to operate in the global marketplace.

Manchester has a global reputation as a welcoming city, and residents have a proud track record of positive integration and respecting one another's cultures, faiths and ways of life. The city embraces and works to improve the lives of the minority groups that make up its diverse character.

In 2011, 33% of people living in Manchester (168,000 residents) were from an ethnic minority group (EMG) background compared to 7% across the UK. This has continued to grow in recent years with new economic migrants joining well-established EMG communities

from Pakistan, Bangladesh, China, Nigeria and Somalia, as well as university students from far-east Asia, particularly China.

The proportion of residents within the White broad ethnic group fell in Manchester from 81% in 2001 to 66.6% in 2011, 18.8 percentage points below the average for England⁷ (Figure 2.4). These are the most recent data for all ages by ethnic group and will not be updated until the next census in 2021.

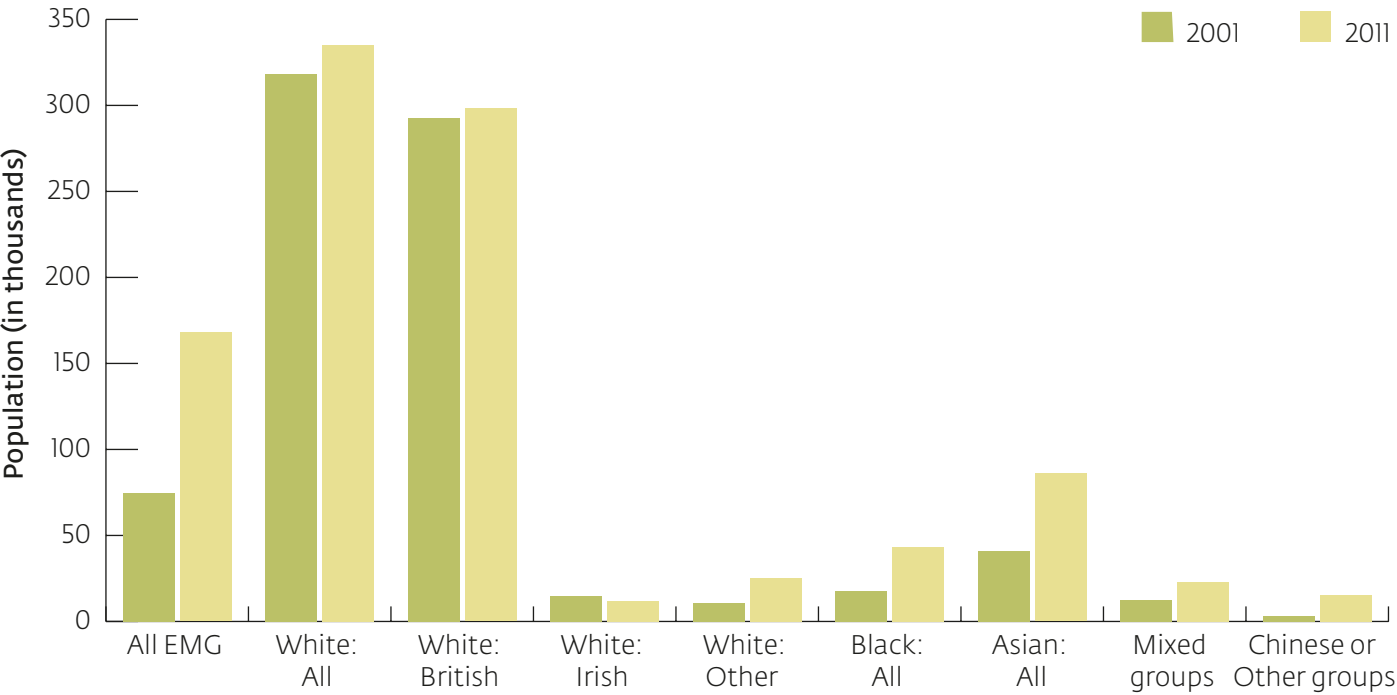
5 Healthy Life Expectancy (HLE) at birth by Clinical Commissioning Groups (CCG): 2012–14, ONS

6 Life expectancy and health life expectancy at birth by local areas in England

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

Figure 2.4

Ethnicity – 2001 and 2011

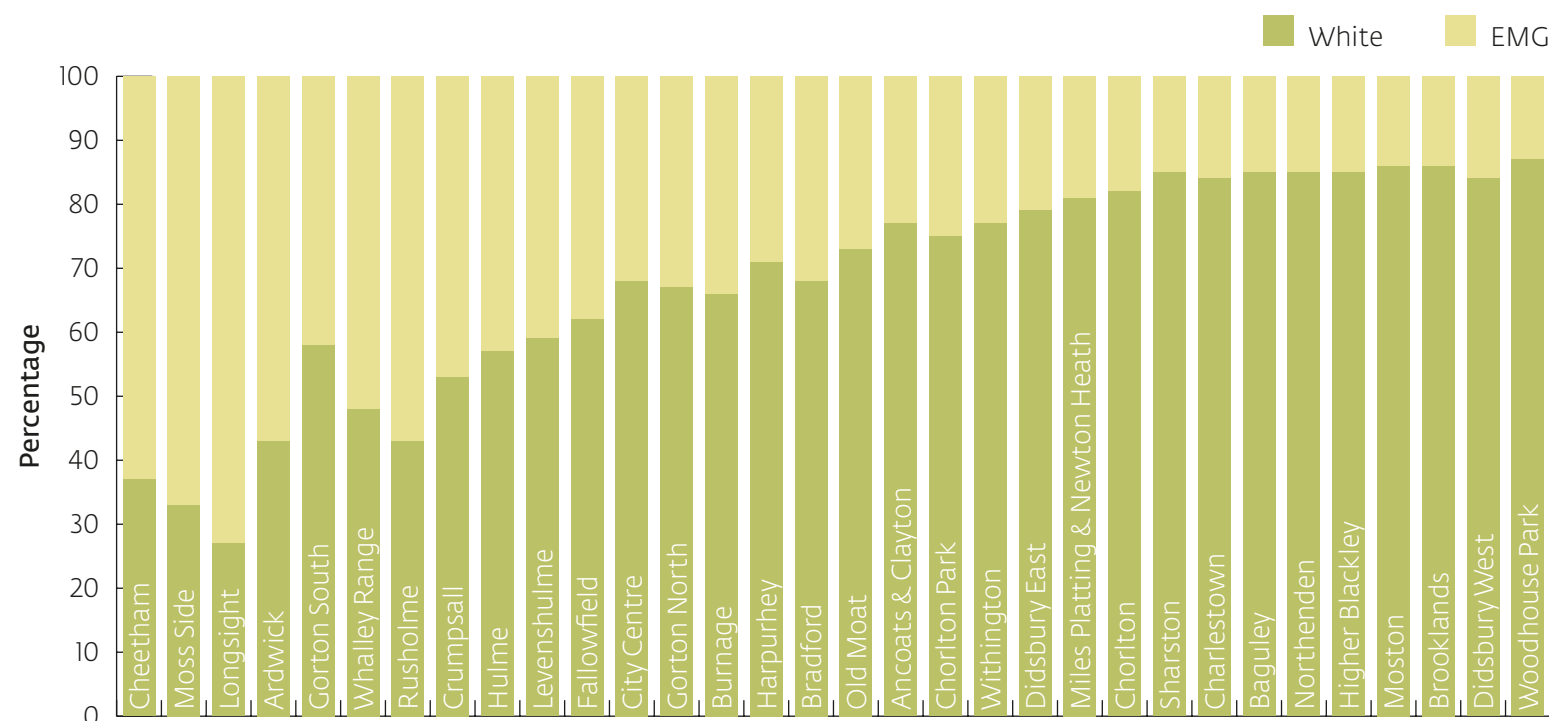


Source: Tables KS201 (2011 Census) and KS006 (2001 Census), ONS © Crown copyright

The distribution of people from EMG communities is not uniform across the city. The difference in the proportion of residents from ethnic groups other than White ranges from 73% in Longsight to 13% in Woodhouse Park (see Figure 2.5).

Figure 2.5

EMG residents as a % of total ward population
(2011 Census)



Source: Table KS201, 2011 Census, ONS © Crown copyright

Across the city in 2011, 10% of residents lived in households with no English speakers compared to 4% across England. In some of the city's most diverse wards there is a large number of residents who do not speak English well or at all. Cheetham ward for example has a local neighbourhood where only 32% of residents speak English as their main language.

The school census shows that there are around 190 languages spoken by pupils attending schools in the city. The percentage of pupils recorded with English as an additional language has risen from 23.5% in 2005 to 38.5% in 2016.

Future trends

The city's population growth is expected to continue, with MCCFM predicting that the total population will exceed 615,000 by 2022.⁸ While all current projections (Figure 2.6) point to continued growth, there is a varied pace reflecting a level of future uncertainty across a range of growth indicators.

In the same way that changes to immigration rules and student tuition fees impacted on Manchester's growth over the past decade, external influences will continue to have a major bearing on the future population and demographic profile, which could lead to increases or decreases in growth.

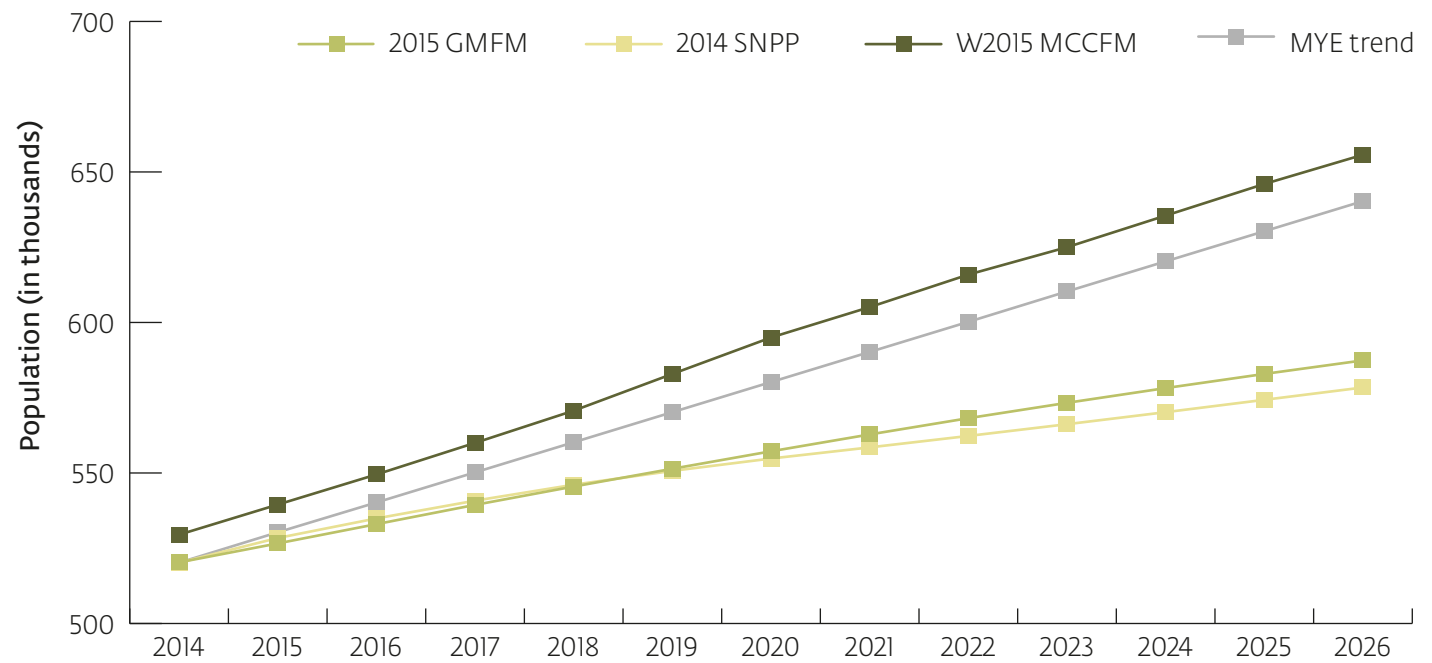
Expected future levels of international migration remain the key difference between the range of forecasts shown in Figure 2.2. At the same time, the Council's own MCCFM forecast reflects the city's ambition to build a minimum of 25,000 new homes over the next decade. A significant undersupply of new homes in the period from 2009 showed that despite continued population growth, a considerable part of Manchester's housing

⁸ Manchester City Council Forecasting Model, W2015

market is shaped by the health of the economy and subsequent national policy. Any continued undersupply of housing could become a major impediment to economic growth over the coming decade, although there is no evidence to suggest it has slowed population growth to date.

Figure 2.6

Population projections and forecasts, 2014–26



Source: 2014-based SNPP and 2002–14 MYE, ONS © Crown copyright; 2015 Greater Manchester Forecasting Model, © Copyright Oxford Economics Ltd; Manchester City Council Forecasting Model W2015, Manchester City Council

Transport

Strategic overview

The city's transport system has an enormous influence on the lives and prospects of Manchester's residents, and on the economic performance and environmental wellbeing of the city as a whole. Improving transport contributes to our growth, people and place objectives, and most of the priorities described in the Community Strategy. Specifically, to enable people to access jobs in the city, we need an integrated, attractive and efficient transport system linking residential communities to employment centres. High-quality transport links and transport information are important elements of our work to address the big challenges we face, particularly worklessness and social exclusion.

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

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

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

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

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

Analysis of progress

A competitive economy

During the period of the 2006–15 Community Strategy, significant progress has been seen in the planning and delivery of major transport investments that are critical to Manchester's future economic competitiveness and environmental wellbeing.

In this period we have seen the publication of the second Greater Manchester Local Transport Plan (GMLTP2) in 2006 and also the third plan covering the period 2011–16. As required by the Local Transport Act 2008, this third Local Transport Plan contains the policies of the Integrated Transport Authority (in the case of Greater Manchester this was Transport for Greater Manchester from 1 April 2011) for the provision of safe, integrated, efficient and economic transport to, from and within the area. Although these policies build on the overall direction of transport strategy set out in the previous Local Transport Plans, LTP3 now replaces and supersedes GMLTP1 and 2. In addition, there was also publication of the Transport Strategy for Manchester City Centre. Greater Manchester has performed extremely well against the undertakings made in these plans and strategies.

At a national and regional level the One North Report and the establishment of Transport for the North, with the support of the Government, propose major investment in improved connections between the cities of North England as part of a Northern Powerhouse. These proposals are complementary to the plans for High Speed Rail 2 (HS2), which will provide vital additional north–south rail capacity between Manchester and London.

Schemes delivered or under construction are described in more detail below and include the completion of the Metrolink extension through Wythenshawe to Manchester Airport, the Metrolink Second City Crossing scheme, and the Bus Priority package, which will link key bus routes across the city centre. 2015/16 has also seen major progress in implementing plans to improve cycling facilities in the city, with work underway to provide schemes funded through the Cycle City Ambition Grant – the most significant investment programme in cycling the city has seen.

Looking forward, some of the city's most ambitious future investments centre on transport improvements, including the completion of the Northern Hub Rail improvements. The

construction of the Ordsall Chord, which will connect Victoria Station to Piccadilly and Oxford Road stations, is underway, and work is progressing well, with completion of the scheme expected by the end of 2017. The Piccadilly and Oxford Road Capacity scheme, which will increase capacity at Piccadilly and Oxford Road stations, went to public enquiry in September 2015; a decision is awaited from the Secretary of State.

The modal split of trips to the Regional Centre continues to emphasise the effectiveness of our strategic approach and investment programme. The city has experienced considerable economic growth, supported by significant public transport improvements. While the overall number of trips to the city centre has increased, there are now 16% fewer vehicles entering the Regional Centre in the morning peak, and 20% fewer off-peak, than there were in 2006. From 2006 to 2015, in the morning peak, the number of rail passengers has increased by 38% and the number of Metrolink passengers by 81% (the figures for the off-peak period are 28% and 69% respectively). The increase in Metrolink patronage is associated with the opening of the South Manchester, Oldham and Rochdale, East Manchester and Airport lines and the spur to

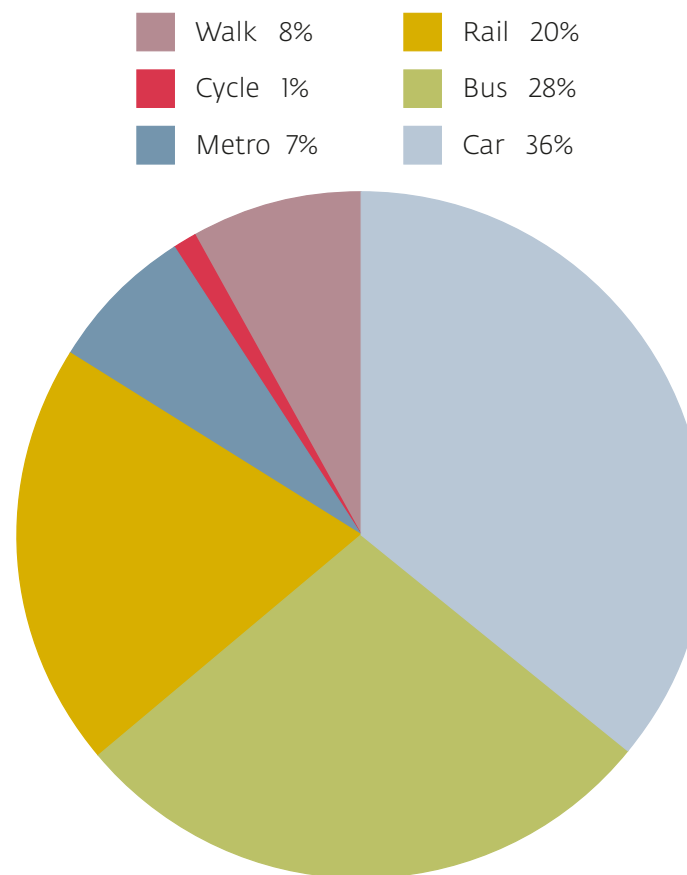
MediaCityUK. With the completion of the Second City Crossing in 2017 growth in patronage is expected to increase further.

Overall, in 2015 the inbound modal share for the regional centre was 26% car and 74% non-car in the morning peak, and 29% car and 71% non-car in the off-peak. A key challenge over the coming years is to ensure that the necessary public transport capacity is in place to support future growth.

Between 2006 and 2015, walking trips to the regional centre increased by 40% in the morning peak and 74% in the off-peak. Cycle trips have more than trebled in this same period. The number of cycles entering the Regional Centre in the morning peak was 470 in 2006 and 1,648 in 2015, an increase of 250%. The number of cycles entering the Regional Centre in the off-peak was 139 in 2006 and 486 in 2015, also an increase of 250%. Figures 3.1 and 3.2 show the morning peak modal share.

Figure 3.1

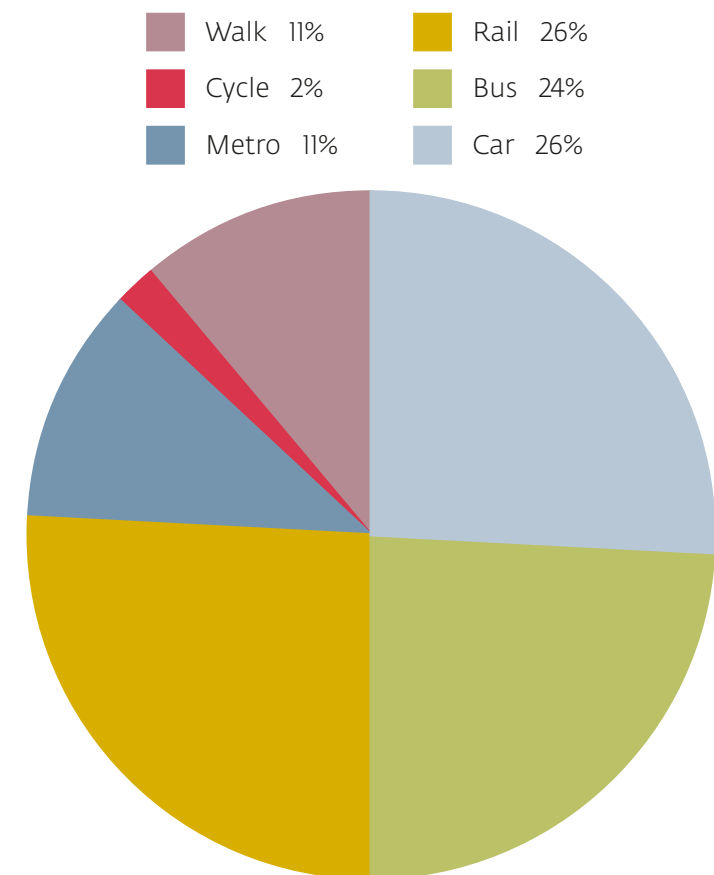
Modal share in the Regional Centre (morning peak) 2006



Source: Report HFAS 1777, December 2006

Figure 3.2

Modal share in the Regional Centre (morning peak) 2015



Source: Report HFAS 1777, December 2015

Traffic change data

The following information is compiled and provided by Transport for Greater Manchester Data Solutions Department. The latest data available is from DSD Report 1843 Transport Statistics Manchester 2014 Main Report, issued in December 2015:

- The busiest motorway section: M56 (J3-4) – 24-hour Annual Average Weekday Traffic (AAWT) flow estimated 166,700 vehicles.
- The busiest non-trunk road: A57(M) Mancunian Way, Manchester City Centre – 24-hour AAWT flow estimated 89,800 vehicles.
- 2006–2014: Traffic flows on A and B roads in Manchester have decreased by 6.6% compared to a 7.3% decrease in Greater Manchester and a 3.5% decrease nationally (major urban roads).

Table 3.1

Public transport patronage in Greater Manchester (2006/07 compared to 2015/16)

| | Bus (m)* | Rail (m)* | Metrolink (m)* | All (m)* |
|---------|-------------|--------------|-------------------|-------------|
| 2006/07 | 226.3 | 20.7 | 19.8 | 266.8 |
| 2015/16 | 208.5 | 25.1 | 34.3 | 267.9 |

*(m) = millions

Source: TfGM operational data

Public transport patronage has increased between 2006/7 and 2015/16, and since 2010/11 the number of trips has increased year on year, which may in part be a reflection of an improving economic outlook, but may be driven primarily by increased patronage on the train and Metrolink network following a period of Metrolink line extensions.

The city's wider economic and social relationships are also dependent on the quality of the transport infrastructure. To improve national and international connectivity, comprehensive plans have been initiated to enhance the region's rail network and airport capacity. Particularly relevant are the programmes to promote the delivery of high-speed rail to Piccadilly and Manchester Airport, and proposals to increase the airport's capacity and commercial activity.

The arrival of HS2 at Piccadilly and Manchester Airport will provide a vital enhancement in capacity on the route to the Midlands and London. It will boost regional and local connectivity, and greatly enhance these locations' investment potential. To ensure that these opportunities are fully exploited,

the Council and its partners are preparing clear and compelling growth strategies that maximise development potential.

The commercial potential of Airport City is explained in the Growth section of this report, but the rationale for this investment is rooted in the potential expansion of services at the Airport. Despite a reduction in passenger numbers during the recession, since 2006 the Airport has recorded an increase in total passengers: from 22.3million in 2005/06, to 23.8million in 2015/16 (up 6.8%) (source: Manchester Airport Traffic Statistics, Manchester Airport Group).

Access to opportunity

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

Metrolink expansion

Expansion of the Metrolink network has improved connectivity across the city region. Over the past ten years, new lines have been opened to Ashton-under-Lyne, East Didsbury,

Rochdale, and the Airport. The new Metrolink lines provide a fast, frequent, efficient and environmentally friendly form of public transport for communities in areas not currently served by either tram or train.

The Metrolink network through the city centre has also been resurfaced, and the work to create a Second City Crossing (2CC) is well underway and expected to be complete in early 2017. Providing a second line through the heart of Manchester city centre, 2CC will increase the capacity, flexibility and reliability of all the network's new lines and enable them to maximise operation.

Bus priority package

Although over the period 2006–15 there has been an 8% decline in bus patronage, buses remain a vital part of Manchester's transport offer. There has been significant investment in the network and the buses that operate on it, with some routes now being served with more efficient and cleaner hybrid buses. In terms of infrastructure, there has been the extensive introduction of Quality Bus Corridors covering most of the key route network. In addition, the first elements of the bus priority package were delivered during

the past year, and work is well underway to deliver the vital city-centre and Oxford Road elements of the scheme. When complete, the network will stretch 25 miles, including enhancements for cyclists, and in some cases fully protected Dutch-style cycle lanes. The scheme will allow faster, more reliable and more punctual bus services on an improved network to key destinations, such as employment, education, health, leisure and retail centres, in a single bus journey. This latest round of investment in bus infrastructure will support the operation of more cross-city bus routes and improve the reliability of bus journey times.

Three of the six routes will be in Manchester, enhancing the Oxford Road Corridor, Portland Street and Shude Hill. From the regional centre the routes will run directly towards the areas of Leigh, Atherton, Middleton and Parrs Wood.

A healthier city

Active travel

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

The Council encourages walking by maintaining its network of pavements, crossings and footpaths, ensuring that they are in good order, and investing in street cleansing. We also use the development management process to plan places that encourage walking and cycling as much as possible. The growth in walking and cycling trips to the Regional Centre demonstrates that our approaches have been successful, although it is important these efforts are maintained and extended. The growth of active travel is also linked to the growth of Manchester's population, in particular the growth of the population within and near the Regional Centre.

Over the past year, the walking charity Living Streets has run a pilot programme in Manchester schools to address the decline in walking rates as pupils move from primary to secondary school. The project offers targeted support for this transition and currently has five secondary schools and 18 primary schools taking part. Living Streets has also recently secured further funding to continue the work it has been doing in Manchester.

The Cycle City Programme being delivered in partnership with Transport for Greater Manchester (TfGM) and the other nine districts is intended to improve what we offer to existing and new cyclists. Working in partnership with TfGM, a £41.1million Cycle City Ambition Grant was secured by Greater Manchester to enhance and maintain the network of cycle lanes and paths. The programme is intended to create a city fit for the future: a healthy, safe, sustainable city that people want to live in, work in and visit.

The road with the highest 12-hour weekday pedal-cycle flow: B5117 Oxford Road, Higher Education Precinct – 1,602 pedal cycles between 7am and 7pm (constant figure since the last reporting period in 2011).

The average 12-hour weekday pedal-cycle flows on A and B roads in Manchester were 288 and 352 respectively. These are much higher than the averages for all districts of 133 pedal cycles for A roads and 115 pedal cycles for B roads.

These figures are strengthened by the Council's delivery of school cycle proficiency (Bikeability) and the Local Sustainable Transport Fund Cycle Commute project, which offers a range of

cycling initiatives to increase cycling across the region. Significant training and cycling support programmes have been delivered throughout Greater Manchester, including:

- 2,095 one-to-one training sessions
- 4,147 other sessions (group rides, Learn to Ride training, Road Rider Ready training)
- 3,053 maintenance-training sessions
- 264,000 employees in more than 420 businesses engaged in travel-planning activity.

Over 680 HGV drivers have also attended the new Safe Urban Driving course to raise awareness of vulnerable road users, and 354 people have attended ride-leader training.

Road safety

There were 723 reported road-traffic collisions (RTCs) in Manchester during 2015, and 134 people were either killed or seriously injured (KSI) that year as a result of such collisions. KSI casualties during the latest 12-month period (to March 2016) are 36% less than the baseline figure. The baseline is established using the average number of KSIs per year between 2005

and 2009. It provides an important measure for determining progress in making our roads and communities safer.

Throughout the period 2006–15, Manchester has worked through the Casualty Reduction Programme to improve the safety of Manchester's neighbourhoods by reducing traffic collisions. Since 2012, when the Council committed to make all non-major residential streets 20mph, Manchester has embarked on an ambitious programme of 20mph speed-limit areas. These now cover many residential areas across Manchester, including Chorlton in the south-west, Gorton in the east, Didsbury in the south and Miles Platting in the north, as well as the city centre, with further expansion to follow.

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

Sustainable growth

Reducing transport emissions helps to support the Council's wider objectives, such as

promoting economic growth and neighbourhoods of choice through creating a more attractive environment. From 2005 until 2013, Manchester's transport emissions reduced by 14.7% (DECC figures to 2014 will be made available this summer). This figure coincides with the higher patronage of public transport and reduction in car use across the city during this period. Indirect benefits include reduced congestion and improved public health-related conditions through higher levels of physical activity. Further information on carbon reduction is presented in the chapter on environment and climate change.

A network of electric vehicle charging points has been installed across the whole of Greater Manchester. The Greater Manchester network consists of 160 'fast charge' posts (all of which are dual-headed offering two charging sockets per post, which means 320 charging sockets are available) and four 'rapid' chargers, which provide the facility to recharge a vehicle in 20 to 30 minutes. The network is currently free to use (to be reviewed late 2017) and can be accessed via RFID card, smartphone app or by phone. Charge-point use continues to rise, with over 3,769 individual charging sessions being made

in March 2016 alone. The Greater Manchester Electric Vehicle Scheme currently has 1,164 members, with an average of 50 new members joining every month.

The bus fleet profile within Greater Manchester has continued to improve, increased deployment of low-emission vehicles on key service routes. The proportion of hybrid diesel-electric vehicles observed in 2015/16 Q2 is 19.6%, compared to 16.9% in 2014/15. The hybrid bus fleet is being deployed on a number of key services operating in the region, including the Bolton, Stockport and Manchester Metroshuttle services and key radial routes into the Regional Centre. It is worth noting that TfGM currently owns 104 low-carbon emission buses (101 hybrid and three electric vehicles), of which 52 are deployed on the general and Metroshuttle service networks. The proportion of Euro IV or above is standing at 80.1% (2015/16 Q2).

Highway maintenance

With a value of over £2billion, Manchester's highway network is the Council's most valuable asset. It plays a vital role in supporting the authority's vision and its strategic priorities; regeneration aspirations will rely on effective

transport links to enable employees and visitors to access new homes and workplaces, and for the businesses in and around our city to grow. An effectively maintained local road network also helps to shape the character and quality of the local areas it serves, and makes an important contribution to wider local authority priorities, including regeneration, social inclusion, community safety, education and health.

The highway network is an expensive asset to maintain and Manchester has, in common with other councils, underinvested in maintenance over many years, particularly given the restricted level of Local Transport Plan (LTP) capital funding from the Government.

In 2006/07, about 6% of the classified (A, B and C) road network was in need of maintenance work. In 2015/16 that figure has risen to about 9%, which reflects that the funding we have had is insufficient to maintain our roads at a steady state. It has also led to increased pressure on revenue budgets for carrying out reactive repairs to potholes and other highway defects.

However, in recent years we have come a long way in adopting good asset-management principles that allow us to make better use of our limited resources and deliver efficient and effective highway maintenance. This approach takes a long-term view of how our highways are managed, focusing on outcomes by ensuring that funds are spent on the most cost-effective maintenance treatments in order to minimise expensive short-term repairs. This makes the best use of public money while minimising the risk involved in investing in highway maintenance. Since 2013, we have carried out treatment surveys of the full highway network, along with asset surveys to collect drainage and other information. This information has given us an accurate picture of the condition of the assets and funding required to adequately maintain them.

Manchester's Highway Asset Management Policy and Strategy, approved in December 2015, documents our long-term maintenance aspirations and how we propose to achieve them (available on the Council's website www.manchester.gov.uk).

As a result of this work, Manchester was able to produce a robust business case for funding and in 2015 was successful in bidding for Department for Transport (DfT) Highway Maintenance Challenge Funding to resurface/reconstruct five of our key strategic roads, including Hyde Road and Stockport Road; £6.3million of funding was awarded to Manchester out of a total national pot of £275million (tranche 1). This work is currently ongoing and is scheduled to be completed by the end of 2017/18.

Conclusion

The evidence that has emerged since the publication of the 2006–15 Community Strategy underlines the value of a strategic approach to transport planning, management and delivery, and the need for this approach to continue in future. The enhancements to transport infrastructure in and around the Regional Centre have enabled the city's economy to grow without negative effects associated with congestion. The benefits have included gains for productivity and the environment. We have also seen benefits emerging from

programmes seeking to encourage active travel, as more people seek to take advantage of living in an increasingly connected and attractive city.

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

Housing

Strategic overview

The Community Strategy identified housing as a fundamental part of the growth strategy for the city. The strategy set out the objective of building more homes to support a growing population, primarily in the conurbation core and incorporating the right mix of products and tenures to encourage working people to stay and contribute to the city's success.

Key opportunities identified for new housing development included the north, east and central areas of Manchester. These included the potential for high-density development in the city centre and further opportunities linked to the deindustrialisation of the inner city. The strategy also recognised the role new bespoke student accommodation could play in reinstating south Manchester's traditional family housing back into owner-occupation.

Increasing the number of owner-occupied homes in the city represented a key priority of the strategy. However, the Community Strategy Refresh 2012–15 also recognised the significant growth potential within the Private Rented Sector (PRS) and the opportunity to professionalise the sector in light of an increasingly constrained mortgage market.

Demand out of sync with supply

At the beginning of the period covered by the Community Strategy and at the height of the market, Manchester recorded some 5,000 units per year in 2006/07 and 2007/08 (Table 4.1). The recession has had a dramatic impact on housebuilding in the city, and following the downturn, momentum

slowed to around 1,000 completions per year, with completions reducing to a 960-unit low in 2011/12 (Table 4.1).

Table 4.1

Manchester residential completions by financial year

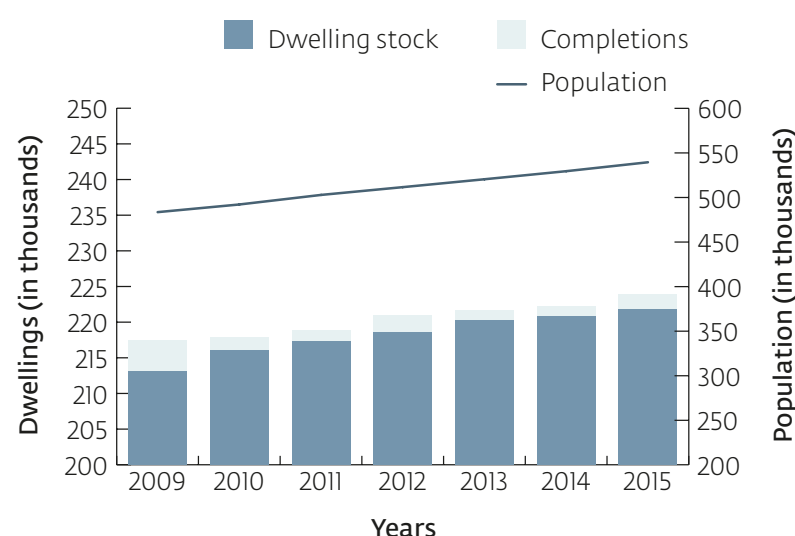
| Year | Residential completions |
|---------|-------------------------|
| 2006/07 | 4,722 |
| 2007/08 | 5,412 |
| 2008/09 | 2,513 |
| 2009/10 | 2,048 |
| 2010/11 | 1,010 |
| 2011/12 | 960 |
| 2012/13 | 1,334 |
| 2013/14 | 1,133 |
| 2014/15 | 1,351 |
| 2015/16 | 1,524 |

Source: 2006/07 DCLG Housing Flows Reconciliation, 2006/07–2012/13 Manchester City Council, Council Tax Register. 2013/14–2015/16 Manchester City Council, Residential Growth Sites monitoring (including all homes across all tenures completed on sites expected to deliver in excess of ten units, as well as Affordable Homes completions on infill sites)

Limited new supply coupled with rapid population growth led to demand for housing outstripping supply since the economic downturn (Figure 4.1). Even today there remains a risk that a continued undersupply could become a major impediment to growth.

Figure 4.1

A comparison of residential completions and population growth since the economic downturn (by calendar year¹)



Dwelling stock/completions source: Manchester City Council, Council Tax Register
Population data source: Manchester City Council Forecasting Model (W2015)

Between 2006 and 2015, most of the city's new homes were built in the core of the conurbation. New housebuilding transformed the residential sales market in east and north Manchester, while smaller developments in the south of the city added to the family housing stock in neighbourhoods subject to exceptionally high demand.

Over the past decade the city-centre apartment market has grown both in number of homes and in geographical size, with development taking place well beyond the boundaries of the city-centre ward. A mix of new-build and conversion apartment schemes has helped to grow the city-centre market into the established neighbourhoods of Hulme, Ancoats, New Islington and Castlefield.

Students have traditionally lived in parts of south and central Manchester, principally along the Wilmslow Road corridor, with particularly high concentrations in parts of Fallowfield and Withington wards. However, the thriving good-quality apartment rental market and large purpose-built student dwellings have helped to push this type of accommodation north towards the city centre and the surrounding wards. The result is that a key element of Manchester's recent growth in city-centre living has been derived from demand from student households previously accommodated in poorer quality housing in the south of the city.

In some wards the population has continued to grow despite a lack of large-scale residential development (in the period since 2001). For

example, while the population of Longsight grew by over 3,600 between 2001 and 2011, only 185 dwellings were added (net) to the ward in the period between 2003 to 2011 (Manchester City Council, Council Tax Register).

The city is committed to building a minimum of 2,500 new homes per annum

Looking forward, there is evidence that confidence is returning to the market. There were in excess of 1,500 new homes completed across the city in 2015/16 (13% increase on 2014/15). Moreover, the city saw over 2,800 units start on-site during 2015/16 (a 58.1% increase in starts on 2014/15), including seven city-centre apartment schemes delivering over 100 units.

This is partly the result of a number of innovative new partnerships designed to increase the supply of new housing, including Matrix Homes (a joint venture with the GM Pension Fund), Manchester Life and One Manchester (the newly created Registered Housing Provider formed from the merger of two existing organisations). Manchester has also seen a significant increase in major residential planning applications, rising from 103 in 2014, to 181 in 2015 (an increase of 76%).

¹ Residential Completions assessed by calendar year for comparison with population forecasts

Increasing opportunities for low-cost home ownership

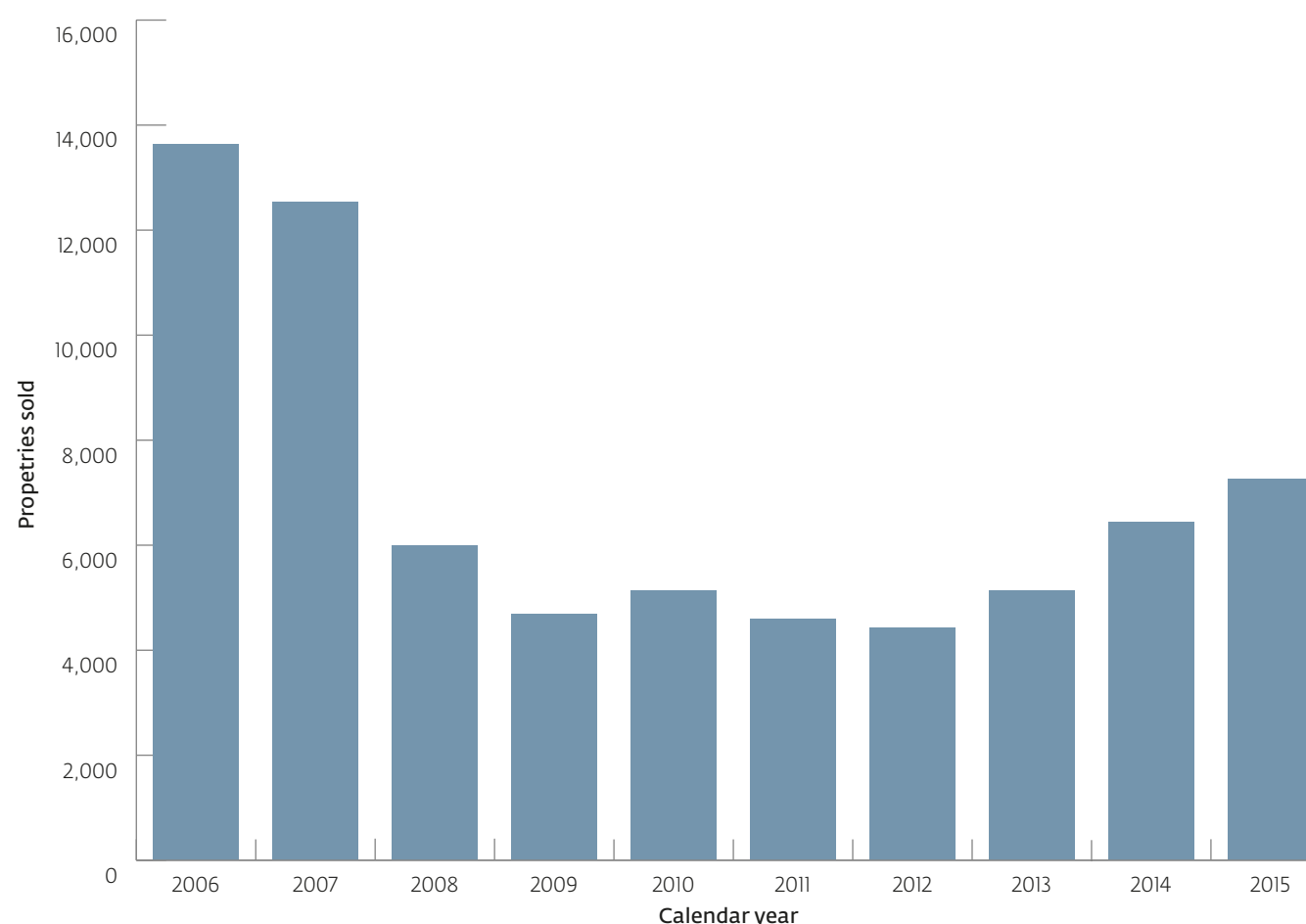
The financial crisis and recession clearly had a major impact on the levels of housebuilding and on people's ability to access mortgages across the UK, with many providers pulling back on lending to riskier residential markets (particularly first-time buyers (FTBs) and apartment sales). However, an affordable market housing product remains available for aspiring resident homeowners in various parts of the city.

Looking specifically over the past three years (2013–2015), of the 18,846 property sales within the city (including new-build and secondary market sales), 42% of all properties sold for less than £125,000. This included 2,547 new-build sales, of which 699 (27%) were sold at less than £125,000.

In recent years, interest rates have fallen (including those available to first-time buyers) and they are now among the lowest on record. Moreover, the Government is committed to increasing home ownership through Help to Buy. This, combined with an improving high street residential lending environment, has helped to increase the number of sales to owner-occupiers, including residents on average household incomes (Figure 4.2).

Figure 4.2

Residential property sales in Manchester by calendar year



Source: HM Land Registry. Crown copyright 2016

Private-rented sector now the city's dominant tenure

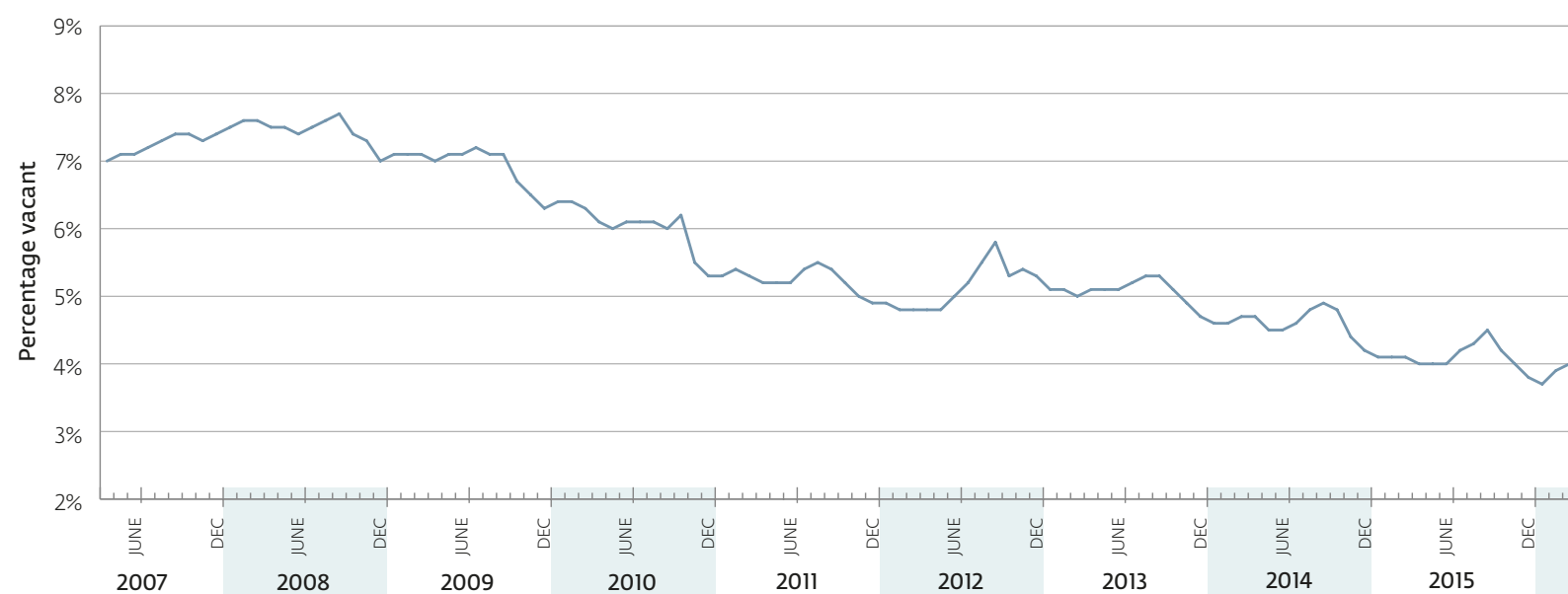
The 2011 Census confirmed that the majority of people living in the core of the conurbation are concentrated within the private-rented sector (PRS). This is reflected in rents, which have increased due to the increasing number of working people coming to the city and a lack of new supply. The result is an apartment market now dominated by sharers. This has contributed to an increased average persons per dwelling (2.40 in 2006 to 2.49 in 2015) and fewer single-person households, in the PRS (now circa 25%) in particular.

The lack of supply and the PRS response has created demand for some former empty properties, and a number have been brought back into use. In the past, the level of empty properties in the city was used as a headline indicator of low demand. However, in recent years the diminishing empty property rate has illustrated an increasing demand for housing and, more importantly, the scarcity of supply – both in the city centre and elsewhere.

Today, there are now very few homes lying empty in the city (Figure 4.3). The empty-property rate currently averages 3.8% (April 2016), as more properties are brought back into use every year, partly through demand for accommodation to rent and partly because of the success of the Council's Empty Property Team in stimulating the market to act.

Figure 4.3

Empty homes in Manchester



Source: Manchester City Council, Council Tax Register

The private-rented sector is now the dominant tenure, with over a third of all households in Manchester renting privately, and approximately four out of five apartments in the extended city centre operating in the PRS. In recent years, better-quality operators and institutional investors have started to professionalise the residential-lettings market through the development of new homes purpose-built for the PRS. The past year has seen the first true PRS schemes in the extended city centre area, including the completion of the Three Towers scheme in Miles Platting (192 apartments) and Manchester Life starting onsite with their PRS scheme on New Union Street in Ancoats and New Islington (302 apartments). Countryside Properties has also developed a family-housing PRS scheme in Charlestown on behalf of Sigma (59 homes), and Matrix Homes has also developed market-rental properties in partnership with the GM Pension Fund in West Gorton, Wythenshawe and Chorlton (119 market-rental homes).

As a consequence, the PRS in the city has expanded and diversified over the period of the Community Strategy. The management and quality of private lettings have also improved,

resulting in the PRS becoming an increasingly appealing tenure choice for the city's young and mobile workforce.

Conclusion

Over the past decade, most of the city's new homes were built in the city centre and close to transport links, with the vast majority operating in the PRS, although a significant number of people also own their own apartments. New housebuilding has also transformed the residential sales market outside the city centre, helping to deliver the variety of residential development required to drive the city's continuing economic growth. Houses are affordable across large parts of the city, and there is a good balance between house prices and income levels for many households.

The pipeline of housing projects is now much stronger, as the interventions that have been put in place to encourage and stimulate the market are coming to fruition, including:

Affordable homes to rent – working with Registered Housing Providers to identify land suitable for development.

Affordable homes for sale – supported by a range of shared-ownership models and products.

Homes for market rent and market sale – innovative new partnerships to increase the supply of new housing, including through Matrix (a joint venture with the GM Pension Fund), Manchester Life and One Manchester (the newly created Registered Housing Provider formed from the merger of two existing organisations).

Furthermore, during the past year the city has begun to see real progress in delivering the quantity of residential development required to meet the demands of a growing population, with in excess of 1,500 new homes completed across the city's existing residential growth sites (13% increase on 2014/15) and a further 24 new schemes starting onsite, which are set to deliver an additional 2,800 units.

Looking forward, the Manchester Strategy recognises that sustainable economic growth is intimately connected to the housing offer in the city. The right mix of housing is needed to

support growth and ensure that the growing population can live and work in the city and enjoy a good quality of life.

The Residential Growth Strategy (2016–2025) has been developed within this context and sets out the city's plans to deliver a minimum of 25,000 new homes over the next decade and provide the right housing mix for a growing population. To achieve this, Manchester will continue to prioritise high-density development in the conurbation core, with the apartment market expected to expand further into the northern and eastern gateways to the city centre and into sites adjacent to well-connected transport hubs in district centres. In addition to this, the city will continue to pursue opportunities across the rest of the city for a broader housing mix, including sites in the north and east Manchester suburbs.

The Residential Growth Strategy sets out six priorities to support the city's sustained growth and ensure there is affordably priced housing for sale and rent to underpin this. These are:

- Increase housebuilding on existing and new sites
- Improve the quality and sustainability of the city's housing
- Increase opportunities for home ownership
- Expand the family-housing offer
- Professionalise the private-rented sector
- Provide appropriate housing options for retirement living.

In order to ensure effective delivery of the Residential Growth Strategy, an Action Plan (2016/17) has been developed setting out the key actions that need to be addressed over the next 12 months. The Action Plan will be reviewed and updated every year to monitor and refresh the actions necessary to ensure a minimum of 25,000 new homes in the city over the next ten years.

Delivery will be enhanced and supported by new investment mechanisms, including our allocation of a £300million Housing Investment fund working with the Combined Authority, the Manchester Place Partnership between Manchester City Council and the Homes & Communities Agency, Registered Providers, and a variety of public and private partnerships.

Resident employment, skills and dependency

Strategic overview

The Manchester Community Strategy (2006–2015) sets out key priorities around having a highly skilled population to drive the city's economic growth, and helping people back into the labour market, or into the labour market for the first time. Progress has been made during the lifetime of the Community Strategy to reduce the number of residents actively looking for work, and to increase skill levels. However, the recession and the high proportion of out-of-work benefit claimants with health conditions have played a role in limiting the positive impact of job growth within the city's most deprived areas. Therefore, the Manchester Strategy (2016–2025) and Work and Skills Strategy (2016–2021), which have replaced the Community Strategy, continue to include priorities around improving skill levels and ensuring that support is in place for residents to move into sustained and healthy work. A key element reflected within the new strategies has been the development of the public service reform approach to reducing dependency and supporting more of the city's residents to benefit from economic growth. This has required different ways

of working with our partners and new approaches to the commissioning and delivery of services within the context of significant welfare reform and policy changes.

