

• Our Manchester •



State of the City Report 2018



Contents

Chapter 1:

Overview and summary	5
The Our Manchester Strategy	5
Our way of doing things	5
Our collective progress	6
A thriving and sustainable city	7
A highly skilled city	8
A progressive and equitable city	8
A liveable and low-carbon city	10
A connected city	12
Conclusion	13

Chapter 2:

A thriving and sustainable city	19
Strategic overview	19
Analysis of progress	19
Population	19
A population continuing to grow.....	19
A growing city-centre resident base.....	22
International migration continues to drive population growth.....	23
Future challenges	24

Economic growth and regeneration	25
Key economic indicators	25
Regional centre – business, financial and professional services	29
Science, research and development	31
Cultural, creative and digital	31
Area-based regeneration	32
Northern Gateway	32
Airport City	32
Economic impact of culture	32
Artists' workspace	33
Visitor attractions	35
Visitor numbers	35
Hotels	36
Conclusion	37

Chapter 3: A highly skilled city.....

Strategic overview	38
Analysis of progress	39
Getting the youngest people in our communities off to the best start	39
Early Years Foundation Stage (EYFS).....	39
School inspection judgements	40
School absence and exclusions	41
Key Stage 2	42
Key Stages 1–2 progress	43
Key Stage 4	44
Key Stage 2–4 progress	48
Post-16 attainment	49
Key Stage 5	49
Educational attainment in STEM and creative subjects.....	50
Post-16 vocational education	50
Becoming a Leading Digital City	51
Apprenticeships and skills	53
Resident skills and wages	55
Resident wages	55
Graduate retention	58
Residents out of work	59
Conclusion	62

Chapter 4:			
A progressive and equitable city.....	64		
Overview	64		
Child poverty	65		
Ensuring the best outcomes for vulnerable children	67		
Referrals to Children’s Services	68		
Looked After Children (LAC)	69		
Edge of care	70		
Care planning and practice	70		
Permanence	70		
Percentage of children ceasing to be looked after during the year who were adopted	71		
Percentage of care leavers aged 19–21 who were in unknown or unsuitable accommodation	72		
Early Help	73		
Adult Social Care	75		
New admissions to local authority-supported permanent residential/nursing care.....	76		
Delayed transfers of care	77		
Population health	79		
Overarching indicator	80		
Healthy life expectancy at birth	80		
		Improving outcomes in the first 1,000 days of a child’s life	81
		Infant deaths	81
		Smoking in pregnancy	82
		Low birth weight of term babies (gestational age of at least 37 complete weeks)	83
		Hospital admissions for dental decay in young children (0–4 years).....	84
		Additional measures of the health of children and young people.....	85
		Excess weight in children at Year 6 (aged 10–11)	85
		Under-18 conceptions	86
		Unplanned hospitalisation for chronic ambulatory care sensitive conditions	87
		Emergency hospital admissions for acute conditions	88
		Creating an age-friendly city that promotes good health and wellbeing for people in mid and later life	89
		Healthy life expectancy at age 65	89
		Emergency hospital admissions for injuries due to falls in older people	90
		Taking action on preventable early deaths	91
		Proportion of cancers diagnosed at early stage (experimental statistics)	91
		Premature mortality from causes considered preventable (CVD, cancer and respiratory diseases).....	92
		Admission episodes for alcohol-related conditions	94
		Physical activity and inactivity	95
		Age-Friendly Manchester	96
		Engagement and collaboration.....	96
		Priorities and progress	97
		Sharing learning and experience.....	98
		Homelessness	99
		Health and work	101
		Healthy Manchester	101
		Fit for Work service.....	102
		Our Manchester Disability Plan	102
		Support into employment	102
		Conclusion	104

Chapter 5:

A liveable and low-carbon city 105

Strategic overview 105

Housing 106

Residential Growth Strategy 107

Student housing 108

Developer contributions 110

Joint ventures 110

Housing Investment Fund 110

Manchester remains undersupplied 111

Planning and the Greater Manchester Spatial Framework (GMSF) 113

Design guidance and quality development 114

Forward view 114

Clean neighbourhoods and recycling 115

Clean streets 116

Tackling fly-tipping 118

Creating safe neighbourhoods 120

Victim-based crime 121

Domestic violence and abuse 122

Operation Encompass 123

Identification and Referral to Improve Safety (IRIS) 123

Community cohesion 124

Rough sleepers 126

Participation in culture, leisure, sport and volunteering 128

Culture as an international attraction 130

Libraries 131

Culture 132

Manchester Art Gallery 134

Green infrastructure and parks 136

Park plans 138

Investment 139

Quality standards 139

Volunteering 140

Sport and leisure 141

International 142

Events 143

Voluntary sector 143

Climate change and environment 144

Manchester Climate Change Strategy and Implementation Plan 2017–2022 145

Contaminated land 146

Air quality 146

Conclusion 148

Chapter 6: A connected city 150

Strategic overview 150

Analysis of progress 151

Transport 151

Transport demand and travel change 151

Supporting active travel 153

Improving our local public-transport network 154

The highway network: management, maintenance and safety 157

Innovation in our transport system 161

Protecting our environment 161

Connectivity beyond the city 162

International and national connections 162

Freight 164

Digital connectivity 165

Conclusion 167

Chapter 1: Overview and summary

The Our Manchester Strategy

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

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

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

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

Our way of doing things

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

These four Our Manchester principles are:

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

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

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

On 22 May 2017 Manchester experienced a terrorist attack at the Manchester Arena. Despite the horrific nature of the attack Manchester was overwhelmed by the amazing response of the emergency services along with the generosity and coming together of local citizens. Those affected in the attack were helped, supported and cared for by an inspirational community-wide response that included residents opening up their homes, hotels providing free accommodation, taxi drivers offering free travel, and people going out of their way for their fellow citizens. This illustrates how the people of Manchester came together in the face of such an atrocity. Following the attack, Manchester sent out a clear message to the world of our togetherness and demonstrated our ability to be a strong city that stands together.

Our collective progress

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

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

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



A thriving and sustainable city

Manchester's population has grown rapidly over the past year and is projected to continue to grow over the next ten years. This growth has been concentrated in the city centre, as students, graduates and young professionals in particular are attracted by the employment opportunities in the city centre and an increasingly attractive leisure and cultural offer. The number of children living in Manchester has also grown, leading to an increased demand for primary and secondary school places. International migration continues to be a key driver of the city's growing population, as people continue to move to the city in high numbers and fewer choose to leave. However, the extent of this future growth will depend upon a range of external factors, including the position of the United Kingdom (UK) outside the European Union.

Manchester's economy has continued to grow, with its performance exceeding that of both Greater Manchester and the UK economy as a whole. This has been driven primarily by growth in three key sectors: business, financial and professional services; cultural, creative and digital; and science, research and development. Cultural, creative and digital industries continue to make a significant contribution to the local economy, making the city a more attractive place to live, visit and study. The creative industries across the UK are the fastest-growing economic sector and are recognised as being vital to the success of Manchester. A top-class cultural offer is also vital to the international positioning and profile of the city.

The city centre has continued to benefit from significant development, helping Manchester to achieve the growth and regeneration objectives set out in the Our Manchester Strategy. Key developments in the city centre include St John's, Great Jackson Street, Piccadilly/Piccadilly Basin, First Street, Circle Square, and the Medieval Quarter.

Outside the city centre, the Northern Gateway project (a joint venture between the Council and the Far East Consortium) has the potential for up to 15,000 new homes over the next 15 years. Airport City continues to be delivered as part of an £800million joint venture with the Beijing Construction Engineering Group. Significant progress to date includes the development of over 821,000 square feet of space and the creation of 3,000 jobs. Further future development will see business expansion in the area supported and the creation of even more jobs.

This increased economic activity, alongside Manchester's continued success on the international stage driving inward investment and attracting visitors from across the world, means that the city's economy is much more diverse than in the past.

A highly skilled city

A highly skilled workforce is fundamental to Manchester's economic growth and there are clear synergies with the ambitions in the 'a thriving and sustainable city' section of the Strategy. Upskilling the city's population is also vitally important in reducing levels of dependency by ensuring that more people have the opportunity to access jobs and share in the city's economic growth. Maximising the benefits of this interdependent relationship is therefore a critical priority for the city.

Early Years development is critical to ensure that our young people have the best start in life; levels have increased every year since 2013, but still remain below the national average. Primary schools continue to perform well, and the city has an increasing number rated 'good' or 'outstanding' by Ofsted. 2016/17 saw the start of a phased introduction of a revised national curriculum and new progress scores. Progress scores between Key Stage 1 and Key Stage 2 in reading, writing and maths were statistically significantly above the national average in Manchester. Despite this, Manchester still has a lower number of pupils achieving GCSEs in English and Maths. School absence levels have increased

over the past few years; however, overall absence in Manchester schools is better than the national average.

One of the major challenges for the city is to address the skills shortage identified by the digital sector. Learning options that exist outside the traditional routes are becoming increasingly available and can provide learning and experience that is more relevant to the sector's needs. A positive step has been the establishment of the Digital Skills Network (led by the Council's Work and Skills team), which provides the opportunity for employers and educators to work together. However, there remains a challenge to make sure these routes are accessible to all Manchester residents.

Across the wider population, there is a disproportionate number of Manchester's residents with few or no skills and qualifications, despite the city having levels of residents with level 4 (degree level) and above qualifications higher than the national average. There are some direct links between low skills and a low-wage economy, and this is an area where some progress has been made in ensuring that everyone is paid at least a living wage.

The number of apprenticeship starts has fluctuated over the past few years, but there are signs they are starting to increase again. The Our Town Hall programme will play its part in providing a high number of good-quality apprenticeship opportunities.

A progressive and equitable city

The ambition articulated in the Our Manchester Strategy is for everyone in the city to have the potential to lead a safe, healthy, happy and fulfilled life, no matter where they are born or live. This means reducing the disparities between different areas of the city. Manchester has made real progress towards achieving this aim over the past decade, yet there are still areas of intense deprivation in the city. These are far less widespread than they were ten years ago, but exist nonetheless, and we must do more to address them.

The Family Poverty Strategy (2017–2022) was launched in 2017 and seeks to improve outcomes for children by decreasing risk and increasing resilience. In doing so, the Strategy calls on all the city’s anchor institutions to demonstrate what they are doing to tackle poverty and its effects. Latest figures indicate that the rate of child poverty in Manchester has fallen; however, it is recognised that the true extent of child poverty is difficult to measure. The Council and its partners are committed to monitoring and challenging these measures.

In 2014, an Ofsted inspection of Children’s Services deemed them to be ‘inadequate’. The Council implemented a robust improvement plan and since 2015 significant progress has been made within Children and Education Services in improving the services Manchester’s children and young people receive. This resulted in Ofsted judging Children’s Services to be no longer inadequate in November 2017.

The Children and Young People’s Plan – Our Manchester, Our Children (2016–2020) highlights particular goals that Manchester is ‘passionate’ about achieving, and contributes to the delivery of the Our Manchester priorities, particularly the vision for building a safe, happy, healthy and successful future for children and young people.

The rate of referrals to Children’s Services has been increasing over the past two years, and the rate remains significantly above the national average. The number and rate of looked after children in the city also increased during 2017, reflecting the national trend. Manchester has recently refreshed its strategic approach to early help articulated in the Early Help Strategy (2018–2021). It is recognised that identifying and providing early help can support and enable children, young people and their families to achieve their potential and reduce demand on more reactive and expensive services.

In historical terms, the infant mortality rate in Manchester remains low. However, the number of infant deaths has increased by 39%: from 108 in 2011–13, to 150 in 2014–16. This in part reflects the changes in reporting of premature births, but other contributory factors can include maternal obesity, poverty, smoking among mothers, and the England-wide shortage of midwives.

Homelessness continues to be an increasing issue in Manchester and has become more visible in recent years, with more people sleeping on the streets in the city centre. Street homelessness is a particularly complex problem and people who are living rough can be particularly vulnerable and marginalised. Reducing the number of rough sleepers in the city centre continues to be a priority for the city, and the Manchester Homelessness Charter has brought together city leaders to tackle this problem. In January 2018, the Longford Centre opened, which supports single homeless people and childless couples. The centre has already helped 104 homeless people find independent accommodation.

Access to good-quality work is key to reducing health inequalities and improving health and wellbeing. The introduction of Universal Credit has made it more difficult to understand the levels of worklessness and poverty. It is crucial that we prevent a shift from out-of-work to in-work poverty; consequently, Manchester has a range of initiatives to support people to get back into employment, to ensure that they are fit for work and are equipped with the skills employers need.

In the past year, the Age-Friendly Manchester (AFM) programme, which aims to improve the quality of life for the city's older people and make the city a better place to grow older, reviewed the city's ageing strategy. Following a consultation, Manchester: A Great Place to Grow Old (2017–2021) was published. The core aspect of the AFM programme is to improve social participation of older residents and the quality of local communities for older people. This is central to reducing demands on services, together with extending and improving the quality of life for older people.

The key vision for Adult Social Care and Public Health in Manchester has been set out in the Manchester Locality Plan – A Healthier Manchester, which details the strategic approach to improving the health outcomes of residents in the city, while also moving towards financial and clinical sustainability of health and social care services. This vision has three parts: a single commissioning system with a single line of accountability, one team delivering integrated and accessible out-of-hospital services, and a single Manchester hospital service. The Council and its partners will continue to develop and transform services, as new arrangements are developed as part of the devolution deal and the integration of Health and Social Care through the Locality Plan.

In April 2018, the new Manchester Local Care Organisation (MLCO) – a partnership between the Council and a range of health organisations – took over the running of statutory community health and social-care services. The organisation will deliver integrated and accessible out-of-hospital services across the city's 12 neighbourhoods, providing integrated services that will improve outcomes at a reduced cost.

A liveable and low-carbon city

Manchester's future success is inextricably linked to whether it is a great place to live. This will be achieved by delivering a diverse supply of high-quality housing in clean, safe, attractive and cohesive neighbourhoods. Having a broad range of cultural, sporting and leisure facilities, improving the city's air quality, and promoting a low-carbon city for future generations will also ensure that Manchester achieves its ambition of creating neighbourhoods where people want to live.

Since the launch of the Council's Core Strategy (2012–2027), progress has been made with developing a diverse supply of good-quality housing available to rent and buy in which people want to live. The Residential Growth Strategy (2016–2025) commits the city to delivering a minimum of 2,500 new homes per year, a figure exceeded in 2017/18 when 2,869 homes were built. Joint Ventures and funding secured through the Greater Manchester Devolution Agreement will also see an increase in new homes. This new supply is essential to ensure that the building of new homes doesn't become a constraint on growth.

Long-term trends show that there has been an overall improvement in air quality in recent years; however, parts of Manchester are still exceeding the legal limits for nitrogen dioxide (NO₂) and these areas are declared Air Quality Management Areas (AQMA). An Air Quality Action Plan for Greater Manchester has identified a range of actions to encourage the uptake of low-emission vehicles, motivate behavioural change and drive technological innovation.

The Council is committed to increasing the amount of waste that is able to be recycled. The recent introduction of new grey refuse bins has had a significant positive impact on increasing the city's recycling rate. In 2018/19, work will be undertaken with apartment blocks to encourage householders to recycle more.

The city's key cultural, sport and leisure spaces (including our libraries, parks and galleries) play an integral role in creating an attractive and liveable city for residents and visitors alike. Manchester is the third most-visited city in the UK and is known internationally as a culturally rich city. A key 'we will' is to invest in cultural and sports facilities for the benefit of the city's residents and to improve the city's international attractiveness. Many of Manchester's cultural partners are at the forefront of developing best

practice to increase and improve the social impact of culture. There is a continuing challenge to reach more people, reflect diversity, and work with (rather than provide for) communities.