The newly developed Work and Skills Strategy will be supported by better use of intelligence and evidence to inform the delivery of approaches that work for residents and businesses. The Devolution Deal of 2014 has provided the opportunity to make better use of mainstream funding and infrastructure across Greater Manchester to improve the effectiveness of employment and skill-support services. This includes work to redesign the GM Further Education offer to ensure that it is realigned to the city's needs and that it maximises the impact of the resources available. It will also enable us to better meet employer demand within core-growth sectors and support residents to move into well-paid work by prioritising the allocation of resources into higher level and technical skills.

Another part of the Devolution Agreement was the ability for Greater Manchester (GM) to expand the Working Well pilot, which provides key-worker support for workless residents with health conditions within an integrated public service model. Working Well was designed in Greater Manchester and commissioned with the Department for Work and Pensions to test whether better employment outcomes could be

achieved for people with health conditions than the nationally commissioned Work Programme. This model has now been extended to other claimant groups and provides the basis for further GMCA-commissioned models for claimants with complex support needs.

While greater local ownership of employment and skills services will support better outcomes for those furthest from work, we will continue to work with employment and skills partners across the city to improve universal support services through the delivery of the priorities set out in the Work and Skills Strategy.

Analysis of progress

While the city's economy continues to demonstrate impressive performance in terms of economic growth and job creation, the process of de-industrialisation has left substantial sections of Manchester residents poorly equipped to take advantage of the opportunities on offer. Poor skill levels, worklessness and benefit dependency still characterise many of the city's communities. As the Jobseeker's Allowance register drops and new claimants move onto Universal Credit, progression into more and better-paid work

becomes more of a priority for the city. This needs to be supported through increased skill levels to enable more of our residents to benefit from job growth. As the following analysis shows, while major challenges remain, there are some signs of an improving situation overall.

Economic activity

The economic activity rate comprises the total number of people either working or looking for work, expressed as a percentage of the working-age population. Over the past ten years we have seen considerable volatility in the data at city level.¹ Figure 5.1 shows the Manchester rate to be consistently below that of comparators. Although there is some indication of the gap closing over the period shown, the latest data shows the city rate to be 9.3 percentage points below that of the UK.

However, the large number of students in the city adversely affects these figures. A separate analysis of 2011 census data suggests that, when students are removed from the calculation, the difference between the Manchester and the England and Wales rate reduces from 6.4 percentage points to just 1.6.² This would suggest that the economic activity rate of

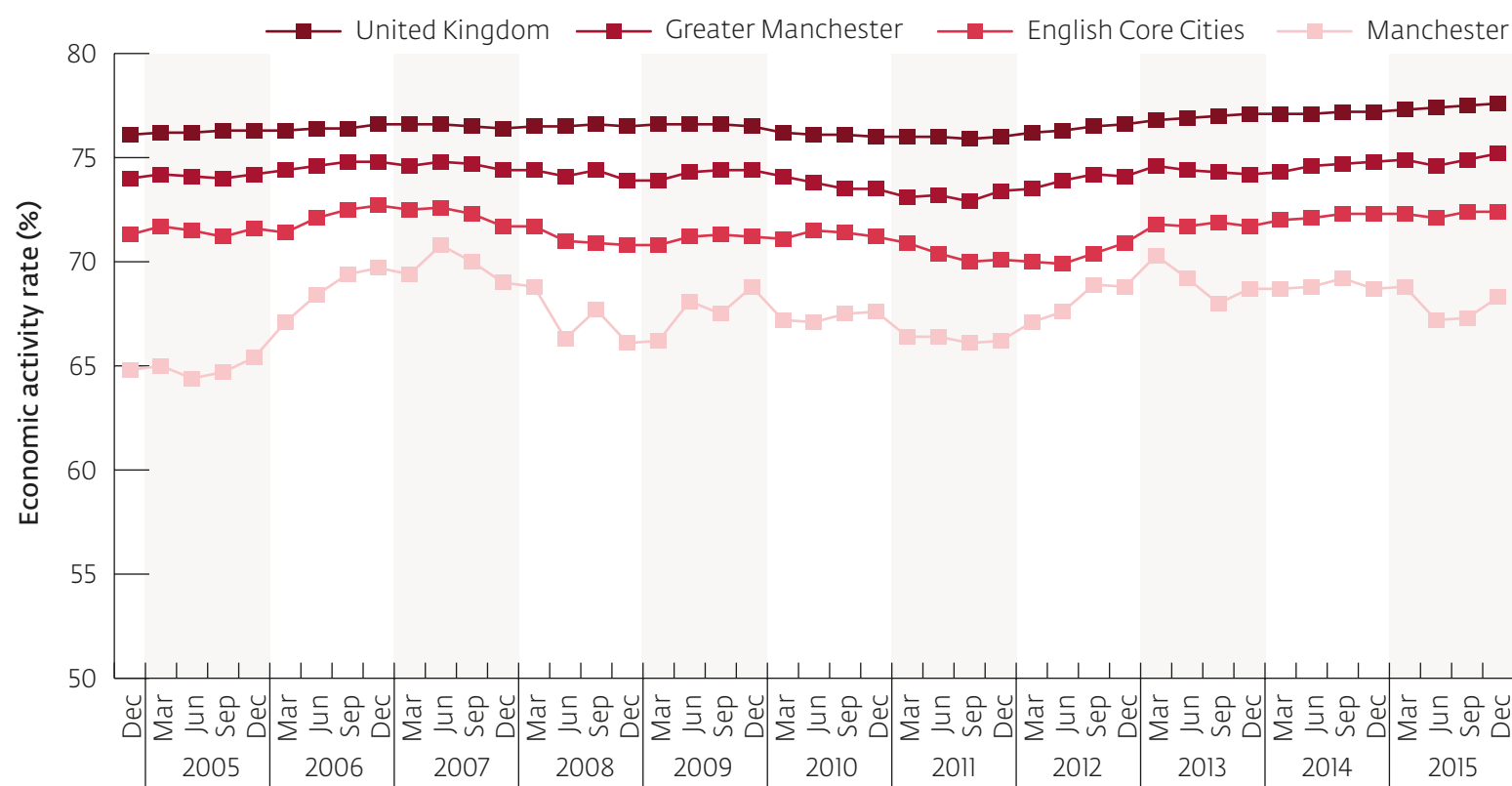
Manchester's non-student, working-age population is not too dissimilar from those of other geographies.

¹ Data is obtained from the national Annual Population Survey (ONS). At local authority level, sample sizes are relatively small and the Manchester figures are subject to confidence intervals of around 2.5%

² See 'Census Ward Overview' at: http://www.manchester.gov.uk/downloads/download/5154/public_intelligence_2011_census

Figure 5.1

Economic activity rate of Manchester and comparators



Source: Annual Population Survey 2015, ONS © Crown copyright

Resident employment

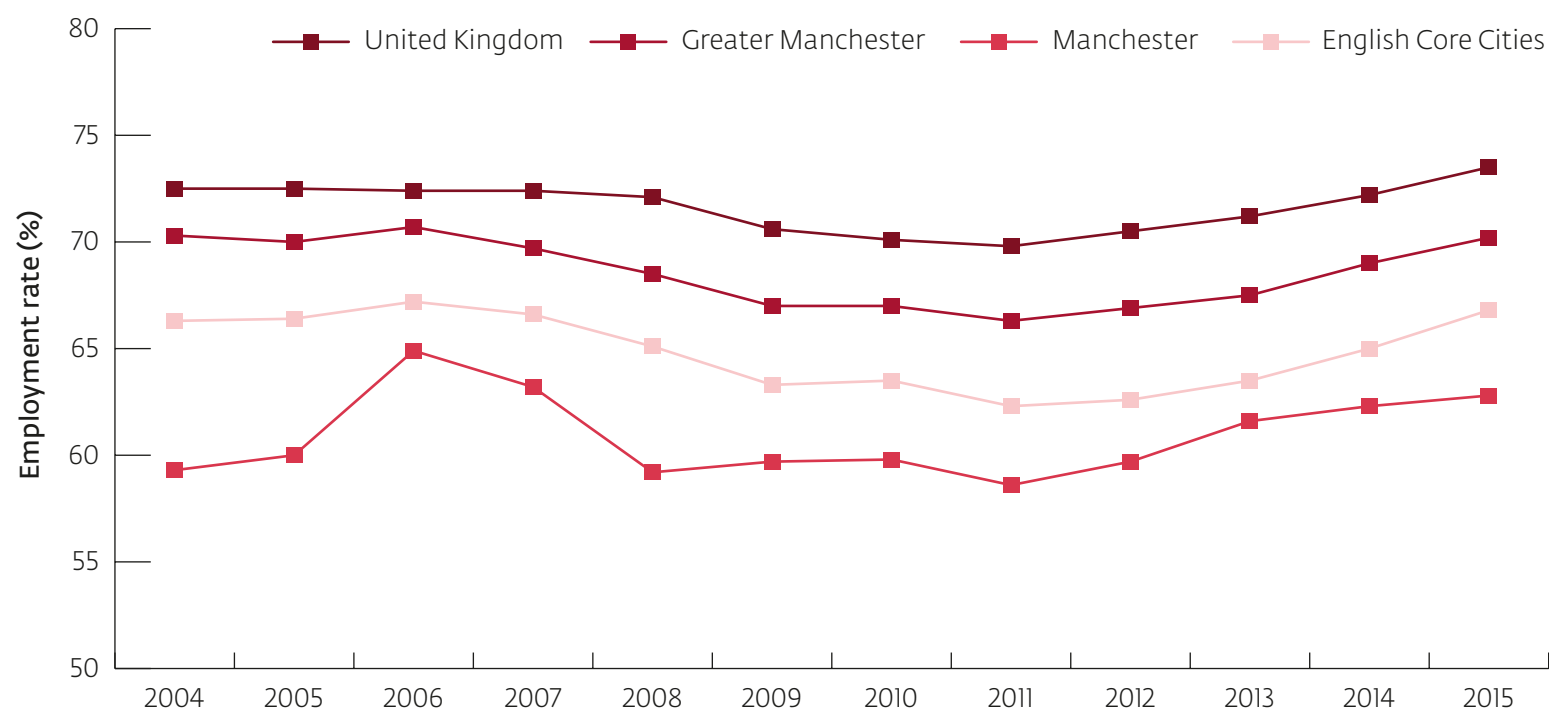
Although there is some fluctuation in the data at city level,³ the employment rate of Manchester's working-age population appears to have decreased marginally during the 2006 to 2015 period, from around 65% in 2006 to nearly 63% in 2015. The English Core Cities⁴ rate and Greater Manchester rate have remained similar despite fluctuations within the period, while the UK rate has increased by 1% during the same period. However, Manchester's employment rate remains below these comparator areas (Figure 5.2) and the gap between Manchester and the UK has slightly increased compared to last year, from 9.9% to 10.7%.

³ See footnote 1

⁴ English Core Cities include Manchester, Leeds, Liverpool, Sheffield, Birmingham, Nottingham, Newcastle and Bristol

Figure 5.2

Percentage of working-age population in employment



Source: Annual Population Survey 2015, ONS © Crown copyright

These figures should be viewed in the context of two mitigating factors. Firstly, Manchester's large student population needs to be accounted for when comparing the city with other geographies.⁵ Secondly, the large increase in Manchester's working-age population over the past decade or so suggests that growth in the number of residents in employment must be keeping pace with the rapid population growth if the rate is increasing. This is illustrated in Figure 5.3, which shows the number of Manchester residents in employment increasing by over 10% of the total population from 2006 to 2015 compared to other geographies, which have seen much less significant improvements over the same period. Figure 5.3 also shows the consistent growth of resident employment since 2004, with the exception of a period of stagnation during the recession of 2008–2009.

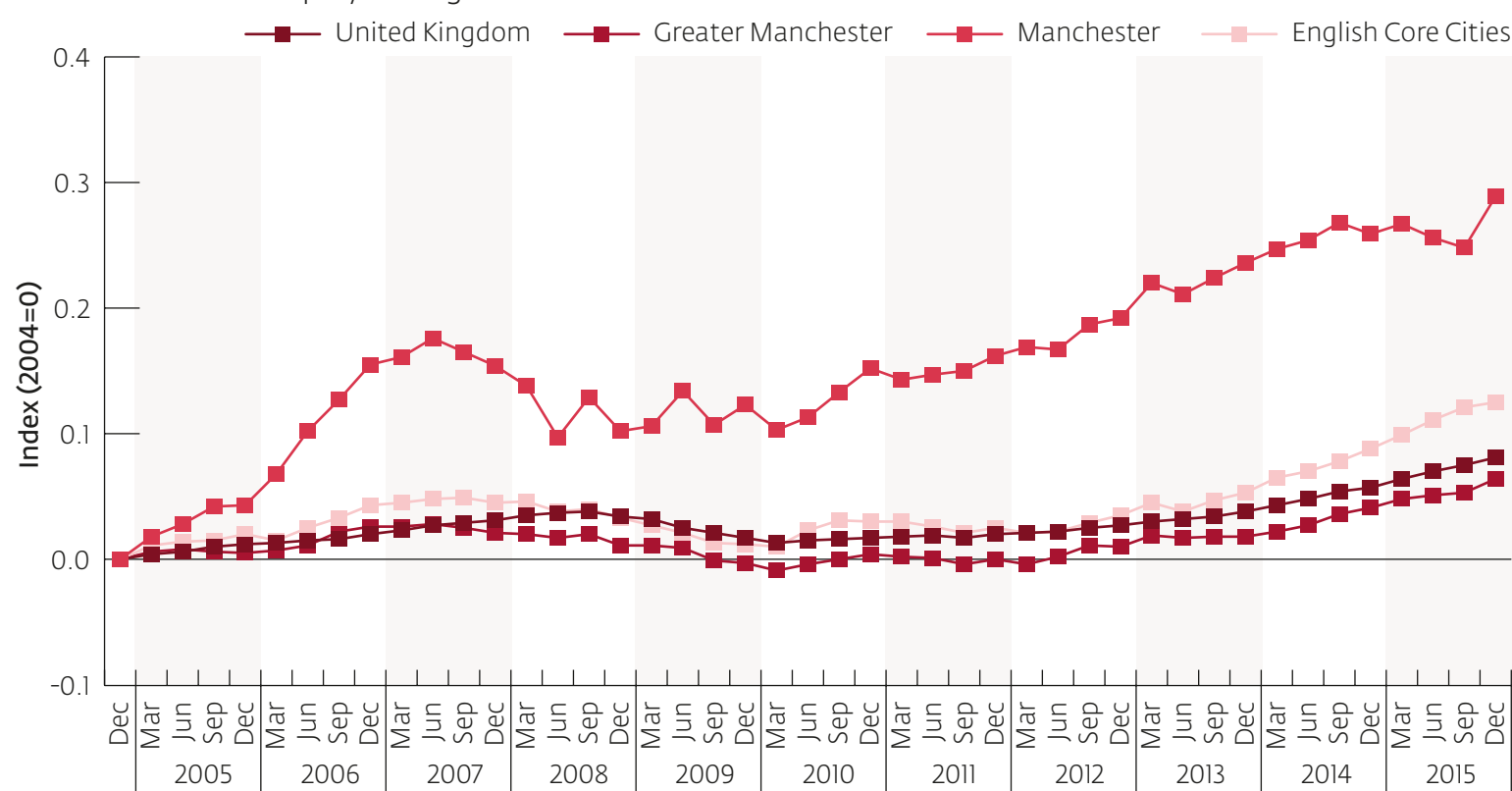
This view is also reinforced by a separate analysis of 2011 Census data, which indicates that the number of Manchester residents in employment grew by 47% between 2001 and 2011, compared to a national increase of just 11%,⁶ which overall gives a more impressive performance uplift than these figures immediately suggest.

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

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

Figure 5.3

Index of resident employment growth



Source: Annual Population Survey 2015, ONS © Crown copyright

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

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

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

- Managers, directors and senior officials
- Skilled trades.

One in five working residents is now employed in a professional occupation⁷ (up from 14% in 2001⁸) and the universities, hospitals and the growing financial and professional service sectors in the city are providing opportunities for the city's better-qualified residents.

However, relatively few Manchester residents are managers, directors or senior officials (7% compared to 11% nationally). This is not unusual, as workers in this occupational class are generally less likely to live in metropolitan

7 For a full list of occupations included in the Professional Occupation category see <http://www.ons.gov.uk/file?uri=/methodology/classificationsandstandards/standardoccupationalclassification/soc2010/soc2010volume1structureanddescriptionsofunitgroups/soc2010volume1webtcm77181317.pdf>

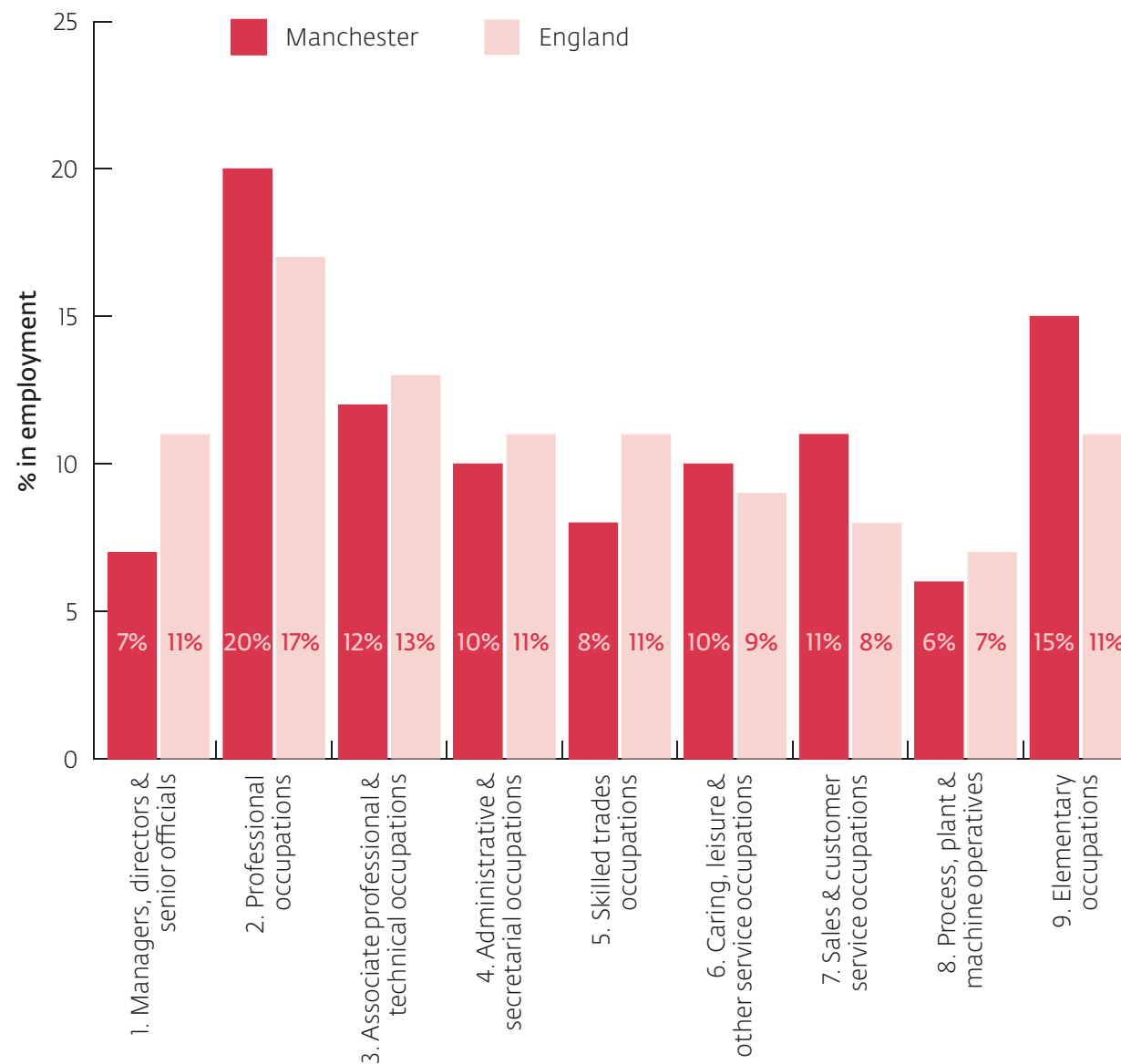
8 Changes to the Standard Occupational Classification system mean that comparisons between 2001 and 2011 may not be exact

centres (for comparative purposes, the rate in Bristol is 8.6%), although this is likely to change over time as more professionals choose to live in the city centre.

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

Figure 5.4

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



Source: Census 2011, ONS Crown copyright. Analysis by PRI

Benefit claimants

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

Out-of-work benefits include:

- Jobseeker's Allowance (JSA)
- Incapacity Benefit (IB)/Employment Support Allowance (ESA)
- Lone Parent Income Support (LPIS)
- Universal Credit
- Other income-related benefits.

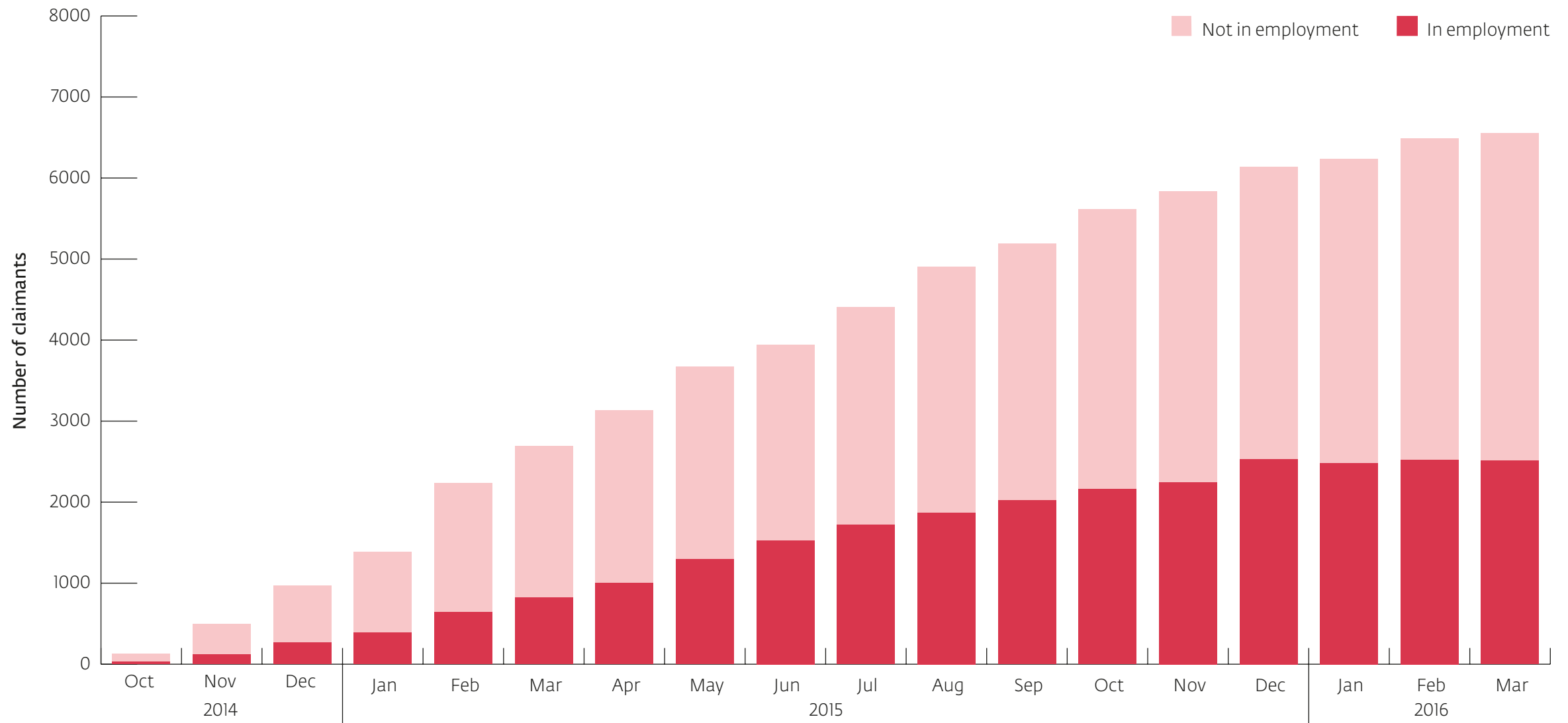
In September 2014, Universal Credit (UC) was introduced in Manchester for new claimants who are single or in a couple, with no dependants or long-term health conditions. UC was introduced in March 2015 for families (new benefit claimants only) across all Manchester Jobcentres. Further trialling of UC will continue based on the DWP's Test and Learn approach in pilot sites.

The latest provisional Government statistics show that there were 6,549 UC claimants on the caseload in Manchester at the end of March 2016 (see Figure 5.5). Of the total caseload, 38% (2,514) are in some employment. However, this cohort may still be seeking work, and we do not have any further information on the hours, working patterns or quality of work of those UC claimants in employment.

It should be noted that prior to the introduction of Universal Credit, many of those claimants working fewer than 16 hours a week would have stayed on the JSA register. Some of the data received around residents claiming out-of-work benefits is therefore mixed in terms of the conclusions that can be drawn. What is clear is that there has not been a big move away from the proportion of residents claiming a health-related out-of-work benefit.

Figure 5.5

Universal Credit claimants in Manchester



Source: DWP, via Stat Xplore

Case study: Cheetham Hill Universal Credit pilot

In September 2014, Universal Credit (UC) was introduced in Manchester for new claimants who are single or in a couple, with no dependants or long-term health conditions.

Manchester City Council led on the development of a small pilot project for UC claimants in Cheetham Hill based on anecdotal evidence shared by Department for Work and Pensions (DWP) work coaches about the characteristics of claimants and the challenges they were having with moving those claimants into work. Many are ex-Employment Support Allowance claimants (ESA) with significant skills, confidence and other barriers to work. Based on the learning from an earlier pilot and the Working Well delivery model, a Manchester Adult Education Service (MAES) key worker took referrals from work coaches to support clients to take steps towards employment. The emphasis was on building independence and resilience to start to change habits and behaviours that were acting as a barrier towards work. This was through a personalised and intensive support model integrated with other services where appropriate.

One resident referred to the pilot was ML, who had been a housewife her whole life and found herself as a jobseeker after becoming a single parent of older children. ML was interested in sewing machinist work, packing and cleaning. An initial skills screening established that she could understand questions and

statements well and could respond well for the purposes of communication. Her spoken English, however, was grammatically inaccurate and consisted of broken sentences; her reading and writing skills were also poor (she couldn't sound out letters to read words and could only write her name). As a starting point, the key worker secured a place on a pre-entry English for Speakers of other Languages class (ESOL) with MAES. The key worker was able to build a plan, set targets, identify transferable skills and make the appropriate referrals, with the long-term aim of supporting the client to overcome issues such as low-level functional skills, low confidence and lack of motivation, with the hope that she could improve her circumstances.

Of the 20 people supported through the pilot, almost all engaged in some kind of training, work experience or job preparation, and six moved into work. The pilot allowed us to test an alternative way of working with DWP to support UC claimants with complex needs, and to develop a joint claimant commitment that will be the model used in the future with Working Well and other local provision. Critical to the success of the model was the key worker's ability to empathise, support and challenge over a period of months to support improved job and skills outcomes.

ML*

*Initials have been anonymised

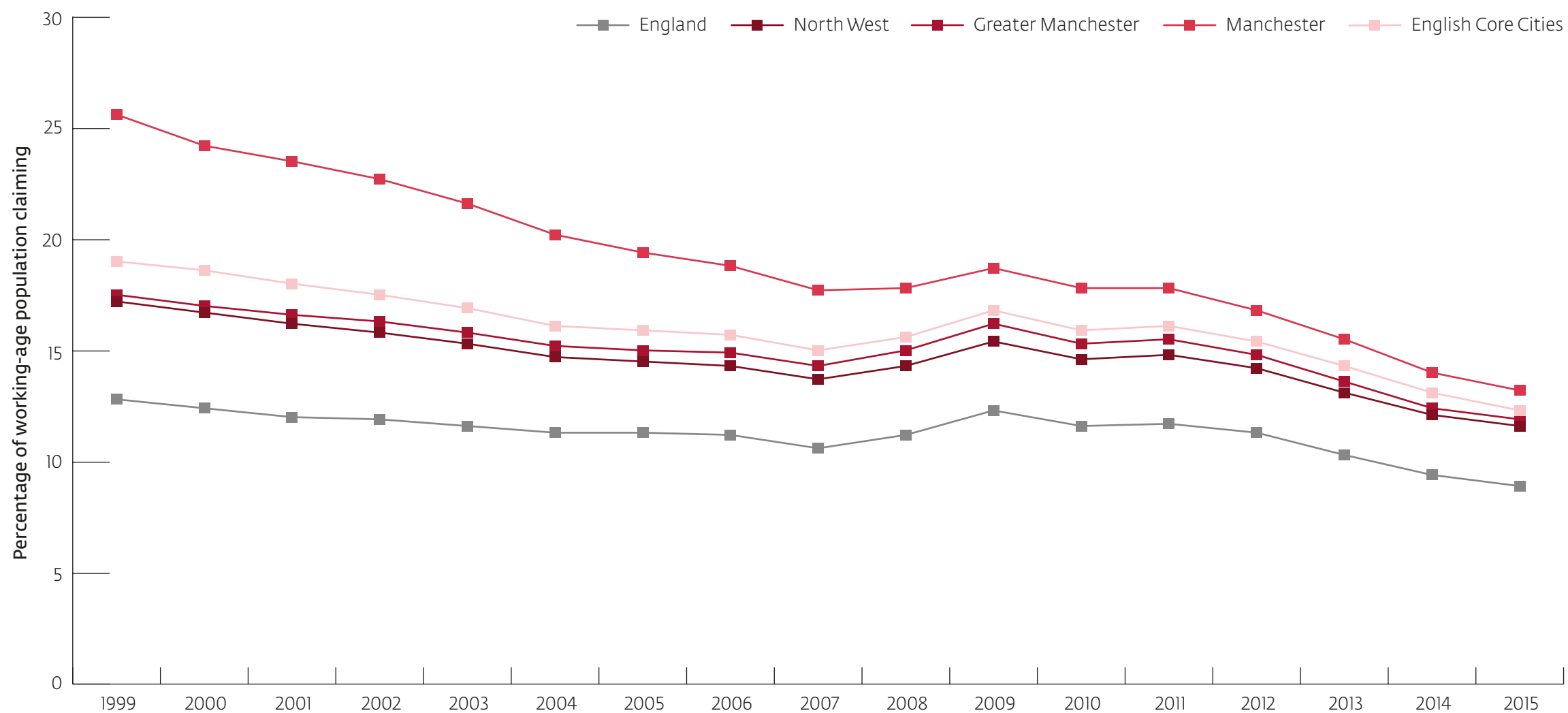
In November 2006, a total of 61,070 Manchester residents were claiming an out-of-work benefit. By November 2015, this had fallen to 49,241, a reduction of 11,829 (19.4%).

In 2006, nearly 19% of Manchester's working-age population was claiming an out-of-work benefit. Although this figure has been reducing annually since 2001, it was still higher than in comparator geographies (Figure 5.6); for example, there was a three percentage point gap between Manchester and the English Core Cities average.

Apart from an increase during 2008/09 due to the start of the recession, the Manchester rate has steadily reduced to stand at 13.2% in November 2015. Based on annual November snapshots the gap between Manchester and other geographies closed rapidly between 2001 and 2008, and has continued to close with English Core Cities, Greater Manchester and the North West in the past five years.

Figure 5.6

Percentage of working-age population claiming an out-of-work benefit (November)



Source: DWP out-of-work benefits data, November snapshot

Note: 2014 and 2015 figures include Universal Credit (not in employment) claimants, but some of the in-work UC claimants might previously have been included too.

Working Well

Working Well is an example of the Public Service Reform approach to tackling worklessness, and builds on the experience of troubled families and initiatives such as the Ardwick city region pilot. The programme works with Employment Support Allowance (ESA) work-related activity claimants who have left the work programme without moving into sustainable employment. The work programme has achieved good results with some claimant groups, but for ESA claimants the results have been poor to date. There is recognition that the complex needs of ESA claimants require a different sort of support that more effectively addresses the underlying issues affecting their ability to find sustained employment. The two main differences introduced within the Working Well pilot, which is delivered by Big Life in the city and commissioned by GM, are as follows:

- The intensity of support; key workers have lower caseloads and regular contact with clients, using motivational interviewing techniques to build self-efficacy
- Key workers are able to deliver an integrated and local approach to tackle the other issues that are stopping someone from even

considering work, eg. housing, low skill levels, debt, with the active support of local integration boards.

Working Well is on target to achieve job outcomes and has had a positive impact in terms of co-case management with other services that have prioritised Working Well clients and tailored their approach to support delivery.

Working Well informed the Devolution Agreement with the Government around employment and skills, demonstrating the ability of the Greater Manchester Combined Authority to design and commission a service within a very short timescale that is tailored to the needs of our residents. This has led to the recent commissioning of the Working Well Expansion service to other cohorts and the design of a Greater Manchester Work and Health Service aligned to other parts of the Devolution Agreement. A GP referral route has been built into Working Well Expansion based on the city's Healthy Manchester Service, which has worked with primary care to develop work as a health outcome approach.

Case study: Healthy Manchester

The North Manchester Out of Work: Fit for Work project was a Manchester City Council initiative designed to support people who were out of work and for whom health was a major barrier, moving them closer to and securing lasting employment. This project was developed in parallel to the Greater Manchester Working Well service as a local pilot to test if giving people the right support at the right time and using a GP referral route would lead to better employment outcomes for people with health conditions. The successful pilot was introduced across Manchester in 2015 and renamed Healthy Manchester.

Healthy Manchester acts as a primary care single point of access to biological, psychological and social support for unemployed people aged 16–64 who are struggling to manage their health condition. Many struggle to see work as a viable option, and many have experienced problems with the work-capability assessment, finding it difficult to find suitable work, manage their health and lifestyle, and access local services.

Healthy Manchester uses two evidence-based self-assessment standardised tools to measure individual progress over the duration of their engagement with the service; The Wellbeing Star is designed for people living with a long-term health condition, to support and measure their progress in living as well as they can, and EQ-5D⁹ is used as a measure of health outcomes.

PN* was referred to the service by his GP after being made redundant, and as a result suffered from anxiety and depression. PN was also struggling with his personal relationships and suffered from undiagnosed knee and ankle pain. He had taken cannabis to help him deal with previous emotional difficulties and his difficult relationship with a family member.

An assessment was carried out for PN and engagement with the relevant services was arranged. Following the assessment, PN started working with Lifeline to combat his cannabis usage, which has since reduced. PN has successfully secured and sustained full-time employment by working closely with the appropriate skills and work services brokered by Pathways CIC, which delivers the service. His self-esteem has significantly improved along with his family relationships.

Healthy Manchester was able to successfully support him to get his life back on track quickly by accessing services specifically identified for him that were not only health-related but also related to his drug use and employment issues.

The service has played a crucial role in developing a credible, shared approach with primary care services in the city to ensure that work is treated as a health outcome. A GP referral route has been built into Working Well Expansion as a result, and this will inform the further development of social prescribing models within the Health and Social Care Devolution Locality Plan.

*Initials have been anonymised

9 EQ-5D™ is a standardised instrument for use as a measure of health outcome. Applicable to a wide range of health conditions and treatments, it provides a simple descriptive profile and a single index value for health status

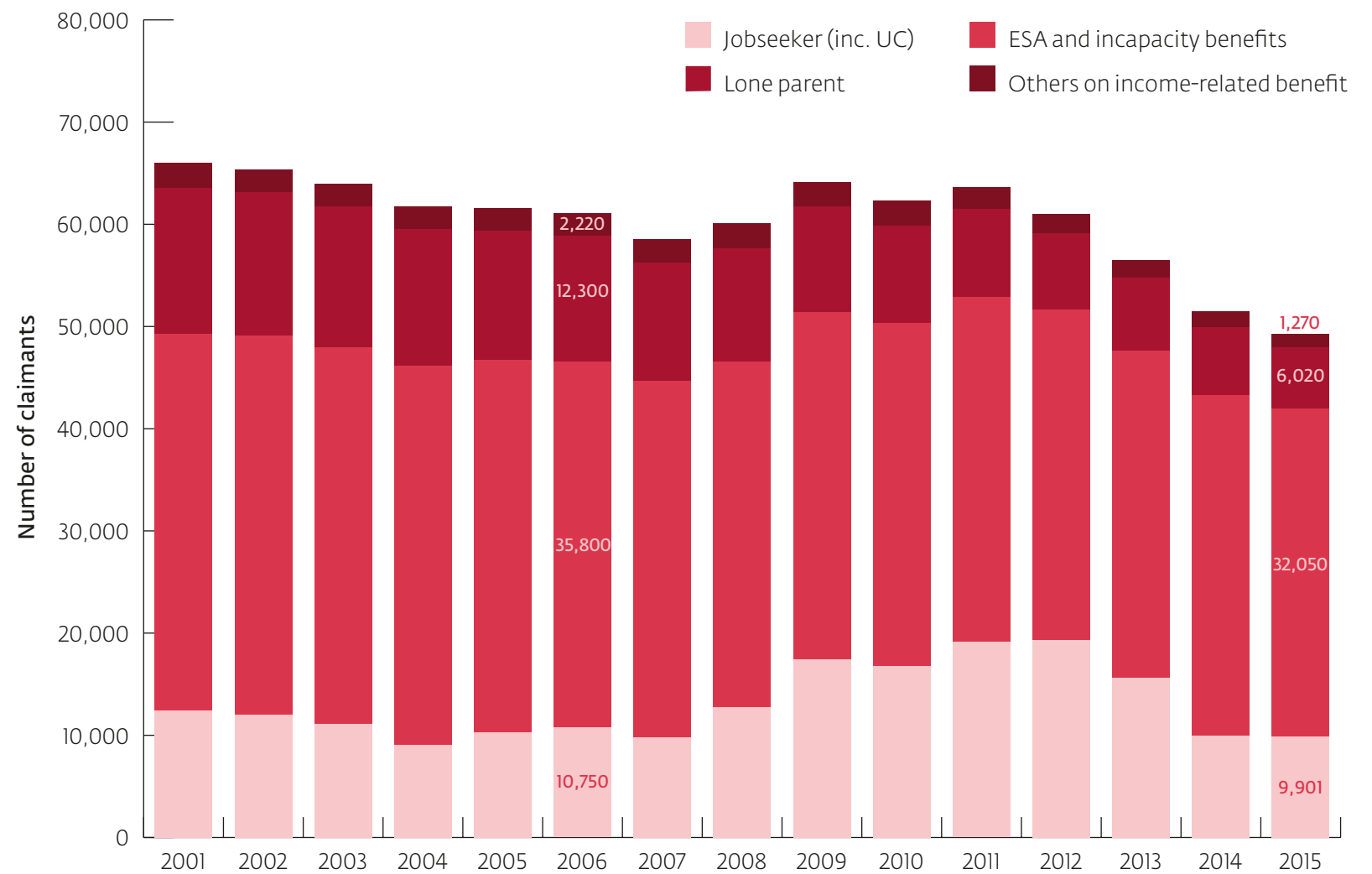
Overall, the reduction in the total number of out-of-work benefit claimants is particularly noteworthy given the substantial increase in the size of the city's working-age population during this period. In the context of rapid working-age population growth, maintaining a rate of reduction on a par with national comparators suggests that the city's increased population growth is not coming at the expense of increased benefit dependency.

Over recent years, a combination of recession, benefit migration and changes to assessment processes has brought about changes to the composition by benefit type. Welfare reform, including the introduction of Universal Credit, has impacted on the make-up of benefit type, including an increasing proportion of residents making a claim for ESA who may then ultimately claim UC or JSA following assessment. As can be seen in Figure 5.7, the number of Lone Parent Income Support (LPIS) claimants halved, from 12,300 in 2006 to 6,020 in 2015; this is mainly due to the changes to LPIS with claimants now migrating to JSA once their youngest child reaches the age of four. The number of ESA/IB claimants also reduced by 3,750 during the same period. JSA

claimant numbers fell by 849 (2014 and 2015 jobseeker figures include those who moved onto Universal Credit). The biggest impact on claimant figures, and JSA figures in particular, has been as a result of the introduction of Universal Credit and Lone Parent Income Support eligibility changes.

Figure 5.7

Out-of-work benefits by type



Source: DWP out-of-work benefits data, November snapshot

Youth unemployment

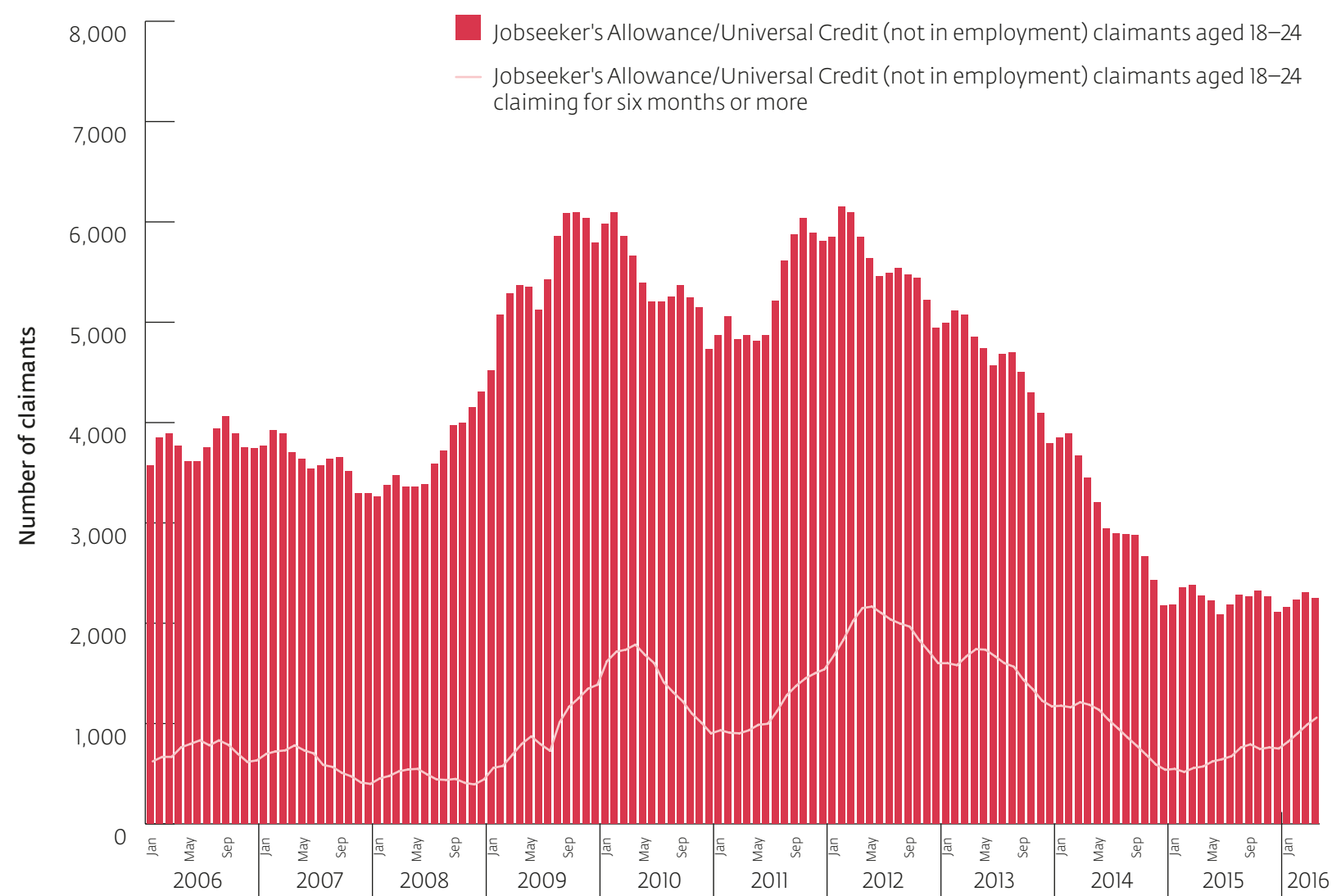
There have been some large reductions in claimant counts, but youth unemployment has continued to be a concern in Manchester, as there is some evidence that some young people are not claiming benefits, and employer feedback suggests young people lack work experience. There have been a number of successful initiatives in place over the past few years that have supported the reductions in youth-claimant figures, eg. DWP work experience and the GM Youth Contract Extension, which have been supported by an improved labour market.

In March 2006, there were 3,890 JSA claimants aged 18–24 in Manchester. In March 2015, this had fallen by 1,510 to 2,380, lower than before the recession when the figure stood at 3,470 (March 2008). In March 2016, the youth claimant count had reduced further to 2,307.

As shown in Figure 5.8, in March 2006 there were 675 JSA claimants aged 18–24 who had been claiming for more than six months. Since the peak of 2,175 claimants in May 2012, the level has improved markedly, with 997 young people claiming for six months or more in March 2016.

Figure 5.8

Long-term youth unemployment



Source: JSA claimant count, ONS © Crown copyright; Universal Credit caseload – DWP Stat Xplore

Note: UC claimants not in employment are included within the JSA figures from October 2014

Data is collected from the Department for Education (DfE) for each local authority on the destination of 16 to 18-year-olds on a monthly basis. This is used to monitor participation as well as to provide an indication of those young people who are not engaged in education or training. In 2011, the DfE introduced changes to the way they collected and reported on post-16 activity information. The main changes included counting the cohort through residency rather than educational institutions and switching from actual age to academic age. Owing to the nature of the changes it is not possible to compare figures to those from previous years. The figures fluctuate month on month due to changes in activity and the currency rules determined by the DfE. Each destination has an associated currency, which indicates the expected period a young person is likely to be engaged in that particular activity.

In 2013, raising the participation age (RPA) saw further amendments to legislation to ensure that young people remain in education and training up until their 18th birthday. The DfE also revised the destinations that made up the main categories, eg. Education, Employment or Training (EET), and Not in Education Employment or Training (NEET),

redefining re-engagement provision such as Personal Development Opportunities (PDOs) as EET, which were previously counted within NEET. In addition, the national measure for NEET was also revised; historically, the DfE reapportioned a percentage of NEET destinations based on an adjustment formula, where young people who hadn't been followed up before the currency of their destination had lapsed were counted as unknown. The change meant that these young people remained as NEET.

Since the introduction of RPA in 2013, the NEET rate has remained the same: from January 2013 (6.2%) to January 2015 (6.3%), as shown in Figure 5.10. It should also be noted that percentage changes relate to relatively small volumes and are dependent on the proportion of unknowns.

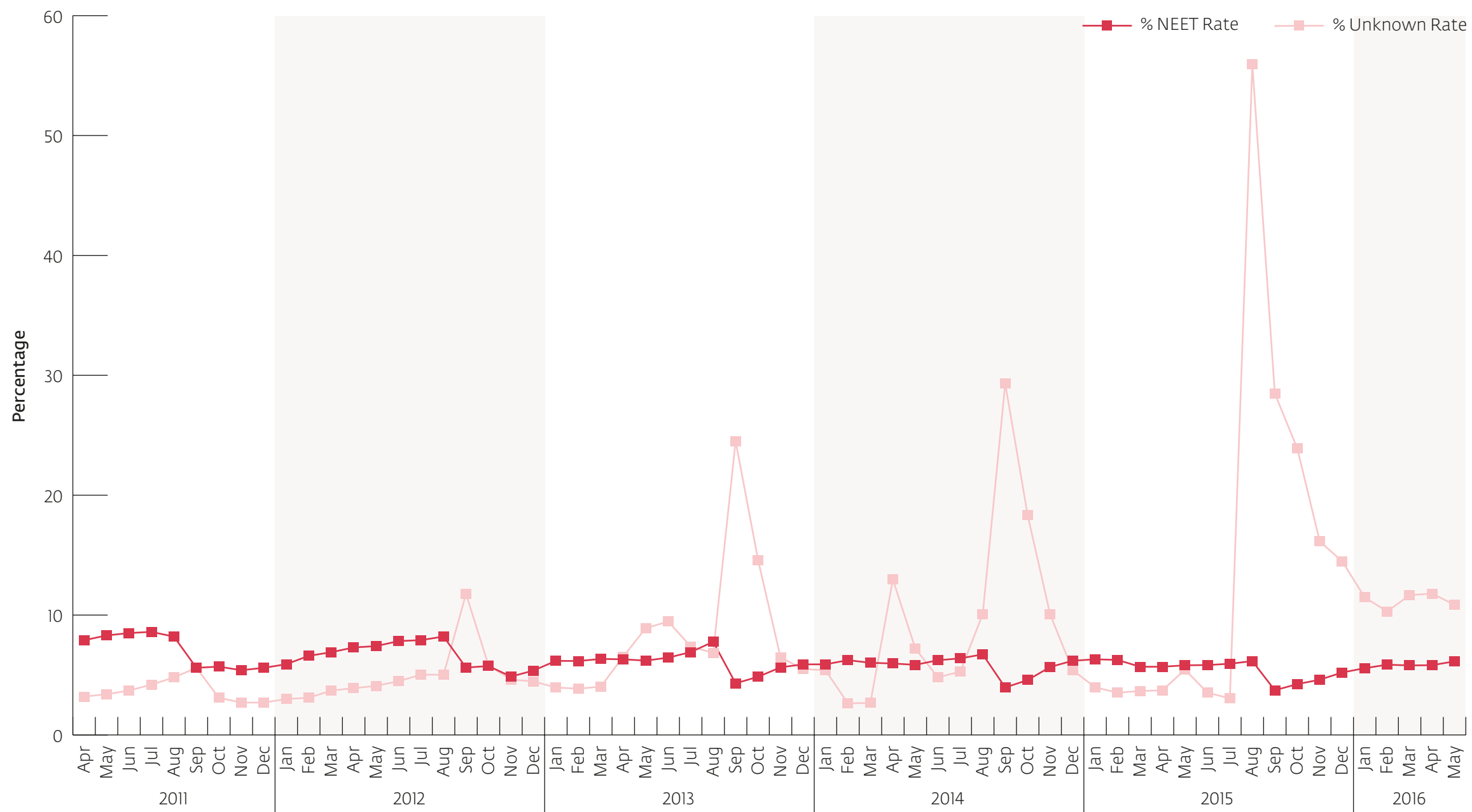
The currency rules trigger an annual trend initiating a significant rise in unknown in August/September, as can be seen in Figure 5.9, where FE destinations come to the end of their currency until they can be confirmed via enrolment/progression lists. The significant rise in August 2015 was due to the DfE changing the predicted end date of the current academic year to 31 August.

The unknown figure in Manchester in 2015/16 was 14.1%, approximately 7.6 percentage points higher than the previous year. In comparison to statistical neighbours, Manchester had the fourth-highest unknown figure (previously midway). The national and GM average was 10.6% and 9.2% consecutively, illustrating that this is a national issue.

In 2015, Manchester City Council changed provision from Connexions to the Targeted Youth Support Service, which provides targeted information, advice and guidance services for NEET young people and undertakes regular tracking exercises to reduce the number of 'unknowns'. We have worked with a range of providers delivering the Youth Contract, NEET provision and other initiatives, such as the GM Youth Offer to support more NEET young people into training and employment. Since November 2015, the unknown figure has reduced steadily from 16.2% to 10.9% in May. Furthermore the DfE has announced further changes to reporting, proposing to combine the NEET and unknown measure to take effect from 1 September 2016.

Figure 5.9

Young people who are not in education, employment or training (NEET)



Source: CCIS, Manchester City Council

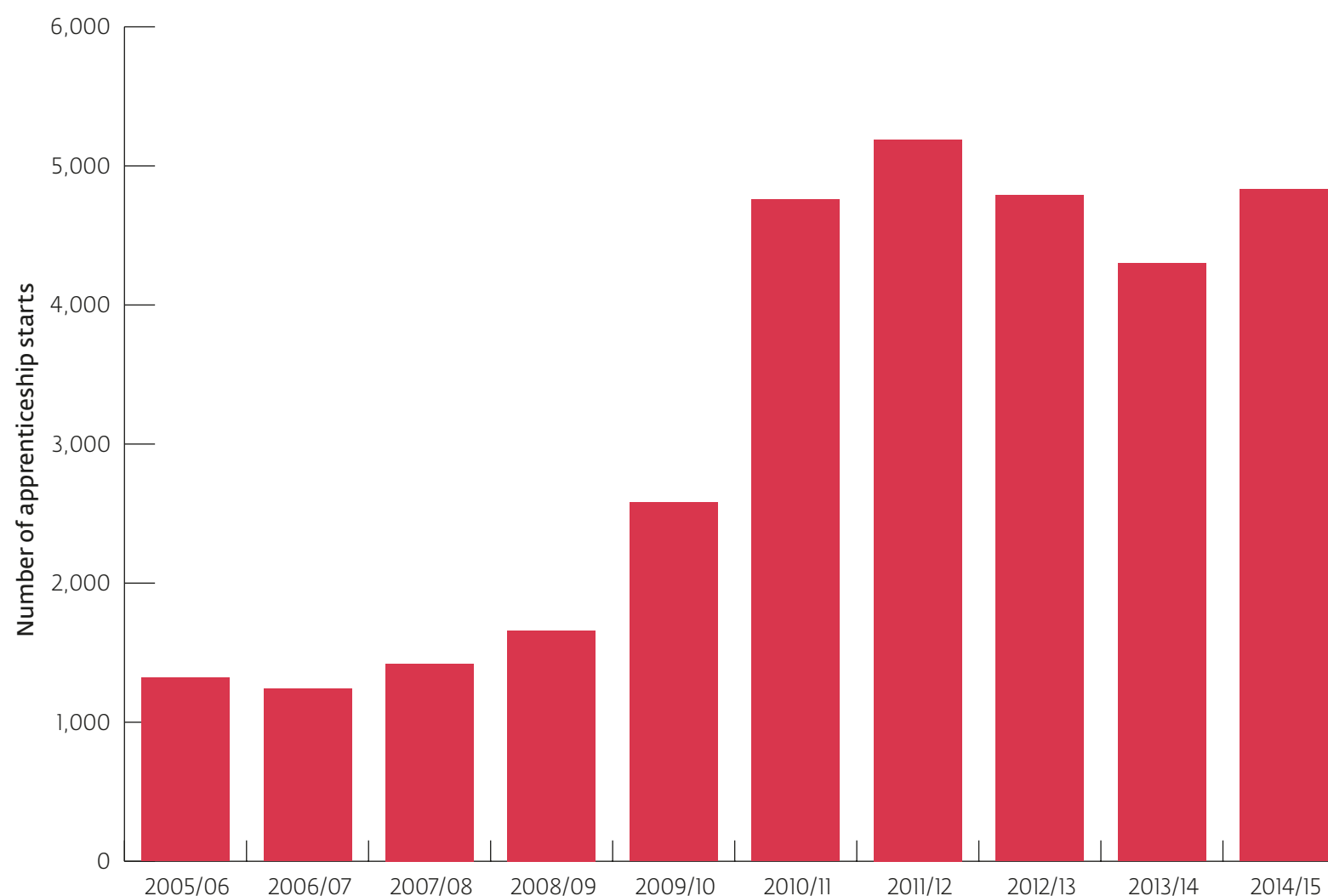
Apprenticeships

Supporting young people into apprenticeships has been a key priority for the city over the past ten years as a way of supporting skills and employment opportunities to meet resident and employers' needs. Our proposals under devolution include further employment and skill reforms, including co-decision making for apprenticeship and traineeship funding. This will enable us to tailor the level and quality of apprenticeships to meet the future needs of the economy and key growth sectors, such as creative and digital, construction, science and business administration.

Apprenticeship starts peaked in 2011/12 with 5,190 starts as shown in Figure 5.10. While there have been some gradual reductions in apprenticeship starts since 2011/12, the last year has seen the trend reverse with starts rising again to 4,830, which is significantly higher than the 1,320 starts in 2005/06. This is partly due to national and regional campaigns to improve the image of apprenticeships as a viable and quality alternative to academic routes.

Figure 5.10

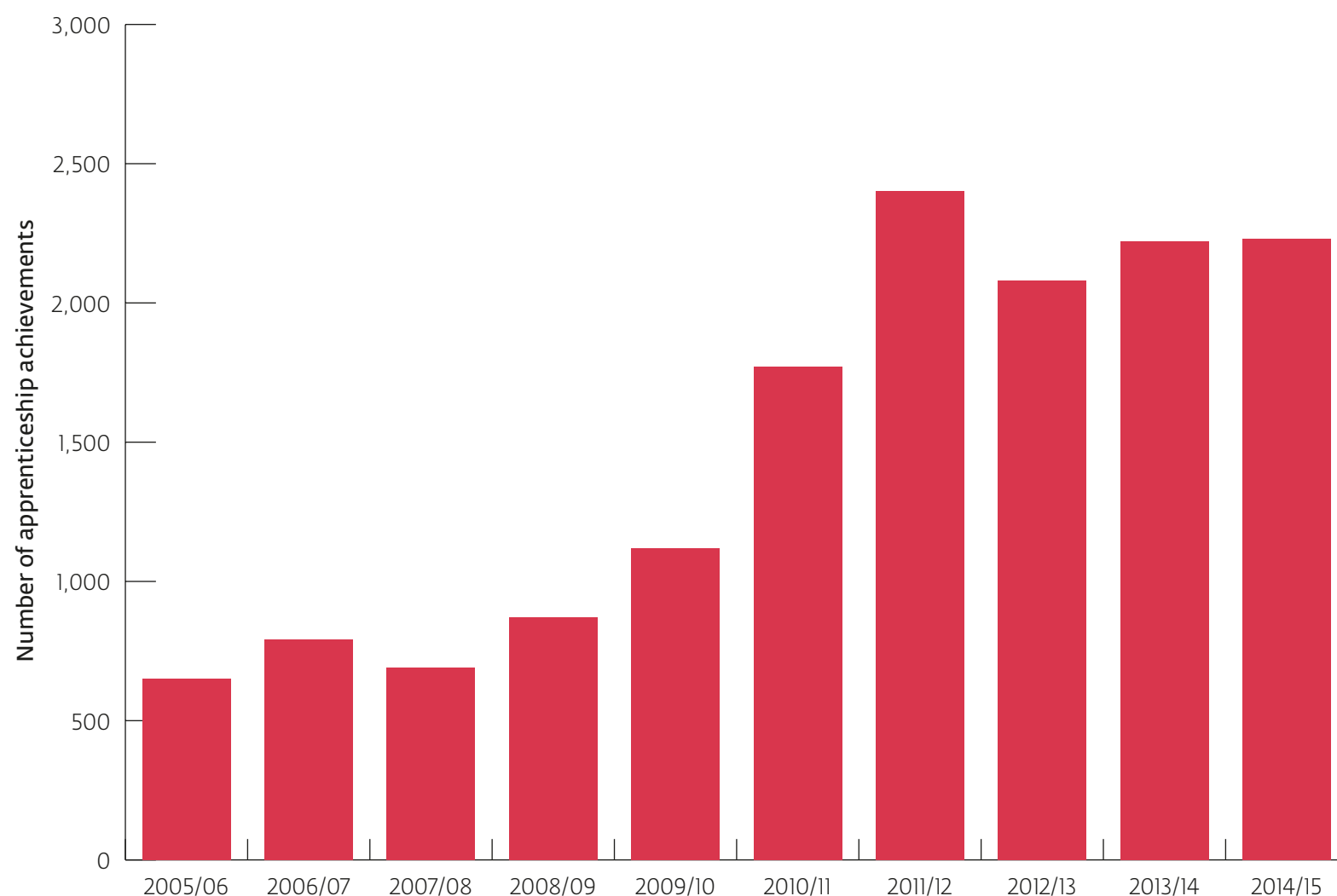
Apprenticeship starts – all ages



Source: Skills Funding Agency

Figure 5.11

Apprenticeship achievements – all ages



Source: Skills Funding Agency

There have been various policy changes around the funding, delivery and quality of apprenticeships, which have had an impact on start and achievement rates. The time taken to complete an apprenticeship qualification can vary depending on the learner and the apprenticeship framework and level, so there is no way of tracking the achievements of those recorded as starts. However, the increases in achievement from 2009/10 onwards broadly relate to the increased starts in that year. Devolution 'ask' is the ability for Greater Manchester to better use data to understand what works to improve outcomes.

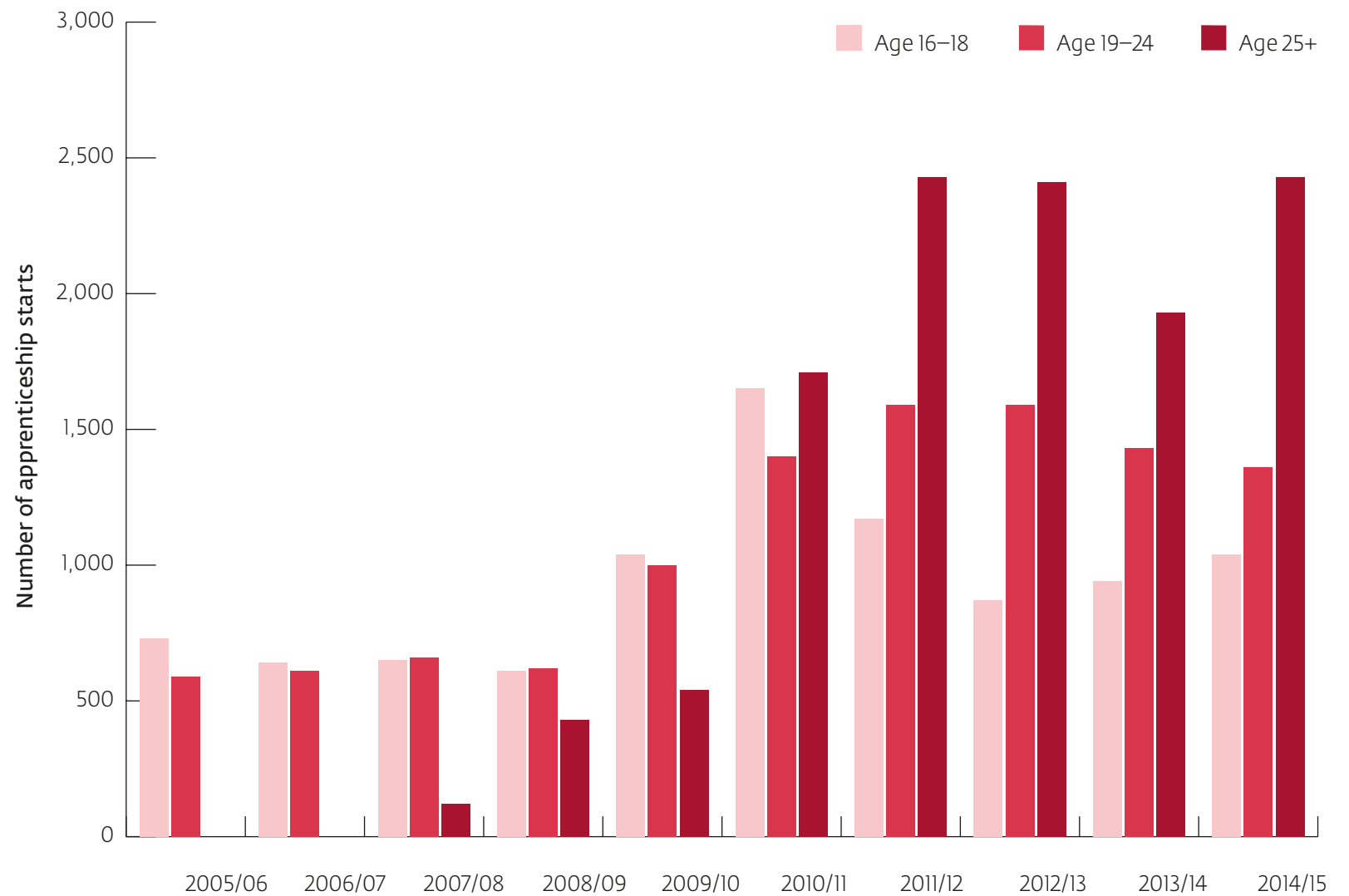
The apprenticeship levy will be introduced in April 2017 and will be one of the biggest changes to the apprenticeship landscape. It will be set at a rate of 0.5% of an employer's pay bill. The aim of the levy is to encourage large employers to take on apprentices in part to meet the Government's target of 3million apprenticeship starts by 2020.

Figure 5.12 shows apprenticeship start figures for 16 to 18-year-olds, 19 to 24-year-olds and those aged 25+. The number of 16 to 18-year-old starts reported for 2005/06 was 730. This

increased to its peak of 1,650 in 2010/11. While the number of 19 to 24-year-olds has reduced slightly since last year's figures, the number of 25+ starts has increased by 500 since last year and returned to the same level as the peak year of 2011/12. The number of apprenticeship starts in the 25+ age bracket has increased from 0 in 2005/06 and 2006/07 to 1,710 in 2010/11, and further to 2,430 in 2014/15. The relatively low number of applications relative to starts among people aged over the age of 25 is likely to be accounted for by the conversion of existing employees into apprentices by employers.

Figure 5.12

Apprenticeship starts by age



Source: Skills Funding Agency

Family poverty

The most commonly used national definition of child poverty is a household with children under 16 where income is less than 60% of the UK median average. The latest figures show that between 2007 and 2013 the overall percentage of children living in poverty in Manchester has fallen year on year from 42.1% to 32.5%.¹⁰

Although the general downward trend is positive, this rate is still considerably higher than the national average, which was 25.1% in 2013. Furthermore, there are still approximately 40,000 children living in 20,000 households growing up in poverty in Manchester. Manchester has the highest rate of child poverty out of the eight English Core Cities, the highest of all local authorities outside London, and the fourth-highest in the UK. The Manchester wards with the highest numbers of children in poverty are Moss Side, Hulme, Longsight, Ardwick, Cheetham and Rusholme.

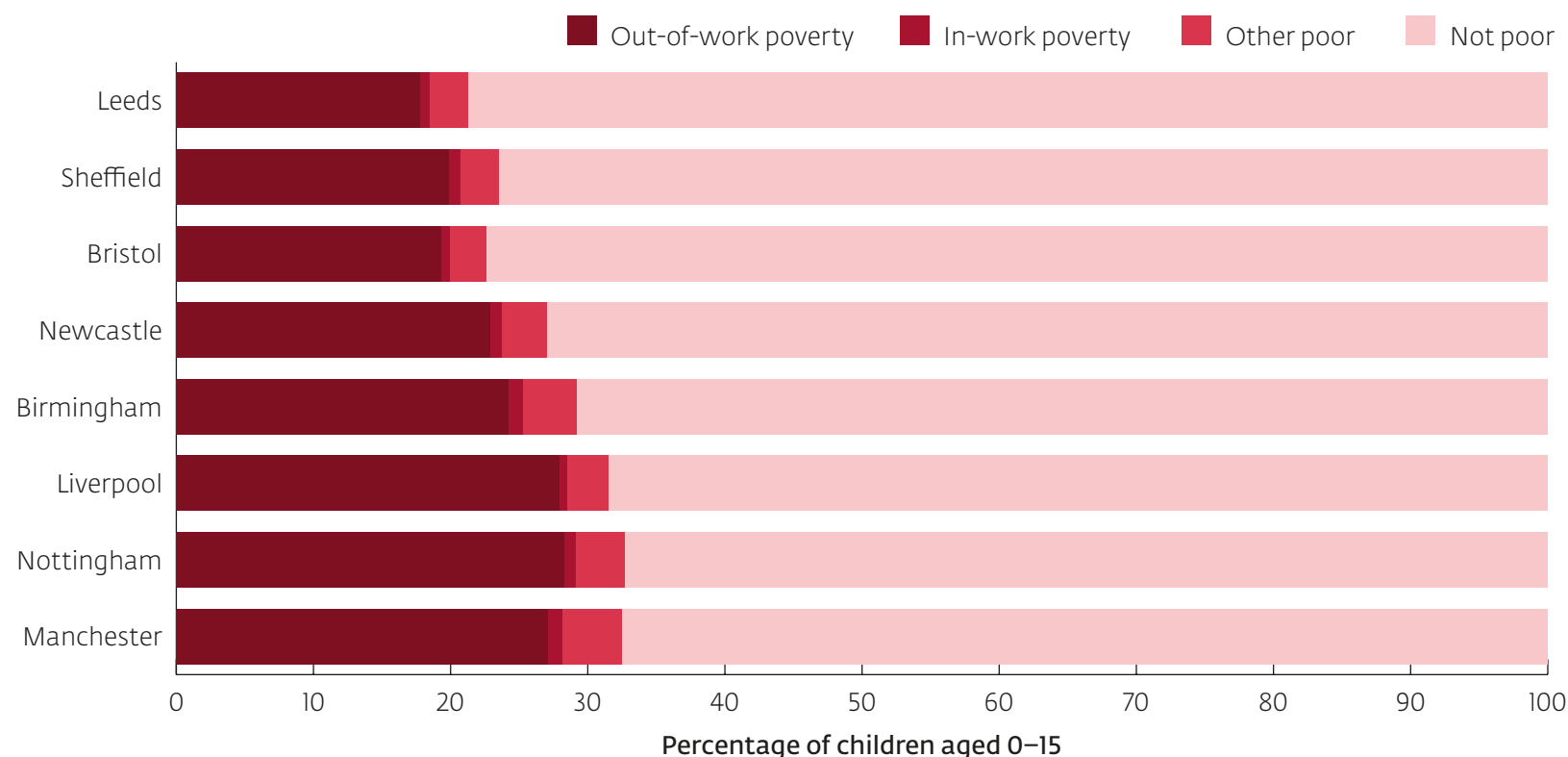
From 2012 to 2015 the city's response to child poverty was co-ordinated under the Manchester Family Poverty Strategy, which was overseen by the Work and Skills Board. The Strategy set out a number of objectives under three main themes: Parental employment and skills; Education, health and family; and Place. The Strategy recognised the importance of the wider Public Service Reform agenda and was underpinned by a Child Poverty Needs Assessment (CPNA), undertaken in 2011.

The Council and its partners are currently working to refresh the Manchester Family Poverty Strategy, which will sit under *Our Manchester: The Manchester Strategy 2016–2025* and help to work towards the ambition to create 'a progressive and equitable city'. This new strategy will take into account the impacts of welfare reforms, will engage partners and residents in its development, and will reflect the lived experience of poverty for Manchester residents.

¹⁰ HMRC child poverty and child benefit data, 2013.
Analysis by Public Intelligence

Figure 5.13

Family poverty



In-work and out-of-work child poverty in Core Cities, 2013

Source: HMRC child poverty and child benefit data, 2013. Crown copyright.

Skills

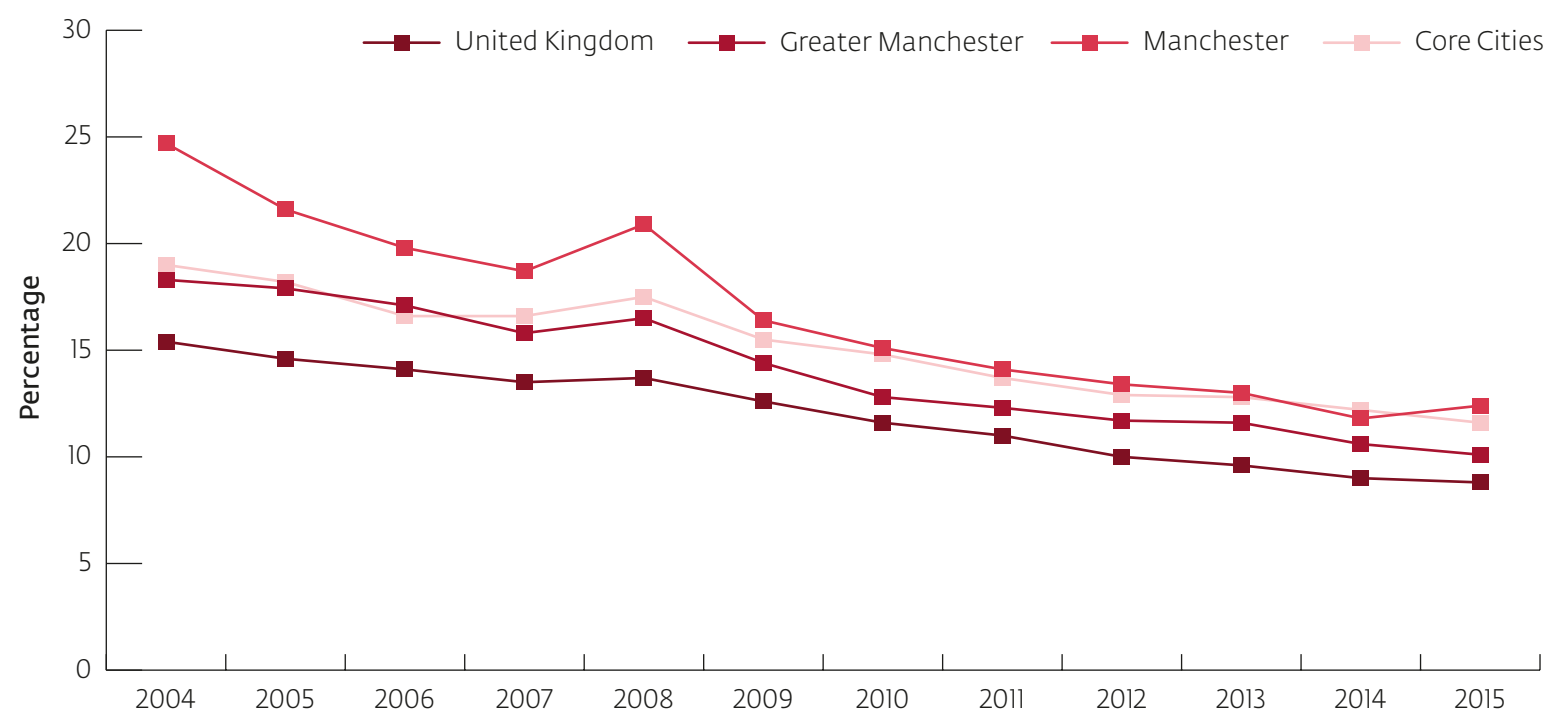
Despite the city's economic growth, many Manchester residents' skill levels have not improved in parallel, contributing to above-average levels of worklessness and poverty. However, trend data over recent years does show significant improvement. In 2006, nearly 20% of Manchester residents had no qualifications, compared to a national rate of 14% (Figure 5.14). By 2015 the Manchester rate had fallen to 12.4%, compared to 8.8% nationally, closing the gap with the national rate from 5.7% to 3.6%.

Over the same period, the percentage of the city's residents with level 2 qualifications or above has risen from 62.8% to 70.7%, keeping pace with regional and national trends (Figure 5.15). Comparison of 2001 and 2011 Census data also indicates a significantly improving picture, especially for working residents and those aged less than 50 years. Latest figures in 2015 show that 70.7% of the city's residents have level 2 qualifications compared with the national rate of 73.4%. However, this is based on a small sample size and challenges remain in raising the skill levels of those who are regularly out

of work and those aged over 50, particularly as cuts to adult skills budgets continue and those needing 'second chance' provision are expected to take out loans to fund training.

Figure 5.14

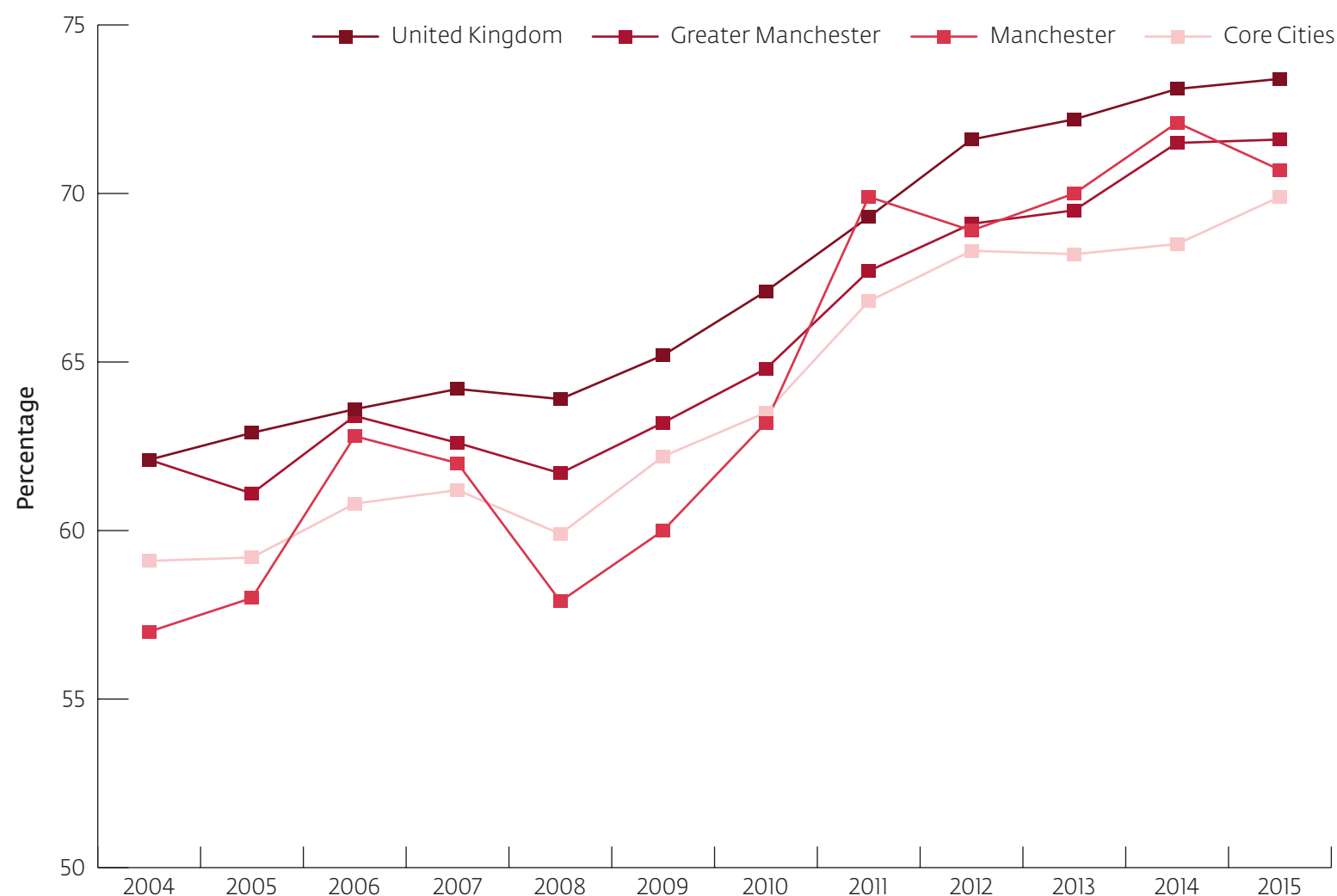
Percentage of working-age population with no qualifications



Source: Annual Population Survey 2015, ONS © Crown copyright

Figure 5.15

Percentage of working-age population with NVQ 2 or above



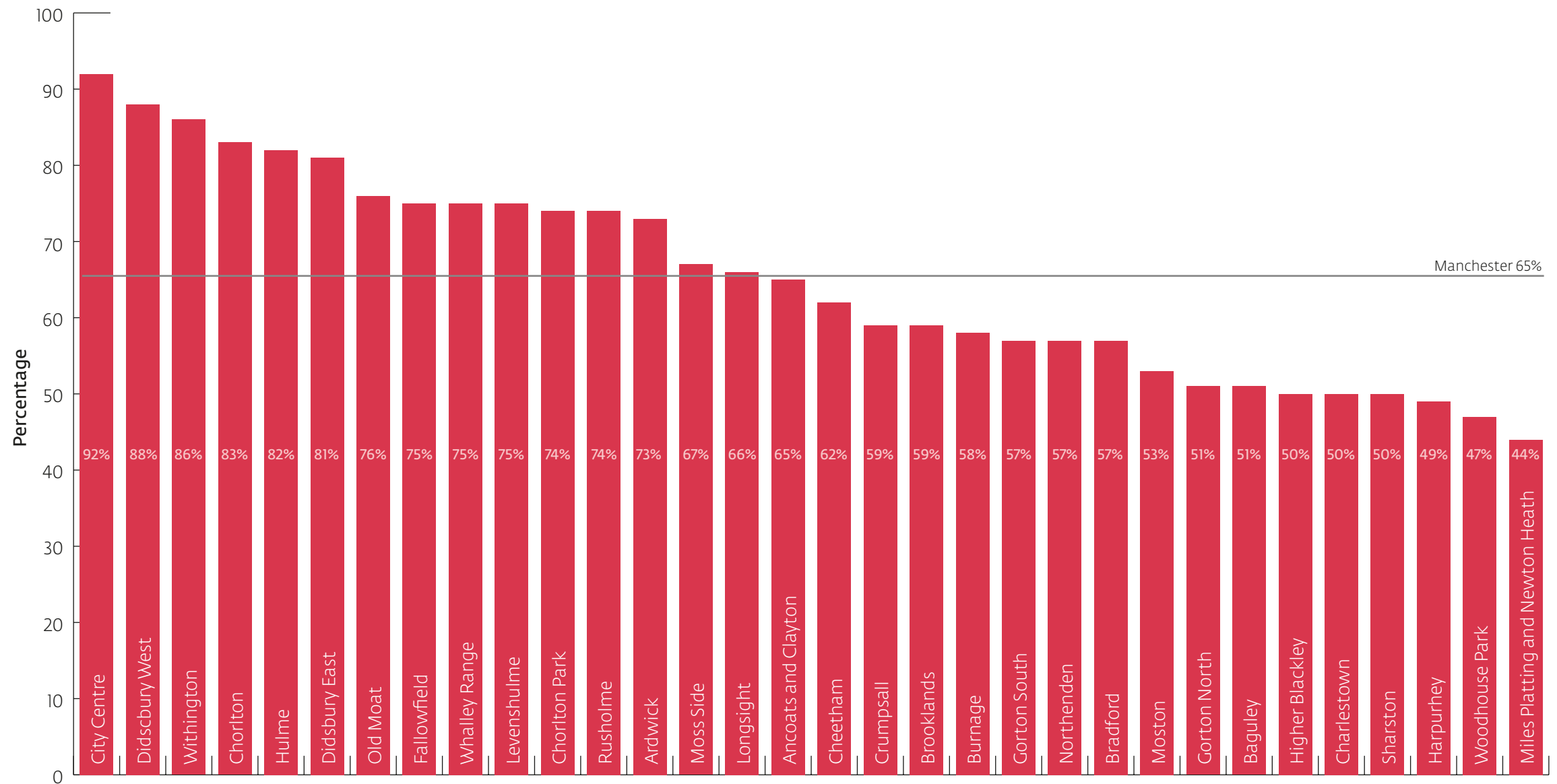
Source: Annual Population Survey 2015, ONS © Crown copyright

It is estimated that, of the 910,000 jobs expected to be created across Greater Manchester by 2022, one-half will require skills at level 3 or above and one-quarter will require level 4 skills.¹¹ 2011 Census data indicates that 65,100 Manchester residents (16% of the population aged 16+) are currently qualified at level 3, and 117,250 (29%) at level 4 or above. Clearly, these figures will be influenced by the number of graduate and postgraduate students in the city and raise the issue of post-qualification retention of those with the highest skills, in addition to ensuring that those who already have roots in the city aspire to the highest qualifications.

¹¹ Greater Manchester Skills Analysis (New Economy, December 2013), http://neweconomymanchester.com/media/1395/2013-14_skills_analysis_final.pptx

Figure 5.16

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



Source: Census 2011, ONS. © Crown copyright

Data on educational attainment¹² indicates that the proportion of Manchester pupils attaining five or more GCSEs (grade A*–C, including Maths and English) was 6.3% below the national figure in 2015, having been 16.8% below in 2006, suggesting that the gap has narrowed significantly but there is more to do to ensure that young people achieve first time round, particularly because of the impact that failure to achieve Maths and English in school has on Further Education provision and apprenticeship starts. In addition, the way Key Stage results were calculated in 2013–15 means the figures are not directly comparable to previous years.

In 2015, final Key Stage 4 results show 47.5% of pupils achieved five or more GCSEs at A*–C, including English and Maths. This is lower than the national average of 53.8% and the 2014 result of 51.4%. 20.5% of pupils in Manchester achieved the English Baccalaureate compared with 22.1% in 2013/14 and 22.9% nationally. The expected level of progress in English has fallen 3.9 percentage points in 2014/15 compared with 2013/14 and is 4.3 percentage points below the national average. The expected level of progress in Maths has fallen by 0.7 percentage points to 58.2% compared with 2013/14 and is 8.7 percentage points below the national average of 66.9%.

The percentage of pupils making the expected level of progress from Key Stage 2 to 4 in English and Maths is lower in Manchester than it is nationally. Since 2009/10 the number of pupils making the expected level of progress in English has increased by 3.9% points; however, in Maths this has decreased by 4.8% points. Education is discussed further in the Children and Families chapter.

The skills profile of residents varies considerably across the wards, with the percentage of residents qualified to level 2 or above ranging from 44% in Miles Platting & Newton Heath to 92% in the City Centre (Figure 5.16), according to the 2011 Census.¹³

The Devolution Agreement gives us some control to improve outcomes for both learners and employers through adult skills funding; however, there have been national reductions to adult skills budgets and there is some uncertainty now around the European Structural Fund skills provision, which has added value to mainstream budgets for many years. Work and Skills partners such as JCP, MAES and The Manchester College are committed to targeting their provision in the neighbourhoods with the highest levels of

poverty and where welfare reform impacts will be greatest. There are a range of community venues across the city where training and employment support are delivered in local neighbourhood venues. However, there will need to be a continued focus on areas of greatest need and supporting residents to become financially and IT literate, particularly as cuts to adult learning budgets start to take effect. As such we will need to maximise the benefits of the Devolution Agreement to ensure that Manchester residents have access to good-quality skills and educational opportunities. In addition, we aim to work closely with companies that will develop and train staff through their working life, so there will be fewer people without qualifications.

¹² The Department for Education: 2014 School and College Performance Tables

¹³ These figures include the categories 'Apprentices' and 'Other'. Also, note that ward-level comparison of skill profiles will be affected by the presence of large numbers of students in some of the central and south Manchester wards in addition to the City Centre

Conclusion

Despite the city's impressive performance in terms of economic growth, business activity and job creation, considerable challenges remain in enabling more residents to engage with the opportunities available. The city's rapid rate of working-age population growth does not appear to be coming at the expense of increased benefit dependency. This growth has been accompanied by an equally rapid increase in the number of residents in employment and an overall reduction in the number of out-of-work benefit claimants, as well as improvements in the skill levels of the city's working population.

However, there is considerable disparity in the fortunes of those in work. While one in five of the city's employed residents now works in professional occupations, a disproportionately large number of residents are confined to low-paid and part-time jobs, potentially creating issues of in-work poverty. Improvements will be needed if we are to realise our ambition of all workers earning a real Living Wage. We have limited intelligence around what support residents are receiving to move into more and better-paid employment. Continuing to raise

skill levels is clearly a major part of the solution to in-work poverty and the data does indicate continuing improvement, with 70.7% of residents now qualified to at least level 2 and much-improved GCSE results providing confidence for continued improvement and a step closer to our ambition of school results being above average in science, tech, maths, digital and creative. We will continue to focus on ensuring people's skills match the economy's needs, and clear pathways will help residents reach their full potential. There is a real issue of polarisation between the city's wards, with some of the north Manchester and Wythenshawe wards faring worst. These are also the areas with the highest concentrations of claimants on health-related out-of-work benefits. GM Employment Devolution and shared priorities within Health and Social Care Devolution will help us to make some of the service and system changes necessary to reduce these disparities.

There are a number of key developments that will provide future jobs growth at the centre of the conurbation and at strategic locations across the city region, such as Manchester Life, Airport City Enterprise Zone, First Street and

Spinningfields. However, these opportunities bring with them key challenges that the Work and Skills Board will work to address, such as the need to work with national and GM stakeholders to support the delivery of Manchester's priorities in a period of devolution, whilst operating within a period of reduced public funding and a landscape of national policy changes.

Children and families

Manchester is a vibrant and dynamic city with a young and growing population. It is also a population experiencing poorer mental and physical health than the national average, requiring improved outcomes and support to achieve greater independence where possible. The city has the second-worst life expectancy for men and the worst for women in England.

The population of Manchester is growing and becoming younger and more successful. The proportion of the population needing expensive targeted services should therefore reduce. However, the city continues to experience significant concentrations of deprivation in some neighbourhoods. The aim is for the number of people and families needing targeted services to reduce in absolute terms.

Our vision is for all Manchester people to be healthy and safe and to succeed in education, training and work. We want all residents to make a positive contribution to their neighbourhoods and the city and to connect to the city's wealth. Wherever possible, we want children and adults to live with their families in their communities, and where this is not possible we will offer high-quality alternative care.

We will know that we have realised our vision when:

- ➔ All children are ready for or succeeding in education
- ➔ Every young person of school-leaving age and every adult of working-age is ready for or succeeding in further or higher education, training, employment, or meaningful daytime activity
- ➔ All residents are enabled to live independent lifestyles and make a positive contribution to their communities and the city.

Our priorities as a directorate will continue to be to ensure that more residents:

- ➔ Develop the education and skills they need
- ➔ Live healthier, longer and fulfilling lives
- ➔ Are employed and able to progress within their jobs.

We will also continue to help people who have to rely on targeted and specialist services to make the changes that will enable them to become more independent. Connecting people to the economic growth of Manchester by

helping them overcome the barriers to training and jobs is key to this. Underpinning these aspirations is our commitment to continue to robustly safeguard vulnerable children and adults.

The vision of the Manchester Strategy therefore drives us to continue the reform of public services. The purpose of reform is to improve outcomes with fewer resources. We will do everything we can to protect the vulnerable and to intervene earlier to prevent vulnerability. We will integrate services and focus on the strengths in people's lives so that we help people to be as independent as possible. The aim is to safely release resources so that with the rest of the Council and other agencies, we can secure universal services that attract productive people.

Successful outcomes for Manchester people depend upon successful neighbourhoods where people choose to live and where they can access a range of good services. This is reflected in our close working relationship with the Growth and Neighbourhoods Directorate, the health services and our other partners.

Analysis of progress

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

The Council's vision is that children will be ready for school at age five, with the vast majority accessing free early education as part of an integrated early years offer. Children and young people will be succeeding in education, employment and training, achieving above national averages at ages 5, 11, 16 and 19, and the gap in educational attainment between those from different backgrounds will have closed. From the early years to further education, the quality of educational provision will be good or better. Throughout primary and high school, children and young people will develop an understanding of the skills and attributes needed for success in further learning and work, and will follow a positive pathway to further and higher-level learning and work.

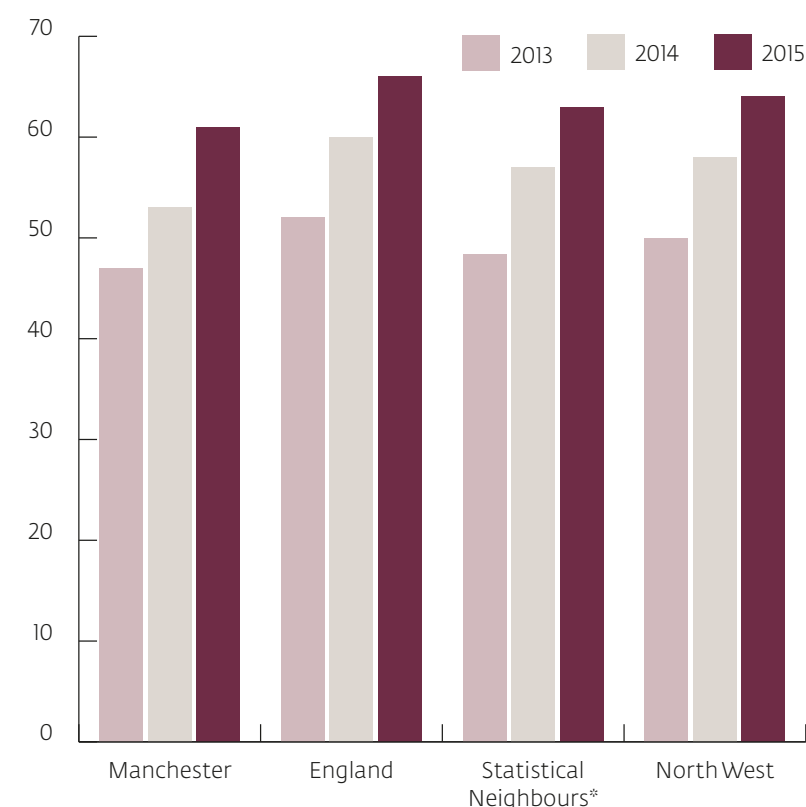
Early Years Foundation Stage (EYFS)

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. The assessment method of the EYFS changed in 2013, so only three years of results are comparable. The 2015 results show that the proportion of children achieving a good level of development in Manchester has increased from 47% in 2013 to 61% in 2015 but is still five percentage points below the national average of 66% (Figure 6.1).

Figure 6.1

EYFS – % children achieving a good level of development (2015)



Source: Department for Education

*The local authorities that make up the Statistical Neighbours are Coventry, Southampton, Salford, Bristol, Birmingham, Newcastle upon Tyne, Middlesbrough, Greenwich, Liverpool, Nottingham (and Manchester)

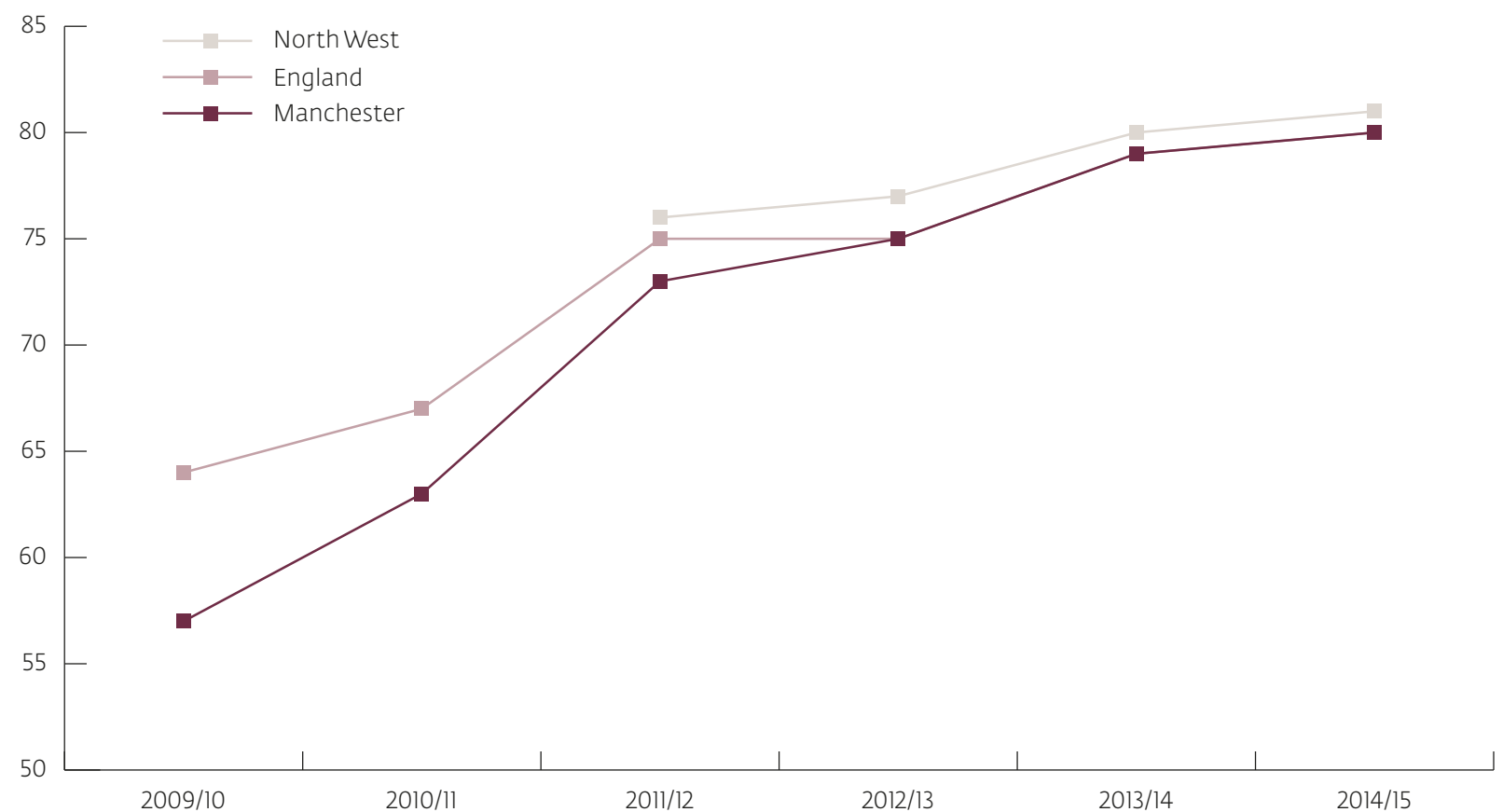
Key Stage 2

Recent changes to the assessment of pupils at the end of Key Stage 2 mean that results are not directly comparable with dates prior to the 2010/11 academic year. It should also be noted that there was a widespread boycott of Key Stage 2 tests in 2009/10, especially affecting results for smaller groups of pupils.

The main measure of attainment at the end of Key Stage 2 is the percentage of pupils achieving level 4 or above in the core subjects of Reading, Writing and Maths. Figure 6.2 shows the six-year trend in these results. This indicates that the percentage of pupils achieving the expected level at the end of Key Stage 2 has increased in Manchester at a faster rate than the national average, to the point in 2012/13 where results in Manchester were the same as the national average, and they have continued to be so since then.

Figure 6.2

% of pupils achieving level 4 or above in Reading, Writing and Maths



Source: Department for Education

*The DfE have only calculated this measure at North West level from 2011/12

Key Stages 1 to 2 progress

Progress between Key Stages 1 and 2 in Manchester schools has been above the national average since 2011/12 and has continued to improve in reading and maths. Expected progress in writing has also improved since 2011/12 but there has been no change between 2013/14 and 2014/15, meaning that it is now level with the national average.

Table 6.1

Percentage of pupils making expected progress from Key Stage 1 to 2 by subject

| | | 2011/12 | 2012/13 | 2013/14 | 2014/15 |
|------------|---------|---------|---------|---------|---------|
| Manchester | Reading | 91 | 90 | 91 | 92 |
| | Writing | 92 | 93 | 94 | 94 |
| | Maths | 90 | 91 | 91 | 93 |
| England | Reading | 90 | 88 | 91 | 91 |
| | Writing | 90 | 92 | 93 | 94 |
| | Maths | 87 | 88 | 90 | 90 |

Source: Department for Education

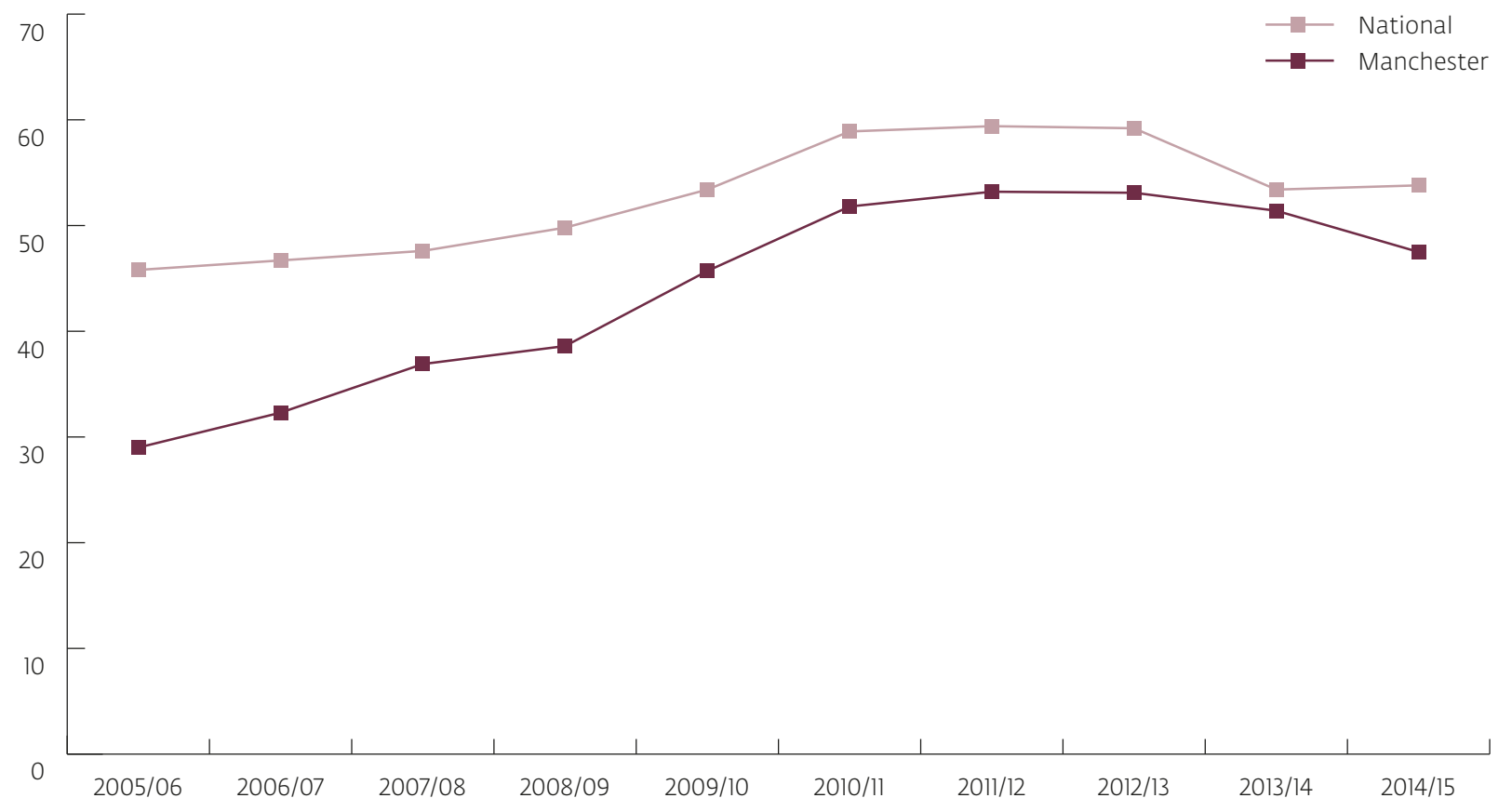
Key Stage 4

In 2013/14, there were two major changes in the way in which Key Stage 4 results are calculated and published. Therefore, the 2013/14 and 2014/15 results are not directly comparable with the previous years' figures, although trends can still be seen.