Following extensive consultation, the current three-year Community Safety Strategy was launched in March 2018. This outlined the five priorities for the city. Nationally, there has been an increase in knife-related crime, which is reflected by an increase in Manchester. This is being tackled via education, targeted work with young people, and partnership work. In 2016, the Domestic Violence and Abuse Strategy was launched. Since then, statutory and voluntary-sector partners have been working together to develop an action plan and deliver the five key pledges identified in the Strategy. Hidden crimes such as child sexual exploitation, female genital mutilation, forced marriage, so-called honour-based violence, and modern slavery continue to be a challenge for the Community Safety Partnership. Over the past three years, we have begun to understand these issues better, and the work we have undertaken with colleagues from voluntary and community organisations has started to result in an increase in the number of crimes being reported; however, we know there is still work to be done in this area.

Manchester prides itself on being an inclusive, welcoming and tolerant city that celebrates its diversity and works hard to build cohesive communities. Recent events, such as the European Union Referendum and the Manchester Arena terror attack, have resulted in an increase in the reporting of hate crime. Significant resources and mechanisms have been identified to support victims and communities, and to ensure that Manchester remains a socially cohesive place.

Progress has been made on improving green spaces across the city, ranging from small-scale community projects, to multimillion-pound landscape initiatives. Looking to the future, it is important that green spaces and parks are considered a vital part of our regeneration plans.

The city is in its first year of the Climate Change Implementation Plan (2017–2022), which sets out the actions that will help Manchester to achieve its ambition of being zero-carbon.

A connected city

Connectivity is fundamental to the success of any city, and the Our Manchester Strategy emphasises the importance of connectivity in terms of transport, international connections and digital connectivity. Strong connections across and beyond Manchester ensure that people are able to fully access all the opportunities the city can offer, and that businesses can access the people and resources they need to grow.

An integrated, attractive and affordable transport network is needed to enable residents to access jobs and improve their health through increasing levels of active travel. There continues to be an increasing demand for travel in the city centre using sustainable travel modes. The city centre has recently seen a number of improvements, such as the Metrolink Second City Crossing, the opening of the Ordsall Chord, and bus and cycling infrastructure work on Oxford Road, the Corridor and Portland Street. In late 2018, consultation will take place on the City Centre Transport Strategy.

Cycling has been promoted across the city via a variety of programmes, and investment in cycling infrastructure in Manchester has seen an increase in daily bike trips. A £1.5million investment in junction upgrades on Alan Turing Way will deliver a segregated Dutch-style cycleway with the aim of reducing casualties at the location. A programme to install 1,000 cycle stands across the city has also been completed, along with cycle training in schools, cycle-maintenance courses, and training for drivers of commercial vehicles.

In June 2017, the Bus Services Act came into force, giving Greater Manchester greater powers to reform the local bus market. Bus travel has been supported in a range of ways, including investment in bus-priority infrastructure, Quality Bus Partnerships, and the cityPLAN agreement with TfGM.

International connections continue to be an important strength of the city. International travel continues to increase and improvements through investment in Manchester Airport were agreed in 2015 with a £1billion transformation programme over the next ten years. In addition to record passenger numbers, the Airport has also recently announced new routes to Los Angeles, Addis Ababa and Mumbai.

Digital connectivity continues to improve for residents and businesses across the city. Despite this, there is still a need to increase broadband coverage and deliver full-fibre coverage across Manchester at a faster pace to secure the city's status as a leading digital centre.

Preparations are currently underway for a new digital strategy for the city, which will be developed in collaboration with partners and stakeholders. The strategy will be a cross-cutting digital framework that captures the challenges and opportunities faced by Manchester. Recent developments have led the way in the field of digital innovation and the use of technology to work in more connected and transformative ways. This is demonstrated by the Manchester Technology Centre's £2million tech incubator at the Manchester Technology Centre within the Circle Square development. This will provide business start-ups with a package of support services.

Manchester is continuing to channel the city's spirit of innovation into the development of its transport system to make it smarter, cleaner and more efficient. CityVerve is Manchester's 'Internet of Things' demonstrator, providing technological solutions to enable improved travel experience. A trial of autonomous vehicles will also boost Manchester's reputation as a leader in technology and transport innovation. Efforts to lead connected and transformative digital innovation have been enhanced by the development of the Bright Building on Manchester Science Park, which will be the nerve centre of digital innovation in the north west, housing Mi-IDEA and CityVerve.

Conclusion

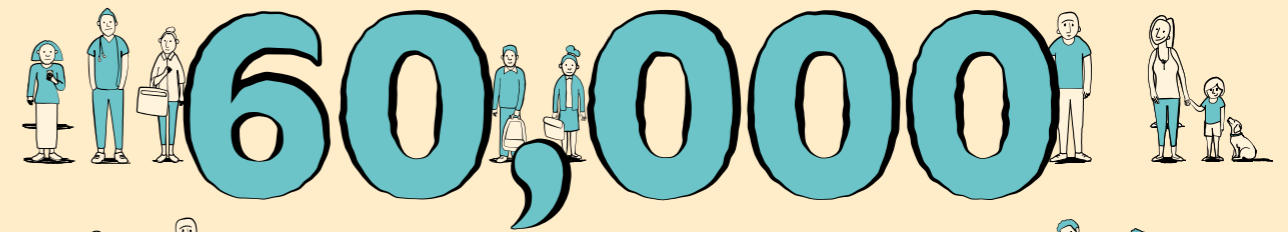
Significant progress has been made since the launch of the Our Manchester Strategy in March 2016. The city's population and economy continue to grow, and Manchester continues to be renowned for being an international and outward-looking city. However, there are a number of significant challenges to overcome to deliver the vision for the city by 2025. The future of the UK outside the European Union provides major uncertainty, and the type of relationship that emerges may have an impact on the levels of migration and investment. There are also significant challenges relating to the health outcomes in the city, residents' skills, and the environment.

The Our Manchester approach represents an opportunity to address these challenges in a different way. Organisations, businesses and voluntary groups that work for and care about Manchester must now decide how putting these four 'behaviours' into action will change the way they work. The Our Manchester approach will establish new and different relationships between the Council, partners, residents and workers in the city to make Manchester the best it can possibly be.

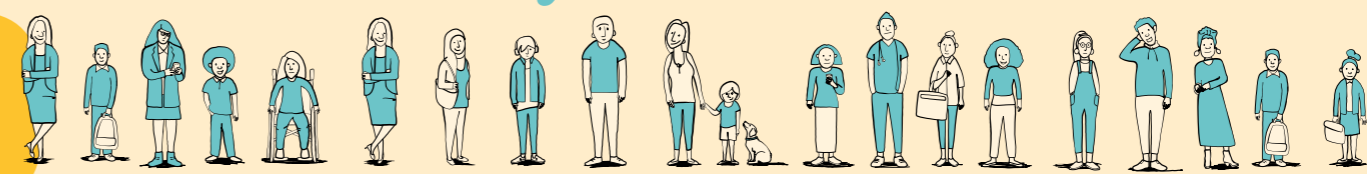


Population

Population growth concentrated in the city centre and surrounding wards, with **100,000 wider city-centre residents expected by 2025** due to new development.