The percentage of pupils achieving five or more A*–C grades (including GCSE English and Maths) in Manchester has been lower than the England average in the past two years, with the gap widening to 6.3 percentage points from 2 percentage points in 2013/14. The trend shown in Figure 6.3 follows a similar pattern to the England average, with the exception for 2013/14, where the national results show a drop in performance.

Figure 6.3

% pupils achieving five GCSEs A*–C including English and Maths



Source: Department for Education

Key Stage 2 to 4 progress

The percentage of pupils making the expected level of progress from Key Stage 2 to 4 in English and Maths is lower in Manchester than it is nationally. The data shows a decrease in the percentage of pupils making the expected progress in both subjects, meaning that the gap between Manchester and the national average has widened.

Table 6.2

Percentage of pupils making expected level of progress from Key Stage 2 to 4 by subject

| | | 2009/10 | 2010/11 | 2011/12 | 2012/13 | 2013/14 | 2014/15 |
|---------|---------|---------|---------|---------|---------|---------|---------|
| Maths | Writing | 62.9 | 66.5 | 67 | 67.7 | 70.7 | 66.8 |
| | Maths | 53.4 | 56.7 | 62.4 | 63.6 | 58.9 | 58.2 |
| England | Writing | 69.3 | 71.8 | 68 | 70.4 | 71.6 | 71.1 |
| | Maths | 62 | 64.8 | 68.7 | 70.7 | 65.5 | 66.9 |

Source: Department for Education

Post-16 Attainment and progression
Key Stage 5

Results for the percentage of A level entries that achieved an A*–E pass grade are the same in Manchester and nationally in 2014/15. The percentage of entries achieving the top grades of A*–A are lower in Manchester than nationally, but over a fifth of entries achieve these grades in Manchester (Table 6.3).

Note that DfE figures published prior to 2009 used a different measure, so earlier comparable results are not available.

Table 6.3
Percentage of Key Stage 5 A level results

| | | 2009/10 | 2010/11 | 2011/12 | 2012/13 | 2013/14 | 2014/15 |
|--------------------------|------------|---------|---------|---------|---------|---------|---------|
| Number of entries | Manchester | 5,572 | 5,818 | 5,935 | 5,946 | 6,646 | 7,469 |
| % entries achieving A*–A | Manchester | 23.6% | 24.5% | 24.4% | 23.7% | 23.2% | 22% |
| | England | 26.9% | 27.2% | 27.2% | 26.7% | 26.7% | 26.7% |
| % entries achieving A*–E | Manchester | 99.3% | 99.4% | 98.9% | 99.1% | 99% | 98.8% |
| | England | 98.3% | 98.5% | 98.6% | 98.7% | 98.6% | 98.8% |

Source: Department for Education

Qualifications at age 19

Comparable data available from Ofsted for qualifications at age 19 does not go back any further than 2009/10.

The percentages of pupils achieving level 2 and level 3 qualifications at the age of 19 are lower in Manchester than nationally, although the proportions have increased over the past five years with a slight dip in 2014/15 for the percentage of pupils with level 2 and level 3 at age 19.

Table 6.4

Percentage of pupils achieving level 2 and level 3 at age 19

| | | 2009/10 | 2010/11 | 2011/12 | 2012/13 | 2013/14 | 2014/15 |
|--|------------|---------|---------|---------|---------|---------|---------|
| % level 2 at age 19 | Manchester | 71 | 74.9 | 78 | 80.3 | 81.9 | 81.5 |
| | England | 78.9 | 81.6 | 83.8 | 85 | 85.6 | 86 |
| % level 2 at age 19 with English and Maths | Manchester | 45.9 | 51.5 | 52.6 | 55.1 | 58.5 | 59.3 |
| | England | 56.8 | 59.9 | 61.8 | 64.1 | 65.9 | 67.9 |
| % level 3 at age 19 | Manchester | 40.2 | 44.5 | 46.6 | 50.3 | 52.6 | 52 |
| | England | 50.8 | 53.6 | 55.2 | 56.3 | 57 | 57.4 |

Source: Department for Education

English and Maths progression from age 16–19

The percentage of pupils who achieved level 2 English and Maths at age 19 (if not achieved by age 16) is lower in Manchester than nationally. In both Manchester and nationally a low proportion of pupils achieve level 2 in English and Maths at age 19 who didn’t achieve it at 16, but this could increase with the requirement for students to resit exams in these subjects before the age of 19.

Table 6.5
Percentage of pupils achieving level 2 in English and Maths at age 19 for those who had not achieved this level by age 16

| | | 2009/10 | 2010/11 | 2011/12 | 2012/13 | 2013/14 | 2014/15 |
|-------------------------------|------------|---------|---------|---------|---------|---------|---------|
| 16 to 19-year-old progression | Manchester | 15.7 | 18 | 17.6 | 15.6 | 15.3 | 17 |
| | England | 18.1 | 18.9 | 18.4 | 16.4 | 16.9 | 22.3 |

Source: Department for Education

Table 6.6

Pupils' absence – percentage of school population

| | | Overall absence rates (%) | | | | | | | | | | Persistent absence 15% (HTI-5) (%) | | |
|-------------|------------|---------------------------|-----------------|-----------------|-----------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------------------------|------------------|------------------|
| | | 2005/6 HTI-5 | 2006/7 HTI-5 | 2007/8 HTI-5 | 2008/9 HTI-5 | 2009/10 HTI-5 | 2010/11 HTI-5 | 2011/12 HTI-5 | 2012/13 HTI-5 | 2013/14 HTI-6 | 2014/15 HTI-6 | 2012/13 HTI-6 | 2013/14 HTI-6 | 2014/15 HTI-6 |
| Primary | Manchester | | 6.11 | 6.49 | 6.27 | 5.51 | 5.1 | 4.3 | 4.5 | 3.9 | 4 | 2.9 | 2.1 | 2.5 |
| | England | | 5.18 | 5.26 | 5.3 | 5.21 | 5 | 4.4 | 4.7 | 3.9 | 4 | 2.7 | 1.9 | 2.1 |
| | Gap | | 0.93 | 1.23 | 0.97 | 0.3 | 0.1 | -0.1 | -0.2 | 0 | 0 | 0.2 | 0.2 | 0.4 |
| Secondary | Manchester | 11.37 | 10.52 | 10.58 | 10.31 | 9.11 | 7.9 | 6.7 | 6.1 | 5.3 | 5.2 | 7.7 | 5.8 | 5.2 |
| | England | 8.24 | 7.86 | 7.33 | 7.21 | 6.88 | 6.5 | 5.9 | 5.9 | 5.2 | 5.3 | 6.5 | 5.3 | 5.4 |
| | Gap | 3.13 | 2.66 | 3.25 | 3.1 | 2.23 | 1.4 | 0.8 | 0.2 | 0.1 | -0.1 | 1.2 | 0.5 | -0.2 |
| Special | Manchester | | | | | 13.8 | 12.1 | 11.1 | 11.4 | 12.6 | 12.5 | 21.1 | 21.6 | 21 |
| | England | | | | | 10.3 | 10 | 9.6 | 9.6 | 9 | 9.4 | 16.2 | 14.6 | 15.4 |
| | Gap | | | | | 3.5 | 2.1 | 1.5 | 1.8 | 3.6 | 3.1 | 4.9 | 7 | 5.6 |
| All schools | Manchester | | 8.04 | 8.25 | 7.99 | 6.66 | 6.3 | 5.4 | 5.2 | 4.5 | 4.6 | 5 | 3.8 | 3.8 |
| | England | | 6.49 | 6.29 | 6.27 | 5.93 | 5.8 | 5.1 | 5.3 | 4.5 | 4.6 | 4.6 | 3.6 | 3.7 |
| | Gap | | 1.55 | 1.96 | 1.72 | 0.73 | 0.5 | 0.3 | -0.1 | 0 | 0 | 0.4 | 0.2 | 0.1 |

Source: Department for Education

School absence and exclusions

It should be noted that absence figures from 2012/13 are across the full six half-terms – the entire school year. Figures for years prior to this only cover half-terms one to five – September to the end of May.

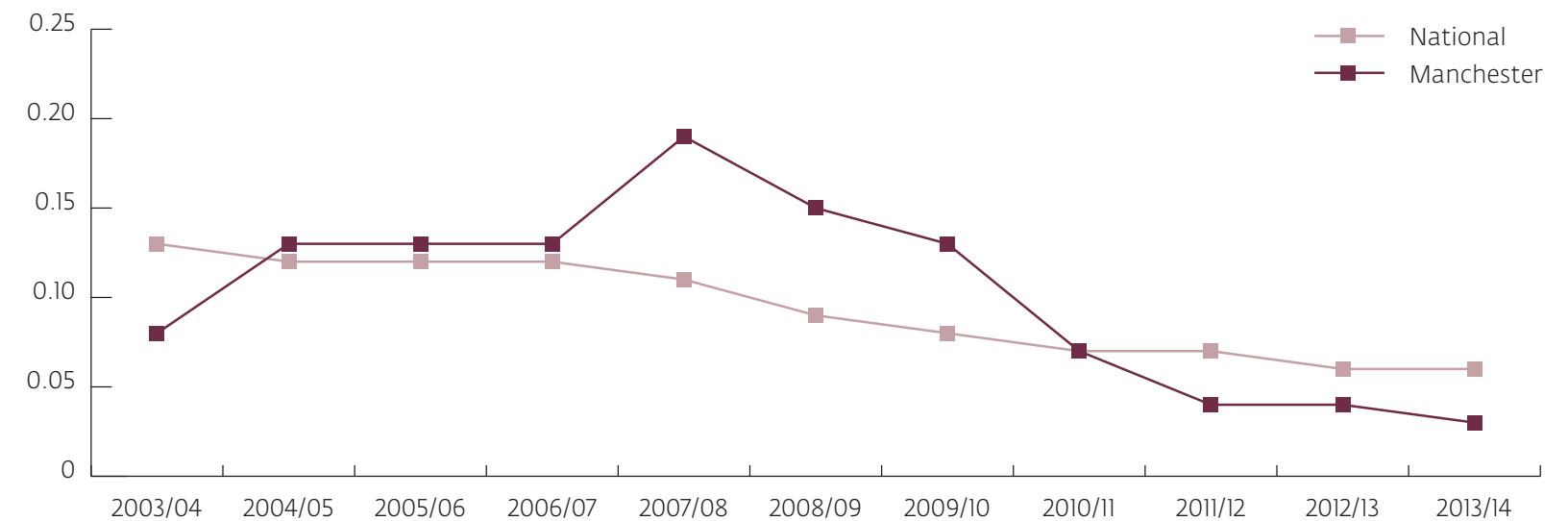
School absence has improved over the past few years, with absence in Manchester schools now in line with the national averages in both primary and secondary phases despite a slight increase in 2014/15. Manchester had the country's highest rate of absence in secondary schools in 2007/08, but latest available figures

from 2014/15 now show absence 0.1 percentage points below the national average (Table 6.6). The percentage of pupils classified as being persistent-absence pupils has decreased in secondary schools such that the level of persistent absence in secondary schools is now lower than the national average.

The proportion of pupils given permanent exclusions from Manchester schools has been reducing since 2007/08 and it is now lower than the national figures: 0.03% compared to 0.06% in 2013/14 (Figure 6.4). Manchester schools have a slightly higher rate than nationally for fixed-term exclusions, although the rate has been reducing since 2010/11 with the gap narrowing to just 0.35 percentage points in 2012/13 (Figure 6.5).

Figure 6.4

Permanent exclusions – % of school population



Source: Department for Education

Figure 6.5

Fixed-term exclusions – % of school population



Source: Department for Education

School inspection judgements

The percentage of pupils in Manchester schools judged to be good or outstanding by Ofsted in their most recent inspection is higher than the national averages for primary schools and all schools, but lower in secondary schools (Table 6.7). The percentage of pupils attending good or outstanding secondary schools in Manchester has increased by ten percentage points between 2014 and 2015. Comparable data from Ofsted is not available prior to 2011.

Table 6.7
% of pupils in good or better schools as of:

| | | 31 August | | | | |
|------------|-------------|-----------|------|------|------|------|
| | | 2011 | 2012 | 2013 | 2014 | 2015 |
| Manchester | Primary | 67 | 70 | 80 | 88 | 90 |
| | Secondary | 35 | 41 | 62 | 64 | 74 |
| | All schools | 57 | 61 | 74 | 80 | 85 |
| England | Primary | 68 | 68 | 78 | 81 | 84 |
| | Secondary | 68 | 69 | 74 | 74 | 77 |
| | All schools | 68 | 69 | 76 | 78 | 81 |

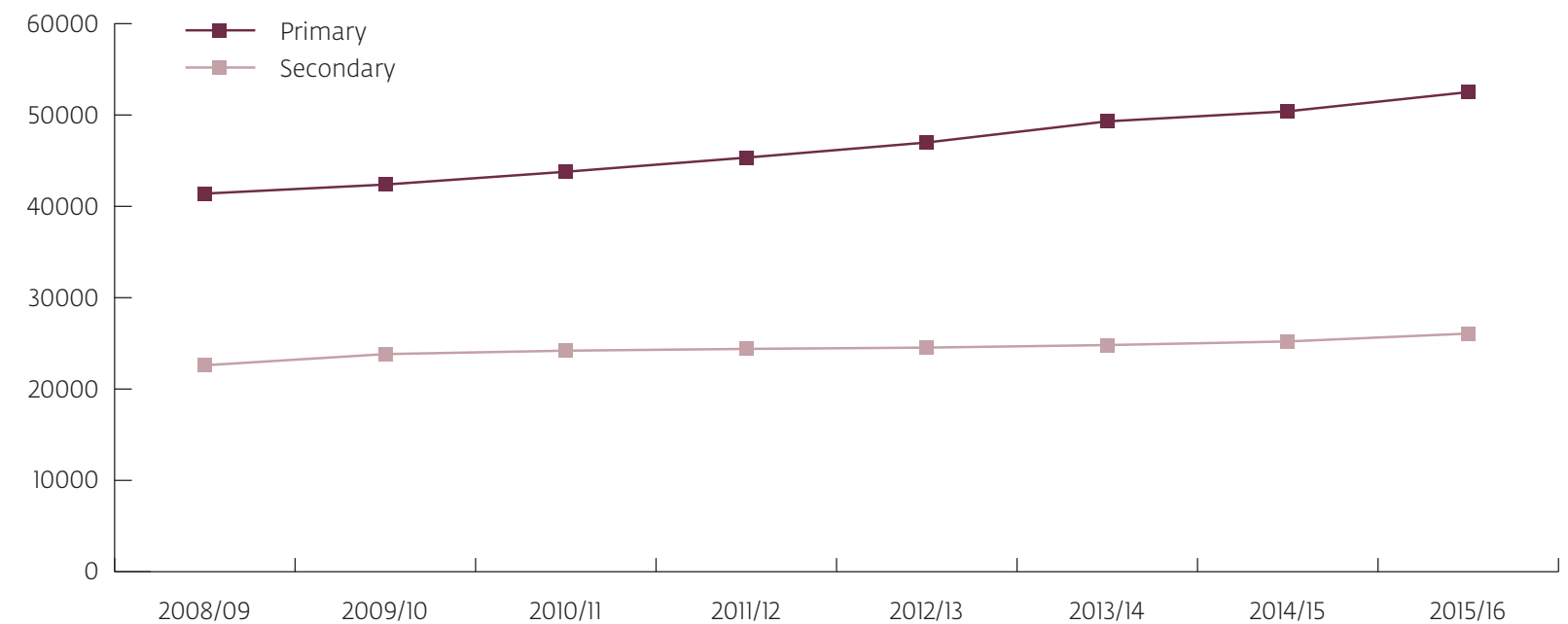
Source: Ofsted

School population

The number of pupils attending Manchester schools continues to rise, mainly because of the higher number of pupils entering reception over the past seven years. The number of pupils in reception year in Manchester schools was 34% higher in 2015/16 than in 2008/09. Figure 6.6 shows that the increase in pupil numbers in Manchester schools has mostly come from primary schools with a slight increase in the secondary school population. However, as the larger cohorts of pupils move through primary schools, secondary school numbers are likely to start to increase over the next few years. Comparable data from Ofsted is not available prior to 2008/09.

Figure 6.6

School pupil population trend by phase



Source: Department for Education

Oral health of children

Good oral health is integral to a child's general health and wellbeing. Oral health affects how children grow, enjoy life, look, speak, chew, taste food and socialise, as well as their feelings of social wellbeing. Poor oral health and associated pain and disease can lead to difficulties in eating, sleeping, concentrating and socialising, thereby affecting health-related quality of life with individual, family and societal consequences (school absence, time off work and financial impacts on the individual and society). Tooth decay is the most common chronic disease in childhood even though it is largely preventable.

Data from the latest biennial oral health survey of five-year-old children for the period 2014 to 2015 shows that, of the 307 children examined in Manchester, 32.7% had at least one decayed, missing or filled tooth (95% Confidence Interval, 27.4%–37.9%). This compares with the England average of 24.7%. Within Manchester, the proportion of children examined and found to have at least one decayed, missing or filled tooth was 28.7% in Central Manchester CCG, 41.3% in North Manchester CCG and 23.9% in South Manchester CCG. In addition, 1.4% of

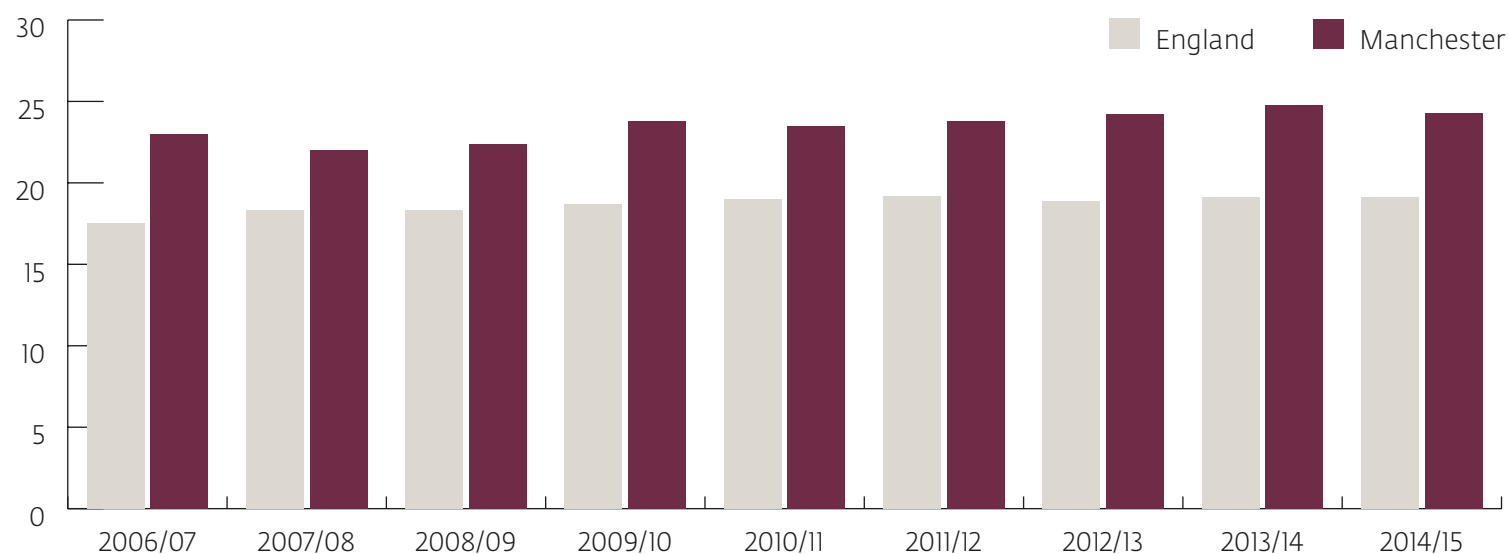
those examined were found to have sepsis and 12.8% were found to have decay in their incisor teeth (incisor caries).

Obesity in year 6 schoolchildren

The latest data from the National Child Measurement Programme (NCMP) shows that the percentage of children in year 6 classed as being obese has increased from 23% in 2006/07 to 24.3% in 2014/15, although the rate has fallen slightly over the past year. However, this fall is not statistically significant (Figure 6.7).

Figure 6.7

Proportion of year 6 schoolchildren who are classed as being obese (based on postcode of child)



Source: The Health and Social Care Information Centre, Lifestyle Statistics/Department of Health Obesity Team NCMP Dataset. Copyright © 2015. The Health and Social Care Information Centre, Lifestyle Statistics. All rights reserved

However, the proportion of children in this age group who have been measured has increased since 2006/07 (from 87.7% to 92.4%), which means more children are being identified as being overweight or obese and referred on to weight management services and other appropriate interventions.

Ensuring the best outcomes for vulnerable children

There is no higher priority for the Council than protecting vulnerable children and ensuring that children and their families receive good help and, when required, good care. Wherever possible, we want children and adults to live with their families in their communities, and where this is not possible we will offer high-quality alternative care. The Council is part way through implementation of an Improvement Plan responding to the Ofsted judgement that Children's Services and the Manchester Children's Safeguarding Board are both inadequate.

Key to this is a safe reduction in the number of children entering and in the care system. This work involves reducing the number of children becoming and remaining looked after, and recruiting additional internal foster carers to

reduce the number of Looked After Children cared for by higher-cost independent fostering agencies. It also needs to ensure that when independent agencies are used, they are effective and cost-efficient. Children will be supported earlier to prevent them becoming at risk of being looked after through our increasingly developed Early Help Offer. Children who are at risk of becoming looked after will be provided with specific support to remain at home and in their own communities.

The Greater Manchester (GM) Devolution Agreement published alongside the 2015 Spending Review includes a fundamental review of the way that all children's services are delivered. The Government is supporting the Greater Manchester Combined Authority with this review. An early priority is to develop and implement an integrated approach to preventative services for children and young people by April 2017. The aim is to improve outcomes for children across Greater Manchester, reduce the number of Looked After Children, children in need and children with Child Protection Plans, and to deliver wider improvements for families (such as

improved health outcomes, reductions in domestic violence, drug and alcohol misuse, and housing issues).

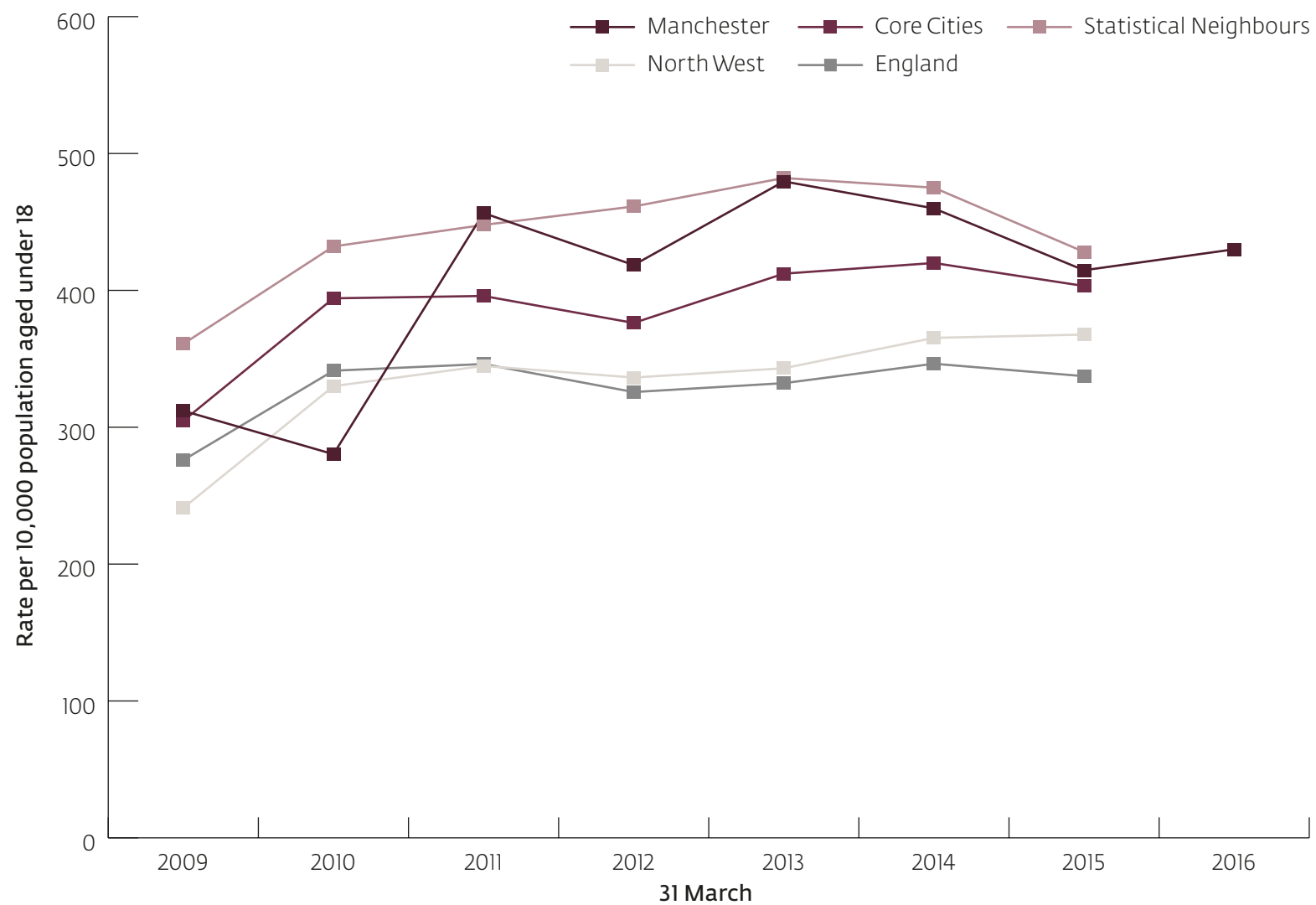
Children in Need (CiN)

The rate of Children in Need per 10,000 of the child population in Manchester has remained fairly stable over the past six years. The rate is above the national, regional and Core City averages for 2015 but is in line with the average for statistical neighbour authorities.

As the CiN census first took place in 2008/09, there is no earlier comparable data.

Figure 6.8

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



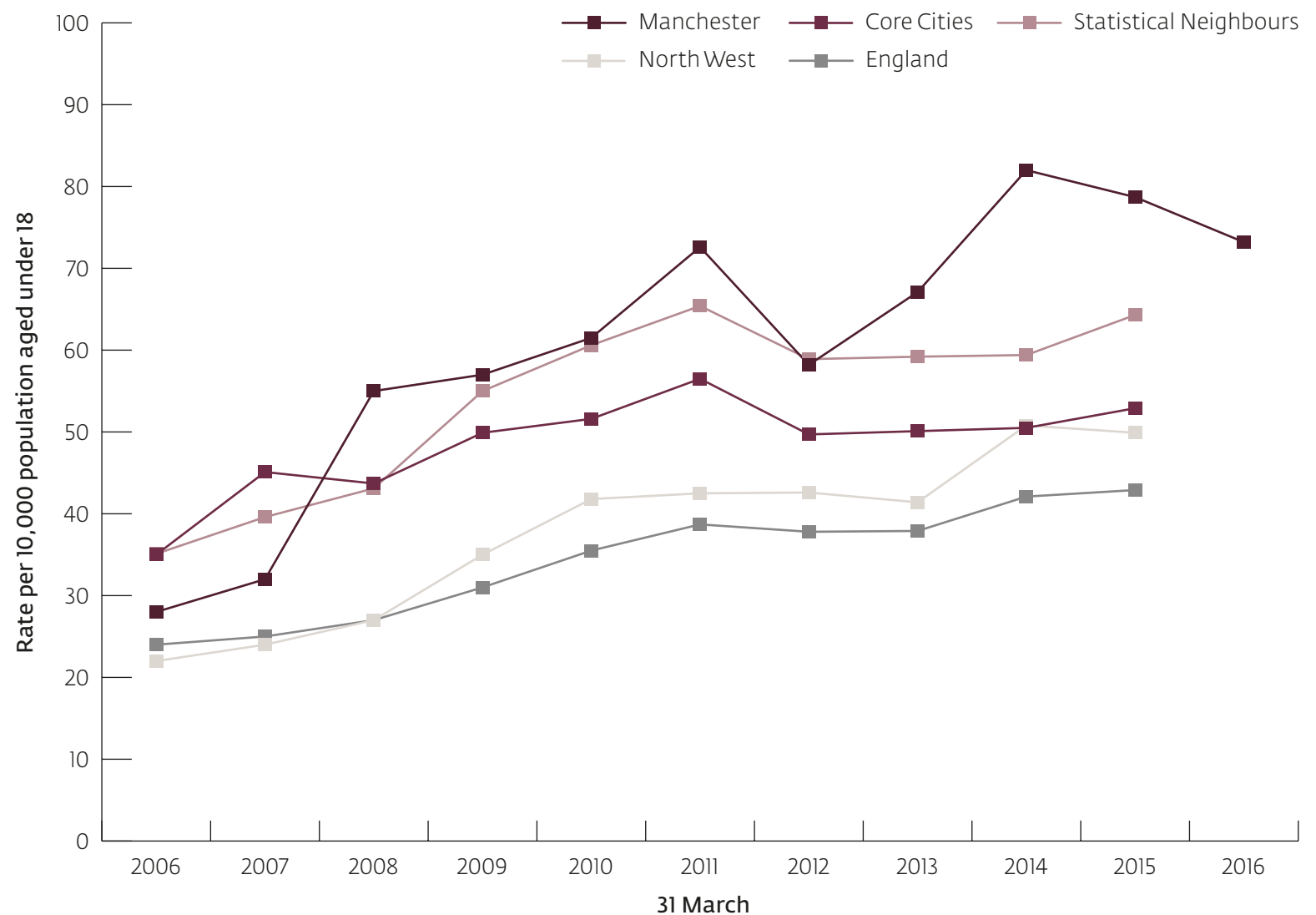
Source: Department for Education (2010–2015), Manchester City Council MiCARE System (2015/16)

Children subject of a Child Protection Plan (CPP)

The rate of children subject to a Child Protection Plan per 10,000 under-18-year-olds has fallen over the past two years in Manchester but remains above the national, regional, Core City and statistical neighbour averages for 2015.

Figure 6.9

Rate of children subject to Child Protection Plans per 10,000 of the child population aged under 18 as at 31 March



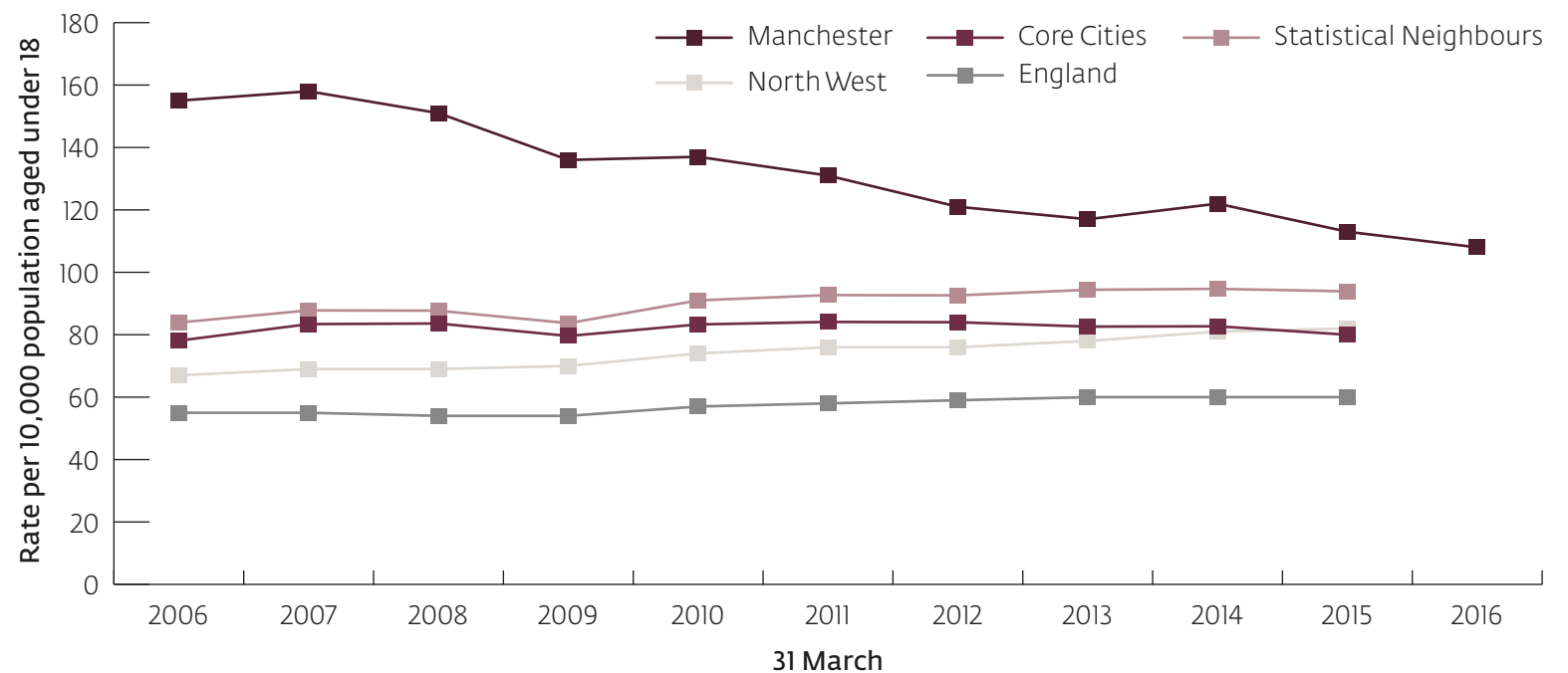
Source: Department for Education (2010–2015), Manchester City Council MiCARE System (2015/16)

Looked After Children (LAC)

The number and rate of children looked after by the Council has decreased over the past ten years despite an increase in 2013/14. Despite this reduction the rate of children looked after in Manchester is significantly above the national, regional, Core City and statistical neighbour averages for 2015.

Figure 6.10

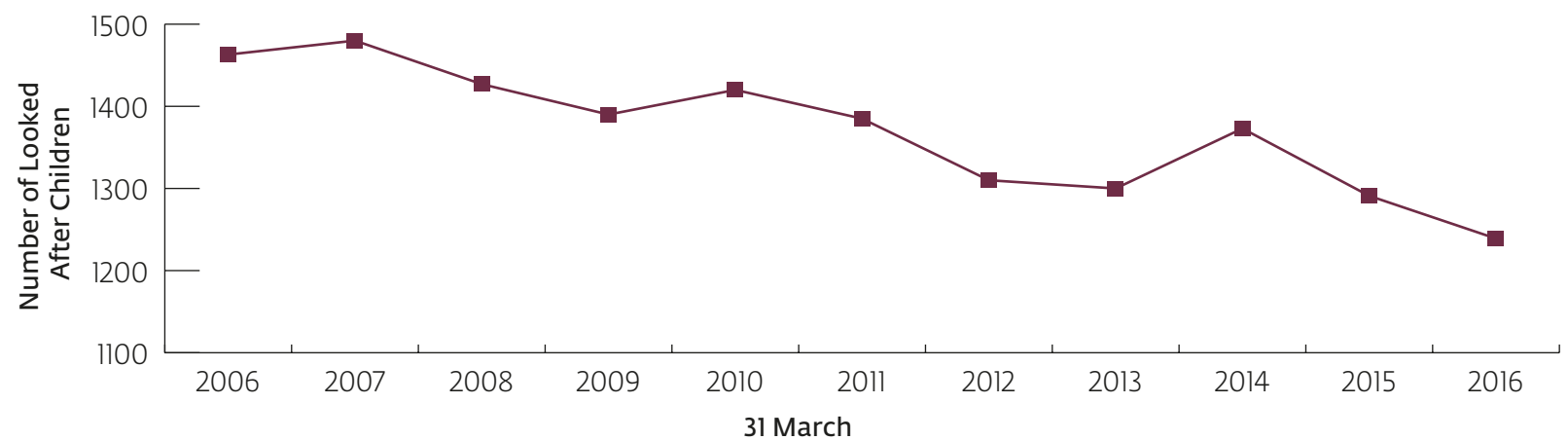
Rate of Looked After Children per 10,000 of the child population aged under 18 as at 31 March



Source: Department for Education (2010–2015), Manchester City Council MiCARE System (2015/16)

Figure 6.11

Number of Looked After Children as at 31 March



Source: Department for Education (2010–2015), Manchester City Council MiCARE System (2015/16)

Enabling people to keep well and live independently

Figures for this section have been taken back as far as confidence in data quality allows, to a reliable starting point of 2011/12 for an accurate outturn. Prior to MiCare being established in 2008, migrant data from previous systems were incomplete and had data-quality issues. Measures used have changed and for some historical data may not have been collected.

The Devolution Agreement for Health and Social Care has given Greater Manchester control over the £6billion health and social care resources for the region as of 1 April 2016, and gives us the opportunity to fundamentally transform how health and social care are delivered in the region, building on our Living Longer Living Better Change Programme. To do this, we have developed a Locality Plan, which is the foremost strategy on the transformation of the health and care system in the city. The plan outlines three mutually interdependent pillars that underpin the transformational change that is required. These are:

- A **single commissioning system** ensuring the efficient commissioning of health and care services on a citywide basis with a single line of accountability for the delivery of services
- A **single hospital service** delivering cost efficiencies and strengthened clinical services, with consistent and complementary arrangements for the delivery of acute services
- **One team** delivering integrated and accessible out-of-hospital services through community-based health, primary and social care services within neighbourhoods.

The Manchester approach, outlined in the Locality Plan, will ensure a clear focus on place and the needs of residents, and make sure that a stronger service offer addresses health and social care needs earlier while supporting residents to take responsibility for their own wellbeing.

Importantly, the commissioners and providers of health and social care will come together to ensure that:

- Duplication and fragmentation of service provision is removed
- Unnecessary costs are minimised
- Our clinical leaders shape the model of delivery most suited to meet the needs of residents in Manchester.

This will ensure that in future people get the right care, at the right time, in the right place.

New requests for support

In 2015/16, there were more than 23,000 requests for support from new citizens aged 18+ (citizens without any existing services in place, and these can be for more than one request per person). Of these, 8.35% of requests for support from new adults were given long-term support as a result (0.2% nursing care, 0.3% residential, 7.9% community), 5.2% of requests resulted in short-term support to maximise independence (reablement), 23.5% of requests resulted in ongoing low-level support, and 34.6% of requests resulted in universal services or signposting to other services. 28.2% of requests for support resulted in no service provided.

People accessing long-term support during the year (to 31 March)

In 2015/16, there were 10,530 people accessing long-term support, split by Primary Support Reason. Primary Support Reason is the major need for that specific contact. A Primary Support Reason can change throughout the year, as it depends on the type of support a citizen needs at that time.

A snapshot from 31 March 2016 showed there were 6,589 citizens accessing long-term support. Of these 6,589 citizens, 4,838 had been in receipt of a service for more than 12 months. There has been a reduction in the number of people recorded as receiving long-term support due to more accurate reporting, particularly regarding mental health, which as a percentage of all citizens has reduced from 60.2% in 2014/15 to 47.5% in 2015/16.

Intermediate care and reablement, including adaptations and technology solutions

During 2015/16, 1,904 reablement packages were delivered, and 54.7% of people in Manchester were supported back to independence (that is, they had no need for further care) following a period of reablement support. Additionally,

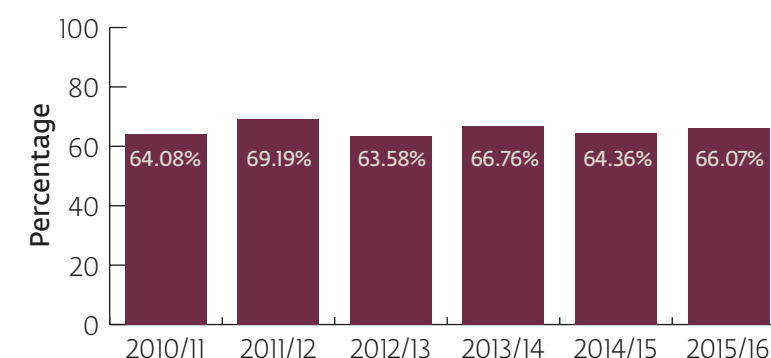
25,317 items of equipment were installed in homes to help people live independently, 99.4% of which were installed within seven days.

Manchester continues to support more older people through reablement or rehabilitation services following discharge from hospital, although the overall total of people receiving these services has fallen this year.

The number of citizens using the service, and the apparent success of reablement, has fluctuated based on this result, albeit within limited percentage banding over the past five years. This can be attributable to the fact that this measure is taken from an annual survey, which uses a random sample each year, so the citizens included in this cohort change year on year. Combined with an increasingly frail and complex cohort of citizens, this could go some way in demonstrating difficulty in achieving consistency of result for this measure.

Figure 6.12

Citizens using the reablement service and at home on the 91st day



Source: SALT Statutory Return

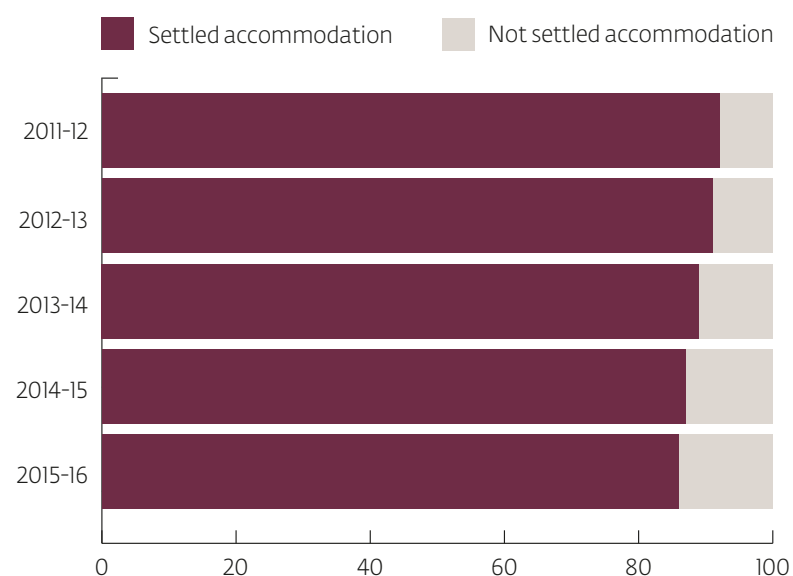
The proportion of older people residing at home 91 days after discharge from hospital into reablement or intermediate care improved slightly from 64.36% in 2014/15 to 66.07% in 2015/16. This is a comparatively stable figure, and there is no overall trend in recent years.

The proportion of adults with learning disabilities in settled accommodation

'Living on their own or with their family' is intended to describe arrangements where the citizen has security of tenure in their usual accommodation, for instance, because they own the residence or are part of a household whose head holds such security.

Figure 6.13

Learning disabled adults by accommodation type (%)



Source: SALT Statutory Return

The proportion of adults with learning disabilities in settled accommodation has fallen slightly, from 86.9% in 2014/15 to 85.9% in 2015/16. This shows the number of people who are living in their own home or with their family, and this data is comparatively stable year on year.

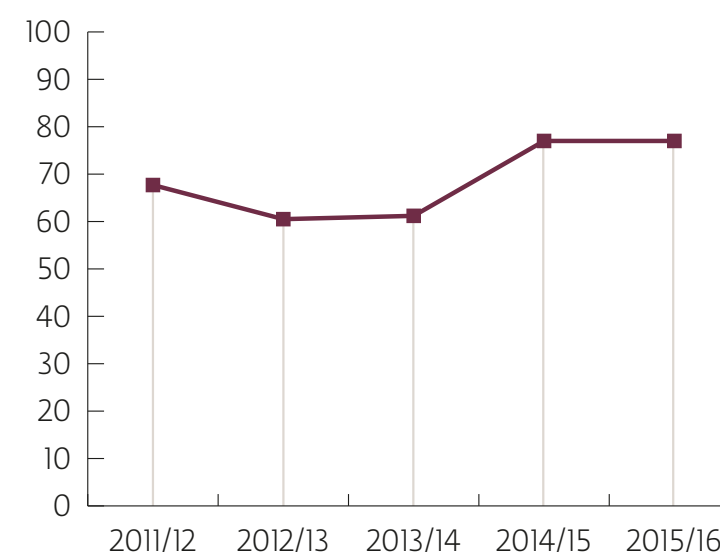
Changes in reporting from 2014/15 have resulted in a reduction in the number of working-age learning-disabled citizens who have been reported on.

Proportion of adults in contact with secondary mental-health services living independently, with or without support

This is a similar measure to the one that measures learning disabled accommodation and has the same definition as 'living independently, with or without support'; however, different wording is used to capture the emphasis on avoiding residential care homes. Mental health also covers adults aged 18–69, whereas other measures cover adults aged 18–64 (unless specified).

Figure 6.14

Percentage of adults in contact with secondary mental-health services living independently, with or without support



Source: ASCOF Statutory Return

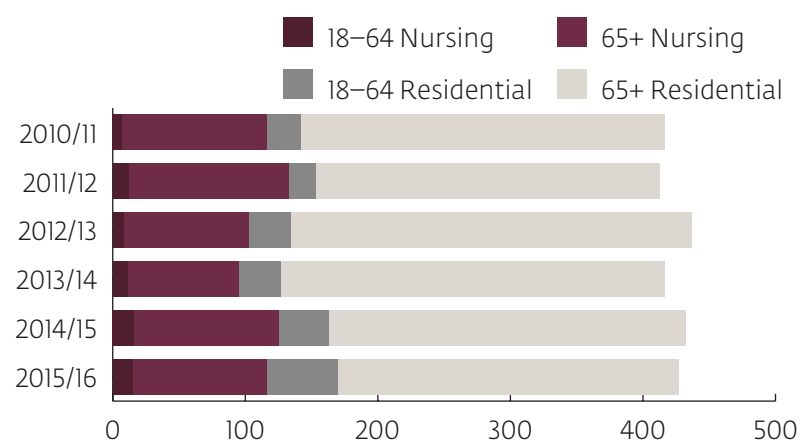
Figure 6.14 shows that mental-health citizens are comparatively stable in terms of their accommodation situation, the past two years showing no change in the result, at 77%; this represents 2,105 out of 2,756 people.

Admissions to residential and nursing-home care

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

Figure 6.15

Number of Council-supported residents in residential and nursing placements (by age group)



Source: Abacus

| | YEAR | | | | | |
|-------------------|--------|--------|--------|--------|--------|--------|
| | '10/11 | '11/12 | '12/13 | '13/14 | '14/15 | '15/16 |
| 18-64 Nursing | 7 | 12 | 8 | 11 | 16 | 15 |
| 18-64 Residential | 26 | 20 | 31 | 32 | 38 | 54 |
| 65+ Nursing | 109 | 121 | 95 | 84 | 109 | 101 |
| 65+ Residential | 274 | 260 | 303 | 289 | 269 | 257 |

Permanent new admissions are showing a slight decrease of five citizens from 2014/15 data; however, residential care admissions have increased from 307 in 2014/15 to 311 in 2015/2016. Nursing care admissions have decreased from 125 in 2014/15 to 116 in 2015/16. Overall, the provisional admission rate in 2015/16 for people aged 65+ was 405.2 per 100,000, reduced from 455.1 per 100,000 in 2014/15.¹

The falling number of citizens in need of support provided through residential care means that services such as reablement demonstrate a real opportunity to enable people to remain independent in their own homes for longer. Collaborative working with hospitals and community teams helps a citizen to understand what support they can get to maintain independence, and gets it into place in the home quickly, which also helps to avoid delays to hospital discharges.

There is a decrease in the more complicated and costly nursing care from 28.9% in 2014/15, particularly in the 65+ age group, to 27.2% in 2015/16, as a percentage of permanent new admissions.

Safeguarding and vulnerable adults

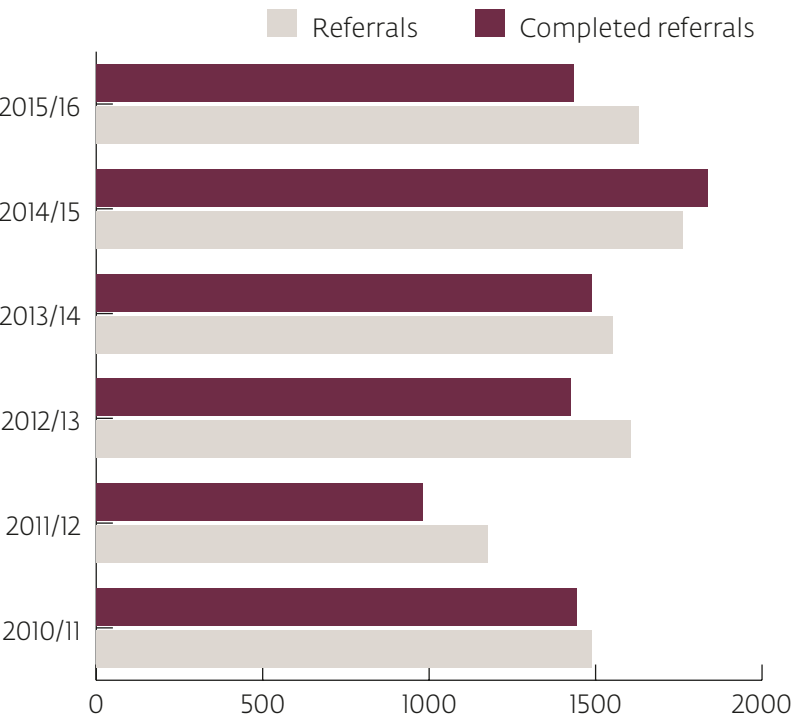
Safeguarding vulnerable adults who may be at risk is a critical function. Danger may lie in physical, emotional or financial abuse, neglect, or the withholding of proper care. Safeguarding issues can arise in the home, in the community, in residential or nursing care, or in hospitals.

In April 2013, deprivation of liberty safeguarding responsibility transferred from health to the local authority. This extended the roles for assessments of deprivation of liberty within community settings and included assessing the nature and extent of deprivations of liberty on a case-by-case basis, authorising deprivation of liberty where appropriate and completing the legal process to ensure these decisions are within the appropriate legislation. These responsibilities sit within the Adults Safeguarding Team and report through the Director of Public Health to the Strategic Director for Families, Health and Wellbeing.

Compared to 2014/15, there has been a 7.5% decrease in the reported number of referrals (ie. cases progressing to an investigation): from 1,763 in 2014/15 to 1,631 in 2015/16. The number of completed referrals has decreased 22%: from 1,837 in 2014/15 to 1,433 in 2015/16.

¹ Data from ASCOF measures 2A parts 1 and 2, using 2013/14 population data

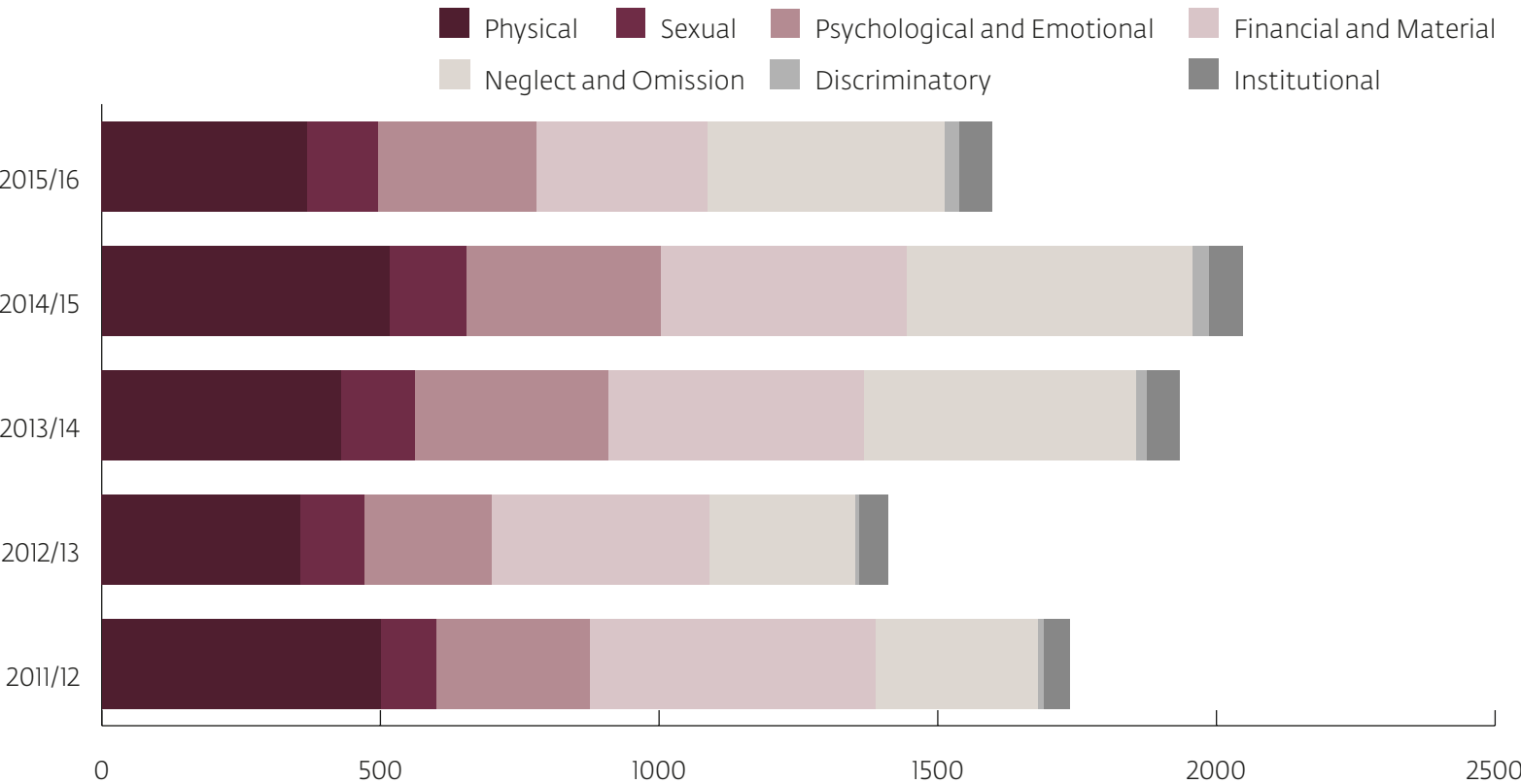
Figure 6.16
Number of individuals for whom a safeguarding referral has been made



| | YEAR | | | | | |
|---------------------|--------|--------|--------|--------|--------|--------|
| | '10/11 | '11/12 | '12–13 | '13/14 | '14/15 | '15/16 |
| Completed referrals | 1422 | 982 | 1424 | 1488 | 1837 | 1433 |
| Referrals | 1488 | 1177 | 1606 | 1550 | 1763 | 1631 |

Source: Safeguarding Statutory Return

Figure 6.17
Referrals by nature of abuse



Source: Safeguarding Statutory Return

| Referrals By Nature of Abuse | 2011/12 | 2012/13 | 2013-14 | 2014/15 | 2015/16 |
|------------------------------|---------|---------|---------|---------|---------|
| Physical | 500 | 356 | 429 | 516 | 369 |
| Sexual | 100 | 115 | 132 | 138 | 126 |
| Psychological and Emotional | 275 | 229 | 347 | 349 | 285 |
| Financial and Material | 513 | 390 | 459 | 440 | 306 |
| Neglect and Omission | 292 | 262 | 488 | 514 | 427 |
| Discriminatory | 10 | 6 | 20 | 29 | 25 |
| Institutional | 47 | 54 | 58 | 61 | 60 |

Across the range of abuse types, there has been a decrease in each area of between 1.6% and 30.5%, the most of which is for Financial and Material (30.5%), comparing 440 in 2014/15 to 306 in 2015/16.

There is an overall shift in the make-up of abuse types across the year. As a percentage of all abuse types, Physical (23.1%) and Neglect and Omission (26.7%) combined account for 50% of all referral types.

Deprivation of Liberties (DOLS)

In March 2014, a Supreme Court Judgement determined that DOLS applications could now include those from people in domestic settings with support, not just hospitals and residential and nursing care homes. This has had a significant impact on the number of DOLS recorded in 2014/15, compared to previous years, and has continued to have the same impact in 2015/16.

(These tables do not include any DOLS that are unauthorised or withdrawn as of 31 March 2016.)

Table 6.8

DOLS applications, granted and not granted*

| | 2014/15 | Year-on-year change +/- | 2015/16 |
|--------------------------------|---------|-------------------------|---------|
| Applications, of which: | 956 | -44.46 | 531 |
| Granted | 267 | | 360 |
| Percentage granted | 27.93% | 39.87% | 67.8% |
| Not granted | 689 | | 171 |
| Percentage not granted | 72.07% | -39.87% | 32.2% |

* Excluding withdrawn or pending

Source: DOLS Statutory Return

There has been a 45% reduction in the number of applications that have not been granted from the applications as a whole, to 32.2%, but these still account for more than one-third of these applications.

In 2015/16, applications that were not granted accounted for 32.2%, with 67.8% granted. There is still a need to continue working with the local trusts, to not only improve their response rate, but also to educate with regard to appropriate applications.

Table 6.9

DOLS applications, by setting*

| | 2014/15 | Year-on-year change +/- | 2015/16 |
|--------------------------------|---------|-------------------------|---------|
| Applications, of which: | 956 | | 531 |
| Granted | 481 | | 172 |
| Percentage granted | 50.31% | -17.92% | 32.39% |
| Not granted | 475 | | 359 |
| Percentage not granted | 49.69% | 17.92% | 67.61% |

* Excluding withdrawn or pending

Source: DOLS Statutory Return

In 2014/15 there was a shift in setting, which saw an almost 50/50 split of those occurring in a hospital or care home setting. This was a change from previous years where almost two-thirds came from care home settings, and 2015/16 data seems to have returned to that two-thirds split, with care homes accounting for 67.6% of setting locations.

It is likely that some of the work that has taken place with the local trusts and the Manchester Royal Infirmary in particular, following 2014/15 results, may have seen this data shift to the more expected location split, given the population that resides in either setting at any point in time.

Domestic violence and abuse

Tackling domestic violence and abuse has been a key priority for Manchester for many years and as a city we have had, and continue to have, a zero-tolerance approach. Manchester believes that it is everyone's responsibility to stop domestic violence and abuse, and it is our aspiration that people treat one another with respect and compassion.

Manchester is an international city with a growing and diverse population, and domestic violence and abuse impacts on all our communities. It is on the rise: the number of domestic-abuse incidents reported in the city increased by 28% between 2013/14 and 2015/16.

Domestic violence and abuse is unacceptable and its impact is wide-reaching. It is linked to a host of health problems and is a risk factor for a wide range of both immediate and long-term conditions. People experiencing abuse have an increased use of both primary and secondary-care services and it is well documented that pregnancy puts women at significantly increased risk of domestic violence and abuse. Domestic violence and abuse can also have many negative physical, emotional and

behavioural effects on children. It is an issue that is prevalent in Manchester's child protection work and in 2015 30.6% of all young people on a child protection plan were affected by domestic violence and abuse.

The existing Domestic Violence and Abuse Strategy 2010/14 has been reviewed in the light of our work as a Cabinet Office Delivering Differently area. Our Delivering Differently Programme from 2014/15 included extensive study of data, research and consultations with service users. This journey of analysis and remodelling has been undertaken jointly with many partners, including voluntary organisations, public sector partners, academic institutions and victims/survivors groups. We have worked closely with a broad range of service users, using open-ended questions and emotional scaling to understand their views. We have also worked directly with specialist service providers to design a new campaign and to encourage partnership bids and the simplification of commissioning processes.

We have learned a lot from a wide range of people and organisations through Delivering Differently. We now know we are good at

helping victims in a crisis but, that we must do much more to help them recover. We also now understand more about the factors that affect domestic violence and abuse and its likelihood, as well as the impact it can have on children. As part of our research we have worked with universities to understand the evidence around possible initiatives and approaches, and through our working with health partners we have learned about the training needed for healthcare professionals.

The work has been governed by an Elected Members' Working Group, and our new strategy will build on the success of our work to date, while acknowledging that more needs to be done.

Manchester's Domestic Violence and Abuse Strategy 2016–20 aims to:

- ➔ Improve the lives of those affected by domestic violence and abuse through better co-ordinated services that can respond sensitively and efficiently to those affected by domestic violence and abuse.

- Ensure a better co-ordinated approach to tackling domestic violence and abuse that enables early identification, and an improved response that safeguards and supports the victim and any children.
- Reach out to underrepresented groups and hard-to-reach communities by finding new ways to address this important issue.

Our service pledges

Preventing abuse

Each agency will divert some resources to focus on education and awareness-raising with children and young people to ensure future generations do not become victims and perpetrators of domestic violence and abuse.

We will commit to a diverse range of communication materials and engagement strategies with staff and residents to ensure we change the mindset that domestic violence and abuse is in any way acceptable.

Supporting people to seek help

We will create more safe places in the community to report domestic violence and abuse.

We will ensure that when victims/survivors seek help they are provided with the right support at the right time. This will include them being able to stay in their own home where it is safe, appropriate and possible to do so.

Managing safety

We will make full use of every civil and criminal tool at our disposal to robustly challenge the behaviour of perpetrators.

We will work to ensure the increased safety of children and young people. Interventions offered will be at the right time and matched to the risk posed and the risk of imminent violence and abuse.

Training and developing the workforce

We will ensure all staff and volunteers, in any service, are trained in the appropriate responses to disclosures, and have knowledge of interventions and services to support prevention, safety and recovery.

Adapting delivery models in response to changing need and demand

We will work towards providing support when help is needed most.

We will use evidence to plan, deliver and commission appropriate service responses at key times.

We will continue to work with marginalised groups who experience domestic violence and abuse in Black, Asian, Minority Ethnic and Refugee (BAMER), LGBT and disabled communities, and develop innovative ways of responding to this.

Case study: Co-production of eight typology campaigns for domestic violence and abuse

Domestic violence and abuse impacts on so many of our communities that most generic awareness-raising campaigns do not resonate with the varied victims experiencing domestic violence and abuse, their friends and family, or the perpetrators themselves.

We know that domestic violence and abuse is not just about physical, violent abuse and that there is a need to raise awareness of the more subtle forms of abuse and coercive control. To engage with residents and the public, messages need to be tailored, calls to action need to be specific, and people need to identify with the imagery used.

In consultation with key stakeholders, partners, service users and victims, eight typology campaigns have been co-produced and creative imagery and campaign messages carefully developed to ensure sensitivity and maximum impact.

The campaigns specifically target:

- ➔ Victims in the black, Asian, minority ethnic and refugee (BAMER) community
- ➔ Those in specific areas experiencing high levels of intergenerational domestic violence and abuse
- ➔ The lesbian, gay, bisexual and transgender (LGBT) community (radio campaign only)
- ➔ Young people aged 17–25

- ➔ Schoolchildren aged 4–16 (campaign aimed at teachers and head teachers)
- ➔ Adult female victims
- ➔ Perpetrators
- ➔ Friends and family of victims.

The campaigns are targeted driven by insight and research, rather than using a one-size-fits-all approach. Our collaborative approach focuses on empowerment and action, not bruises and victim-blaming; this is done by using in-depth knowledge of the issues, referral pathways, and drivers for change around domestic violence and abuse.

Before the campaign typologies were agreed, different groups of victims, survivors and perpetrators were consulted to better understand what they connect to and why. Some of the campaigns took longer to agree on the right imagery and wording to ensure connection with their target audience.

Added benefits of this new approach include a deeper insight into the issues surrounding domestic violence and abuse, and the opportunity for those who experience it in their everyday lives to engage with the public service reform programme for domestic violence and abuse. Using real rather than public servant perceptions offers a dynamic new approach to public health campaigns on domestic violence and abuse.

Carers and the Care Act

A carer is someone who helps another person, usually a relative or friend, in their day-to-day life. This does not include people who provide care professionally or through a voluntary organisation.

Since 1 April 2015, carers have been recognised in law in the same way as those they care for, and they have a legal right to assessments and support. The Council is now responsible for assessing a carer's needs for support if the carer appears to have support needs. There is no longer a requirement for a certain amount of care to be provided before they are eligible. National eligibility criteria for carers look at whether there are outcomes that the carer cannot achieve due to their caring responsibilities, and the impact this has on their wellbeing. It is a similar approach to the national eligibility criteria for adults with care and support needs.

Carers are offered information and advice, and if they are eligible, they will have a support plan agreed by the Council and the carer. Part of their support plan will be an agreed personal budget, which the carer can request to have as a direct payment. Young carers under the age of 18 are covered by children's law, but transition to adult carers is covered by the Care Act.

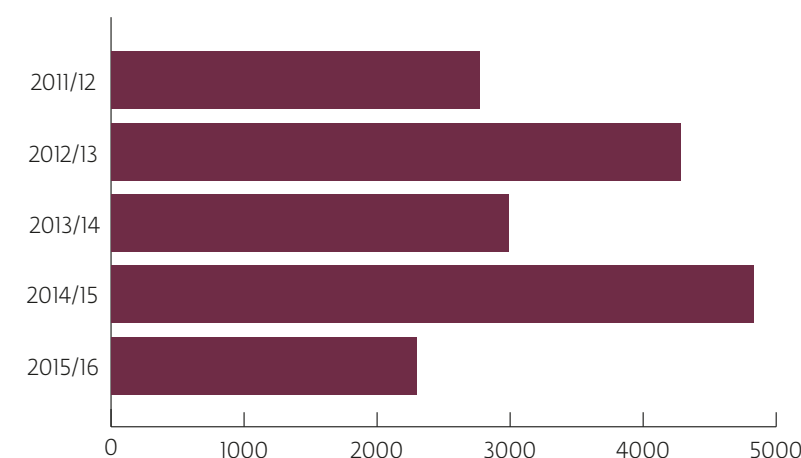
Support for carers (under-18 and over-18, informal and formal)

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

Statutory return figures for 2015/16 show that there are 3,388 carers receiving a service, caring for 3,510 people. Of these, 0.6% are under 18, 73.8% are 18–64, 23.9% are 65–84, and 1.7% are 85 or older.

Figure 6.18

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



Source: SALT Statutory Return

2,298 (67.8%) of 3,388 carers assessed received a direct payment or individual budget in 2015/16. Direct payments are cash payments given to individuals to pay for community care services they have been assessed as needing to give them greater choice and control in their care services. A personal budget is a pot of funding given to people after an assessment, which should be enough to meet their assessed needs. People can also choose to have a combination of the two. Personal budgets provide a potentially good option for people who do not want to take on the responsibilities of a direct payment. This underpins our aim to give our citizens the opportunity to choose what services they commission, and from whom.

The thoughts and feelings of respondents in the 2015/16 Adult Social Care Survey are on the whole more positive towards their experience of care and support services, and their satisfaction with services. Of the 29 questions, 21 scored a better result than in 2014/15, with only eight having worse results than the previous year. Their physical capabilities seem to be increased, although levels of pain and discomfort are also increased compared to the respondents in 2014/15.

Table 6.10
Adult Social Care Survey summary

| | | Question type | | | Response compared to last year | |
|----------|---------------------|---------------|----------------|----------------------|--------------------------------|-----------|
| Year | Number of questions | Standard | Easy read only | Council helps me 'B' | Increased | Decreased |
| 2014/15 | 34 | 24 | 2 | 8 | 10 | 24 |
| 2015/16 | 29 | 24 | 2 | 3 | 21 | 8 |
| Movement | –5 | No change | No change | –5 | 11 | –16 |

Source: ASCOF Statutory Return

Table 6.11

Adult Social Care Survey in relation to the ASCOF measures

| ASCOF measure | Description | Source* | 2015/16 | Better or worse than 2014/15 | 2014/15 |
|---------------|---|---|-------------------------|------------------------------|-------------------------|
| | | | Manchester City Council | | Manchester City Council |
| 1A | Social care-related quality-of-life score | This measure is an average quality-of-life score based on responses to the Adult Social Care Survey. It is a composite measure using responses to survey questions covering the eight domains identified in the ASCOT: control, dignity, personal care, food and nutrition, safety, occupation, social participation, and accommodation | 18.5 | ↑ 0.3 | 18.2 |
| 1B | The proportion of people who use services who have control over their daily life | Adult Social Care Survey – Question 3a | 72% | ↑ 2.9% | 69.1% |
| 1I(1) | Proportion of people who reported that they had as much social contact as they would like | Adult Social Care Survey – Question 8a | 45% | ↑ 6.1% | 38.9% |
| 3A | Overall satisfaction of people who use services with their care and support | Adult Social Care Survey – Question 1 | 58% | ↓ -0.8% | 58.8% |
| 3D1 | The proportion of citizens who find it easy ('very' or 'fairly') to find information about services | Adult Social Care Survey – Question 12 | 70% | ↓ -4.3% | 74.3% |
| 4A | The proportion of people who use services who feel safe | Adult Social Care Survey – Question 7a | 63% | ↓ -0.1% | 63.1% |
| 4B | The proportion of people who use services who say that those services have made them feel safe and secure | Adult Social Care Survey – Question 7b | 82% | ↑ 7.3% | 74.7% |

Source: ASCOF Statutory Return

* If there were relevant accompanying questions on the Easy Read Survey, these are included.

Adult Social Care Outcomes Framework (ASCOF)

The ASCOF is a suite of Adult Social Care performance measures that collectively reports how well each council is performing in a number of areas. This is a national framework and enables performance in key areas of adult social care to be compared across different councils and over different periods of time. A number of measures within the ASCOF framework are derived from data collected within the annual social care survey.

Results show a mixed performance with the 2015/16 survey ASCOF measures, with four of the measures showing an improvement, and three showing a decline. In 2015/16, citizens are reporting that they feel they have a better quality of life, more control over their lives, more social contact and that services make them feel safer. Improvements range between 0.3% and 7.3%. In 2015/16, citizens are reporting that they are less satisfied with their care and support, do not find it as easy to find information, and feel generally less safe. Reductions range between 0.1% and 4.3%, which is a much smaller set of decreases than increases.

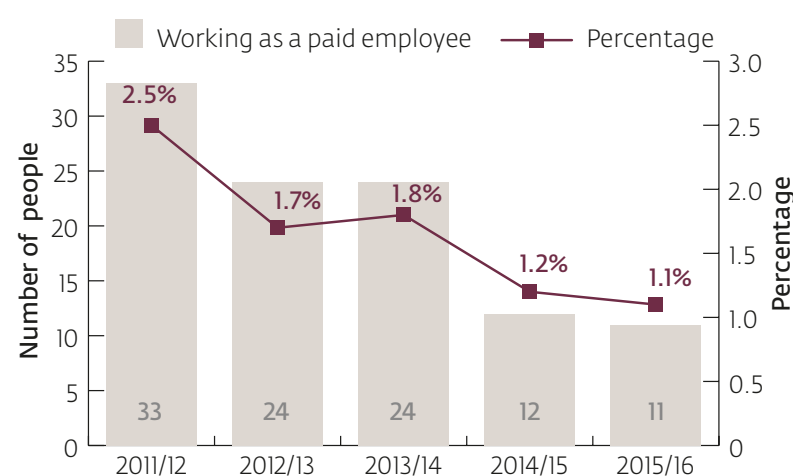
Bringing people into employment and leading productive lives

People who are in work live longer, healthier lives. Better health outcomes will be achieved for the Manchester population if our health and care system plays its part in supporting people to move into and remain in work. Maximum economic growth cannot be achieved without a healthy population, and a strong economy is essential if we are to realise the potential that employment has to improve the health of the local population. We need to focus not only on getting people into employment, but also on ensuring that those jobs support good health and enable career progression throughout the working life.

Work as a health outcome cuts across key areas of the Greater Manchester Devolution Agreement, particularly Work and Skills, Integrated Health and Care, and Reform. The work undertaken over the past year puts Manchester in an excellent position to realise the opportunities devolution brings.

Figure 6.19

Number and percentage of learning disabled adults known to councils with adult social care responsibility (CASSR) in employment



Source: SALT Statutory Return

Support people with learning disabilities into work initiatives and volunteering

The total number of Learning Disabled (LD) adults in paid employment has fallen slightly between 2014/15 and 2015/16 to 1.1%. It is a continuing challenge in the current economic climate to support LD citizens into work, but the directorate is working with partners and citizens to support and improve these figures.

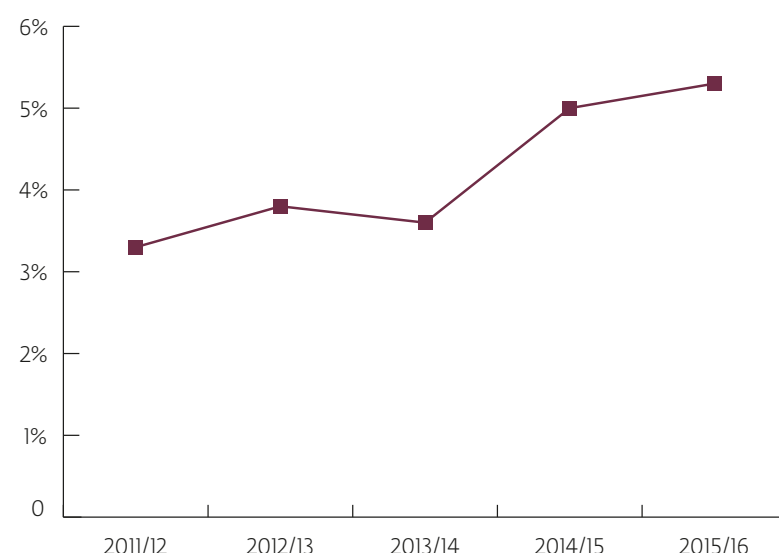
Proportion of adults in contact with secondary mental health services in paid employment

The chosen measure for this priority area is the percentage of working-age adults (aged 18–69²) receiving secondary mental health services who are on the Care Programme Approach (CPA) and in paid employment at the time of their most recent assessment, formal review or other multidisciplinary care-planning meeting. The measure is intended to monitor improved employment outcomes for adults with mental-health problems, reducing their risk of social exclusion and discrimination.

² Under the Public Health Outcomes Framework, the definition of working-age adults includes adults aged 18–69 years

Figure 6.20

Adults in contact with secondary mental-health services in paid employment



Source: ASCOF Statutory Return

The total number of mental health (MH) adults in paid employment has increased between 2014/15 and 2015/16, to 5.3%. This equates to 150 people. We have already done good work with Manchester Mental Health and Social Care Trust to help these figures to continue to increase, and while this increase is positive, we can still do more to support citizens and increase these figures.

Turning round the lives of troubled families

Over the past ten years, early intervention or 'Early Help' has become increasingly important nationally and in Manchester. A number of reviews have identified that providing early help can both enable children, young people and their families to achieve their potential, and reduce demand on more reactive and expensive services.

The offer of early help in Manchester is supported through the national **Troubled Families programme**. Troubled Families is part of Manchester's offer of early help and is a central part of our ambition to reduce dependency on public services. For the first phase of the programme, which began in 2012 and ended in May 2015, Manchester formally received funding from the Government to work with 2,385 families. We successfully 'turned around' all of these families according to the Government's success criteria.

The delivery of Troubled Families has continued into a second phase, which began in May 2015, targeting more than 8,000 families in Manchester over the next five years.

Manchester is using Troubled Families to:

- ➔ Support Children's Services to bring down the number of cases known to social work – either through effective step-down pathways or through prevention
- ➔ Build capacity among partners driving further public sector reform. (A number of external agencies deliver partner-led family support or early help. Their work, while hosted by the partner organisation, is aligned to our Early Help Hubs and Troubled Families. A range of partners, including schools, housing providers and the police, work with families at risk of becoming more complex and with whom they already have a relationship, eg. a child on their school role.)
- ➔ Align family-focused support services across the city. This ensures a family receives co-ordinated support.

Improving the outcomes for children and young people in Manchester and in turn reducing demand and cost in the system remains a huge challenge for all public services in the city. The Early Help Strategy, supported by the Troubled Families programme, sets out how we hope to

achieve this. At its heart is a culture change in the way we work and communicate with families, shifting our focus onto what a family does well and using strength-based conversations. This will empower families to help themselves rather than becoming dependent on high-cost services.

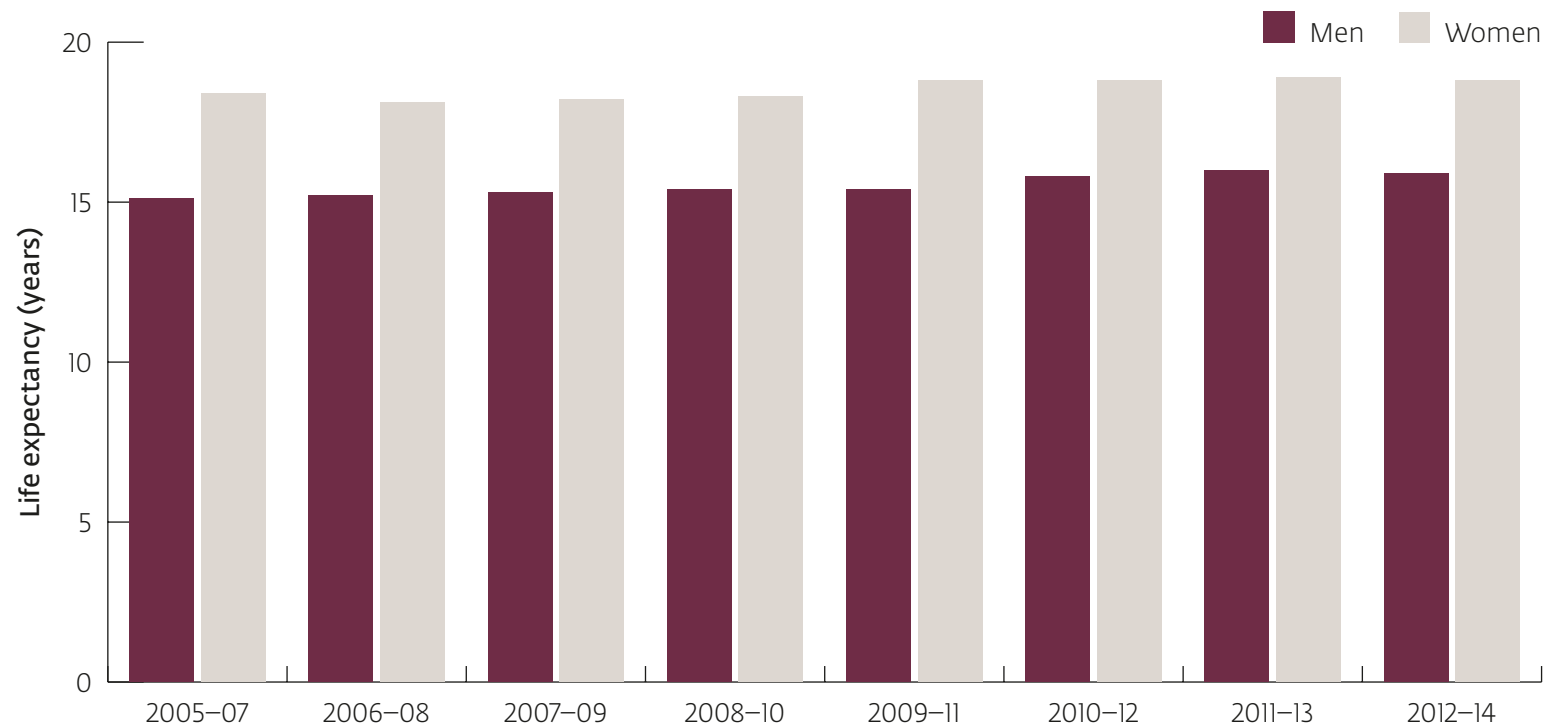
Improving people's health and wellbeing

The latest data for the period 2012–14 shows that life expectancy for people aged 65 in Manchester was 15.9 years for men and 18.8 years for women. Over the period since 2001–03, life expectancy at age 65 in Manchester has increased by 1.6 years for men and 1.1 years for women, from a baseline of 14.3 and 17.7 years respectively.

Life expectancy at age 65

Figure 6.21

Life expectancy at age 65 (in years) by gender, 2005–07 to 2012–14



Source: Office for National Statistics. © Crown copyright 2015

Figure 6.21 shows that over the period from 2005–07 to 2012–14 (corresponding to the period covered by the Community Strategy), life expectancy at age 65 in Manchester has increased from 15.1 years to 15.9 years for men and from 18.4 years to 18.8 years for women. However, it is notable that between 2011–13 and 2012–14 life expectancy at age 65 fell slightly for both men and women.

It is equally important to measure the *quality* as well as the expected length of life of older people in Manchester. A review of quality of life measures for older people is ongoing. One indicator of the quality of life of older people is healthy life expectancy (HLE) at age 65. This measures the number (and proportion) of years an older person might expect to spend in good health in his or her future lifetime. It is calculated by combining the prevalence of 'good' general health derived from the Annual Population Survey (APS) with mortality data and mid-year population estimates for each period (eg. 2012 to 2014).

Recent data for the period 2012–14 suggests that men and women aged 65 living in Manchester can only expect to live just under two-fifths

(39.3% for men and 39.4% for women) of their future life in good health. This is significantly lower than the estimate for England as a whole, where the proportion of remaining life spent in good health for men and women is 56.3% and 54.2% respectively.

Mortality rate from causes considered preventable

Deaths are considered preventable if all or most deaths from the underlying cause (subject to age limits if appropriate) could potentially be avoided by public health interventions in the broadest sense. Monitoring this indicator reflects the importance of educating, informing and involving the community in improving their own health and wellbeing as a means of preventing avoidable deaths. Between 2012 and 2014, there were around 940 preventable deaths each year among people living in Manchester. Over this period, the age-standardised mortality rate per 100,000 population from causes considered preventable in Manchester was nearly double that of England as a whole (317.5 compared with 182.7). The rate was higher for men (401.4 per 100,000) than for women (238.6 per 100,000).

Both Manchester and England have been experiencing a downward trend over the period covered by the Community Strategy. In Manchester, the rate of deaths from causes considered preventable has fallen from 356.3 in 2005–07 to 317.5 in 2012–14 – a reduction of 10.9%. Over the same period, the rate across England as a whole has fallen from 219.2 to 182.7 – a reduction of 16.7% (Figure 6.22).

Figure 6.22

Mortality rate from causes considered preventable
(directly standardised rate per 100,000 population),
2005–07 to 2012–14*



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

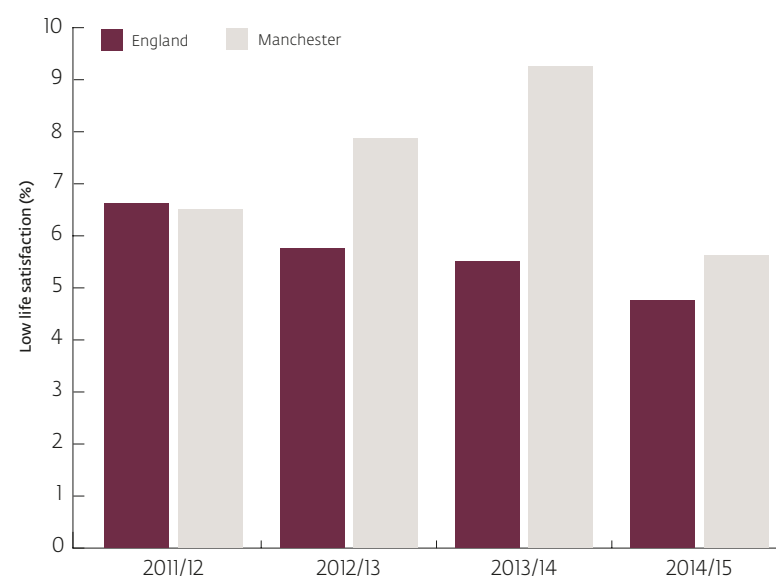
* These figures have been recalculated to include the new 2013 European Standard Population and may therefore be different from those cited in other reports

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. ONS are leading a programme of work to develop new measures of national wellbeing. A number of measures of an individual's subjective wellbeing have been developed based on four questions included on the Integrated Household Survey (a mixed mode survey using both face-to-face and telephone interviews). Using these questions it is possible to generate a number of measures of self-reported wellbeing, including the percentage of people with a low satisfaction score (based on the question 'Overall, how satisfied are you with your life nowadays?').

Figure 6.23

Self-reported wellbeing –
people with a low-satisfaction score



Source: ONS Annual Population Survey (APS). Crown copyright 2015 (ONS)

Based on the latest data for 2014/15 it is possible to estimate that around 5.7% of people in Manchester had the lowest levels of life satisfaction compared with 4.8% in England, suggesting that more people in Manchester are less satisfied with their life at present than in the country as a whole. Data from previous surveys shows that the percentage of people in Manchester reporting the lowest levels of life satisfaction increased year on year between 2011/12 and 2013/14 before falling sharply in

2014/15. This illustrates how subjective wellbeing can fluctuate widely in response to a range of factors that have been shown to influence personal wellbeing, such as people's health, personal relationships and employment situation. Please note that questions on subjective wellbeing have only been included in the Annual Population Survey (APS) since 2011 and therefore it is not possible to track change since the beginning of the Community Strategy in 2006.

Mental health

Mental health continues to have a significant impact on citizens in the city of Manchester. It is estimated that, at any one time in Manchester:

- Over 68,000 adults have some form of common mental health problem, such as depression, or anxiety; over 30,000 of these probably also have a long-term physical health problem
- Around 2,000 adults have schizophrenia
- Over 6,000 adults have a bipolar disorder
- Around 5,500 adults have an obsessive-compulsive disorder
- Around 4,700 adults have a panic disorder
- As many as 14,000 adults may have post-traumatic stress disorder
- Around 4,500 people may have antisocial or borderline personality disorder
- Around 1,000 women have postnatal depression; the number with puerperal psychosis will be much lower, perhaps 10–15
- Around 200 people may have anorexia nervosa; and around 750 may have bulimia
- Around 3,300 older adults have a form of dementia. The large majority are aged over 65, although perhaps 90–100 are expected to be younger
- Over 4,000 people are dependent on alcohol, and have a mental-health problem also; around 3,000 people are dependent on other substances, and have a mental health problem also
- Around 3,000 people have both a learning disability and a mental health problem
- Over 6,000 children and young people have a mental health problem.

All these figures can be expected to grow, with the total population of the city of Manchester expected to grow by 8.7% between 2015 and 2025; this is a conservative estimate and is likely to be much higher. The Council and other key partners are therefore planning for services that need to meet substantial and growing needs.

Improving child and adult mental health, narrowing their gap in life expectancy, and ensuring parity of esteem with physical health is fundamental to unlocking the power and potential of Manchester and Greater Manchester (GM) communities. Shifting the focus of care to prevention, early intervention and resilience and delivering a sustainable mental-health system in Manchester and Greater Manchester requires simplified and strengthened leadership and accountability across the whole system.

Enabling resilient communities, engaging inclusive employers and working in partnership with the third sector will transform the mental health and wellbeing of GM citizens. It is envisaged that this work will continue well into 2017/18 and beyond, running parallel to the Greater Manchester Mental Health and Wellbeing Strategy.

Suicide and self-inflicted injury

Every suicide is both an individual tragedy and a loss to society. Suicides are not inevitable and while numbers are relatively small, the impact of suicide on families, friends and communities is significant. Many others providing care and support will also feel the impact. The long-term effects can extend to psychological trauma, reduced wellbeing and quality of life, and even premature mortality among those affected. The economic impacts of suicide are profound. The average cost of a completed suicide of a working-age individual in England is £1.67million. For every year that an individual suicide is prevented, costs of £66,797 are averted.

Although the suicide rate continued to rise during the early part of the period covered by the Community Strategy, recent progress in relation to this outcome has been good and the suicide rate in Manchester has been going down consistently since the period 2009–11 (Table 6.12). The most recent statistics show that the rate for the period 2012–14 (9.9 per 100,000 for Manchester) is the lowest it has been since the beginning of the Community Strategy in 2006, although it is still higher than the England average of 8.9 per 100,000.

Table 6.12

Number and rate of suicides (all ages) and injuries of undetermined intent (15+ only) by gender*

| | Persons | | Male | | Female | |
|---------|---------|------|--------|------|--------|------|
| | Number | Rate | Number | Rate | Number | Rate |
| 2005–07 | 144 | 11.3 | 112 | 18.5 | 32 | 4.8 |
| 2006–08 | 137 | 11.3 | 111 | 18.2 | 26 | 4.5 |
| 2007–09 | 153 | 12.2 | 120 | 19.1 | 33 | 5.2 |
| 2008–10 | 179 | 14.2 | 144 | 22.5 | 35 | 5.8 |
| 2009–11 | 191 | 15.0 | 149 | 22.9 | 42 | 6.9 |
| 2010–12 | 185 | 14.5 | 142 | 21.6 | 43 | 7.3 |
| 2011–13 | 156 | 11.8 | 116 | 17.2 | 40 | 6.3 |
| 2012–14 | 138 | 9.9 | 103 | 14.4 | 35 | 5.2 |

* European age-standardised rate (EASR)
per 100,000 population

Source: Public Health England (based on ONS mid-year population estimates and mortality data)

Alcohol-related hospital admissions

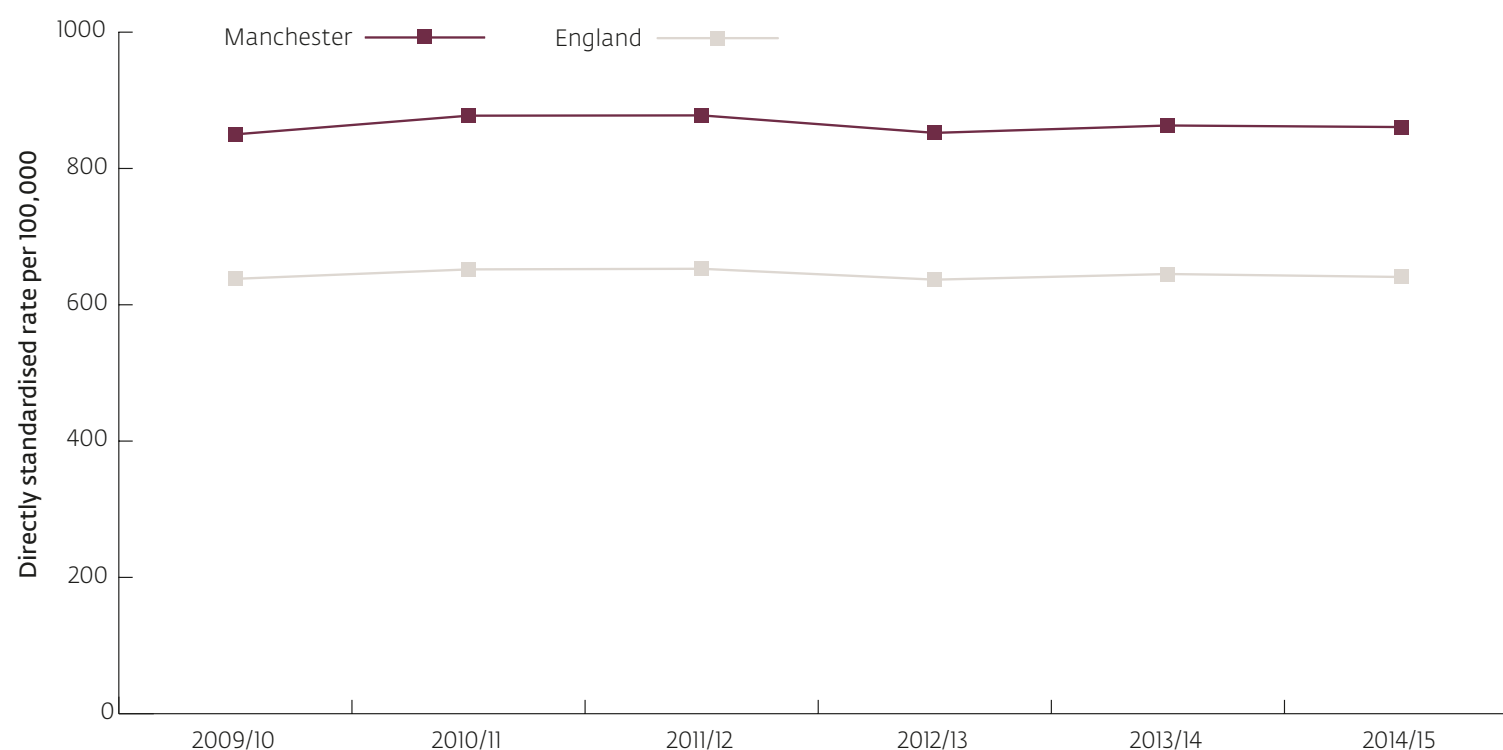
The alcohol-related hospital admission rate is based on admission episodes for a range of different diseases and injuries (including both primary and secondary diagnoses) in which the consumption of alcohol is estimated to play some part. The 'narrow' definition of this measurement only counts codes from the primary diagnosis field or where there is an

'external cause' code in a secondary diagnosis field. This means that the indicator is less sensitive to changes in coding practice. Although, it may understate alcohol's part in the admission, this definition offers a fairer comparison of performance over time and is more responsive to change resulting from local action on alcohol.

The latest data for 2014/15 shows a slight reduction in the rate of admission episodes for alcohol-related conditions compared with the previous year (from 863.1 per 100,000 in 2013/14 to 860.8 per 100,000 in 2014/15). This represents a very small reduction of 0.3% (Figure 6.24). Despite this reduction, the overall trend in the alcohol-related hospital admission rate in Manchester is flat and remains virtually unchanged since the earliest data period (2009/10).

Figure 6.24

Admission episodes for alcohol-related conditions (narrow measure), directly age-standardised rate (DSR) per 100,000, 2009/10 to 2014/15



Source: Public Health England (based on Hospital Episodes Statistics and ONS mid-year population estimates), September 2014

The number of hospital admissions for alcohol-related harm has been derived using the latest set of alcohol attributable fractions (AAFs). This was updated in 2014 to take into account new evidence regarding the association between alcohol consumption and health-related outcomes. As a result, these figures should not be compared with those quoted in the previous issues of the State of the City Report. Please note that reliable data in relation to this indicator is only available from Public Health England for the period from 2009/10 onwards, and hence it is not possible to analyse trends going back to the start of the Community Strategy in 2006.

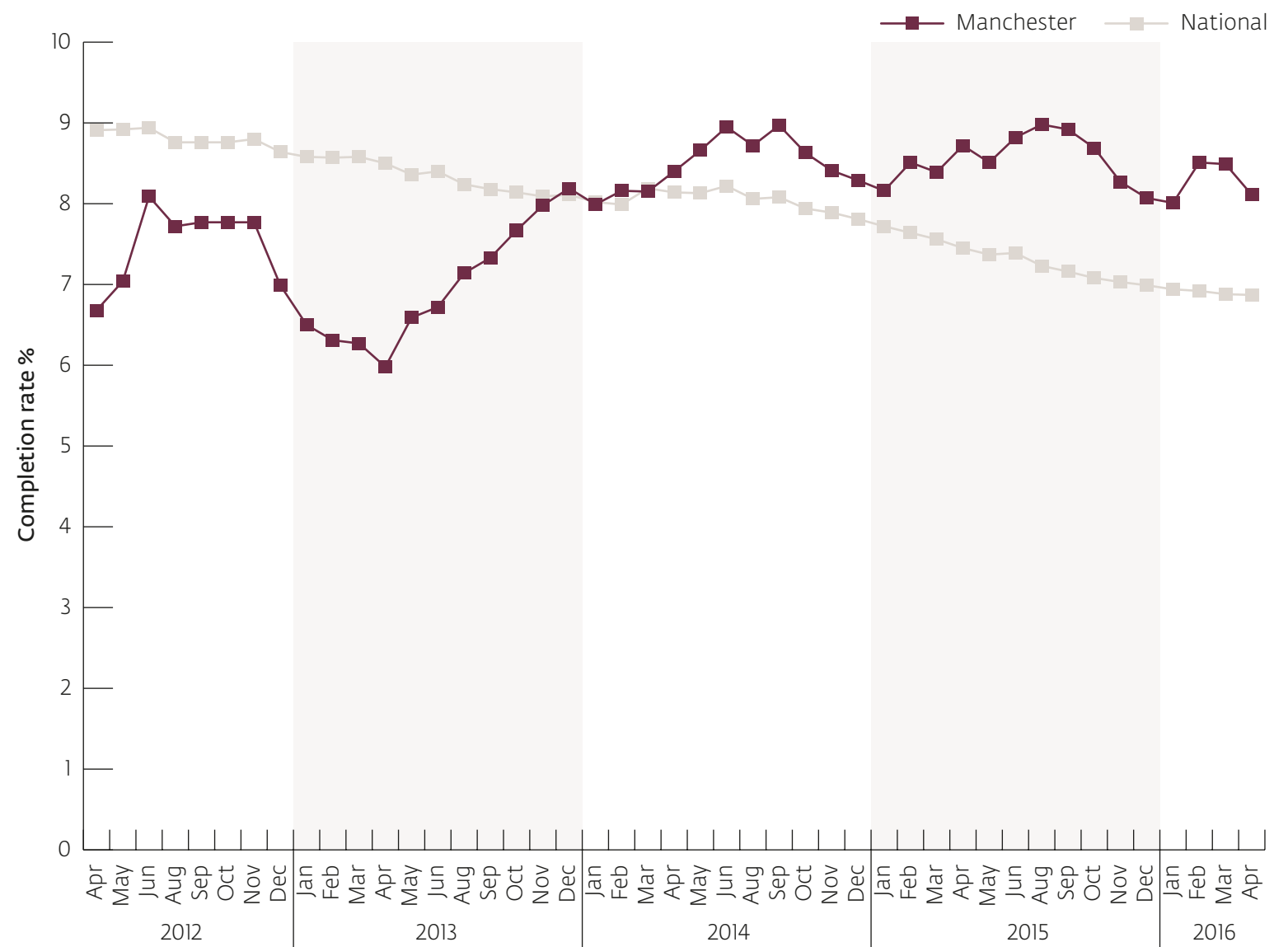
Successful drug treatment completion rate for opiates (%)

This indicator measures the proportion of opiate users that left drug treatment successfully free of drugs and do not then re-present for treatment again within six months. Since April 2013, the rate of successful drug treatment completions for opiate clients has shown a steady progression towards the top quartile of areas. In April 2013, performance was 6%, compared with the national average of 8.5%. The latest data (April 2016) shows that

current performance stands at 8.1%, compared with the national average of 6.9% (Figure 6.25). This means that Manchester is now firmly in the top quartile of comparator local authorities and local performance is above the national average.

Figure 6.25

Successful drug-treatment completions for opiate clients (%), April 2012 to April 2016*



Source: National Drug Treatment Monitoring System (NDTMS)

*The monthly performance reports (successful completions and re-presentations) have traditionally not been produced for July (or at least not since 2011/12). This is because there is no August submission of July data.