city centre residents by end of 2018



Source: Manchester City Council Forecasting Model, W2016

Thriving and sustainable

Tourism

1.32m international visitors

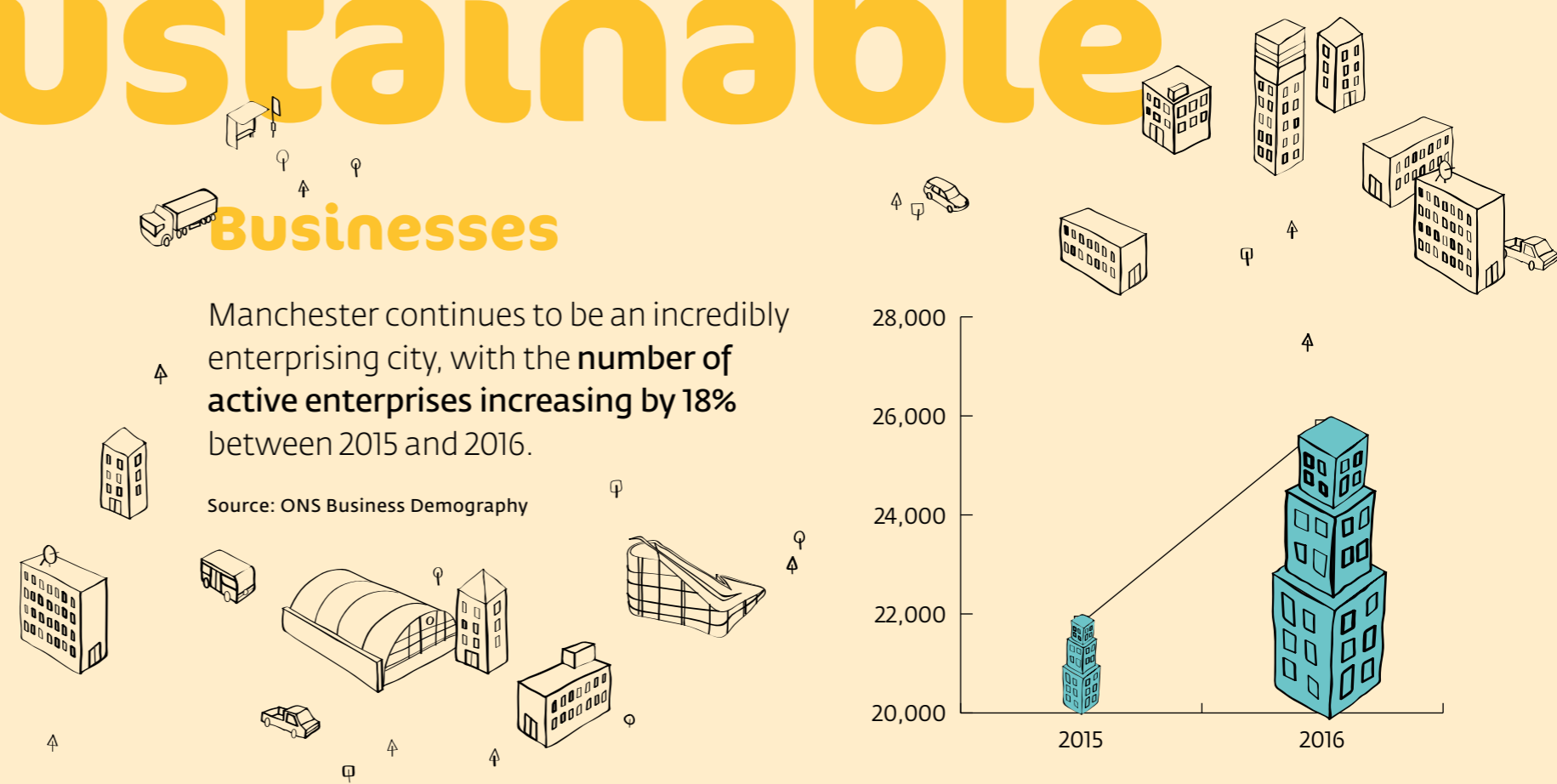
Manchester remains the **third most-visited destination** by international visitors, after London and Edinburgh.

Source: 2017 International Passenger Survey, Visit Britain/ONS

Businesses

Manchester continues to be an incredibly enterprising city, with the **number of active enterprises increasing by 18%** between 2015 and 2016.

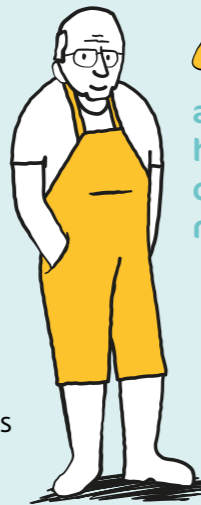
Source: ONS Business Demography



Qualifications

An estimated 78,000 residents do not have the basic skills needed to access and sustain work. **Low skill levels are more prevalent in residents aged over 50.**

Source: 2017 Annual Population Survey, ONS



40.9%

aged 50 and over have very low qualifications or none at all

11.7%

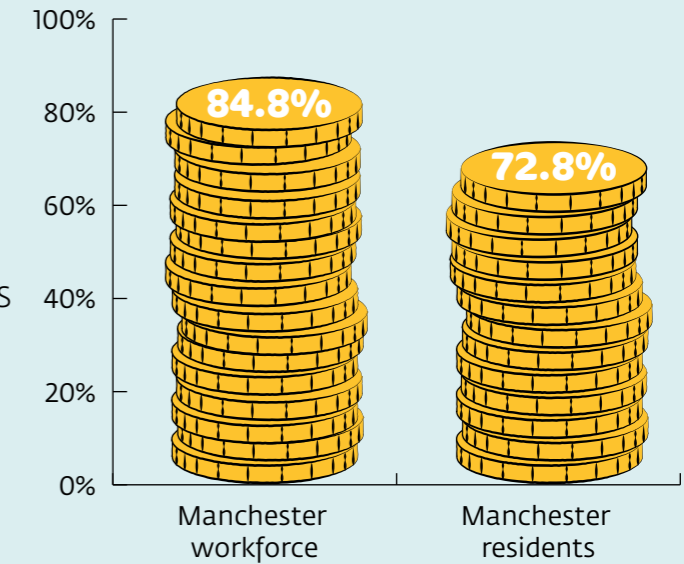
aged 16–24 have very low qualifications or none at all



Living wage

We aim to ensure everybody is paid at least a **Real Living Wage by 2025**. It is estimated that 73% of Manchester residents earned at least the Real Living Wage of £8.45 in 2017.

Source: Provisional 2017 Annual Survey of Hours and Earnings, ONS



Highly skilled

Graduate retention

36% of graduates originally from Manchester chose to work in Manchester after leaving university. A further 33% chose to work elsewhere in Greater Manchester.

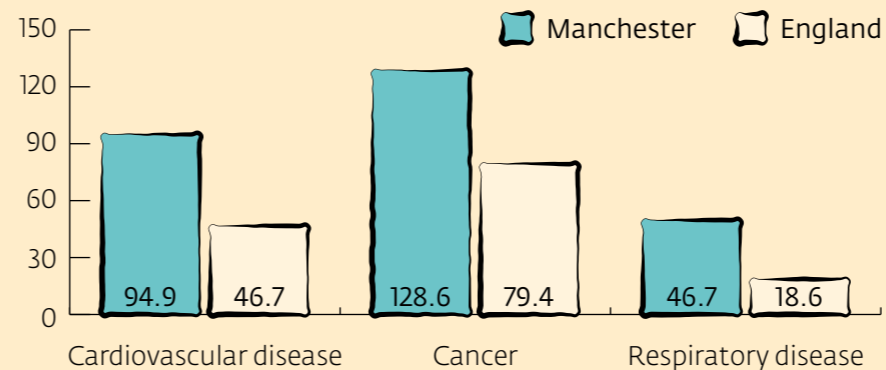
Source: 2016/17 HESA Destination of Leavers' survey



69% of graduates stay working in Greater Manchester

Premature mortality from causes considered preventable

Manchester has the highest rate (per 100,000) in England of premature deaths from cardiovascular disease, cancer and respiratory disease.