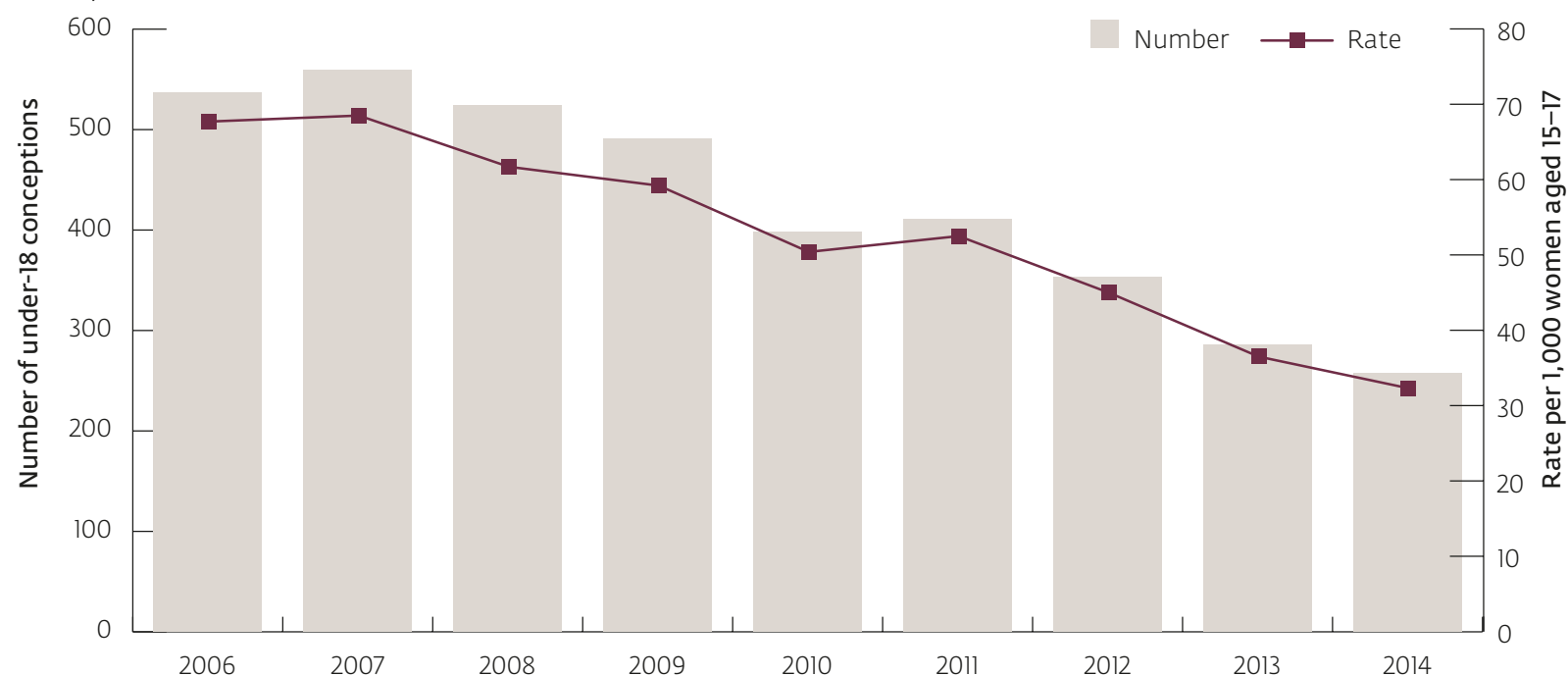
Please note that the National Drug Treatment Monitoring System (NDTMS) was not in operation at the beginning of the period covered by the Community Strategy and it is not possible to measure progress against this indicator over the whole period since 2006.

Under-18 conceptions

The under-18 conception rate for Manchester peaked at 73.9 per 1,000 in 2005, just before the start of the Community Strategy. Since then, there has been a steady downward trend and the latest data shows that the under-18 conception rate for Manchester has fallen from 67.7 per 1,000 in 2006 to 32.3 per 1,000 in 2014 – a decrease of 52.3%. Over the same period, the number of under-18 conceptions in Manchester has fallen by 52.1% (Figure 6.26).

Figure 6.26

Under-18 conception rate per 1,000 women aged 15–17 years, 2006 to 2014



Source: Office for National Statistics © Crown copyright 2015

Manchester continues to have one of the highest under-18 conception rates in England, but compares fairly well with a number of other local authorities, including Leeds (29.4), Liverpool (32.5), Nottingham (32.8) and Blackpool (37.3).

In 2014, 51% of under-18 conceptions in Manchester resulted in a live birth compared with 49% that ended in abortion. In 2006, the percentage of under-18 conceptions in Manchester that ended in an abortion was 39%.

Case study: Age-Friendly Manchester

The Age-Friendly Manchester programme has continued to develop nationally and internationally to improve the quality of life for older people in Manchester and make the city a better place to grow older.

The programme has built on the success of the previous decade as the Valuing Older People (or VOP) Team and has been identified as one of the best models to base the Our Manchester programme around. It has five themes:

1. Age-friendly neighbourhoods
2. Age-friendly services
3. Involvement and communication
4. Research and innovation
5. Influence

Overall, some of the key achievements in 2015 and into 2016 have been:

- The £10million Big Lottery-funded Ambition for Ageing programme in Manchester
- Greater Manchester Ageing Hub, securing funding from the Centre for Ageing Better to develop this and gaining commitment across Greater Manchester
- The adoption of the Older People's Charter, which was launched by the Council and endorsed by the Health and Wellbeing Board
- Successfully completing the CCG-funded Loneliness and Isolation programme with the community and voluntary sector, and the distribution of the Hobby Journal, which identifies opportunities for older people in their communities and services on offer
- Securing Airport monies funding for the development of neighbourhood-based working, which brings services and partners together to understand the needs of older people in neighbourhoods and deliver better services
- Continuing to develop the highly successful cultural programme, supporting over 100 older people to become cultural volunteers, and improving the cultural offer for older people across the city
- Building a new economic focus into our work, especially researching, developing and understanding the benefit that older people bring to Manchester's economy and how that can be developed further
- Evaluating our work and developing an evidence base of what is effective in working with older people, eg. the Organisation for Economic Co-operation and Development (OECD) audited our programme, identified its strengths and areas to build on
- Strengthening the voice of older people, by supporting the Age-Friendly Manchester Older People's Board and Forum, so that older people continue to have a voice in decision-making and service-delivery
- Developing a UK network of age-friendly cities to develop, share and apply evidence to help people age better, bringing fresh thinking to the challenges and opportunities cities and communities face as more people live longer, and effecting change in the way cities work to improve later lives.

Conclusion

The analysis section shows that significant improvements have been made for residents of all ages in meeting the Council's priorities:

- Pupil attainment has risen faster in Manchester than the national average, and the gap has significantly decreased, despite the challenges relating to deprivation. Absences from school have fallen and pregnancies in the under-18s have reduced.
- Although Manchester has one of the highest rates in the country of Looked After children, the number of children looked after has decreased over the past five years.
- Intervention and prevention, reablement, and services that better serve people's needs in the community have resulted in fewer adults and older people in need of going into residential or nursing care. In 2015/16, citizens are reporting that they feel they have a better quality of life, more control over their lives, more social contact and that services make them feel safer.

Looking forward

The Council with its partners will continue to develop and transform services, as new arrangements continue as part of the devolution deal. Changes to the health and social care system will be at the forefront of these changes, ensuring that Manchester has the focus and capacity to drive forward integration in the city as part of the wider Greater Manchester context.

More broadly, there will continue to be a major shift in the focus of services towards prevention of problems and intervening early to prevent existing problems getting worse across the whole life course. The Council and its partners will continue to focus services within communities, bringing more together in 'hubs' in order to aid integration. This will:

- Maximise the city's available resources through a clear prevention and early-intervention strategy and supporting investment plan
- Place progressive Universal Services and early help at the heart of strategic planning for education and skills across the city

- Look at developing further peer support and support networks to provide opportunities for people to live in their own community, and provide opportunities to learn new skills and gain confidence
- Research the development of support pathways based in communities to complement statutory services and allow access for individuals to move on to independence
- Develop new investment and delivery models that will improve outcomes for citizens, including people with learning disabilities, troubled families, and families needing support to enable them to be more independent in the future.

Environment and climate change

Introduction

This chapter brings together five interconnected environmental areas that have cross-cutting objectives and benefits for the city:

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

As set out in the Community Strategy, Manchester's vision is to be a world-class green city with successful neighbourhoods whose prosperity is environmentally sustainable. The five environmental areas in this chapter each include indicators that demonstrate where progress is being made towards this vision.

Climate change

Manchester is committed to becoming a low-carbon city by 2020, and has set out its vision and headline actions in its climate-change action plan Manchester – A Certain Future (MACF). MACF was launched in 2009 and

updated in 2013. MACF is overseen by an independent steering group, which published its most recent Annual Report 2015 in July (www.manchesterclimate.com).

MACF aims to reduce the city's CO₂ emissions by 41% by 2020 (from a 2005 baseline), develop a 'low-carbon culture' in the city, prepare for and adapt to a rapidly changing climate, and help to facilitate a quick transition to a low-carbon economy. Making progress towards and achieving these objectives offers a multitude of opportunities and benefits for our residents and businesses, including energy cost savings, new low-carbon skills and jobs, improved health and wellbeing, and more energy-efficient homes. MACF has five themes of activity (buildings, energy, transport, sustainable consumption and production, and green and blue infrastructure), with progress measured against the four objectives using a set of indicators included in the MACF Annual Reports and accompanying MACF Dashboard.¹

CO₂ reduction

Manchester's progress against its target to reduce carbon emissions by 41% by 2020 is measured using data from the Department of Energy and Climate Change (DECC).² The

latest local authority level data available from 2013 showed that Manchester achieved a 12.8% reduction in CO₂ levels against the 2005 baseline (Table 7.1). A 21.8% reduction by 2015 has been estimated by the MACF CO₂ Monitoring Group using available national datasets and a 2.5% reduction in the past year.

¹ www.manchesterclimate.com

² DECC Local Authority CO₂ Emissions Estimates for 2005–2012

Table 7.1Direct CO₂ emissions for Manchester

| | Tonnes CO ₂ | % reduction on baseline | Per capita emissions (tCO ₂) | % per capita change on baseline |
|-------|------------------------|-------------------------|--|---------------------------------|
| 2005 | 3,240.13 | | 7.1 | |
| 2006 | 3,332.75 | 2.86 | 7.2 | 1.08 |
| 2007 | 3,190.84 | -1.52 | 6.8 | -4.62 |
| 2008 | 3,206.82 | -1.03 | 6.7 | -5.53 |
| 2009 | 2,855.23 | -11.88 | 5.9 | -17.00 |
| 2010 | 3,000.47 | 7.4 | 6.1 | -14.33 |
| 2011 | 2,713.41 | -16.26 | 5.4 | -24.12 |
| 2012 | 2,925.51 | -9.71 | 5.7 | -19.45 |
| 2013 | 2,826.56 | -12.76 | 5.5 | -22.72 |
| 2014* | 2,613.85 | -19.33 | 5.1 | -28.27 |
| 2015* | 2,534.3 | -21.78 | 4.9 | -31.09 |

* Projected

Source: Department for Energy and Climate Change (2005–2012) and MACF Annual Report 2016 (2014 and 2015 estimates)

Manchester's carbon emissions are reducing; however, the city must become more energy and fuel-efficient and generate more low-carbon and renewable energy in order to meet our 2020 41% target. Manchester's emissions are partially affected by factors over which the city has limited control, including the carbon intensity of the National Grid and the state of

the economy. However, organisations and individuals can still make a difference through measures including low-carbon energy generation and installing energy-efficiency measures, and the Council is supporting the MACF Steering Group and a range of partners to facilitate, develop and deliver low-carbon programmes and initiatives.

The Greater Manchester Green Deal ECO framework, which was launched in 2014 with planned delivery to 31 March 2017 (with an option to extend to 2019), has to date assisted over 6,750 fuel-poor households in Greater Manchester. A total of 7,414 energy-efficiency measures have been installed, and fuel-poor residents in Manchester have access to free boilers, and insulation.

The Greater Manchester Green Deal Communities (GDC) project, funded through £6.1million of DECC funding, was successfully completed in March 2016 during a challenging change to national policy. Through the scheme, over 1,240 households received energy-efficiency assistance, of which 900 in Greater Manchester had external wall insulation.

Manchester accounts for 119 of the total households that have received energy-efficiency work through the Greater Manchester Green Deal Communities Programme. This figure can be broken into 88 households that had external wall insulation (ten of these households were also part of the BBC DIY SOS Help the Heroes Programme), and 31 households that underwent work such as boiler replacement, and loft/cavity wall insulation.

Culture change

The aim of culture change is to embed low-carbon thinking into the lifestyles and operations of the city. Culture change is difficult to measure and a range of indicators are required to give an aggregate indication of progress. Data is currently collected for the following measures:

1. **Per capita emissions:** Manchester's per capita emissions have continued to fall year on year, despite increases in population growth. Data shows that between 2005 and 2015 Manchester's per capita emissions reduced from 7.1 tonnes to an estimated 4.9 tonnes, down from 5.04 tonnes in 2014. This shows that per capita emissions have fallen by an estimated 4% over the past year, compared to 9% the previous year.

2. **Eco Schools and school activities:** The number of Manchester schools registered on the programme has increased over the past year and the number of Green Flag schools has stayed steady. There are 176 schools in Manchester, of which 161 are Eco Schools; 41 are at Bronze level, 49 are at silver and 13 have the Green Flag award. In addition, one school has the Energy 5 Award. CO₂ emissions from Manchester schools have reduced over the past year with all school emissions down 5% and academies down 11%; see Buildings Section for more details on school emissions.
3. **Business activity:** The Greater Manchester Business Growth Hub provides tailored support and guidance to help small and medium-sized businesses reduce their use of energy, materials and water. In 2015/16, 137 Manchester businesses received resource efficiency support, helping to save £2.2million and 5,835 tonnes of carbon dioxide equivalent (CO₂e) – enough to fill more than 3,200 hot air balloons. 150 companies also received low-carbon sector support, helping to win £6.8million in new sales and creating 24 jobs.
4. **Carbon Literacy:** The Carbon Literacy project was formally recognised at the COP2015 UN climate negotiations in Paris as one of 100 Transformative Action Projects globally. By March 2016 there were 2,688 Carbon Literate stakeholders across the city that completed one of the many and growing number of ways of undertaking their Carbon Literacy learning, with many more having already begun.

Case study: Parrs Wood Solar PV project

Parrs Wood High School in Didsbury now hosts one of the country's largest rooftop solar PV arrays on a school.

The 250KW single installation array is mounted across the school's main roof, with the system totalling 961 solar panels (260W panels) combined with four high-efficiency inverters.

It is expected that the solar installation will significantly reduce the school's annual electricity consumption, as well as slashing its carbon consumption by 119 tonnes per year.

Not only will the school benefit from cheaper bills, but it now has its own electric car-charging point directly fed by the electricity generated from the Solar PV array.

Pupils at Parrs Wood High School have played an active role in cutting the school's carbon emissions; they are now learning about the role renewables can play in reducing carbon pollution, using it as a key teaching aid within science.

Parrs Wood head teacher Andy Shakos said: "We're very excited to be involved in this project, which will help us take advantage of the innovations being made in renewable energy."

"It will also help our students understand the importance of renewable energy – from saving energy at home, to going on to work in this growing sector when they leave school. Our CO₂ team plays an integral role in learning about new opportunities and I'd like to praise their hard work and commitment."

The system was funded through Manchester City Council, and installed by procured partner Forrest Energy, which delivers the high-quality energy-efficiency solutions, generation and services within the renewables and retrofit market across the North of England.

Adaptation

Manchester's adaptation objectives and related indicators for measuring progress are taken from the Greater Manchester Climate Change Strategy. They provide a framework to drive forward action on climate change adaptation and resilience. Examples of progress relating to MACF's two adaptation indicators are given below.

1. **The number and quality of resilience plans and adaptation strategies:** 'Manchester's Great Outdoors', is a Green and Blue Infrastructure Strategy for Manchester. This strategy and its accompanying Stakeholder Implementation Plan were published in June 2015. The Strategy and Implementation Plan were jointly developed by Manchester City Council and the MACF's Green and Blue Infrastructure and Adaptation groups. The Strategy will help to co-ordinate activity as well as support future investment in the city's green spaces and waterways. The Strategy recognises the important role that green and blue infrastructure has to play in adapting to the changing climate.
2. **The extent, quality and productivity of green spaces and tree cover:** The City of Trees Programme was launched in 2015 by

The Oglesby Charitable Trust. The aim is to double the amount of tree cover in Greater Manchester and, within a generation, to plant a tree for every man, woman and child living in the city. The local community and neighbourhood will be encouraged to care for the trees. Based around Brunswick Street, The University of Manchester will be extensively landscaping a large area to create 'Brunswick Park'. This will become the largest green space on the campus and will encompass tree planting, wildflower planting and seating areas, as well as pedestrian and cycle paths. This is taking place as part of the University's City of Trees commitments, and will also provide climate-change adaptation benefits related to urban cooling and managing flood risk.

Low-carbon economy

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

The indicators and analysis show that although progress is being made to tackle climate change in the city, there is still much to be done in order to meet our climate-change objectives. Manchester must continue to be ambitious

and increase the speed and scale of low-carbon change in the city by making our buildings more energy-efficient, travelling more sustainably, and generating more of our own renewable energy, with everyone in the city playing their role in making this happen.

Land: green infrastructure, biodiversity and contaminated land

Manchester has demonstrated a determined commitment to green infrastructure and the natural environment over the past ten years. We continue to deliver tangible, practical benefits for the city's landscape that improves the quality of life for people in the city.

Green infrastructure (GI) is defined by the National Planning Policy Framework (Communities and Local Government, 2012) as 'a network of multifunctional green and blue spaces, urban and rural, which is capable of delivering a wide range of environmental and quality-of-life benefits for local communities'. In Manchester's Local Plan (Core Strategy 2012–27) GI also includes blue spaces such as lakes, rivers and canals. The functions and benefits include helping us adapt to climate change, reducing flood risk, improving health and wellbeing, and

providing ecological networks. GI includes woodlands, lakes, rivers and canals, formal parks and gardens, allotments, school grounds, street trees, golf courses, highway verges, and private and domestic gardens.

High-quality green spaces and waterways are an important part of Manchester's plans for growth, helping to create a liveable city that attracts residents, business and tourists. Well-managed green and blue assets can benefit all who live in, work in and visit Manchester, through improvements in health and wellbeing, community engagement, and transport initiatives aimed at promoting walking and cycling. The responsibility for achieving an improved green and blue offer lies not just with the Council but with a full range of stakeholders, including those in local communities, land-owning bodies and the private sector.

In this context and after extensive consultation, a draft Manchester Green and Blue Infrastructure Strategy has been produced, in collaboration with more than thirty partner organisations and departments. The vision for GI in the city is:

"By 2025, high-quality well-maintained green and blue spaces will be an integral part of all neighbourhoods. The city's communities will be living healthy, fulfilled lives, enjoying access to parks and green spaces, and safe green routes for walking, cycling and exercise throughout the city. Businesses will be investing in areas with a high environmental quality and attractive surroundings, enjoying access to a healthy, talented workforce. New funding models will be in place, ensuring progress achieved by 2025 can be sustained, and these will provide the platform for ongoing investment in the years to follow."

A detailed technical report underpinning the strategy provides evidence for investment in green infrastructure, highlighting its economic usefulness, along with a suite of case studies and exemplars. An implementation plan has also been developed which captures and formalises the GI-related commitments and activity that will lead to the realisation of strategy objectives.

Practically, there have been changes across the city in the way we manage our landscape and waterways. The European Water Framework Directive has provided a European focus on improving water quality. There has

been significant investment into waterways and river valleys across the city. Key projects have included:

Moston Brook Project: a partnership between Manchester City Council and Oldham MBC established in 2009, which aimed to revitalise the landscape and engage with communities. In 2011, one of the largest and most complex engineering projects undertaken by United Utilities succeeded in stopping sewage entering the Moston Brook for the first time in over 100 years. The original sewer was modelled to spill into the Brook 74 times a year. On 21 September 2011, after a multimillion-pound investment, this was stopped forever.

Medlock Valley Project: a partnership between several agencies and the local community, which aims to ensure that the Medlock Valley, including Philips Park, Clayton Vale, Holt Town and the Lower Medlock, becomes a focus of everyday life in east Manchester and a green resource for the city.

This former tip site was for long periods of the 1970s an area blighted by antisocial behaviour. The dramatic improvements along the Medlock Valley were recognised nationally in 2009,

when The Medlock Valley project won the British Urban Regeneration Awards (BURA) Waterways Renaissance Award for area-based regeneration. Over a three-year period, more than £2million of physical environmental improvements took place.

The Medlock continues to go from strength to strength and the environmental improvements keep coming, including the opening of a near £1million world-class mountain bike trail in 2014 and a £500,000 innovative river-restoration scheme delivered by the Environment Agency in 2015.

Natural Course – Our Water, Our Future: an ambitious plan to improve the processes of water and landscape management across the North West River Basin Catchment was developed in partnership with a range of agencies, including the Council and Environment Agency. Manchester's Great Outdoors: a Green and Blue Infrastructure Strategy for Manchester, was used as a backdrop to the successful bid.

This is a ten-year project that will run in 2.5-year phases. Natural Course have been awarded €12million as a contribution towards a total project cost of €20million. This makes Natural

Course the largest Integrated Project funded by the LIFE programme and therefore the most important water-focused initiative in the European Union.

The €20million project was submitted to the EU, and was approved in 2015. In the short term, improvements will be delivered in the Manchester and Irwell catchment.

RSPB Peregrine Project: launched in 2006, this project aimed to engage people with the fact that the peregrine falcon – the fastest animal on the planet – was now well established and living in the city. The project is managed by the RSPB, which has recruited both full and part-time staff over the ten-year period to engage people and celebrate the peregrines' amazing story. Since 2006, over a dozen chicks have successfully fledged, over fifty thousand people have been engaged, and thousands of pounds have been raised to support conservation projects in Manchester and the north west.

Moston Vale Newlands project: In 2006, a former landfill site in north Manchester was transformed with nearly £1.7million of investment from the North West Development Agency and continual management and

support from the Forestry Commission. Groundwork and the Irk Valley project worked with local people to help develop a sustainable and accessible masterplan and design for cleaning, reinstating and improving the green space into a haven for people and wildlife.

Red Rose Forest (now City of Trees):

Red Rose Forest has been instrumental in delivering sustainable tree planting and woodland management projects over the past ten years. It has played a part in helping communities in Manchester to plant 95,000 trees, 85 community orchards and an estimated 7.5km of hedgerow. In 2008, Manchester had nearly double the national average of tree coverage at 15.2% (source: trees and towns 2 DLG). In 2012, the city's tree canopy cover was estimated at over 20%, the third-highest of the ten Greater Manchester authorities (source: Red Rose Forest). In 2016, the City of Trees initiative was launched and aims to double the tree cover in Greater Manchester.

The Manchester City Council Biodiversity Strategy action plan was refreshed in 2012. Highlights include:

- In 2006, Manchester had two local nature reserves (LNRs) covering 36 hectares. In 2016, Manchester has eight LNRs covering 392 hectares.
- In 2012, Manchester was awarded its first Country Park award, for Heaton Park. Country Parks are the bridge between the city and the wider countryside, and accreditation to this nationally recognised scheme is a benchmark of excellence. Heaton Park is one of only nine sites recognised by the scheme in the north west.
- Manchester's sites of biological importance (SBI) continue to improve. In 2008 (when recording began), 40% of the city's 35 SBIs were in active conservation management. In 2016, 58% of the city's 38 SBIs are in active conservation management.
- There has been a growing interest in wildlife recording in the city, much of it due to the 'From Grey to Green' project run by the Greater Manchester Ecology Unit. The project inspired nearly 600 Manchester-

based community champions to submit invaluable species records. The project has seen a massive increase in wildlife records being submitted to the Local Record Centre, invaluable for monitoring species change and distribution in a changing climate. Exciting firsts for the city include the recording of the Ringlet Butterfly.

Table 7.2

Number of Manchester wildlife records submitted to Local Record Centre

| Year | Number of Manchester wildlife records submitted to Local Record Centre |
|------|--|
| 2005 | 607 |
| 2006 | 998 |
| 2007 | 495 |
| 2008 | 520 |
| 2009 | 924 |
| 2010 | 4,014 |
| 2011 | 1,761 |
| 2012 | 3,182 |
| 2013 | 7,307 |
| 2014 | 7,739 |
| 2015 | 7,790 |

Source: Greater Manchester Ecology Unit

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.

Where necessary, and supported by the Contaminated Land Team, sites identified as requiring detailed assessment can be reviewed and remediated through the planning development process. During the period January 2006 to June 2016, 2,860 hectares of potentially contaminated land were remediated under the development control process – significantly increasing the capacity for regeneration across the city.

The Council also has powers to clean up sites that may be affecting health and the wider environment. These powers are being used to good effect to support the wider aims of regeneration, eg. one of the high-priority sites at Harpurhey Reservoir, located within the Irk Valley Project area. Remediation work via capital funding from DEFRA was completed in 2013, with the site being brought back into beneficial use, including as a safe resource for local residents, through the Irk Valley Steering Group. The priority remains to protect the health of those living and working in the city.

Air quality

UK local authorities are responsible for working towards achieving health-based air-quality objectives specified in the UK Air Quality Strategy

for seven air pollutants: lead, sulphur dioxide, 1,3-butadiene, benzene, carbon monoxide, nitrogen dioxide (NO₂) and fine particulates known as PM₁₀. Air-quality objectives for six of these pollutant-specific objectives are currently being met in Manchester.

Manchester maintains continuous monitoring sites for NO₂ at Manchester Piccadilly (in the heart of the city centre), Oxford Road (near the city centre) and south Manchester (close to Manchester Airport). The annual mean air quality objective of 40µg/m³ is currently being met at the south Manchester site and Piccadilly Gardens. However, this objective is being exceeded at the Oxford Road site, as shown in Table 7.3.

Table 7.3Annual mean nitrogen dioxide concentrations ($\mu\text{g}/\text{m}^3$)

| | Urban centre | Kerbside | Suburban | |
|------|-----------------------|-------------|------------------|------------------------------|
| Year | Manchester Piccadilly | Oxford Road | Manchester South | Annual air-quality objective |
| 1996 | 53 | – | – | 40 |
| 1997 | 42 | – | 23 | 40 |
| 1998 | 40 | – | 25 | 40 |
| 1999 | 44 | – | 15 | 40 |
| 2000 | 42 | – | 14 | 40 |
| 2001 | 44 | – | 21 | 40 |
| 2002 | 39 | – | 21 | 40 |
| 2003 | 45 | – | 22 | 40 |
| 2004 | 43 | – | 19 | 40 |
| 2005 | 45 | – | 17 | 40 |
| 2006 | 44 | – | 16 | 40 |
| 2007 | 44 | – | 21 | 40 |
| 2008 | 43 | – | 24 | 40 |
| 2009 | 42 | – | 24 | 40 |
| 2010 | 45 | 64 | 28 | 40 |
| 2011 | 44 | 66 | 23 | 40 |
| 2012 | 41 | 62 | 24 | 40 |
| 2013 | 39 | 55 | 22 | 40 |
| 2014 | 39 | 68 | 21 | 40 |
| 2015 | 39 | 66 | 20 | 40 |

Source: Environmental Protection Group

There has been an overall downward trend in NO_2 concentrations since the early 1990s at the Manchester Piccadilly monitoring site, and a recent detailed assessment, including dispersion modelling, has resulted in a reduction of the Air Quality Management Area (AQMA). However, the annual objective has still been exceeded primarily in parts of the city centre and along arterial roads. It is therefore important that we continue to take action in order to ensure that further reductions are made. To this end a new Air Quality Action Plan (AQAP) has been prepared following public consultation, and this will be published later in 2016.

Waste and recycling

The Council is committed to increasing the amount of waste recycled by providing services that meet the needs of residents. Following the successful implementation of prioritised recycling collections in June and July 2011, recycling rates increased significantly during 2012/13 but have fallen every year since (provisional Figures 15/16) (see Table 7.4). This was due to changes in processing of street cleansing waste in 2013/14 and an upturn in the economy in 2014/15. Kerbside refuse service tonnages increased by 8% between 2012/13 and 2015/16 – thought

to be due to economic growth. However, the increase in residual waste tonnage was greater than the increase in recycling tonnage. Over the period of the community strategy the recycling rate has increased from 19% in 2006/07 to 32% in 2015/16, and the refuse per household has fallen by 32% from 758kg per household per year to 519kg per household per year.

Kerbside organic tonnage collected increased by 322% between 2006/07 and 2015/16. Tonnages of organic recycling increased by 17,098 tonnes between 2006/07 and 2015/16: from 7,678 to 24,776. Tonnages collected in the past three years are even higher than shown in Table 7.4, but due to changes in the standard that governs the quality of the compost produced, some loads have been rejected over the past three years. In response, extra staff were employed at the Bredbury in-vessel composting site (IVC) to remove large items of contamination. From their introduction on 19 May 2014, rejected loads fell during the next nine months of 2014/15 but peaked again in March 2015. Between June 2015 and May 2016 the amount spent on rejected loads decreased from £200,000 to £110,000 compared to the previous 12-month period. This indicates that the procedures put in place by the

new waste, recycling and street cleansing team, and the new collection contractor Biffa have taken effect.

Overall tonnages of kerbside refuse have fallen by 77% between 2006/07 and 2015/16. Tonnages of dry recycling increased by 11,399 tonnes between 2006/07 and 2015/16: from 14,814 to 26,213. Rejects from comingled recycling³ have increased during the past ten years, as in 2006 we didn't collect comingled materials; glass and cans were collected separately (brown bin) and plastic bottles weren't collected at all. A total of 2,403 tonnes were rejected from the material collected in the comingled bins (16% of the tonnage collected on this service); this is due to residents putting the wrong materials in the brown bins.

³ Rejects from comingled recycling are materials that are collected in the brown bins which aren't glass, cans, plastic bottles or aerosols. Other materials such as plastic bags, plastic trays and yoghurt pots are rejected at the recycling plant and are not recycled

Table 7.4
Percentage of household waste recycled – refuse produced per household.

| | NII91 refuse per household | NII92 recycling rate | Kerbside organic tonnage | Kerbside dry recycling |
|----------------------|----------------------------------|----------------------------|--------------------------------|------------------------------|
| 2006/07 | 758kg | 19% | 7,678 | 14,814 |
| 2007/08 | 735kg | 22% | 9,528 | 13,170 |
| 2008/09 | 695kg | 20% | 9,414 | 12,872 |
| 2009/10 | 701kg | 19% | 11,912 | 16,506 |
| 2010/11 | 631kg | 26% | 16,185 | 20,900 |
| 2011/12 | 518kg | 34% | 24,147 | 24,290 |
| 2012/13 | 481kg | 37% | 24,703 | 25,446 |
| 2013/14 | 485kg | 35% | 24,679 | 25,473 |
| 2014/15 | 503kg | 33% | 24,874 | 25,752 |
| 2015/16 estimated | 519kg | 32% | 24,776 | 26,213 |

Source: Waste Data Flow

The amount of residual waste collected from households has decreased from 758kg per household per year in 2006/07 to 519kg per household per year in 2015/16 (Table 7.4).

In 2006/07, 98,524 bulky waste jobs were logged on the Council's Customer Relationship Management (CRM) system; by 2015/16 this figure had declined to 26,877. This reduction was

due to charging for a second bulky collection, which was introduced in 2012/13. The number of bulky jobs has remained relatively consistent since the change of policy on pricing.

Case study: The Recyclables

A group of Manchester students have been talking trash outside the Students' Union – with the aim of raising awareness of recycling on campus.

The eight University of Manchester undergraduates decided to create a long-term project to benefit the local environment, and hit on a scheme to boost recycling rates among their peers.

As well as being good for the environment, the scheme will help to cut Manchester's waste disposal bill, by making sure that less recyclable waste needlessly goes to landfill.

Dubbing themselves The Recyclables, the team surveyed more than 200 students to find out how much they already recycled.

Karolina Dimitrova of The Recyclables said: *"We found that most people surveyed knew how important recycling is, but some were confused about what they could recycle and some didn't realise they could recycle food waste."*

Dressing as recycling bins during a day of action certainly grabbed the attention of passers-by at the Students' Union on Oxford Road – and 60 kitchen caddies for food waste were distributed to people who stopped to learn more.

"People posed for selfies with us and we encouraged them to post the pictures on Facebook. Then we gave them leaflets containing simple information on how to recycle," added Karolina.

The team also visited a recycling plant to find out how recyclable waste is processed.

"We learned that contamination of recycling causes major problems, so it's really important that the right type of waste goes into the right bin," said 22-year-old Karolina, from Hulme.

The team are now conducting a final survey to measure the project's success to date.

Their efforts will continue beyond this year, after The Recyclables recruited three student recycling ambassadors to champion the cause, with the support of university staff.

Karolina said: *"We're making recommendations on how the university can improve recycling rates among students, such as by ensuring all halls of residence have kitchen caddies."*

Councillor Nigel Murphy, Executive Member for Neighbourhoods at Manchester City Council, said: *"The Recyclables have done a fantastic job of raising*

awareness about recycling and it's particularly pleasing that their project will have a lasting legacy. If all the food waste in Manchester were recycled, the city could save £10million every year in waste disposal costs, so it's vitally important that we all play our part."

Students are also being reminded to dispose of rubbish properly and recycle as much as possible as they prepare to leave their term-time digs at the end of term.

For more information about recycling, or to order food-waste kitchen caddies and bags for free, go to www.manchester.gov.uk/recycling

Street cleansing

The standard of street cleansing in an area makes a significant contribution to the perception of an area and its appeal as a neighbourhood of choice. Effective and efficient cleansing services, therefore, are essential to the creation of these neighbourhoods of choice. In order to maintain clean streets, it is also important that residents, businesses and visitors to the city are supported and challenged to take responsibility for their surroundings. During 2015/16, street recycling bins were installed in some district centres.

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. 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.

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.

This context demands a service that improves cleanliness, response times and customer satisfaction while also reducing net spend. Meeting this challenge was a key priority during the tendering process for the new waste and street cleansing contract, ultimately awarded to Biffa in March 2015. Meanwhile, Neighbourhood Delivery Team staff have been using education and enforcement to reduce littering and increase environmental commitment.

In the new collection and cleansing contract, a focus on keeping the streets clean rather than frequency of cleansing has been developed. New methodologies for reviewing and cleansing streets have been introduced, and further changes are taking place during 2016/17. This could reduce the number of jobs logged, as there will be a more proactive approach.

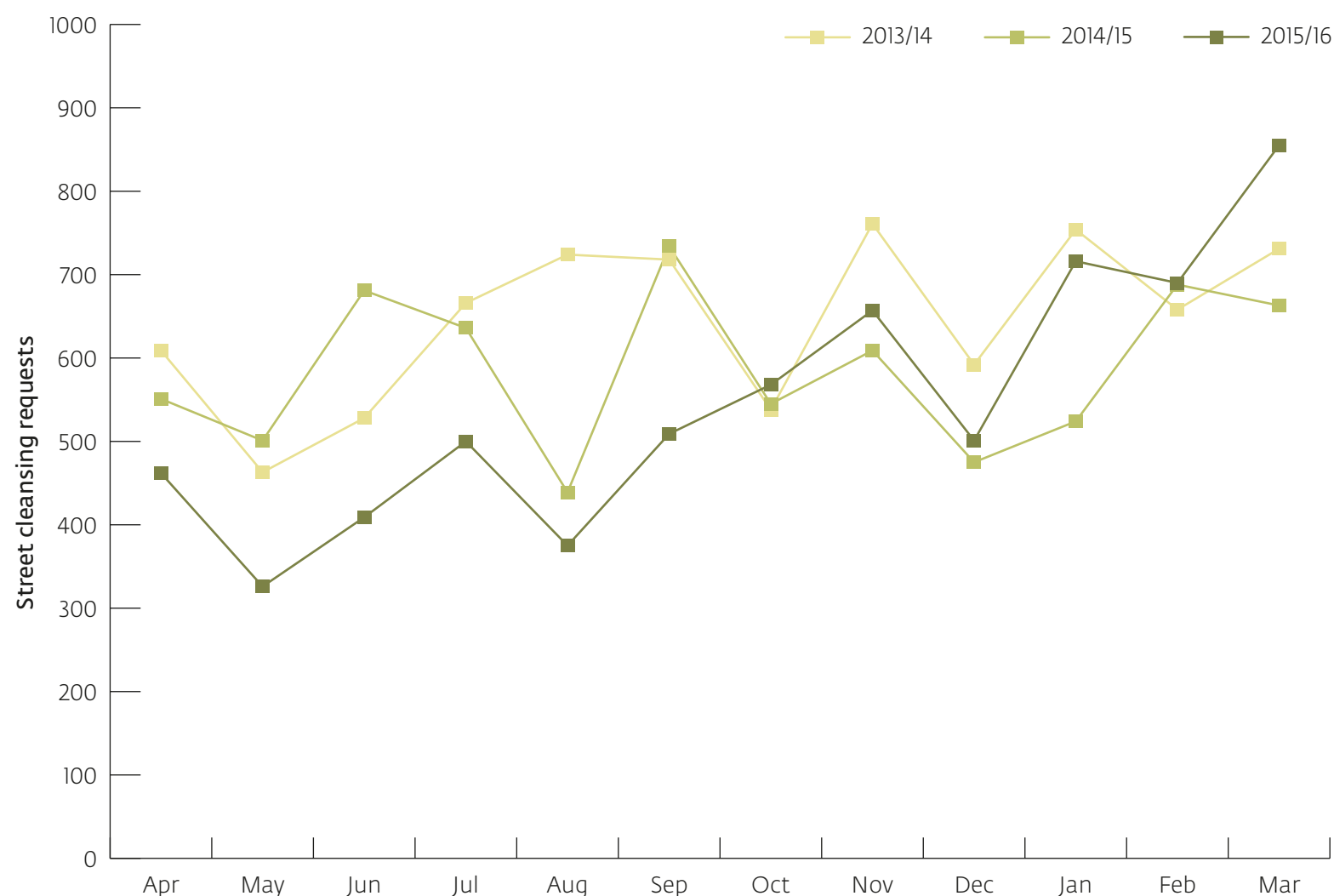
Figure 7.1 illustrates the volume of requests for street cleansing over the past three years until March 2016;⁴ while levels have been broadly

consistent, there has been an overall decrease of 6.8% in requests over the past 12 months. Much of this decrease in jobs in 2015/16 could be due to the extra resources from the Clean City project to clean the city in the summer of 2015.

⁴ Street cleansing requests were recorded differently prior to 2013/14

Figure 7.1

Street cleansing requests 2013/14–2015/16



Source: Customer Relationship Management

Officers continue to work closely with communities and partner agencies to address littering and fly-tipping hotspots through a process of enforcement and education, 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. Fly-tipping is a criminal activity and is an immediate offence punishable by prosecution. However, in order to effect a prosecution, very strong evidence is required, including witnesses, who must be willing to give a statement informing the Council who was responsible, or to provide a vehicle registration number. Ideally, there should also be evidence in the fly-tipped waste itself to corroborate the statements.

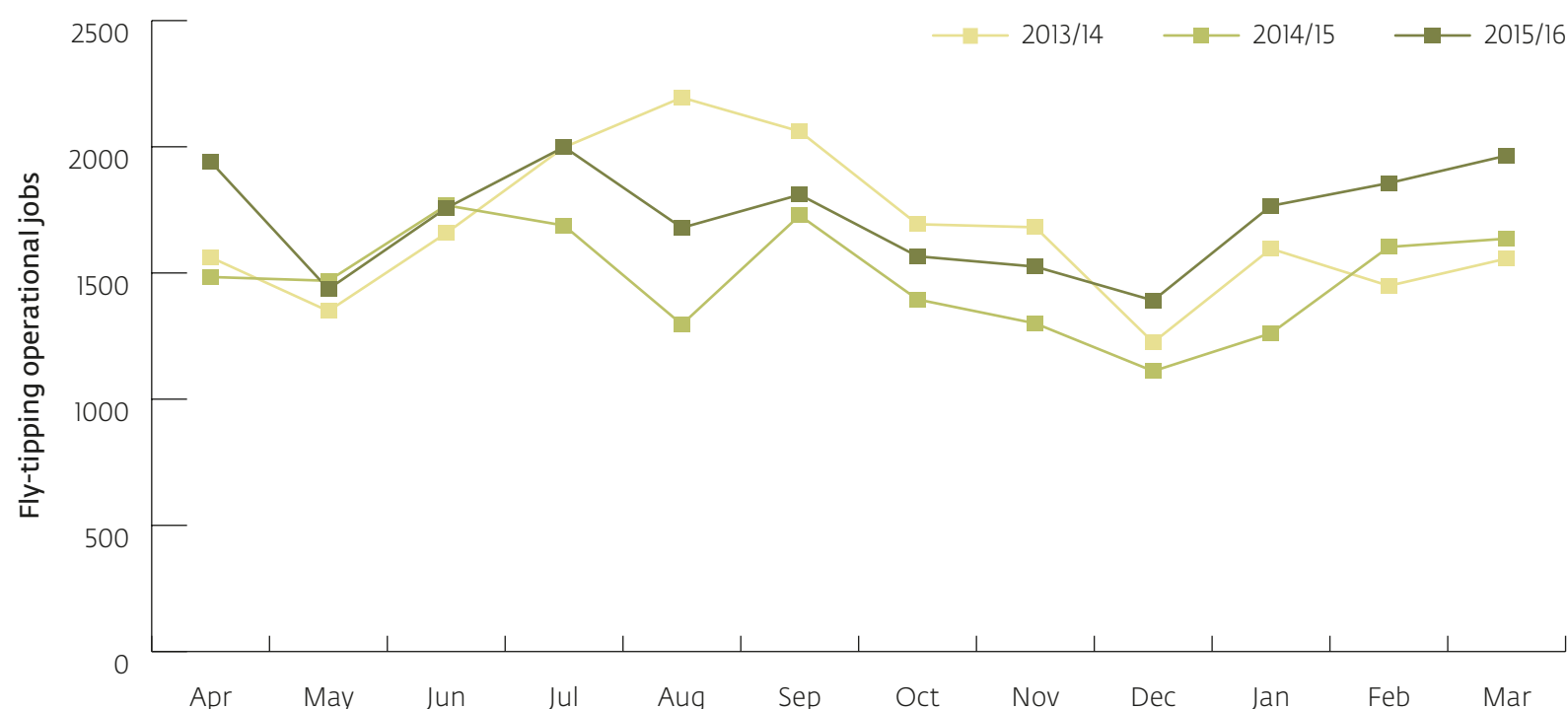
A new fly-tipping enforcement team was set up in late April 2016 consisting of three teams, one each for the north, south and central areas of the city. This team is proactively investigating fly-tipping and collecting evidence, which is passed to the neighbourhood compliance team to take enforcement 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, will 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 7.2

Trends in reported fly-tipping



Source: Customer Relationship Management

Fly-tipping has increased across the city during the past 12 months, and there has been an increase in fly-tipping jobs of 16.7% (2,952 jobs). This increase followed a five-year low for fly-tipping jobs in 2014/15. 2015/16 figures were 3.2% higher than 2013/14. Trends for the past three years are shown in Figure 7.2.⁵

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.

⁵ Fly-tipping jobs were recorded differently prior to 2013/14

During 2016/17, the visual environment will continue to be a key priority for the city. Examples of planned actions for this year include:

- Ensuring that the Customer Relationship Management system is changed to reflect the new service-level agreement, and that it integrates with Biffa's systems
- 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.

Conclusion

Manchester is working to become a more sustainable city, with a high quality of environment, but achieving this requires not just the Council but the collaboration of all stakeholders with an interest in the wellbeing

of the city. An improved quality of place underpins the city's growth, attracting more people to live and work here. But growth in the economy, population and jobs brings with it the challenge of continuing to improve air and environmental quality and reduce carbon emissions and waste.

Manchester's carbon emissions are reducing (an estimated 21.8% in 2015 against the 2005 baseline), but there is still much work to be done by the Council, organisations and individuals. The importance of improving the quality of environment to create a city that attracts people to live and work has been recognised by the production of the Green and Blue Infrastructure Strategy and Implementation Plan. The success of this will depend on action taken jointly by people across the city. Air quality is improving and the measures being taken to reduce dependency on the car and increase walking and cycling will help to continue this trend. Overall amounts of residual household waste collected have reduced over the decade, despite growth. Work to continue to drive down waste levels and fly-tipping and increase recycling is continuing, with programmes of community-led recycling

schemes and Community Ambassadors. The measures being taken across all these areas will together make an impact on the quality of the city's environment for the benefit of residents and businesses alike.

Community safety

Strategic overview

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

Manchester's Community Safety Partnership (CSP) brings together the Council, Greater Manchester Police (GMP), Public Health Manchester, offender management services, Greater Manchester Fire and Rescue Service, Registered Providers, the Police and Crime Commissioner, the universities, and the voluntary and community sector, with the aim of making Manchester a safer place to live, work and visit.

The CSP produces a Strategic Threat Assessment (STA) every year. This STA identifies existing and emerging concerns and helps to inform the CSP's strategic planning. The Community Safety Strategy 2014–17 was refreshed in 2014 following public consultation and the findings of the STA. The Community Safety Strategy supports the overarching Manchester Strategy (2015–25), which outlines a vision that by 2025 Manchester will be one of the top world cities, where residents from all backgrounds can feel safe. It sets out the CSP's vision and contains the following eight priorities:

- Reduce antisocial behaviour
- Tackle alcohol and drug-related crime
- Change offender behaviour
- Protect vulnerable people
- Tackle serious and organised crime
- Tackle the crimes that have the most impact
- Tackle hidden crimes
- Make the city centre safer.

The CSP works closely with the Police and Crime Commissioner for Greater Manchester to ensure that they are informed about local priorities and that they can make informed commissioning decisions. The CSP also ensures that the Community Safety Strategy is aligned to the PCC's Police and Crime Plan 2016/17.

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

Analysis of progress

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 and other sexual offences), acquisitive crimes (including robbery, burglary, vehicle crime, shoplifting and theft) and criminal damage. A total of 54,735 victim-based crimes were reported across Manchester

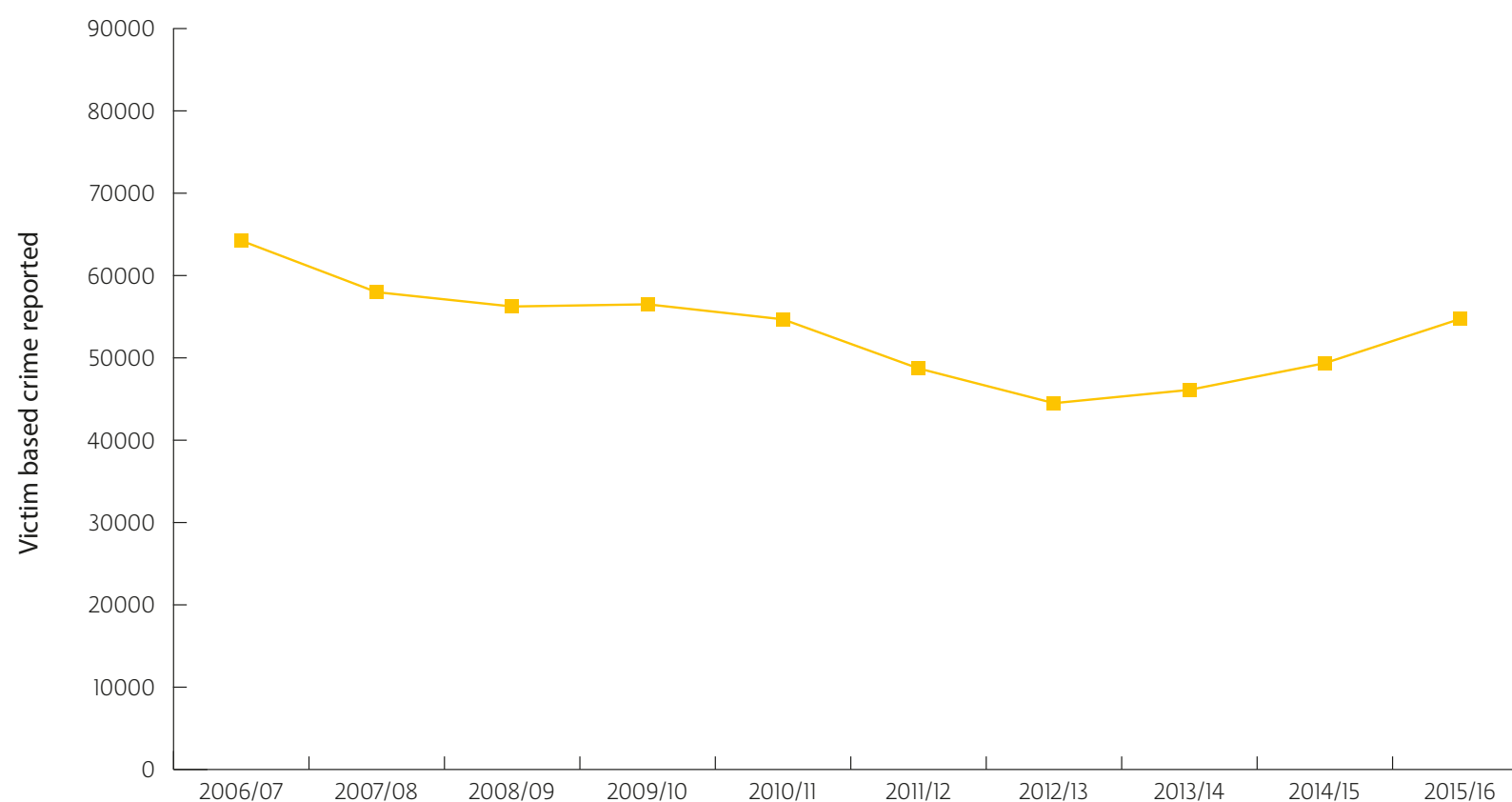
between April 2015 and March 2016. While this is an 11% increase compared to the same period the previous year, over the past ten years victim-based crime recorded by Greater Manchester Police (GMP) has reduced by almost 15%, from 64,236 in 2006/07 (Figure 8.1).

Over these past ten years, some types of crime saw much higher reductions (Figure 8.2), including robbery (down by 58%), criminal damage and arson (down by 58%), burglary (down by 31%) and vehicle crime (down by 30%). Many experts have linked the reductions in vehicle crime to improvements in security features, while reductions in burglary may be linked to the fact that home electronic equipment has become relatively less expensive.

Other offences, including sexual offences, less serious violence, and thefts from the person, were at significantly higher levels in 2015/16 than they had been in 2006/07. Increases in sexual offences and violence without injury are relatively recent, and have been influenced by improvements in GMP's crime-recording processes.