Source: 2014–16 three-year average, Public Health England/ONS

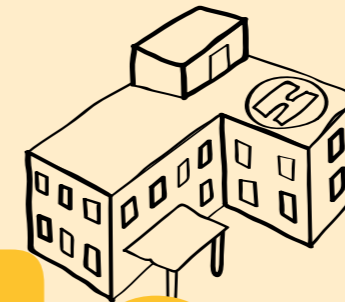
Rough sleeping



94 rough sleepers were counted in Manchester city centre in 2017. As a rate per 1,000 households (0.42) this is more than twice the national average (0.2).

Source: DCLG

Progressive and equitable



73.9
per 1,000 (2005)



25.9
per 1,000 (2016)

Under-18 conceptions

Since 2005, significant progress has been made to reduce the rate of conceptions per 1,000 women aged 15–17 by 65%.

Source: ONS

Infant mortality

Although the infant mortality rate remains low in historical terms, the rate of infant deaths has started to increase in recent years – from 4.5 to 6.3 per 1,000 live births.

Source: 2011–13 and 2014–16 three-year averages, ONS

40.3% vs 34.2%
Manchester vs England

Child obesity

The proportion of Manchester children in Year 6 classified as overweight or obese has not changed significantly over the past 10 years, but remains higher than England.

Source: NHS Digital, National Child Measurement Programme, 2016/17

Air quality

Oxford Road

65
µg/m³

Piccadilly

36
µg/m³

Parts of Manchester exceeded the 40µg/m³ legal limit for nitrogen dioxide (NO₂) in 2017.

Source: Air Quality England



Housing

2,869 new homes were completed across the city in 2017/18, exceeding the target of 2,500 homes per annum and bringing the total number of homes in the city to 228,296 in April 2018.

Source: Manchester City Council Residential Growth Sites Monitoring

2,869
new homes in the city

Manchester International Festival

The economic impact of MIF continues to grow and was estimated at £40.2million in 2017, attracting over 300,000 attendees.



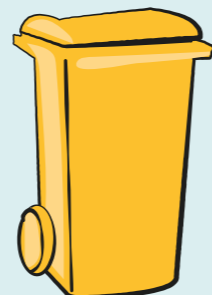
300,000+

Liveable and low-carbon

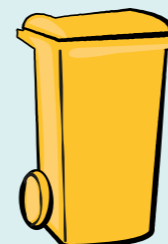
Recycling

There has been a 16% reduction in the amount of residual waste collected per household each year since 2015/16.

Source: Waste Data Flow



519kg
per household
2015/16
baseline



436kg
per household
2017/18
(provisional)

Domestic abuse

There has been a significant increase in the reporting of domestic abuse crimes, from 4,353 in 2015/16 to 8,402 in 2017/18. The Community Safety Partnership has been actively encouraging the reporting of domestic abuse, as it is significantly underreported.

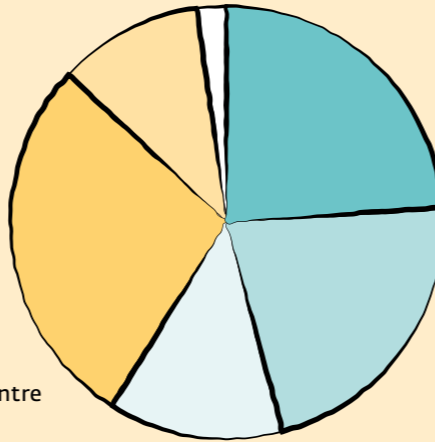
Source: GMP Business Intelligence

Trips into Manchester city centre

Between 2015 and 2017, the proportion of **trips made by car and bus decreased by 2%**, while rail journeys increased by 2% and Metrolink usage increased by 3%.

- Car – 23%
- Bus – 21%
- Metrolink – 14%
- Rail – 28%
- Walking – 12%
- Cycling – 2%

Source: TfGM
Percentages of trips into Manchester key centre (7.30–9.30am) in 2017



Road condition

A quarter of our roads were in poor or very poor condition in 2017. **Investment will increase the proportion of the network rated as either good or very good to over 60% by 2022.**

Source: Manchester City Council

60%
good or very good by 2022

Connected

International connections

Between 2015 and 2017, the number of passengers using Manchester Airport **increased by 20% to over 27.8million.**

Source: Civil Aviation Authority

Over 27.8m

Digital connectivity

To secure Manchester's status as a leading digital centre we need to extend broadband coverage at a **faster pace.** Availability and take-up of superfast/ultrafast broadband (over 30 Mbits/s) is increasing but lagging behind most other Core Cities.

Source: Ofcom



Chapter 2: A thriving and sustainable city

Strategic overview

The Our Manchester Strategy sets out the ambition for Manchester to be in the top flight of world-class cities ‘with a competitive, dynamic and sustainable economy that draws on our distinctive strengths in science, advanced manufacturing, culture, creative and digital business, cultivating and encouraging new ideas’. The Strategy also sets out a number of clear objectives, including supporting the growth of established and emerging business sectors, becoming a leading digital city, and capturing the commercial potential of research and innovation.

As the analysis in this chapter shows, Manchester’s economy is continuing to grow, and developments in the regional centre (city centre) continue apace. While it presents some challenges, population growth continues to be a major factor in Manchester’s success, reflecting the city’s strong economy, as well as creating jobs and opportunities for all.

Analysis of progress

Population

A population continuing to grow

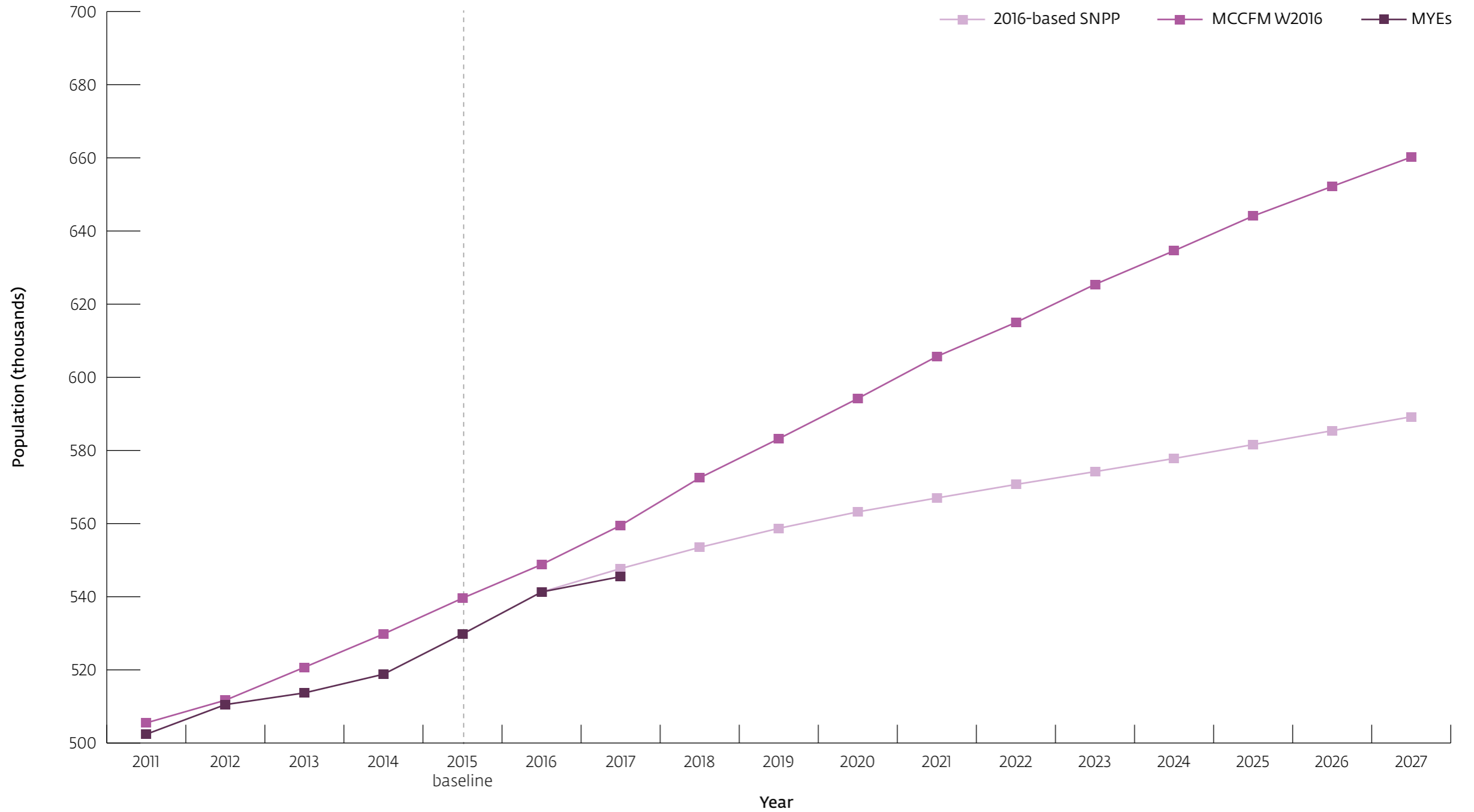
Manchester’s population continues to grow rapidly and the Manchester City Council Forecasting Model (MCCFM) estimates a rise from 559,500 in 2017 to 572,500 in 2018. Figure 2.1 shows that this growth is expected to continue, with the total population reaching 644,100 by 2025.