Figure 8.1

Total victim-based crime in Manchester
(2006/07 to 2015/16)



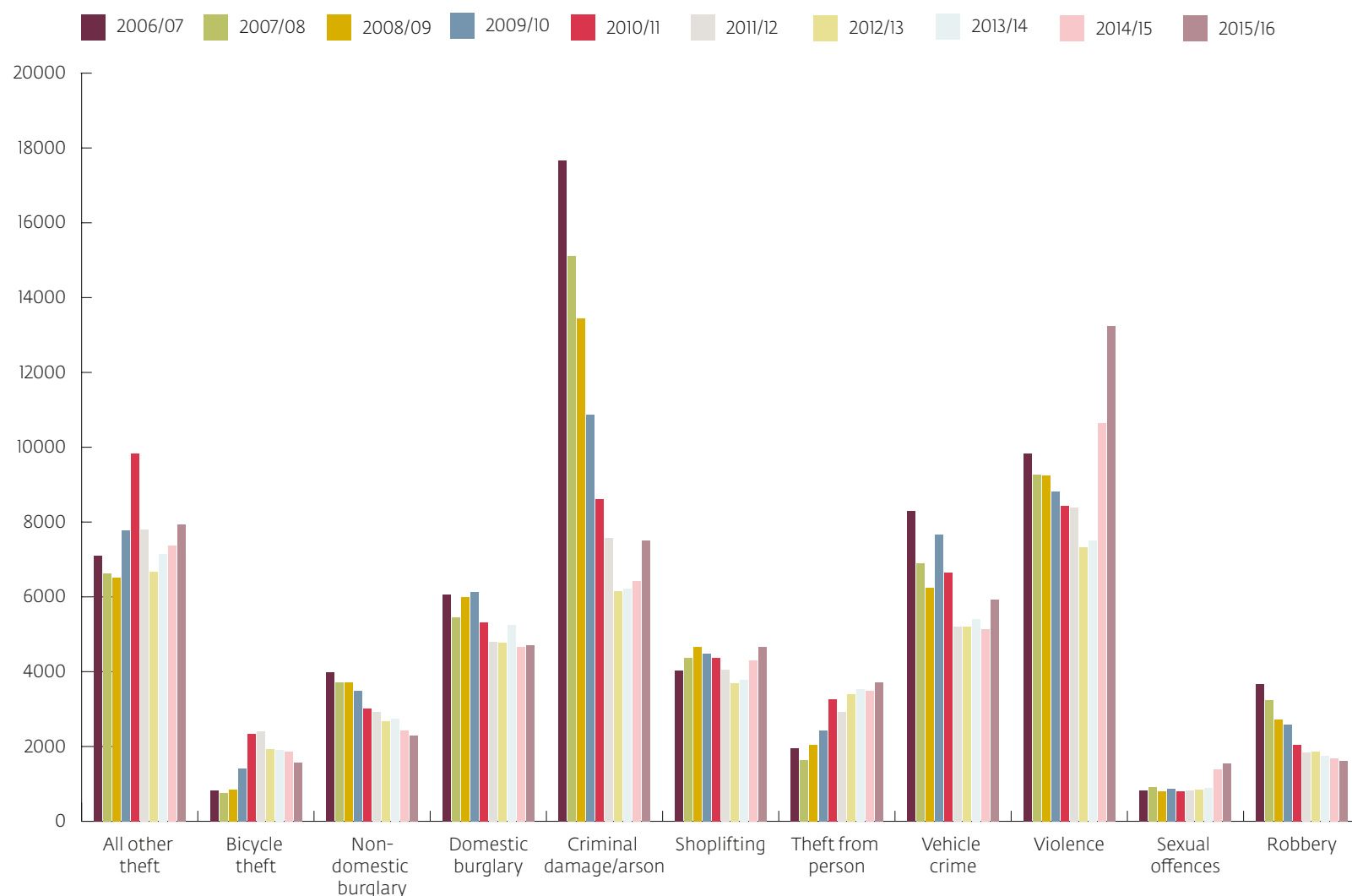
Source: GMP Business Intelligence, April 2016

Higher levels of theft from the person have mainly been caused by an increase in the number of mobile phones being stolen. Technological advances may have helped to reduce some

acquisitive offences, but in other areas they have opened up new criminal opportunities, with multifunctional, expensive and easily portable gadgets being a particularly attractive target.

Figure 8.2

Victim-based crime by type in Manchester
(2006/07 to 2015/16)



Source: GMP Business Intelligence, April 2016

The overall decreases in crime over the long term have happened at a time when the population of Manchester increased more rapidly than the rest of Greater Manchester. Between mid-2006 and mid-2015, Manchester's population rose by 14.3%, compared with a 5.1% increase in the rest of Greater Manchester.

As a rate per 1,000 head of population, victim-based crime reduced by 25.5% in Manchester from 2006/07 to 2015/16 (from 138.5 to 103.2), while across the rest of Greater Manchester it fell by 22.1% (from 84.5 to 65.8).

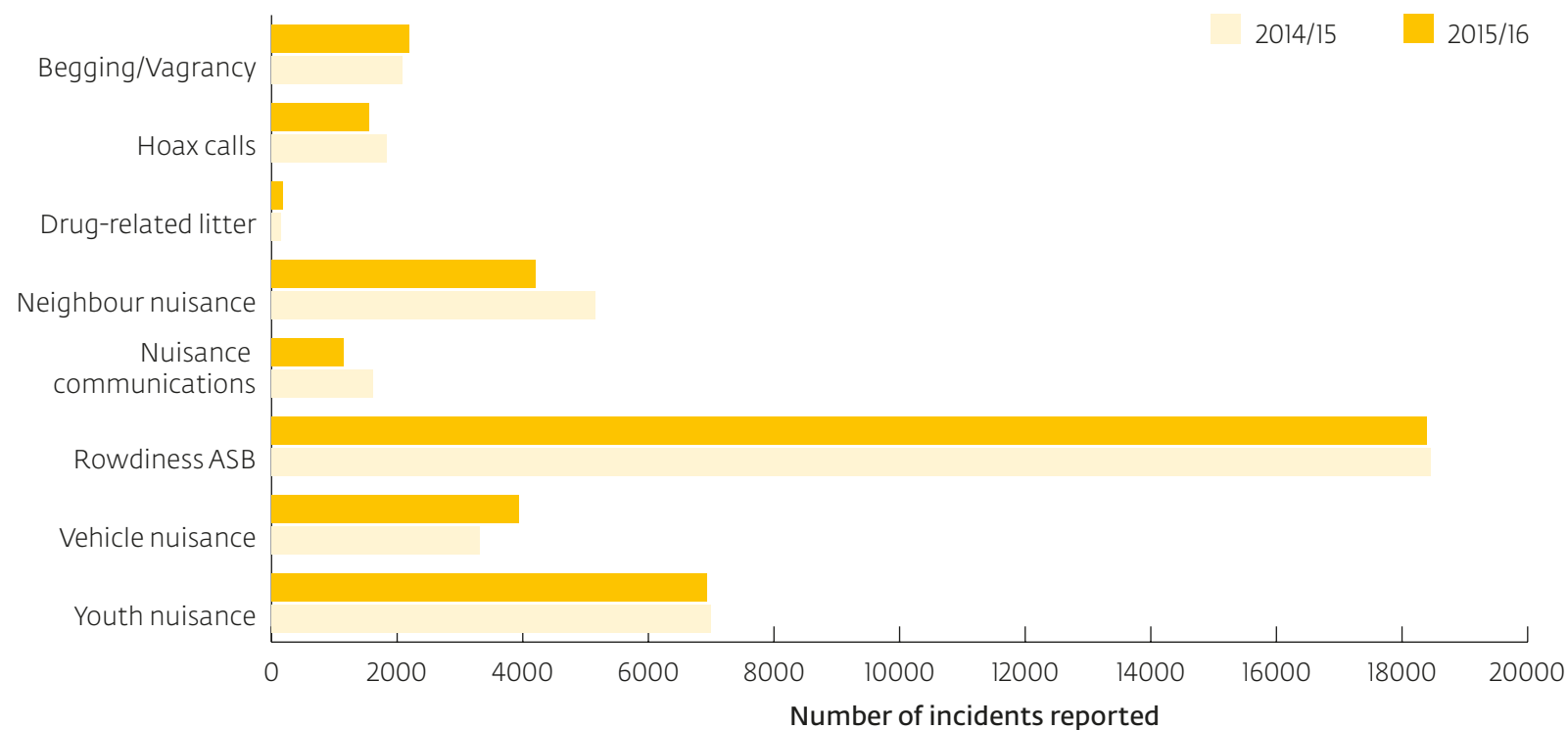
Antisocial behaviour

GMP recorded 33,853 incidents of antisocial behaviour (ASB) during 2015/16. Overall, this represented a 2% reduction compared to the 2014/15 figure of 34,486; however, there were increases in some ASB categories. The largest increases during 2015/16 were linked to fireworks (an increase of 77%, mainly during October and November 2015) and littering relating to drugs (an increase of 24%, mainly in the city centre). The largest decrease (–19%) was seen in ASB linked to neighbour nuisance (from 5,150 to 4,197).

Long-term analysis of ASB trends using police data is problematic, due to changes over time in the way these incidents have been coded and recorded.

Figure 8.3

Antisocial behaviour in Manchester (2014/15 and 2015/16)



Source: GMP Business Intelligence

Tackling antisocial behaviour is a key priority for the CSP with prevention and early intervention playing a key role. In response to emerging issues, the CSP commissioned a number of projects across Manchester aimed at reducing youth-related antisocial behaviour. Activity targeted young people not engaged with mainstream services and those at risk of or involved in antisocial behaviour. It included:

- Afternoon and evening detached youth engagement, which involved guiding young people away from hotspots where residents had reported concerns
- Engagement sessions to discuss employment, apprentices, health, and sporting opportunities
- Advice and guidance for 16 to 19-year-olds not in education, employment or training.

The Antisocial Behaviour, Crime and Policing Act 2014 introduced a range of powers to replace and augment existing powers. These powers include:

- Injunction – a tenure-neutral civil order to prevent antisocial and nuisance behaviour (this part of the legislation was introduced in March 2015)
- Criminal Behaviour Order – an order that can be attached on conviction of a criminal offence to be used against persistent and serious offenders
- Community Protection Notice – to deal with ongoing nuisance that is negatively affecting a community's quality of life
- Public Space Protection Order – to stop individuals or groups committing ASB in public spaces
- Closure Power – a power to close premises that are being used or likely to be used to commit nuisance or disorder
- Dispersal Power – a police power requiring people (over ten years old) to leave an area for up to 48 hours if behaviour is likely to cause harassment, alarm or distress

- Community Remedy – a document produced by the local policing body for out-of-court disposals where the victim is consulted and has a say in the outcome, eg. restorative justice
- Absolute possession – increases grounds of possession regarding secure tenancies
- ASB Case Review (formerly Community Trigger) – gives individuals the right to request a review of how the Community Safety Partnership has responded to their complaints of ASB.

In cases where antisocial behaviour cannot be resolved through early intervention or informal interventions, the CSP will use the powers contained in this Act. The CSP has successfully been using these powers for over a year.

Manchester is home to the Manchester Metropolitan University and The University of Manchester, the two largest universities by student numbers in the country, with a combined total of approximately 70,000 students. The importance of a strong, successful Higher Education sector is widely recognised for the economy of the city.

In 2009, a Student Strategy was developed, together with an implementation plan that identified the actions that were necessary in addressing the issues associated with a large student population. This plan is regularly reviewed and refreshed to ensure that it focuses on the most relevant areas of the city and safeguards the students from becoming victims of crime, and that it tackles those students who commit crime and antisocial behaviour. There is a strong partnership approach at the heart of the Strategy and the implementation plan, with contributions from Manchester City Council, GMP, Greater Manchester Fire and Rescue Service, the NHS, both universities and their students' unions. The delivery of the Strategy is overseen by a Student Strategy Board, with its three subgroups focusing on Housing and Environment, Student Safety, and Communications.

A new approach to tackling student antisocial behaviour was introduced in 2015 in response to concerns raised by Manchester residents regarding the nuisance caused by students in south Manchester. This involves a more intensive approach to prevention and an accelerated escalation of enforcement applied

to ten streets that were subject to the greatest concentration of complaints relating to students. Prevention activity has included work with landlords and Manchester Student Homes to emphasise the antisocial behaviour clause in their tenancy agreement, and the consequence of breaching it.

Alcohol and drug-related crime – link to health

Alcohol and drug misuse are drivers for crime, disorder and antisocial behaviour, in addition to leading to health and social problems. Alcohol is a factor in a range of offences, particularly violent crimes and domestic violence and abuse. Drug misuse and crimes such as burglary and robbery are closely linked.

Community-based alcohol and drug services for adults have been redesigned following a review and public consultation in 2014. A new lead provider for the integrated early intervention and treatment service, Manchester Integrated Drug and Alcohol Service, has been commissioned.

Manchester continues to develop schemes and initiatives that aim to prevent alcohol and drug-related crime and antisocial behaviour. This

includes developing pathways into treatment services for those committing antisocial behaviour where their behaviour is linked to alcohol and/or drug use. Services also continue to be developed and offered for those wanting to access treatment for their drug and/or alcohol use.

This is discussed in more detail in the Children's and Families chapter

Changing offender behaviour

Reducing the number of offenders and the number of offences they commit remains a significant challenge to the CSP. This workstream is led by three organisations: Manchester Youth Justice, the National Probation Service, and the Cheshire and Greater Manchester Community Rehabilitation Company. Collectively, these three organisations are responsible for:

- Reducing the harm caused to victims, offenders' families and the wider community
- Reducing reoffending among offenders
- Ensuring that initiatives such as restorative justice are victim led

- Improving rehabilitation prospects by developing access to accommodation, employment and health opportunities for offenders
- Reducing the number of young people entering the justice system.

Since 1 June 2014, the Probation Service has undergone radical organisational change following the implementation of the Government's Transforming Rehabilitation Programme. As a result, adult-offender management is now shared between the public-sector National Probation Service (NPS) and a series of private-sector Community Rehabilitation Companies (CRCs). The NPS is configured into seven divisions across England and Wales, with Manchester being part of the north west division. Cheshire and Greater Manchester Community Rehabilitation Company is one of 21 CRCs in the UK.

The NPS mainly manages cases assessed as posing high risk of serious harm and having significant complex needs, such as mental health concerns, drugs and alcohol dependency, and relationship issues that contribute to offending behaviour. The NPS is in the process

of implementing a new operating model to drive excellence, efficiency, and effectiveness in the delivery of court sentencing, offender management within prisons and in the community, enforcement decisions and processes, victims work, and Approved Premises provisions.

The Cheshire and Greater Manchester Community Rehabilitation Company became formally owned by Purple Futures (an Interserve Justice-led partnership consisting of Interserve, Shelter, P3 and 3SC) on 1 February 2015. Over twelve months later the organisation has almost completed implementation of its new operating model, which seeks to work with every offender subject to CRC supervision to help them rehabilitate and enhance their opportunities regardless of the sentence received by the court. Helping offenders to achieve qualifications and a Record of Achievement are key aspects of the CRC's operating model, and service users will be involved in strategic decision-making once the Service User Council is fully implemented over the summer. In May 2016, the CRC made a strategic decision to actively enable its past service users to apply for paid positions within

the CRC as they arise. Having the knowledge and skills of individuals with their experience as part of the CRC's workforce will have a significant impact on the organisation's ability to support a reduction of reoffending across Cheshire and Greater Manchester.

Manchester Youth Justice Service supervises those children and young people under 18 years of age who have been charged with offences and sentenced by a court. There has been a national drive to keep young people out of the formal criminal justice system when a different approach can achieve a good outcome. Many of these 'out-of-court' cases can be dealt with by means of a Restorative Justice disposal.

Between 2011/12 and 2014/15, the number of occasions when a young person received a Restorative Justice disposal in Manchester increased from 635 to 981. During the same period, the number of occasions when a young person was charged reduced from 1,353 to 728.

Restorative justice aims to repair the harm done to a victim by an offender and encourages the offender to acknowledge the impact of their actions and do something to make

amends. The benefits of restorative justice are far-reaching and can have an impact on the victim, offender and wider community. They include:

- ➔ The victim can let the offender know how their actions impacted on them and get answers to their questions.
- ➔ The victim can participate in the settlement.
- ➔ The offender faces up to the consequences of their actions and takes responsibility.
- ➔ The offender can do something positive to pay back the community.

Overall, the number of first-time entrants entering the youth justice system in Manchester has decreased every year since April 2011 and this is in line with national trends. The number of first-time entrants (FTEs) is calculated nationally as a rate per 100,000 of the child population (aged 10 to 17 years). In Manchester, this has reduced from a rate of 1,032 per 100,000 in 2011/12 to 623 per 100,000 in 2014/15. The national trend is similar, having reduced from a rate of 696 in 2011/12 to a rate of 402 in 2014/15.

Since April 2011, there has also been a gradual decrease in the rate of custodial sentences given to young people. The number of custodial sentences is calculated nationally as a rate per 1,000 of the child population (aged 10 to 17 years). In Manchester, this has reduced from a rate of 3 per 1,000 in 2011/12 to 1.3 per 1,000 in 2014/15. The national trend has also reduced, from a rate of 0.82 in 2011/12 to 0.44 in 2014/15.

The Youth Justice Service provides the Intensive Supervision and Surveillance (ISS) Programme as an alternative to custody. This is a mixture of punishment and positive requirements, and is designed to:

- Ensure the young person makes recompense for their offences
- Address the underlying causes of their offending
- Manage the risk posed by the young person in the community
- Put in place structures that will allow the young person to avoid future offending
- Reintegrate the young person into the community.

The core elements of ISS are education, training and employment, and addressing offending behaviour.

The work of both the adult and youth offender management services is supported by a number of initiatives commissioned by the CSP. This includes community-led initiatives (CLI). CLI work with adult offenders to help them achieve a more stable lifestyle away from offending. Typical activities include:

- Advocacy through the benefits process, ensuring correct benefits are being claimed and commitments are being met, reducing the possibility of being sanctioned
- Obtaining identification to allow clients to open bank accounts and complete exams to improve employability
- Exploring and applying for voluntary work and colleges to improve employability and constructively fill time
- Accessing local resources, including medical and leisure facilities.

Protecting vulnerable people

Manchester recently published its second three-year Hate Crime Strategy 2016–19. This has seven clear priorities:

- Support the victims of hate crime
- Prevent hate crime
- Increase the reporting of hate crime and hate incidents
- Take effective action against perpetrators
- Improve partnership responses
- Continue to build cohesive and resilient communities where hate crime and discrimination are not tolerated
- Target online hate crime.

The CSP records and monitors the following strands:

- Alternative subculture
- Disability
- Race
- Religion or belief, including Islamophobia and anti-Semitism
- Sexual orientation
- Trans*.

A total of 501 incidents and 1,540 crimes reported to GMP between April 2015 and March 2016 had links to one or more of the six monitored hate strands. This represents a 30% increase compared to the same period the previous year. The number of reports of Islamophobic hate incidents and crimes increased almost threefold during 2015/16 (from 57 to 154).

*Trans is an umbrella term describing people whose gender identity differs in some way from the one they were assigned at birth, including non-binary people, cross-dressers and those who partially or incompletely identify with their sex assigned at birth.

Table 8.1

Hate incidents and crimes linked to monitored strands (Manchester 2013/14 to 2015/16)¹

| | 2013/14 | | 2014/15 | | 2015/16 | |
|---|-----------|--------|-----------|--------|-----------|--------|
| | Incidents | Crimes | Incidents | Crimes | Incidents | Crimes |
| Race | 190 | 734 | 272 | 1,026 | 362 | 1,288 |
| Religion | 21 | 40 | 46 | 77 | 86 | 133 |
| Sexual orientation | 42 | 100 | 40 | 140 | 77 | 154 |
| Disability | 6 | 14 | 10 | 31 | 18 | 49 |
| Transgender | 1 | 9 | 4 | 15 | 12 | 16 |
| Alternative subcultures | 0 | 2 | 1 | 0 | 1 | 4 |
| Total links to monitored strands | 260 | 899 | 373 | 1,289 | 556 | 1,644 |
| Total hate incidents and crimes | 251 | 873 | 344 | 1,228 | 501 | 1,540 |
| | | | | | | |
| Anti-Semitic | 8 | 14 | 21 | 38 | 13 | 42 |
| Islamophobic | 8 | 32 | 16 | 41 | 60 | 94 |

Source: GMP Business Intelligence, May 2016

The fourth Hate Crime Awareness Week took place during 8–14 February 2016. This annual event aims to increase awareness and encourage reporting of hate crime among individuals, communities and neighbourhoods. This year, 45 voluntary, community, and faith-based organisations held a variety of events, along with housing organisations and statutory agencies.

Training has been provided for a number of organisations to enable them to become third-party reporting centres. These centres allow victims to report hate crime – in confidence if required – and receive specialist support. There are now 33 third-party reporting centres across Manchester.

The Prevent Duty that came into force on 1 July 2015 placed a statutory responsibility on specified authorities, including local authorities, schools, further and higher education institutions, the NHS, the police, prison and young offender institutions, and providers of probation services, 'to have due regard to the need to prevent people from being drawn into terrorism'.

Manchester has undertaken a self-assessment against the Duty through the Prevent Steering Group, and an action plan to strengthen any areas of development has been produced. Manchester is confident that it is compliant in meeting the requirements set out in the Duty against the following themes:

1. Partnership

Establish or make use of an existing local multi-agency group to agree risk and co-ordinate and effectively monitor Prevent activity.

2. Risk assessment

Use the existing Restricted Counter Terrorism Local Profiles (CTLPs), produced for every region by the police, to begin to assess the risk of individuals being drawn into terrorism. This includes not just violent extremism but also non-violent extremism.

3. Action plan

With the support of co-ordinators and others as necessary, any local authority that assesses through the multi-agency group that there is a risk should develop a Restricted Prevent action plan to address identified risks.

4. Staff training

Ensure that 'appropriate' staff have a good understanding of Prevent, and that they are trained to recognise vulnerability to being drawn into terrorism; they should also be aware of available programmes to deal with this issue.

5. Use of publicly owned venues and resources

Ensure that publicly owned venues and resources do not provide a platform for extremists and that they are not used to disseminate extremist views. This includes considering whether IT equipment available to the general public should use filtering solutions that limit access to terrorist and extremist material.

Ensure that organisations working with the local authority on Prevent are not engaged in any extremist activity or espouse extremist views.

Manchester City Council and Greater Manchester Police recognise the importance of engaging

with communities on Prevent. There is a level of challenge and sensitivity around the Prevent agenda nationally and a sense of disengagement by communities. Over the past 15 months the Council has been working with the Foundation for Peace to engage and listen to communities and develop the role of communities in shaping and supporting the delivery of Prevent in Manchester.

The start of the engagement process with communities took place in April 2014. This was in the form of a 'Prevent – the Big Questions' community dialogue event and has led to the delivery of a Round Table Discussion, along with three community workshops, a young people's event, and two action-planning sessions under the Rethinking Radicalisation community engagement programme of work.

To view a copy of the detailed report setting out the findings of the programme and to find out more about the work that continues in the city to build community resilience, go to http://www.makingmanchestersafer.com/mms/info/16/prevent/27/rethinking_radicalisation_-_manchesters_community_dialogue_programme

Serious and organised crime

Serious and organised crime encompasses a number of areas including:

- Gun crime
- Human trafficking and modern slavery
- Drug offences
- Money-lending and laundering
- Counterfeit goods
- Sham marriages.

In 2013, the Government published a cross-governmental Serious and Organised Crime Strategy, which covered four key areas:

- Prevent – preventing people from getting involved in serious and organised crime
- Protect – strengthening protection against and responses to serious and organised crime
- Pursue – pursuing criminals through prosecution and disruption
- Prepare – reducing the impact when serious and organised crime occur.

Work is ongoing under each of the four themes led by Programme Challenger, Greater Manchester's response to tackling serious and organised crime. A local profile has been developed and this has informed targeted activity around enforcement and disruption.

Modern slavery is an issue that is growing in significance for Greater Manchester in terms of the number of reported cases and the complexity of the required response. Modern slavery includes sexual exploitation, forced/sham marriage, domestic servitude, labour exploitation, and organ harvesting. All these crimes except organ harvesting have been identified within Greater Manchester. Modern slavery operates at a local, national and international level. It impacts in some way on all public sector services and requires a co-ordinated Greater Manchester strategic response. Victims of modern slavery are extremely vulnerable and this crime is largely hidden from view.

In order to develop a consistent and co-ordinated response, a dedicated Modern Slavery Co-ordination Unit (MSCU) exists within Programme Challenger. This team provides

operational support, a partnership review of investigations, training for police and partner agencies, and an intelligence collection plan that includes public, private and third-sector agencies.

The MSCU has developed a Panel for Adolescents and Children affected by Trafficking (PACT). This offers advice, guidance and operational support to local authorities, police and partner agencies that have concerns about a young person who is suspected of being trafficked. Referrals can be made by any agency via the trafficking and slavery inbox traffickingandslavery@gmp.police.uk

Our collective understanding of the extent of modern slavery in Manchester is developing rapidly, but given the nature of this crime, police intelligence systems alone are not able to demonstrate the true picture. Currently, a key area of work is to engage with all partner organisations to raise awareness and drive intelligence and information-sharing. Programme Challenger has been delivering training across Greater Manchester to raise awareness of the various manifestations of organised crime, and this has included modern slavery.

Crimes of most impact

Across Manchester, work has been ongoing to address the crimes that have the most impact on individuals and communities. These include domestic burglary, robbery from a person, and domestic violence and abuse. Activity has included:

- ➔ Crime prevention advice in hotspot areas
- ➔ Environmental improvements
- ➔ Outreach and diversionary activity aimed at addressing crime and antisocial behaviour among young people.

Over the past three years, 12,430 domestic abuse crimes were reported in Manchester, with 4,378 being reported in the year to March 2016. This represents a 28% increase on the number reported in 2013/14 (3,420). Over 80% of domestic abuse crimes were linked to violence, 10% involved criminal damage, and 4% were linked to sexual offences.

Table 8.2
Domestic abuse crimes in Manchester (2013/14 to 2015/16)

| | 2013/14 | 2014/15 | 2015/16 |
|-----------------------------|---------|---------|---------|
| Violence against the person | 2755 | 3788 | 3499 |
| Sexual offences | 129 | 189 | 217 |
| Robbery | 17 | 24 | 23 |
| Theft offences | 140 | 199 | 210 |
| Criminal damage | 379 | 432 | 429 |
| Total domestic abuse crimes | 3420 | 4632 | 4378 |

Source: GMP Business Intelligence

It is acknowledged that many more crimes go unreported. Tackling domestic violence and abuse is a key priority for Manchester. Domestic violence and abuse has a huge impact on those experiencing and witnessing it, and Manchester continues to take a zero-tolerance approach. Recent activity has included:

- Encouraging perpetrators to change their behaviour and access voluntary perpetrator programmes while still running court-mandated programmes
- Supporting victims to remain in their own homes when it is safe for them to do so, and through target-hardening measures should they wish
- Raising awareness among young people of healthy relationships.

The new Domestic Violence and Abuse Strategy 2016–20 builds on our work to date while acknowledging that different approaches need to be taken in some areas to tackle domestic violence and abuse, eg. around prevention and early help. Working across all directorates and with the Voluntary and Community sector we will take a collaborative approach in tackling domestic violence and abuse.

This is discussed in more detail in the Children's and Families chapter.

Tackling hidden crimes

There are some crimes and behaviours where the people affected are less likely to report what has happened to the police or other agencies. The reasons for this may be varied but can include:

- Fear of repercussions
- A mistrust of agencies
- Reliance on the perpetrator
- The perpetrator is a family member
- A lack of understanding of their rights.

These types of crimes can have a long-term damaging effect on people's lives, but their hidden nature means it can be difficult to estimate their prevalence, gather intelligence, and prosecute offenders.

The CSP is focusing on the following hidden crimes:

- Female genital mutilation (FGM)
- Forced marriage
- Human trafficking
- Sexual violence and exploitation
- Child sexual exploitation
- So-called honour-based violence.

There are overlaps between some elements of hidden crime, such as human trafficking, sexual exploitation, forced marriage, and so-called honour-based violence.

The CSP is working closely with colleagues from the Children's and Families Directorate, Safeguarding, and the Voluntary, Community and Faith-based sector to learn more about the problems that can remain hidden. In this way we can work together to improve the confidence of victims to take action and ensure victims have appropriate support.

As part of a Department for Education programme, NESTAC (New Steps for the African Community) delivered FGM training to staff and

pupils in three high Schools in Manchester. The Community Safety Partnership awarded additional funding to extend this training to a further seven high schools. NESTAC also provided 'train-the-trainer' sessions at these schools to ensure the future sustainability of the programme.

Independent Choices offers advice, information, telephone counselling and support for those being abused or in fear of being forced into marriage.

Making the city centre safer

Ensuring we have a safe and well-managed city centre is critical in terms of achieving the aims of both our community safety and growth strategies. Manchester's city centre is vibrant, with a rich cultural offer supporting a large daytime population of people who work in the city centre, as well as visitors. This carries on throughout the evening, with visitors and residents enjoying the many restaurants, bars, theatres, cinemas and music venues that are a popular feature of the night-time economy.

Over the past ten years, the city centre has expanded considerably, and new areas such as the Northern Quarter, NOMA and First Street

have developed as distinct districts with their own unique offer. With this expansion come challenges, particularly around managing a 24-hour city. Alcohol can negatively impact on the behaviour of some people. Partners work closely to address the challenges by managing the demand on resources and the impact of behaviour to ensure that the city centre is a safe place to live, work and visit, and that it provides a good experience for all.

The CSP has recently conducted a survey of people who visit the city centre at night to find out the types of venues (pubs, restaurants, events, theatres, etc) people visit and which areas are the most popular, in addition to how they travel in and out of the centre and the reasons why they choose their mode of transport. The results from this survey, together with intelligence-mapping around crime and disorder hotspots, and time profiles for victim-based crime, enable the CSP to direct resources accordingly.

As well as the challenges associated with the night-time economy, reports about begging, homelessness and drug use have all increased over the past five years. Calls to the police about begging and rough sleeping in the city centre increased from 632 in 2011/12 to 1,552 in 2015/16.

Incidents with a drugs marker increased from 284 to 337. The number of rough sleepers across the city as a whole increased tenfold from a count of seven in autumn 2010 to an estimated 70 in autumn 2015.

The CSP has been involved in the Big Change campaign, which encourages people to give in a different way to help those begging and homeless move off the streets. New approaches to tackling homelessness have been implemented during the past year, with the CSP working closely with the Council's Rough Sleepers Team and the Voluntary and Community Sector around this issue.

Criminal Behaviour Orders (CBOs) have been used successfully as a deterrent to prevent drug dealing in Piccadilly Gardens and to prevent offenders linked to acquisitive crime from entering the city centre. The CBOs have provided the police with the power of arrest if the individuals breach these court conditions, which ensures that the threat they pose by being present in the city centre can be dealt with swiftly.

Case study: Criminal Behaviour Order April 2016

The Antisocial Behaviour Action Team (ASBAT) works in partnership with the city centre Neighbourhood Policing Team to tackle drug use and drug dealing in Piccadilly Gardens, supporting Greater Manchester Police's Operation Mander. GMP officers investigate the crime and at point of charge make a referral to the ASBAT to prepare a file for a Criminal Behaviour Order.

In April 2016, Manchester Crown Court granted a Criminal Behaviour Order following an adult male being convicted of four offences of possession with intent to supply a significant amount of illegal drugs in Piccadilly Gardens, Manchester. The male was sentenced to six years' imprisonment for the criminal offences.

This is the first Criminal Behaviour Order in the city that was granted for an indefinite period. This means that the adult male is prohibited from entering Piccadilly Gardens again in the future. The judge was fully supportive of the application for a Criminal Behaviour Order in this case and said: "These sentences are intended to send out a clear message to those who seek to make money by selling cannabis in Piccadilly Gardens that this court will not tolerate it."

A Safe Haven operates almost every Saturday night between 11pm and 5am at the Nexus Art Café on Dale Street, providing a place of safety for vulnerable people. GMP, Village Angels, Street Angels, Street Pastors and the North West Ambulance Service are able to take vulnerable people to the Safe Haven if they do not require a visit to A&E. Evaluation of the use of the facility to date indicates that people are most likely to be brought into the Safe Haven for a variety of reasons, including intoxication, homelessness, minor injuries, and separation from friends.

Next Steps

Over the next 12 months the CSP will continue to work towards meeting its strategic priorities. Action plans have been developed together with performance indicators, and these continue to be monitored in order to measure the impact of the activity.

The Community Safety Strategy is due to be reviewed and refreshed in 2017. Consultation will take place next year with residents, partners and other stakeholders. This, along with the Strategic Threat Assessment, will help inform the next strategy.

The CSP will contribute to the development of the Integrated Neighbourhood Management (INM) programme. INM focuses on the improved delivery of public services through public-sector agencies, strengthening their partnership-working arrangements at a local level.

Key drivers include:

- Greater community engagement
- Reduced duplication and waste
- More proactive services
- Reduced demand on services
- Reduced costs
- Improved outcomes for residents.

The Domestic Violence and Abuse Strategy 2016–20 was launched in June 2016. The CSP will work closely with the Voluntary and Community Sector, Children's and Families Directorate, and Safeguarding to implement the strategic priorities, with particular emphasis on prevention and early help. The CSP will evaluate the effectiveness of voluntary perpetrator programmes and develop an evidence base of what works. The CSP will

also conduct analysis into repeat perpetrators, with a view to developing more effective interventions to change behaviour.

The CSP will evaluate the work taking place concerning students. This includes the enforcement activity aimed at reducing student antisocial behaviour in south Manchester. It also includes the crime-prevention campaign aimed at reducing burglary and robbery among students.

The second Hate Crime Strategy 2016–19 was launched in January 2016, and over the next three years the CSP will work towards meeting its pledges, including promoting education in order to prevent hate crime, identifying emerging trends, focusing resources accordingly, and building strong and resilient communities, celebrating the rich diversity that makes Manchester great.

Conclusion

While Manchester has made significant reductions in crime and antisocial behaviour over recent years, 2015/16 has seen an increase in a number of crime types, particularly some types of acquisitive crime. Welfare reforms and reductions in public resources have been cited as contributing towards these increases.

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

Economic pressures, including ongoing reductions in funding and resources, continue to have an impact on public services. These reductions have meant that public-sector organisations have had to become increasingly efficient and effective, eg. integration and co-location of services. These reductions also mean it is important that Manchester reduces demand on its facilities while still providing a good-quality service that continues to support vulnerable people and tackle crime and antisocial behaviour. To achieve this we need to

continue to change behaviour and address the issues that may influence offenders, such as substance misuse, life skills, accommodation, and education, training and employment. Linking in with existing programmes such as Troubled Families and Complex Dependency will allow for multi-agency information-sharing and planning, and lead to more integrated support. Engaging communities in preventing and reducing crime and antisocial behaviour, and encouraging residents to be active citizens are both key to reducing demand.

Community wellbeing and neighbourhood satisfaction

Strategic overview

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

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

Manchester's economic growth over the past decade clearly contributes to the overall sense of wellbeing, and on the whole, Manchester's people tend to be of a happy disposition rather than dissatisfied or unhappy. However, there remain considerable challenges for the city and

its partners to address in order to ensure that all Manchester residents are able to benefit from and contribute to the city's growth. Poor skill levels, worklessness and benefit dependency still characterise many of the city's communities. Deprivation impacts upon satisfaction with life and happiness levels, and as such, Manchester's more deprived wards score lower in measures of satisfaction with life and happiness.

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

It is important that underlying reasons for these differences are understood so that action can be geared towards enabling people to positively address community wellbeing in areas where dissatisfaction is highest.

The reduction in public-sector finances has also created additional challenges that may have an impact on satisfaction levels as new approaches to the delivery of public services are introduced. The push for communities to become less dependent on public agencies

can create positive wellbeing impacts, such as opportunities to gain skills through volunteering in community-supported libraries or sports clubs. However, it may also have a negative impact through the perception that there is less investment in their neighbourhood.

The city's voluntary sector has a critical role to play in supporting the drive to reduce dependency and in delivering real improvements for Manchester residents. The sector provides training, work placements and many volunteering opportunities which help residents develop their skills, assist them in finding work, reduce their risk of social isolation, and improve their overall sense of wellbeing.

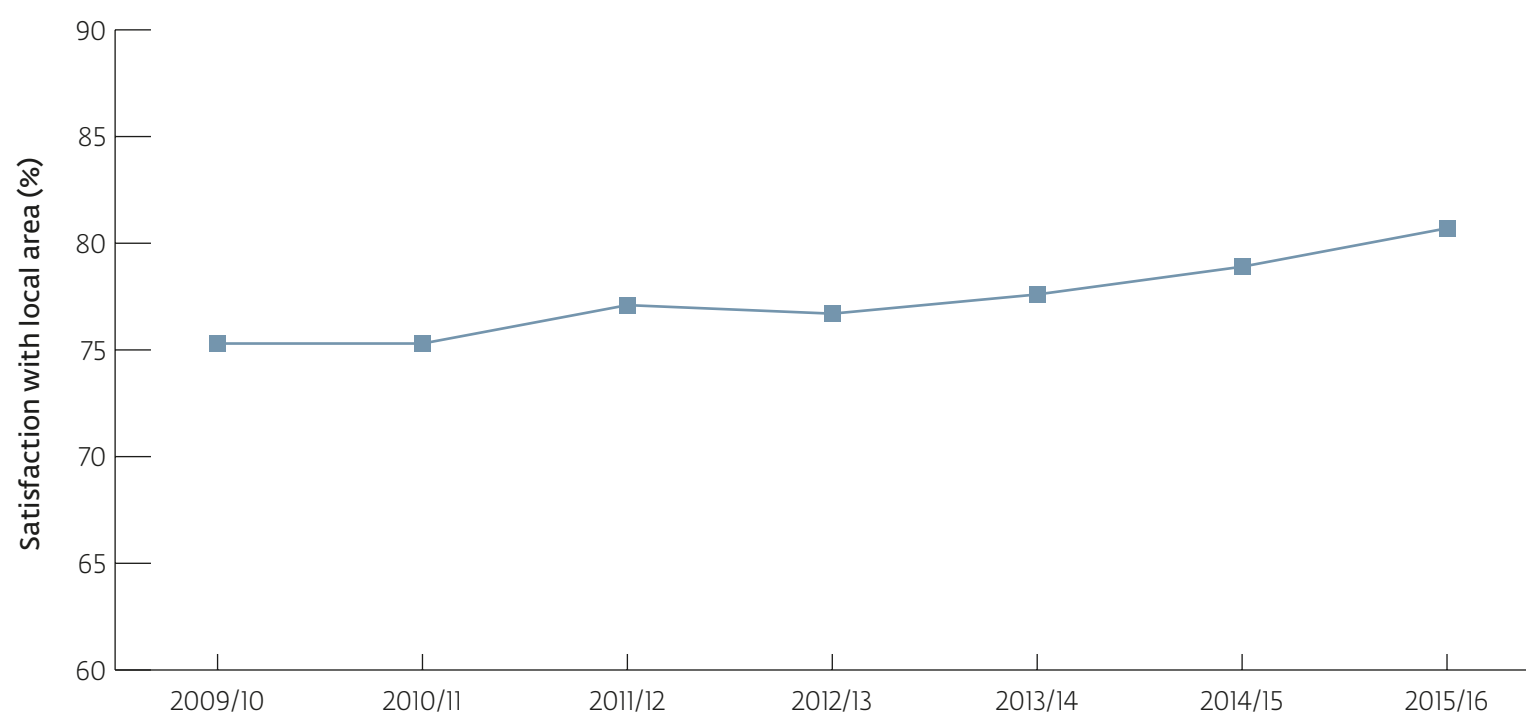
Satisfaction with neighbourhood

The Manchester Partnership has commissioned a series of rolling telephone surveys since 2009/10 that ask residents key questions about things that affect their lives and their neighbourhoods. With these telephone surveys, it is possible to track changes in perception on a regular basis. Residents are asked how satisfied they are with their lives and, all things considered, how happy they are. Over recent years, the respondents to

Manchester's residents' surveys have expressed increased satisfaction with their local area as a place to live, and overall there has been a significant improvement in respondents' satisfaction since 2009/10. In the 2015/16 survey, 81% of respondents were satisfied with their local area as a place to live, compared to 75% of respondents in 2009/10.

Figure 9.1

Satisfaction with local area as a place to live



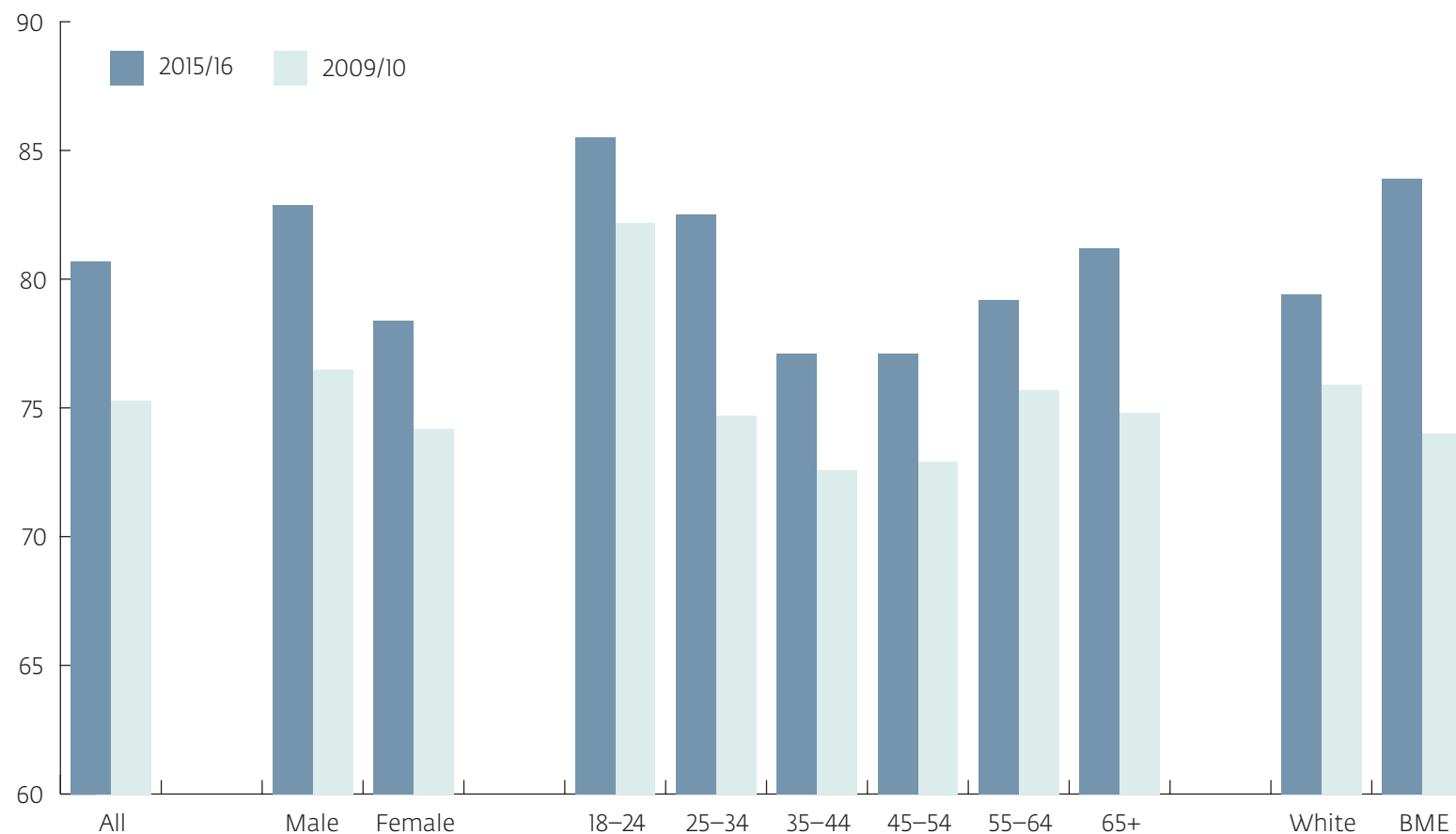
Source: Manchester Residents Telephone Survey

Further analysis identified that issues of cohesion and perceptions of antisocial behaviour are key factors in levels of residents' satisfaction. A total of 89% of those who agree that people from different backgrounds get on well together are satisfied with their local area as a place to live, compared to 49% who disagree that people from different backgrounds get on well together. A total of 48% of those who perceive high levels

of antisocial behaviour in the local area are satisfied with the area as a place to live, compared to 85% of those who do not perceive high levels of antisocial behaviour. Male respondents, younger respondents (18–34 years) and Black and Minority Ethnic (BME) respondents are likely to be more satisfied with their local area (Figure 9.2).

Figure 9.2

Satisfaction with local area by gender, age and ethnicity

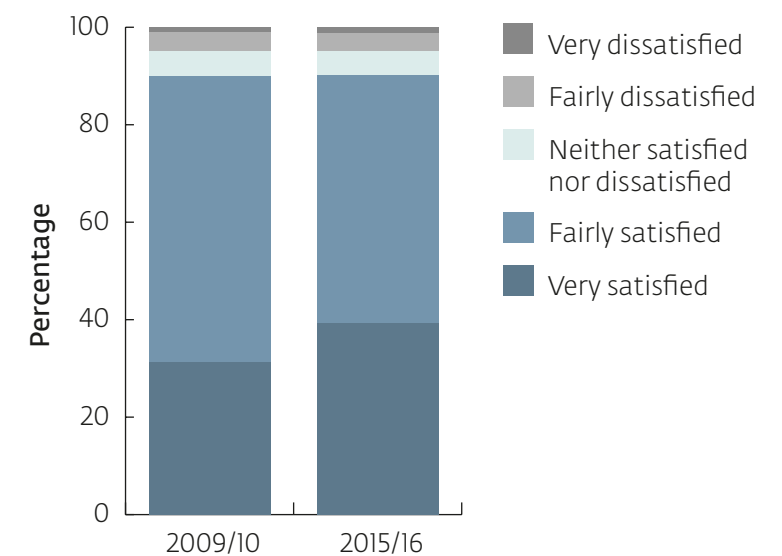


Source: Manchester Residents Telephone Survey.

As in the previous year's survey, Manchester residents are more likely to be satisfied with their lives as a whole and be of a happy disposition than dissatisfied or unhappy. Figure 9.3 shows that in 2015/16 the vast majority of respondents were very satisfied (39%) or fairly satisfied (51%) with their life as a whole, with only 5% dissatisfied. Therefore, 90% of respondents are satisfied with their lives, similar to the 2009/10 responses.

Figure 9.3

Wellbeing: how satisfied are you with your life as a whole nowadays?

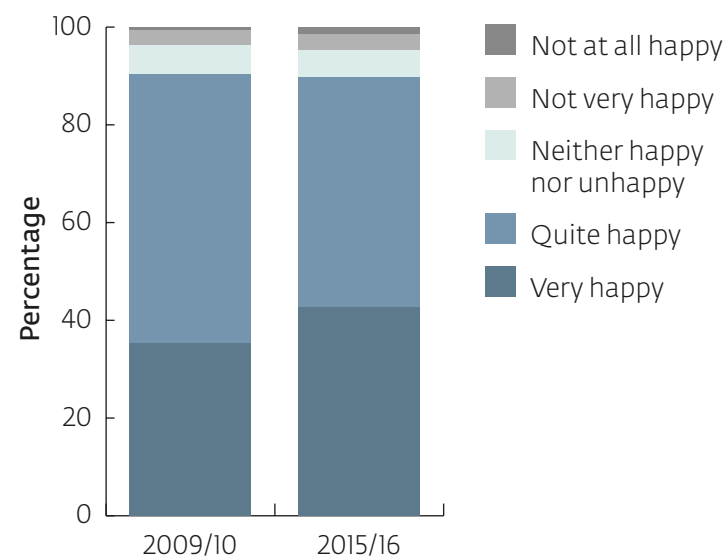


Source: Manchester Residents Telephone Survey

Figure 9.4 shows that in 2015/16 the vast majority of respondents described themselves as being very happy (43%) or quite happy (47%), with only 5% not being happy with their life, broadly similar to the 2009/10 responses. People in good health were more likely to be happy and satisfied with their lives (97%), compared with those in very bad health (3%). The percentage of respondents who are happy and satisfied with their lives varies with other factors, such as satisfaction with their local area as a place to live, perceptions of antisocial behaviour, views on community cohesion, and satisfaction with the way Manchester City Council runs things.

Figure 9.4

Happiness: all things considered, how happy are you?



Source: Manchester Residents Telephone Survey

While respondents in the city are generally satisfied with their lives, levels of deprivation impact upon satisfaction, with Manchester's more deprived wards (according to IMD) generally scoring lower percentages in measures of satisfaction with life and happiness. This is shown in Figure 9.5 and Figure 9.6.

The line in the graph represents the linear relationship between the two variables; the closer the points are grouped around the line, the stronger the relationship is. The R^2 number is the strength of the relationship between the two variables; the closer this number is to 1, the stronger the association. An R^2 of 1 would mean that all the points would be on the line.