The MCCFM has been developed to strengthen the mid-year estimates from the Office for National Statistics (ONS) using local intelligence (including GP registrations, the school census and National Insurance number registrations). MCCFM is aligned to the city’s expected residential development pipeline,¹ recognising that new housing development should lead to additional growth. The ONS projections are lower than the MCCFM forecast as a result of this, along with a lower growth projection from migration generally.

The sustained period of growth in the number of children resident in Manchester since 2005 has led to a continued rise in demand for school places. This has been concentrated in the north, east and central areas of the city, alongside central parts of Wythenshawe. With the exception of Wythenshawe, these children are more likely to be from Black, Asian and Minority Ethnic groups (BAME) than seen in the last decade. The percentage of pupils recorded with English as an additional language across all schools has increased to 39.7% in 2018 (up from 35.7% in 2015). The growing number of school-age children is now affecting demand for secondary-school places, with September 2017 marking the beginning of a rise in secondary-school applications. This trend is expected to continue as higher numbers of younger children are now staying in the city.

¹ Pipeline refers to the city’s forecast supply of new housing with full planning permission (both under construction and yet to start on-site)

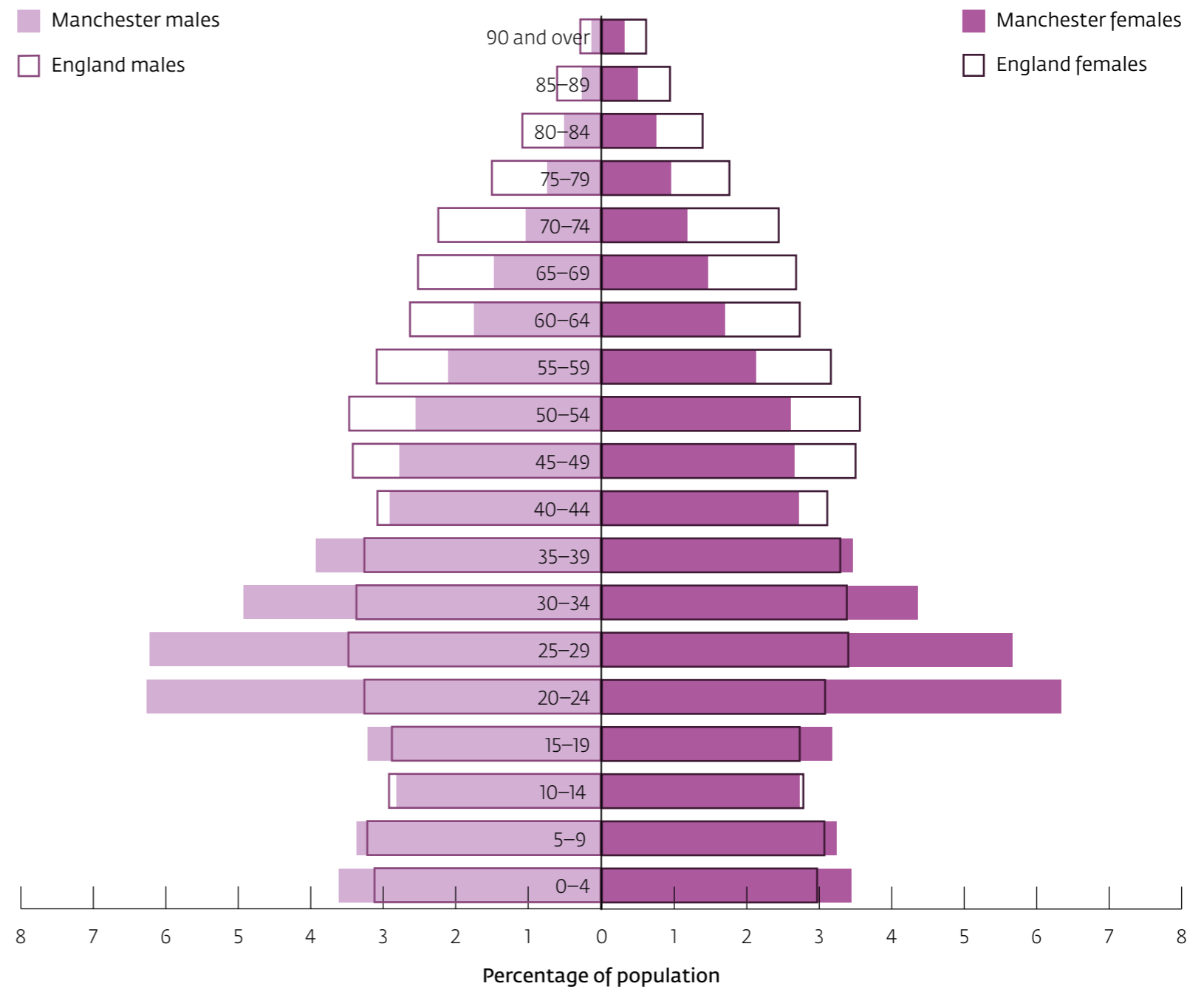
Figure 2.1
Manchester's population (in thousands)



Source: Mid Year Estimates (MYE) of population and Subnational Population Projects (SNPP),
ONS © Crown Copyright, MCCFM W2016, Manchester City Council (PRI)

Figure 2.2 shows the high proportion of young children and the much younger profile of the city compared to England, highlighting the high percentage of residents in their twenties and thirties, many of whom will be students and graduates.

Figure 2.2
Population distribution by age and sex: Manchester and England



Source: Mid Year Estimate (MYE) of population 2017 ONS © Crown Copyright

A growing city-centre resident base

Population growth has occurred across the whole of the city but has been concentrated in the city centre and surrounding wards; areas in the north and east of the city have also grown significantly. Increasingly attractive accommodation as well as leisure and cultural offers are drawing students, graduates and young professionals into the centre, while families are settling in larger numbers in the inner suburbs.

The population of the Manchester wider city-centre neighbourhood² is expected to reach 60,000 by the end of 2018, according to Manchester City Council Forecasting Model (MCCFM w2016 variant 2) – a 4,500 increase since 2017. MCCFM forecasts that the rate of wider city-centre population growth is set to increase over the next five years as expected new apartment-led residential development adds further capacity, with 100,000 residents expected by 2025.

² The wider city-centre area covers the extent of Manchester’s city-centre apartment market, including the residential neighbourhoods covered by the Piccadilly and Deansgate wards alongside the Green Quarter, NOMA, New Cross, Ancoats, New Islington, Corridor Manchester, Hulme Park & Birley Fields, and Castlefield

³ According to the Higher Education Statistics Authority (HESA)

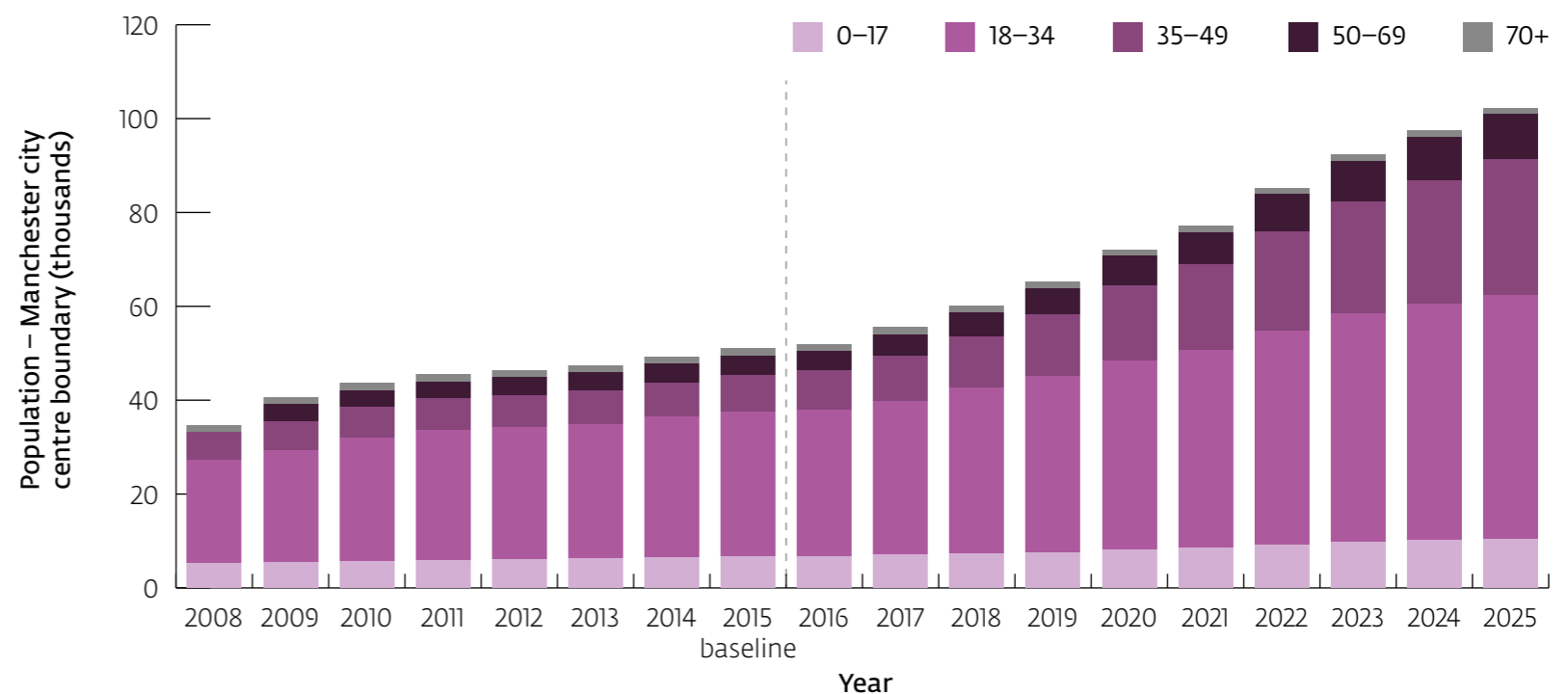
The age profile of these residents is beginning to mature, with increasing numbers of 35 to 49-year-olds (Figure 2.3), suggesting that people are choosing to live in the apartment market for longer and challenging the assumption that city-centre living is exclusively the preserve of the young.

The total student population living in the city has recovered from a dip following the £9,000 tuition-fees hike in 2012, with the city’s two main universities (The University of Manchester

and Manchester Metropolitan University) attracting approximately 73,500 students in 2016/17. In 2016/17, 47,750 of these students lived in the city, joined by a further 4,450 residing in Manchester but attending other universities.³

A growing proportion of students in the city are now postgraduate and/or international, accounting for over one in five students enrolled at a university in Manchester. For example, the number of Chinese students in the city have increased by 75% over the past five years.

Figure 2.3
Manchester wider city-centre population by age



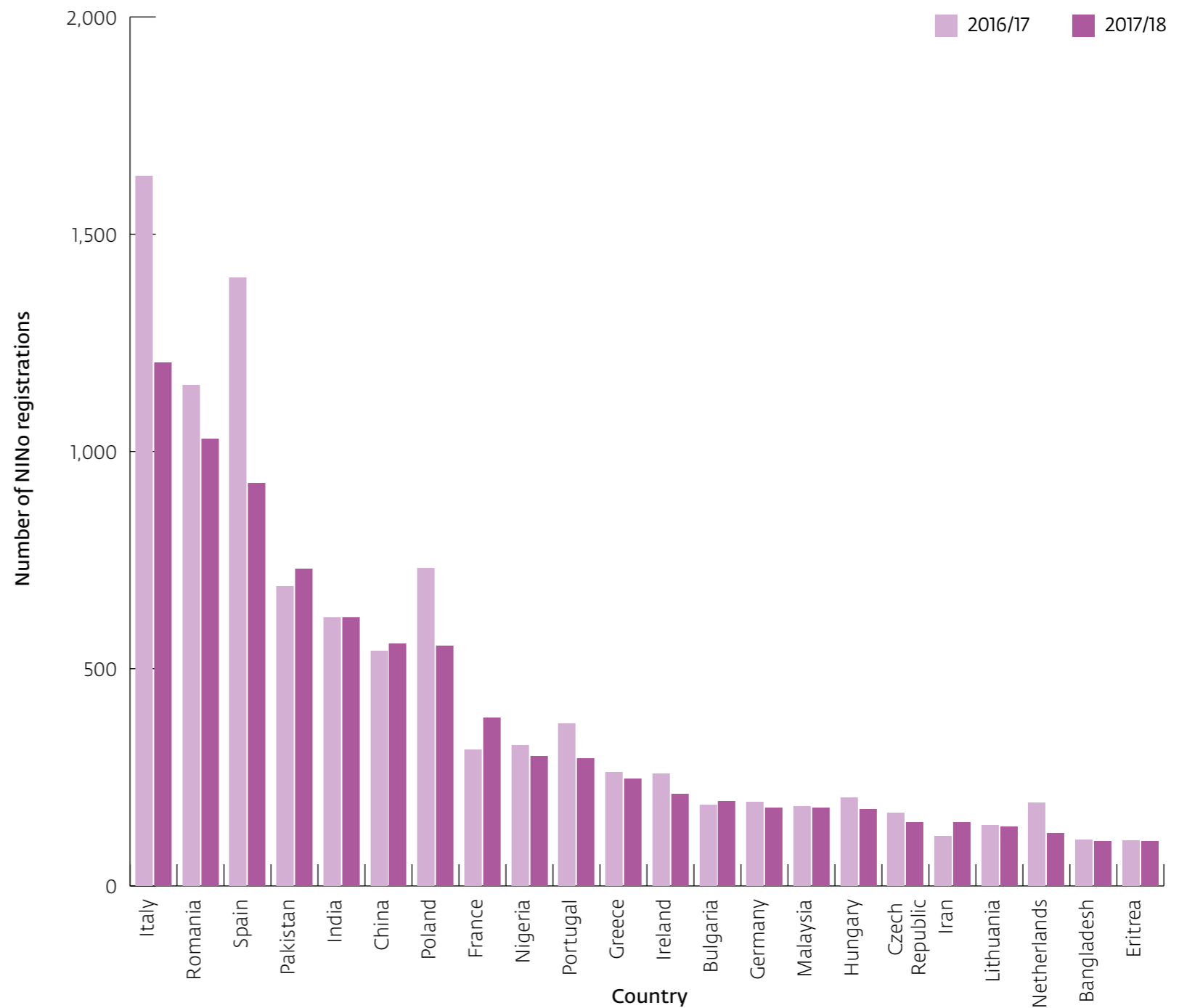
Source: MCCFM w2016 variant 2, Manchester City Council (PRI)

International migration continues to drive population growth

International migration remains the key driver behind the city's growing population, with people continuing to move to the city in high numbers and fewer choosing to leave. The numbers of overseas workers applying for National Insurance numbers (NINo) from European Union countries are slightly lower in 2017/18; however, non-European Union registrations are similar to the previous year. This should be viewed in context, as total registrations in recent years have been the highest on record and current numbers are similar to those seen throughout the past decade.