Figure 9.5

Deprivation and satisfaction with life

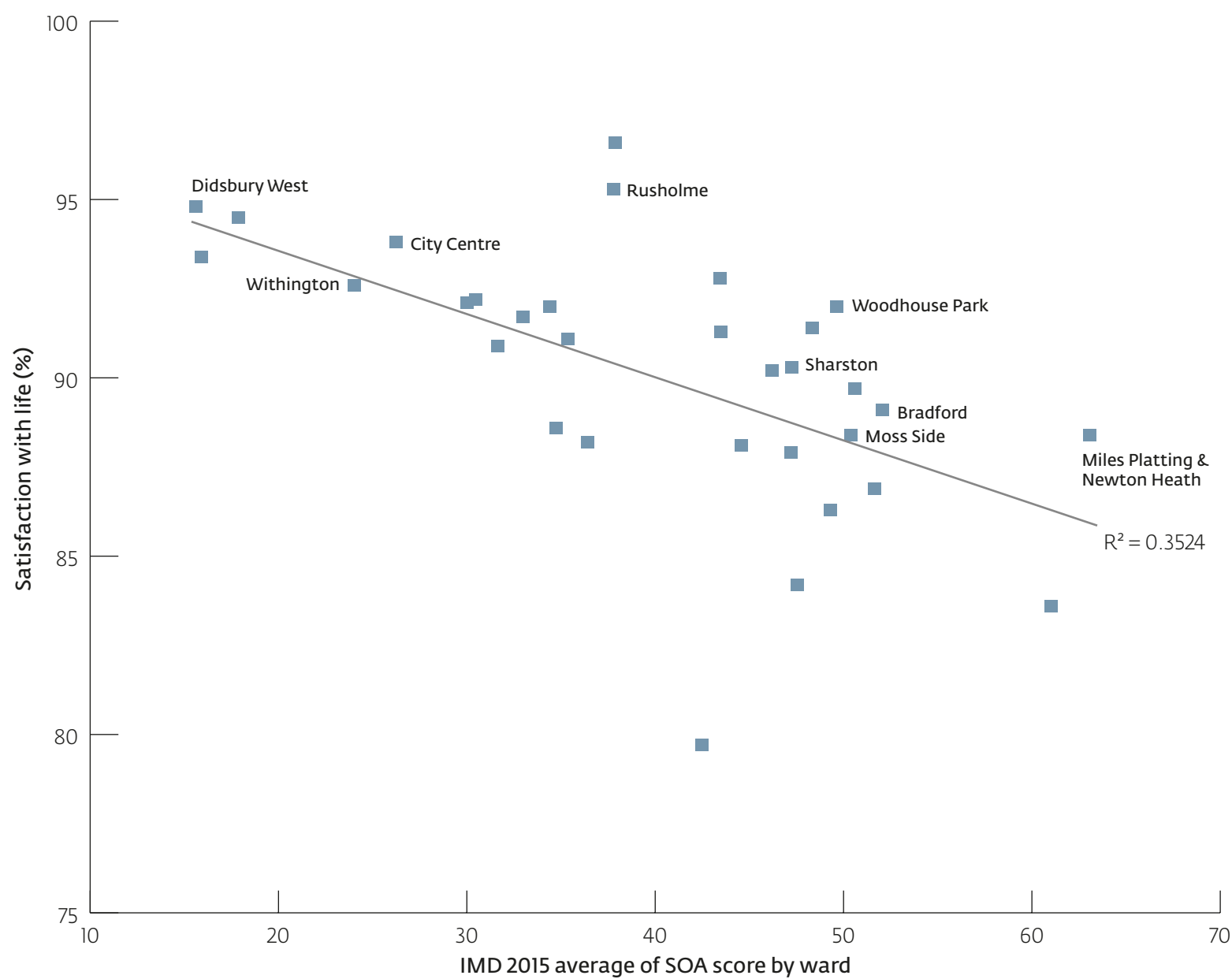
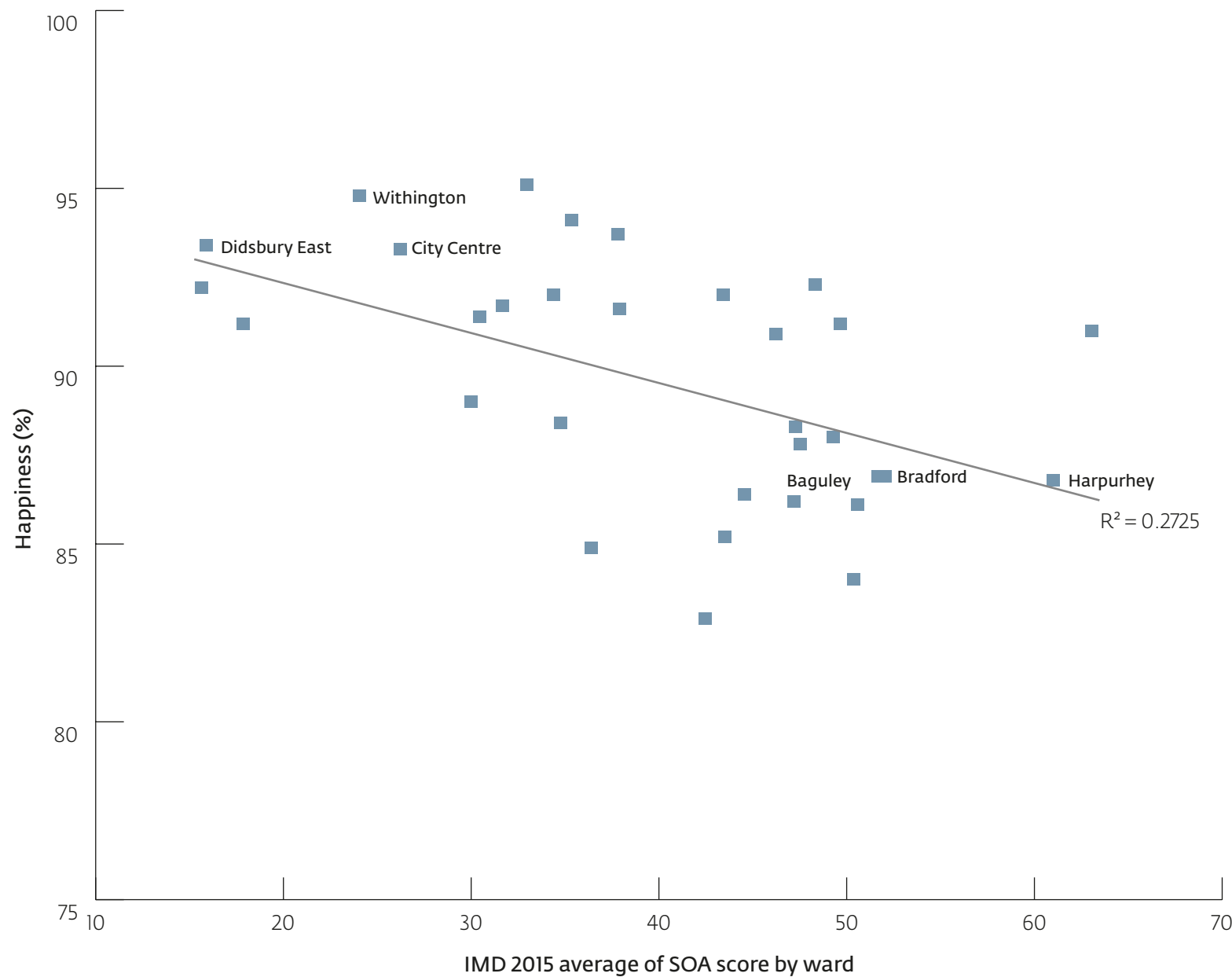


Figure 9.6

Deprivation and happiness



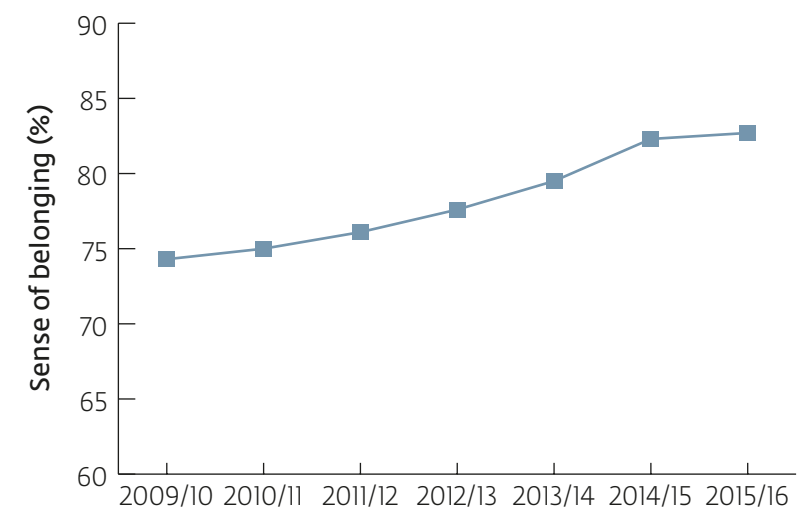
Source: IMD 2015, CLG Crown copyright and Residents Telephone Survey, 2015/16

Belonging

The results from the 2015/16 survey showed that 83% of respondents felt either very strongly (46%) or fairly strongly (37%) that they belonged to their immediate neighbourhood – an increase from 74% in 2009/10 (Figure 9.7).

Figure 9.7

Sense of belonging to immediate neighbourhood

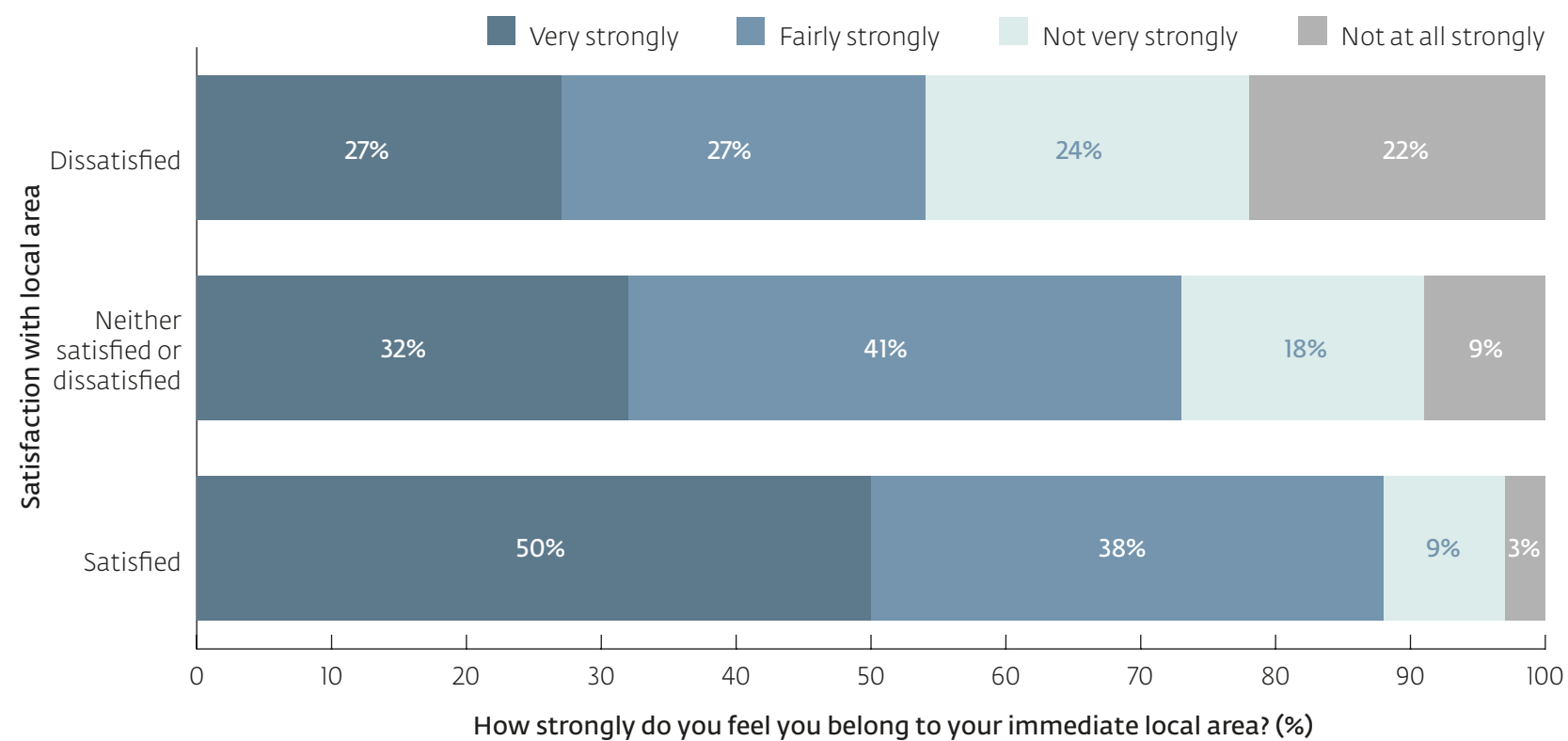


Source: Manchester Residents Telephone Survey

Those respondents who are more satisfied with their local area feel they belong more to their local area (Figure 9.8).

Figure 9.8

Satisfaction with local area and belonging

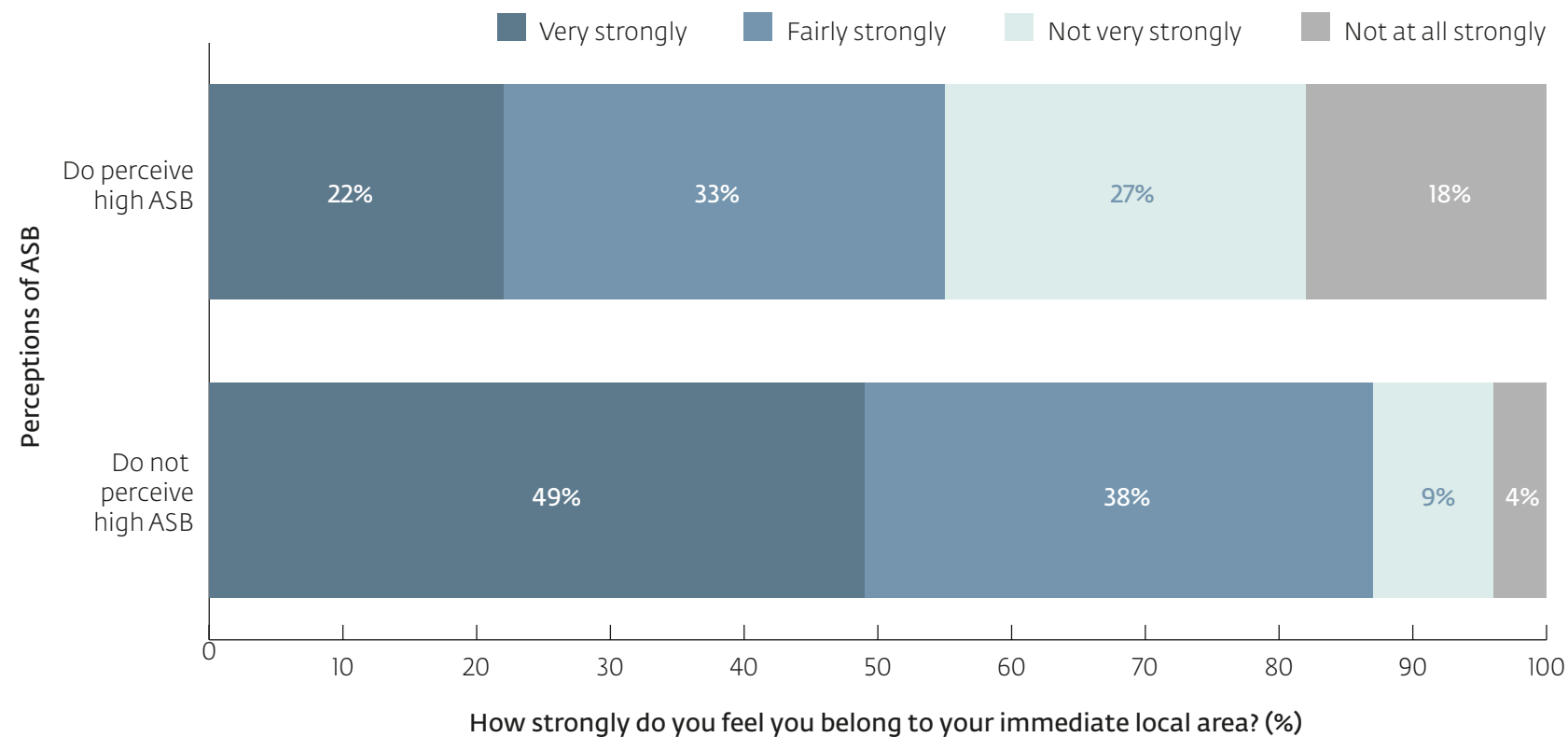


Source: Manchester Residents Telephone Survey, 2015/16

Those respondents who do not perceive high levels of antisocial behaviour in their local area are more likely to feel they belong to their local area (Figure 9.9).

Figure 9.9

Perceptions of ASB and belonging

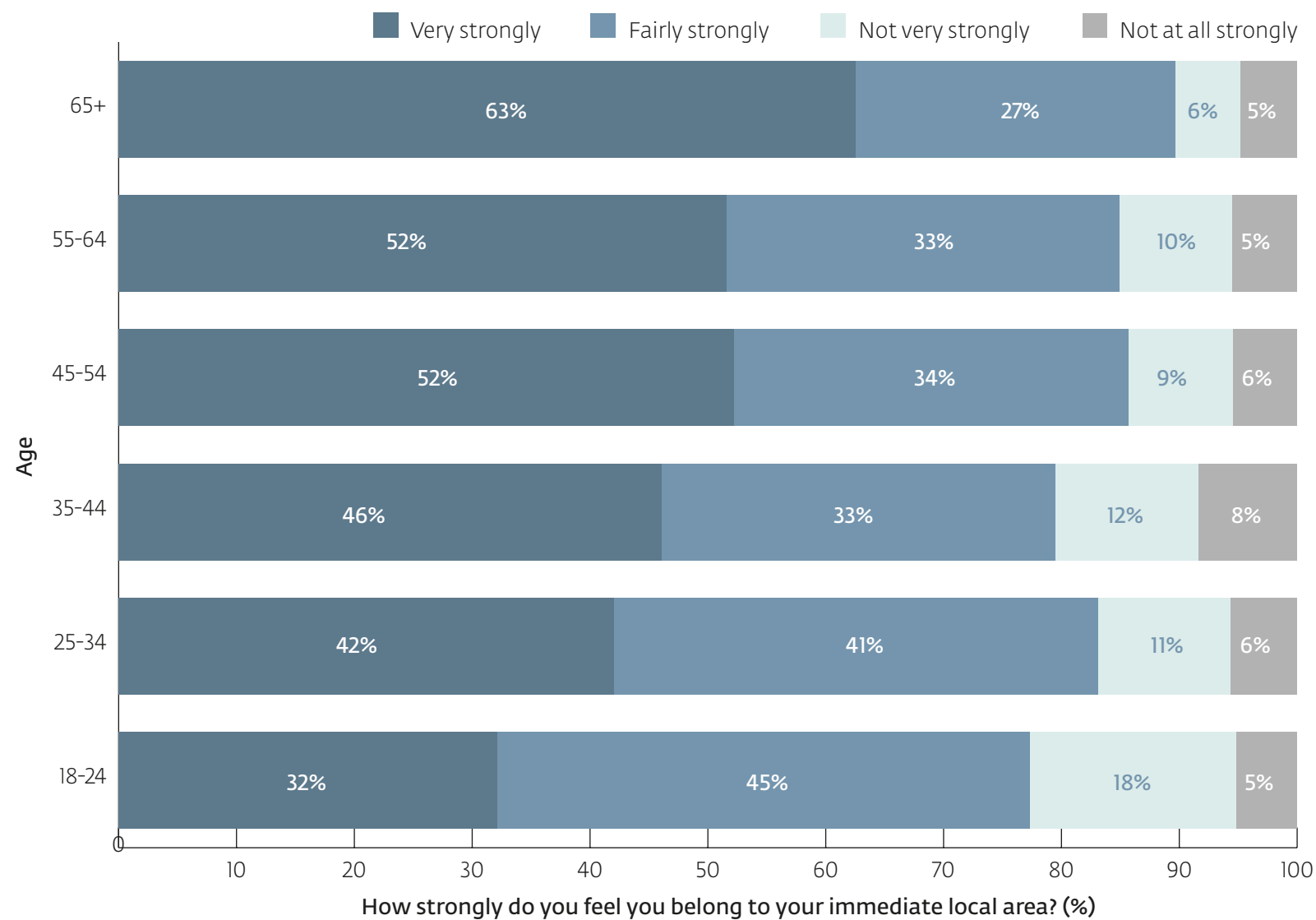


Source: Manchester Residents Telephone Survey, 2015/16

Older respondents are much more likely to feel they belong to their local area (Figure 9.10).

Figure 9.10

Age and belonging

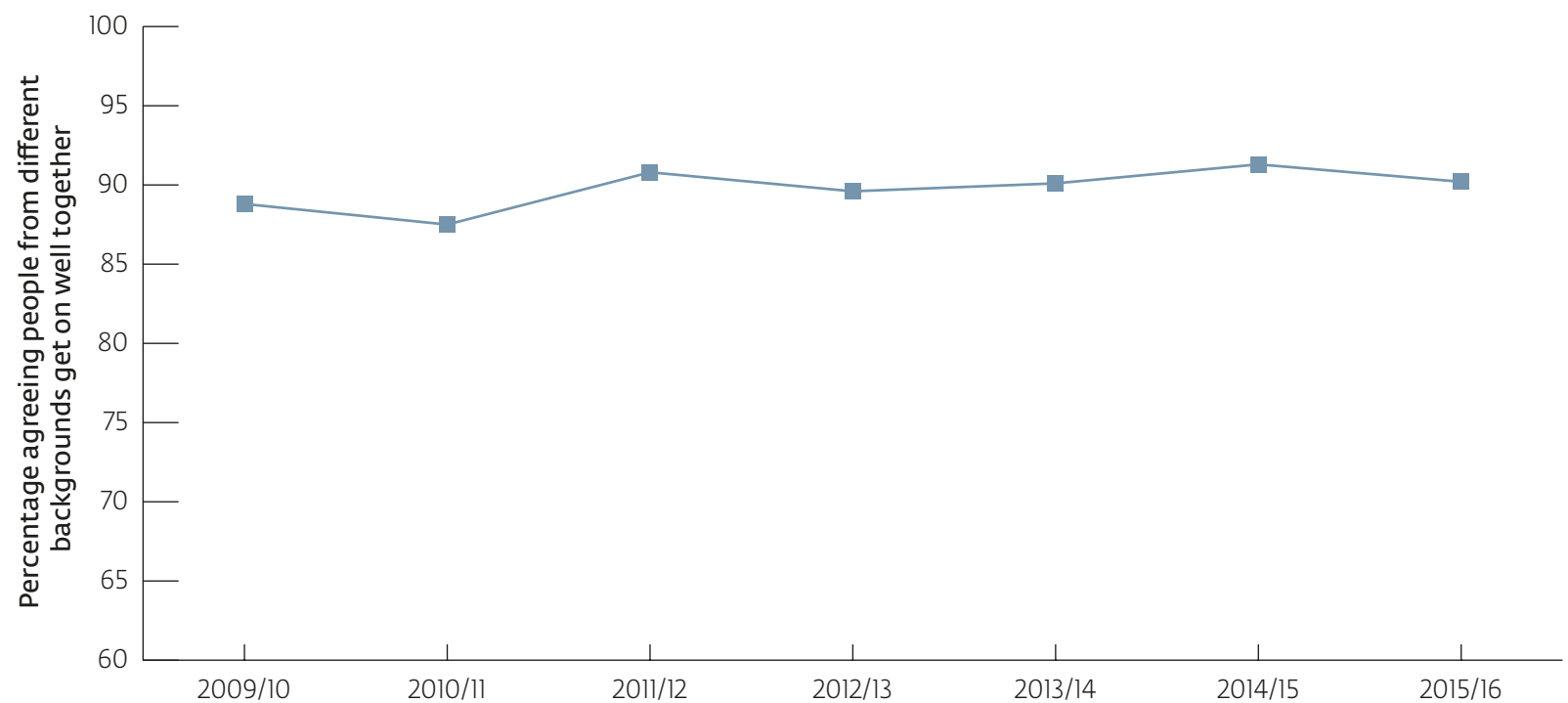


Community cohesion

Increasing community cohesion has been a key goal for the city for at least the past ten years. In 2015/16, 90% of survey respondents agreed that people from different backgrounds get on well together, compared to 89% in 2009/10 (Figure 9.11).

Figure 9.11

Community cohesion

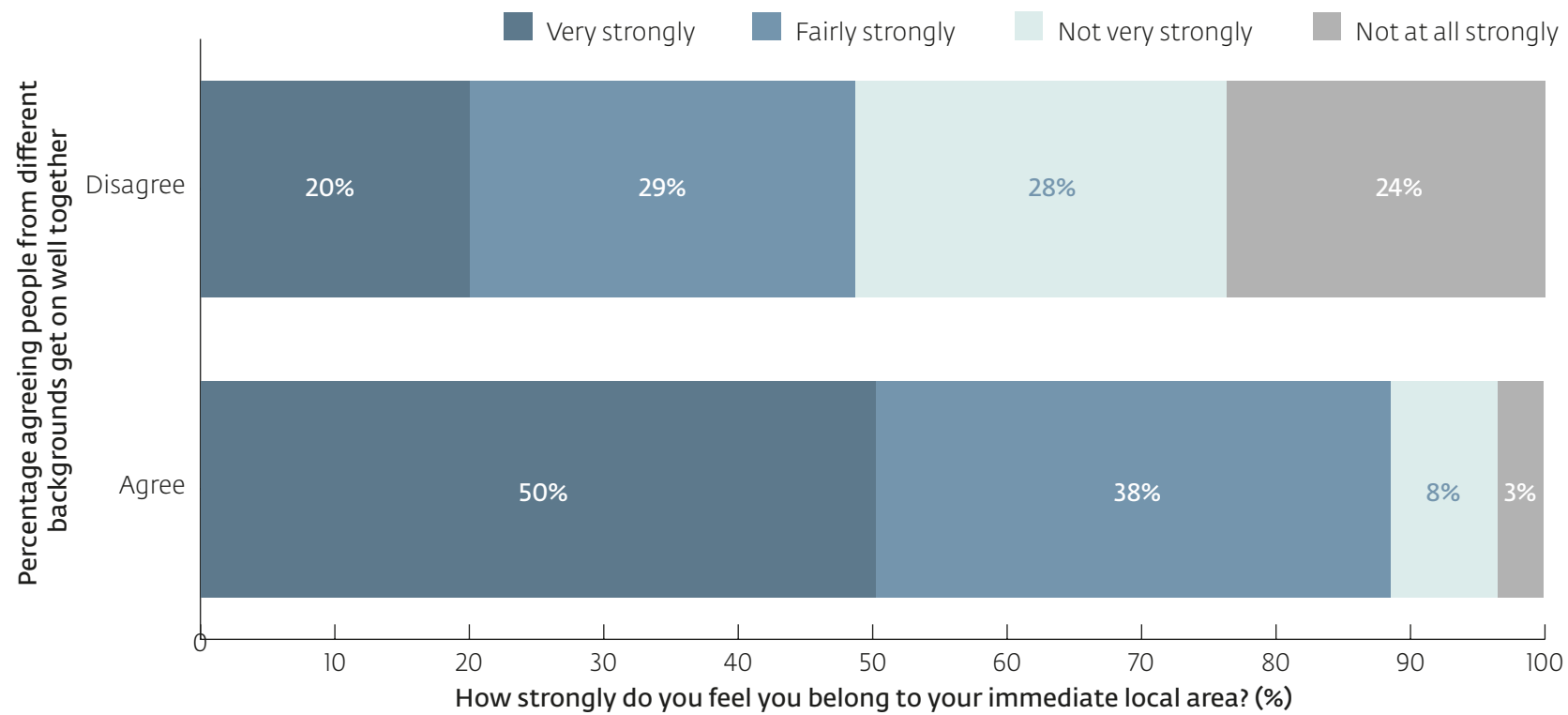


Source: Manchester Residents Telephone Survey

Respondents who feel they belong to their local area are more likely to say people from different backgrounds get on well together (Figure 9.12). There is a negative relationship between deprivation and cohesion. More deprived areas (according to IMD 2015) are less likely to say that people from different backgrounds get on well together (Figure 9.13).

Figure 9.12

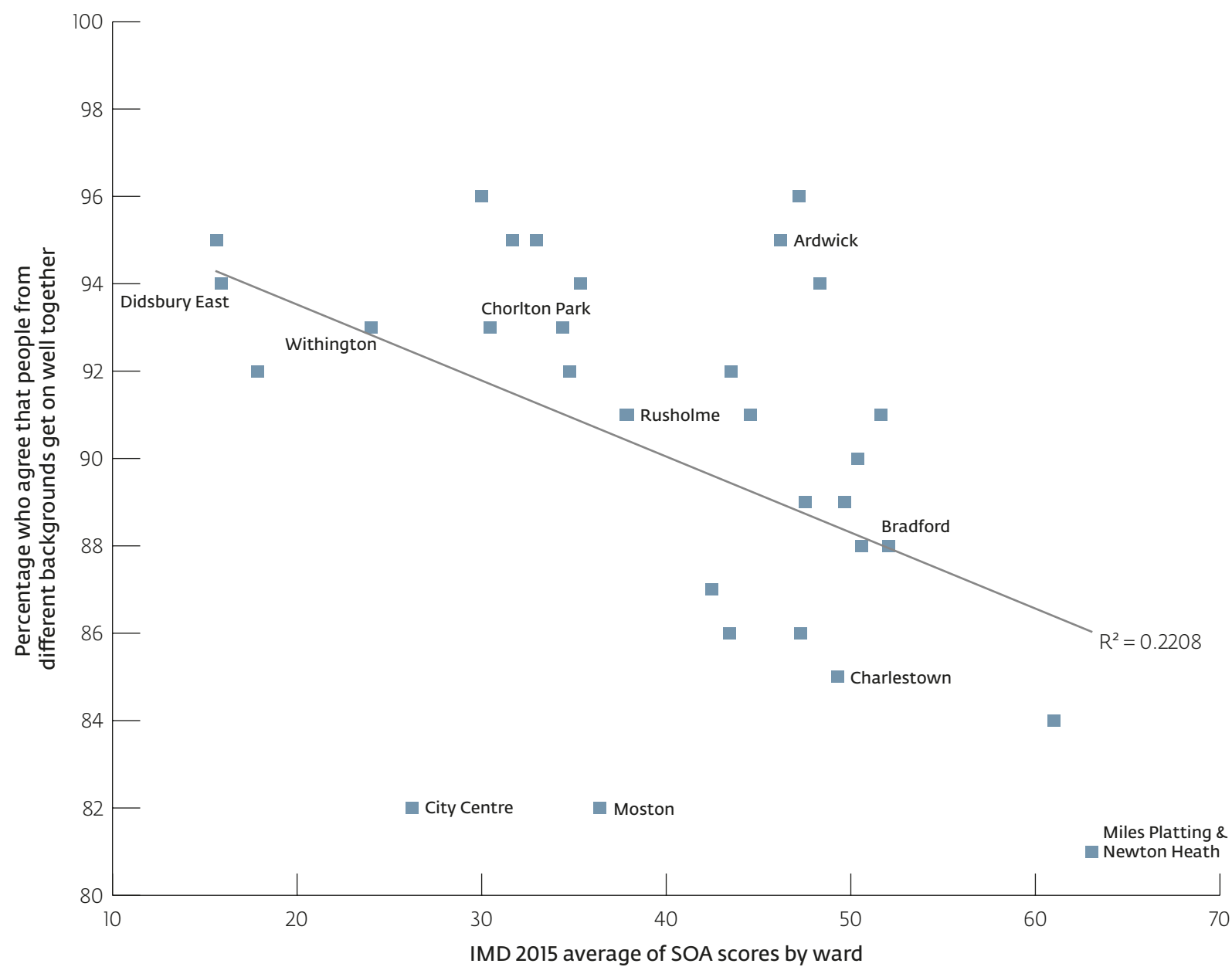
Community cohesion and belonging



Source: Manchester Residents Telephone Survey, 2015/16

Figure 9.13

Deprivation and community cohesion



Source: Manchester Residents Telephone Survey 2015/16, and IMD 2015

Participation in culture, leisure and sports

In 2015/16, 6.3million visits were made to Manchester City Council's cultural and recreational facilities (see Table 9.1).

Table 9.1

Number of visits to Manchester City Council's cultural and recreational facilities, 2014–16

| | 2014/15 | 2015/16 |
|---|------------------|------------------|
| MCC – Galleries | 541,800 | 534,200 |
| MCC – Leisure | 2,855,700 | 2,998,700 |
| MCC – Libraries | 2,671,700 | 2,775,200 |
| Total | 6,069,200 | 6,308,100 |
| Parks: attendance at activities and events | 466,300 | 501,200 |

Source: Manchester City Council. Owing to changed methodology, figures for leisure are not directly comparable to previous years

The new contractual arrangements, which started on 1 October 2014, have predicted growth in participation, and future analysis will look at actual performance against the targets set out as part of the contract and not historic figures, as this will give a skewed position. The data is provided by the Eastlands Trust, Greenwich Leisure Limited and Wythenshawe Forum Trust, with the Council providing data for the Active Lifestyles Centre, Debdale Park, Projekts Skate Park and Rushford Park.

Participation from schools and other educational establishments in the city's recreational and leisure facilities continues to be promoted. In 2015/16, there were 441,900 participants from schools – a slight decrease of 1% compared with the previous year (Table 9.2).

Table 9.2

Number of participants from schools and other educational groups in Manchester City Council cultural and recreational facilities, 2014–16

| | 2014/15 | 2015/16 |
|-----------------|----------------|----------------|
| MCC – Galleries | 16,700 | 18,000 |
| MCC – Parks | 3,100 | 8,000 |
| MCC – Leisure | 408,500 | 397,600 |
| MCC – Libraries | 19,500 | 18,300 |
| Total | 447,800 | 441,900 |

Source: Manchester City Council

After an exceptional period over the past two years, Manchester Art Gallery and Platt Hall once more welcomed more than half a million visitors in 2015/16. There has been an 8% increase in educational sessions over the year, and the high number of first-time visits has been maintained, particularly from previously underrepresented parts of Manchester's communities. The gallery's

audience profile continues to match that of the local population, which is unusual among galleries nationally.

2015/16 exhibition highlights include Performance Capture, a digital commission by celebrated British artist Ed Atkins; the gallery's biennial collaboration with Manchester International Festival; The Imitation Game, part of Manchester's City of Science; and Modern Japanese Design, which showcased the gallery's collection of Japanese fashion, crafts and furniture from the 1970s.

Alongside, exhibitions run diverse events and learning activities. Examples during 2015/16 have included 16,000 people accessing the adult learning programme of talks, tours and creative activity for wellbeing; English language sessions for new arrivals to the country (English Corner); and 26,000 people attending free family events, club holiday sessions or drop-in activities such as Baby Art Club or the interactive Clore Art Studio. The gallery's schools programme reached 20,000 primary and secondary school pupils from across Greater Manchester, and a new Future Creatives programme brought sixth-form art students together to work with established artists to create and exhibit their own artwork at the gallery.

The galleries continue in their commitment to be a welcoming and inclusive venue; Open Doors sees the gallery open early every month to deliver special creative activities for autistic children and their families. This is the first ongoing programme for autistic children in museums and galleries in the UK.

Manchester Art Gallery is also committed to Manchester's green agenda and has reduced its energy use by 42% over the past five years. The Lost Gardens project (in partnership with the National Trust) has transformed the front of the gallery and introduced a much-needed green space in the city centre for all visitors to enjoy. The gallery also has a rooftop allotment and bee hives – herbs and produce are used in the newly refurbished gallery café, and the honey is sold in the gallery shop. Manchester Art Gallery is one of 16 cultural organisations located in Manchester city centre and Salford Quays that for the past two years¹ have commissioned an independent assessment of their collective economic and social impact. The resulting report² provides an assessment of the sector's performance against key economic and social agendas, and informs strategic priorities for future development.

The report notes that an extensive and diverse range of socially focused activities are delivered by the cultural organisations across all ages (particularly among priority groups) to use cultural activities to generate social benefits. The activities include volunteering opportunities; learning, training and employability initiatives; and support that generates health and wellbeing benefits; and there is often an overlap between these activities and the benefits generated.

¹ 2014/15 and 2015/16

² The Impact of Manchester's Cultural Organisations, Ekosgen, April 2016

Case study: Contact Theatre

Sixteen years on from its birth as a young people's theatre in 1999, Contact has broken new ground in harnessing creativity to transform young lives – bringing young talent to diversify and enrich the arts in the city and nationwide. Today, Contact is recognised nationally and internationally as a game-changer in the field of young people's leadership and creativity.

Contact is where young people change their lives through the arts.

Contact serves an audience that is reflective of the growing youth and diversity of Manchester's population; 70% of its audiences and participants are aged 13–30 and 30% are drawn from black and minority ethnic communities. These are different audiences to other cultural organisations. Regional analysis from the Audience Agency³ states that over 80% of the theatre's audience is unique to Contact, with 50% living in communities within two miles of the building.

Contact's artistic work is making waves far beyond Manchester. 'No Guts, No Heart, No Glory', a Contact co-production featuring young Muslim female boxers,

³ Audience Agency is a national audience development consultancy that analyses attendance at organisations receiving National Portfolio Funding from Arts Council England

won critical acclaim in London and across the UK, and has received invitations from Australia, USA and Europe. Contact and National Theatre Scotland's show 'Rites', which looks into the impact of female genital mutilation, garnered significant coverage across its UK-wide run. In 2015, ten remarkable Contact shows toured nationwide.

Contact's leadership programmes are recognised as national exemplars of youth leadership and are being scaled up nationally. 'Future Fires' and 'The Agency' develop young leaders and entrepreneurs in Manchester's most deprived communities, contributing to building resilience, skills and self-reliance in disadvantaged neighbourhoods.

Arts Council England has confirmed funding of £3.85million towards Contact's capital refurbishment – a £6.5million project to transform the landmark building for the next generation of audiences, artists and young people. The venue will be expanded, remodelled, re-equipped and upgraded; it will also be made more welcoming, accessible, energy-efficient and better able to support the organisation's future financial resilience.

Over the next ten years, Contact's ambitions are to:

- Push the boundaries of how the arts can engage with and develop young people
- Play a more vital role in supporting the sector and the city to tackle problems such as community disengagement, disconnection and young people at risk of NEET
- Be a bridge between local communities and the academic sector and other organisations
- Pilot innovations in renewable energy and the use of digital technology
- Contribute to Manchester's reputation as a world-class destination for culture, tourism, education and business.

The reopening of the iconic Central Library in 2014 has been the highlight of the past ten years for Manchester libraries, and it continues to contribute to a year-on-year rise in visits to libraries across Manchester of 4%. The transformed Central Library, the second-largest public library in the UK, has established itself as a major cultural destination. It is an inclusive space, appealing to a wide range of audiences – families, children and young people, and aspiring entrepreneurs. The library attracted 1.5million visitors in 2015/16, and over 230,000 PC bookings; wi-fi usage reached over 210,000 sessions.

In a similar vein, our neighbourhood libraries, including the six community partnership libraries, are hubs of activity for all ages, providing access to computers, employment and business information and advice, early years, health and wellbeing and reader engagement activity. Increasingly, they are becoming embedded as accessible neighbourhood cultural centres in partnership with the city's creative organisations. Over the past ten years, over 80% of the Council's libraries have been refurbished, modernised or rebuilt. Major refurbishments have been undertaken at

Longsight, Moss Side Powerhouse, Chorlton, and North City, and brand-new libraries have been opened at the Avenue, Brooklands, Beswick, and Barlow Moor. The past two years have seen three libraries co-located with leisure centres at Abraham Moss, Hulme High Street and Arcadia (Levenshulme). In its first year of opening, Hulme High Street attracted 75,000 visitors, which is more than double that of visits to the old library. Arcadia Library opened in February 2016 and has been hugely successful, attracting some 4,000 visitors each week on average.

We have also worked with committed volunteers at our six community partnership libraries. For example, The Place at Platt Lane (the former Fallowfield Library), where just over 1,800 customers are registered; in 2015/16, over 8,000 items were issued and renewed, and 7,800 hours of PC usage were recorded. A range of volunteers help to run clubs, manage the extended meeting rooms and help customers to use the service; they work together with Manchester libraries to continue to support the library service in the building, with staff time, stock, IT and customer self-service units. Volunteers also play a crucial role serving as

trustees on the board of the Community Interest Company, which manages the building and was formed with the help of the local housing provider, One Manchester – a key partner in the success. There is now free wi-fi available in all libraries across the city, and in 2015/16, 290,000 wi-fi sessions were recorded, showing the popularity of the service.

The Council continues to work closely with the three leisure-based trusts⁴ to provide high-quality leisure opportunities and provide first-class facilities in the heart of the city's neighbourhoods. As part of a £27million investment, the past year has seen the opening of the new Hough End Leisure Centre and the Arcadia Library and Leisure Centre, while a further £16million has been secured for the redevelopment of Abraham Moss and Moss Side Leisure Centre. These investments contributed to indoor facilities attracting nearly 3million visits last year, which is an increase of 5% compared to 2014/15.

⁴ Greenwich Leisure Limited, Wythenshawe Forum Trust, Eastlands Trust

Case study: Arcadia Library and Leisure Centre

Arcadia Library and Leisure Centre opened its doors on Saturday 20 February 2016. The centre is prominently located on Stockport Road and is the third joint library and leisure development in Manchester. Since opening, the centre has been a great success with local residents. Although the opening day was grey and wet, hundreds of Levenshulme residents braved the elements to be welcomed into their new facility.

As part of its continued engagement with the local community and schools, Arcadia Library held 16 events and activities in the opening weeks. The opening event and subsequent activities were attended by 2,345 customers. As part of the opening activities, residents had the opportunity to handle some of Central Library's most precious stock, including Codex Justinianus (13th century), Shakespeare 2nd Folio (1632) and Nuremberg Chronicle (1493). One resident commented: "It's fantastic to see such rarities in Levenshulme."

Since the library opened, its use by the local community has been so great that there has been a regular need to bring in more books, especially for children. Many customers have said how much they love the look and feel of the new space, as well as the quality of the books on offer. Some 500 customers a day currently socialise or study in the library; they borrow books, use computers and access the unlimited free wi-fi. Families

with young children are coming in to meet other families, letting their young ones crawl around the specially designed children's space, and nurturing their growing love of books.

The library is open 90 hours a week, with seven-day opening made possible through the use of customer self-service technology. Core hours are supported by library staff. Outside core hours, the library is supervised by Leisure staff, and the extended opening times enable many customers to use the facilities when previously they would not have been able to.

The library has attracted countless new customers, and benefits from its co-location with the Leisure Centre and its partnership with Greenwich Leisure Limited (GLL), promoting active minds and lives. Many customers are using both facilities. Its location on Stockport Road in the heart of Levenshulme has also allowed greater access for the local community. Recent performance shows a 146% increase in new library members, an 80% increase in visits and a 29% increase in book-lending, in particular of children's books.

Opening-day customer comment: "Amazing centre. Much better location. Will be easy for my children to access two key services in one building."

Community delivery continues to go from strength to strength. Manchester Community Games activators generated £335,900 of additional funding in the first two years of the project, enabling them to reach over 58,000 individuals who have attended sessions. The Manchester School Swimming Programme achieved an 81% National Curriculum pass rate in the last academic year; this is well above the national average, which is less than 50%. 8,540 pupils from 144 schools swim each week across 11 centres.

2015/16 saw the introduction of a number of new community activity programmes. ParkLives was launched in June 2015 and enjoyed a successful inaugural year, receiving 5,303 visits to its activities and events across eight parks in Manchester. The Dementia Friendly Swimming Project launched new sessions at Moss Side Leisure Centre and the Aquatics Centre for people with dementia and their carers. A new programme for Manchester schools was also launched; MCR Active Schools provides full quality assurance and administration of school sport services.

£350,000 of funding has been secured for recreational football development in the city. This is on top of £653,000 secured by Wythenshawe Amateurs for a Community Football Stadium in Hollyhedge Park.

Growth in world-class facilities has been unprecedented in the past ten years. In addition to three new leisure centres, the city is now home to the National Taekwondo Centre, National Basketball Performance Centre, National Cycling Centre Velopark, FC United's Stadium in Moston, and the reinstated tennis courts and cricket oval in Alexandra Park.

The Manchester Institute of Health and Performance opened in December 2015; this £18million world-class facility was funded by Manchester City Football Club, Manchester City Council and Sport England, and is a facility for everyone aimed at improving people's wellbeing and lifestyle, whatever their background or level of sporting achievement.

Etihad Campus is the largest concentration of sporting venues in Europe and the most successful post-Commonwealth Games site

in the world. The Campus works alongside the new Manchester Institute of Health and Performance to support and offer enhanced services to elite athletes in the region. The Campus has developed a portfolio of major sporting and cultural events in the past ten years. It is critical to the regeneration of east Manchester and the wider renaissance of the city. New developments in the past few years have included the opening of City Football Academy, the first purpose-built indoor BMX Centre in Europe, the opening of the East Manchester Leisure Centre, and the new south stand at Etihad Stadium with an additional capacity of 6,000 seats.

Manchester has a strong events sector with some of the UK's best venues, stadiums and parks, and over the past 10 years the Council – in partnership with public-sector agencies and the private sector – has provided an established track record of attracting and delivering major sporting and cultural events, along with large-scale conferences. It has provided the vision to act as the catalyst for new events of global reach such as the Manchester International Festival.

Over the past ten years, over 250 world championships, international and national major sports events – including the 2008 UEFA Cup Final, world championships for track cycling, squash and swimming, and the European championships for badminton, hockey, taekwondo and water polo – have showcased the city's strengths to an international audience and connected events back to our communities and partners. In 2012, Manchester was named one of the world's 25 Ultimate Sport Cities (fifth in overall rankings) by SportBusiness Magazine, and the city continues to receive accolades and awards, including being named World's Best Sport City in the 'small city' category (those with a population of less than 1million).

Within the same period, Manchester has:

- Provided the venues for iconic national profile music events, such as the Oasis and Stone Roses concert series at Heaton Park
- Supported the development of the Park Life music festival from a one-day 15,000-capacity event, to a two-day 150,000-capacity major UK music festival in just six years

- Created its own iconic Manchester Day – with over 2,000 participants per year
- Hosted over 300,000 participants in the Great Manchester Run – as well as witnessing Usain Bolt striding at speed down Deansgate in the inaugural Great City Games.

Parks continue to deliver value for money and high levels of participation year on year. Key developments have been the redevelopment of Alexandra Park, which has been a huge success for the city, and the continuation of a range of high-profile and highly popular major events at Heaton Park, in particular the Park Life event. At community level, fostering strong partnerships with 'Friends of' parks groups, combined with new ways of delivering services and joint initiatives, has contributed to ongoing success. Participation in educational sessions across parks and leisure facilities, as well as through the sports and community activity team, has remained fairly static over the past 12 months, engaging just over 400,000 participants; however, with the introduction of the new Park Ten-Year Strategy, and the implementation of new reporting methods, participation rates will grow.

From the start of consultation on 7 March 2016, residents and stakeholders have expressed passion for our 143 parks across the city. They have already given us lots of fantastic ideas and shown a real strength of feeling and commitment around how they see the future for the 3,000 acres of parks and green spaces. Once the consultation ends, all this valuable feedback will shape and inform our plans for the next ten years.

The voluntary sector

Manchester has a large and vibrant voluntary and community sector (VCS), which adds huge value to the quality of life in the city's neighbourhoods and communities. The sector plays a wide range of varied roles, comprising organisations of all types and sizes, and covering all sections of the community and thematic areas of interest.

In 2013, Manchester's voluntary sector support organisation (Macc) published research into the state of the city's VCS. The statistics that follow are largely drawn from that research, which can be found in full here: www.manchestercommunitycentral.org/state-sector-2013. This research is being repeated later this year.

There are an estimated 3,093 VCS organisations in Manchester. About two-thirds of these are very small ('micro'), with an annual income of less than £10,000. The total income of the voluntary sector in the city was estimated at £477million in 2011/12 (down from £508million in 2009/10), with most of this income going to the large and medium-sized organisations.

There are 12,400 (full-time equivalent) staff employed by VCS organisations in Manchester, and in 2012/13, an estimated 94,300 volunteers in the city contributed an estimated 370,400 hours each week. In 2006, Manchester didn't have its own volunteer centre; volunteering happened, but it wasn't co-ordinated and people weren't able to see the full range of volunteering opportunities available to them. If voluntary groups needed to recruit volunteers, they had to do so themselves. In 2012, Volunteer Centre Manchester (VCM) was started by Macc and funded by the Council. Accredited by Volunteering England, VCM advertises volunteering opportunities, recruits volunteers and matches them to opportunities. In March 2016, more than 14,000 Manchester residents were registered with VCM.

Case study: The Oasis Centre, Gorton

The Oasis Centre is a community project that offers a lifeline for over 75 people a week, including families living on benefits, the long-term unemployed, asylum seekers and refugees, homeless people, ex-offenders, and those struggling with addiction problems or mental illness. Since 2001, more than 3,000 people from some 1,000 families have benefited from its services.

In 2015, the centre won the Queen's Award for Voluntary Service in recognition of its life-changing work.

"I was so lonely and sat in my house all day. My dad had died and I was alone. Since I've been coming to Oasis, I've learnt to tell the time, count coins and I'm learning to write my name."

"I was on the streets for years. Then I found Oasis. They found me somewhere to live! I have done loads of courses at Oasis I've got so many certificates there's no room for them on my walls! Oasis help me with my job search and give me confidence."

For every resident who needs its help, the centre offers structured support to:

Rebuild: moving from chaos to stability. The centre has emergency food and clothing packs, and runs a free café three days a week. It builds trust with people and works to understand the root causes of their situation.

Re-engage: moving from isolation to inclusion through social and leisure activities.

Reskill: moving from hopelessness to being skilled and aspirational. Starting where people are, working with them to build life skills, basic skills and confidence.

Restart: moving from worklessness to being skilled and employed. Oasis runs an in-house volunteer placement scheme, a work club, and one-to-one digital skills training.

The Oasis Centre currently operates three days a week from rented space, and from its beginning has dreamt of its own purpose-built Centre at the heart of Gorton – a highly visible and welcoming building and a place where everyone counts. The centre is now working actively towards this dream, having secured the site of a derelict bank on Hyde Road, the size and prominent location of which is ideal. The Chief Executive of the Oasis Centre has put together an innovative model for funding much of the costs of this new building, and the centre continues to work with partners and individuals who donate their time and money to make this dream a reality.

The key challenges Manchester's voluntary sector is facing are reduced access to funding coupled with rising costs and increasing demand for services. The city's VCS is responding to these challenges by coming together in partnerships to successfully bid for funding (such as Big Lottery) that the public sector doesn't have access to. The sector is also taking advantage of new opportunities, such as crowd funding and community asset transfer. The voluntary sector can use its first-hand knowledge of different communities to work with partners to design improved services that best meet the needs of Manchester residents.

The Council believes the voluntary sector in the city has a critical role to play in working alongside us and health colleagues to improve the lives of Manchester residents. The sector provides employment, work placements and volunteering opportunities that can help residents develop their skills and reduce their risk of social isolation. Because the voluntary sector works at grass-roots level in every neighbourhood and with every community of interest and identity, these organisations can reach deep into communities in a way that the Council and other big organisations cannot, helping people to help themselves and their neighbours.

The Council provides funding for the VCS through grants and contracts, and new models such as spot purchasing. We are working with the sector to improve the way we invest in and engage with the city's many groups, and we are also working together with health to improve the connections between the city's public, private and voluntary sectors.

Conclusion

Indicators of community wellbeing, social cohesion and general happiness among Manchester's population are generally travelling in the right direction, with slight year-on-year improvements in most indicators.⁵ While the resident satisfaction survey doesn't go back to 2006/07, over the years that it has been conducted, there has been steady progress in positive measures of how Manchester's people view their city.

The links between community wellbeing and participation in cultural, leisure and sporting activities are clear, with participation in most of these areas on the increase. There have been significant changes in provision of these

⁵ Although these increases are generally insufficient to be regarded as statistically significant

facilities over the past ten years, with many new or transformed services being made available to Manchester's residents, eg. the Whitworth Gallery, Central Library, three new leisure centres, Alexandra Park and Parklife to name a few. Against an often difficult funding landscape, these service improvements demonstrate a clear commitment to ensure a high-quality and accessible cultural, leisure and sporting offer for the people of Manchester.

At a neighbourhood level, maintaining high-quality local facilities and services is important in supporting residents to be resilient and to have happy, healthy, stable and engaged lifestyles. This includes helping residents to gain skills and providing the opportunities for them to become actively involved in running services, particularly in developing sustainable solutions to deliver cultural and leisure activities. As noted above, the city's voluntary sector has a critical role to play in helping residents develop their skills, reducing social isolation, and helping people to use skills developed through volunteering to find work.