The total number of NINo registrations by overseas nationals in Manchester in the year to March 2018 was 11,009 – a decrease of 1,396 or 11.3% since 2016/17 (Figure 2.4). Despite the lower number, as in the previous year the largest number of registrations (1,205) came from Italian nationals, followed by Spanish and Romanians with around 1,000 registrations each.

Figure 2.4
Manchester NINo foreign-worker registrations by country of origin (100+ registrations only)



Source: National Insurance recording system, DWP

Future challenges

The city's population growth is expected to continue, with MCCFM predicting that the total population will exceed 644,000 by 2025. This growth is expected to become increasingly concentrated in the city centre and surrounding wards as the pace of new residential development facilitates the retention of graduates, professionals and families.

While all current projections point to continued growth, there is a varied pace reflecting a level of uncertainty across a range of growth indicators. External influences (including the ongoing Brexit negotiations) will continue to have a major bearing on the city's future population and demographic profile. Differences in the expected future levels of residential growth and international migration remain the key factors explaining the difference between the ONS and Manchester City Council forecasts shown in Figure 2.1.

The growing number of younger children resident in Manchester over the past 10–15 years, which initially led to significant increases in the city's primary-school cohort, is now being translated into an increase in demand for secondary-school places and other services.

This trend is expected to continue as more families with school-age children decide to stay in Manchester. Despite the significant pressure being exerted on year 7 places driven by larger primary cohorts, the number of children receiving an offer at their preferred school is at its highest level since 2013 (with 77% being allocated a place at their first-preference school on national offer day).

In response to this demand, the Council commissioned a significant programme of expansions and new schools utilising capital funding (referred to as Basic Need Capital Funding).⁴ In addition, a number of multiacademy trusts have been successful in securing centrally funded free schools. Based on the existing pipeline of school expansions and new provision it is not anticipated that any further mainstream secondary places will be required until academic year 2021/22. The next round of investment will predominantly be shaped and determined by the response to new housing development in areas such as the Northern Gateway.

The continued inflow of international migrants settling in the city has led to the number of Manchester births to mothers not born in the UK rising annually, and this now accounts for almost half the births in the city (47.1%). New communities are emerging across the city and well-established areas are continuing to grow. This is enhancing Manchester's global reputation as a welcoming city with a proud track record of integration and respect for different cultures, faiths and ways of life.

⁴ www.manchester.gov.uk/download/meetings/id/25130/8_-_school_place_planning_and_admissions

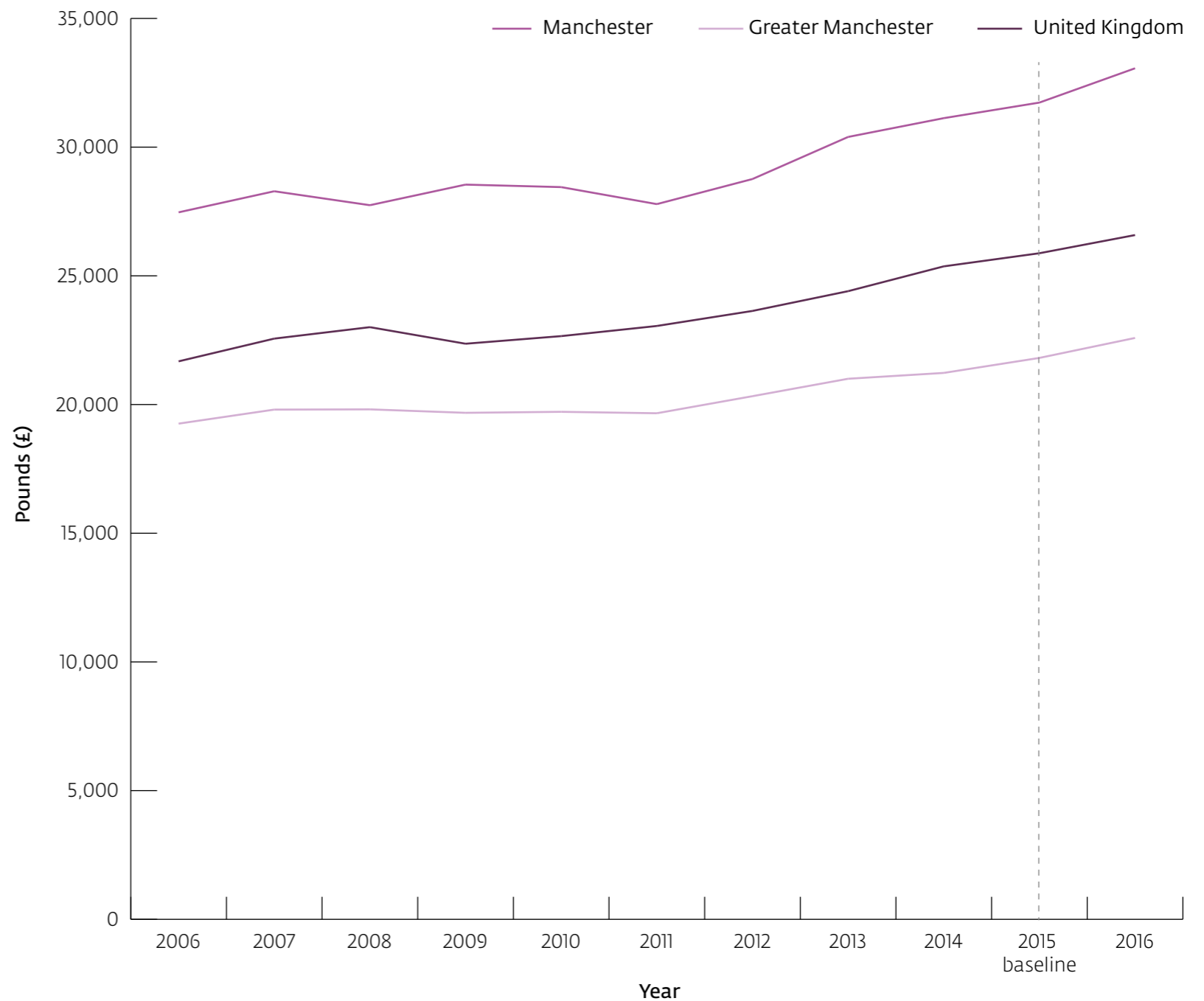
Economic growth and regeneration

Key economic indicators

GVA

Manchester's economy has continued to grow, with its performance exceeding that of both Greater Manchester and the UK economy as a whole. Gross Value Added (GVA) is a measure of the value of goods and services produced by an area, which is used as an indicator of economic performance. In 2016, Manchester's GVA income per head of population was £33,063, compared to £22,587 for Greater Manchester and £26,584 for the UK as a whole (see Figure 2.5). This is an increase on the 2015 figures, where the GVA per head of population was £31,731 for Manchester. Between 2015 and 2016, Manchester's overall GVA has grown by 6.4%, compared to 3.7% for the UK.⁵

Figure 2.5
Gross Value Added (GVA) per head of population



⁵ Source: ONS Regional Gross Value Added by local authority in the UK, December 2017. Latest figures are provisional

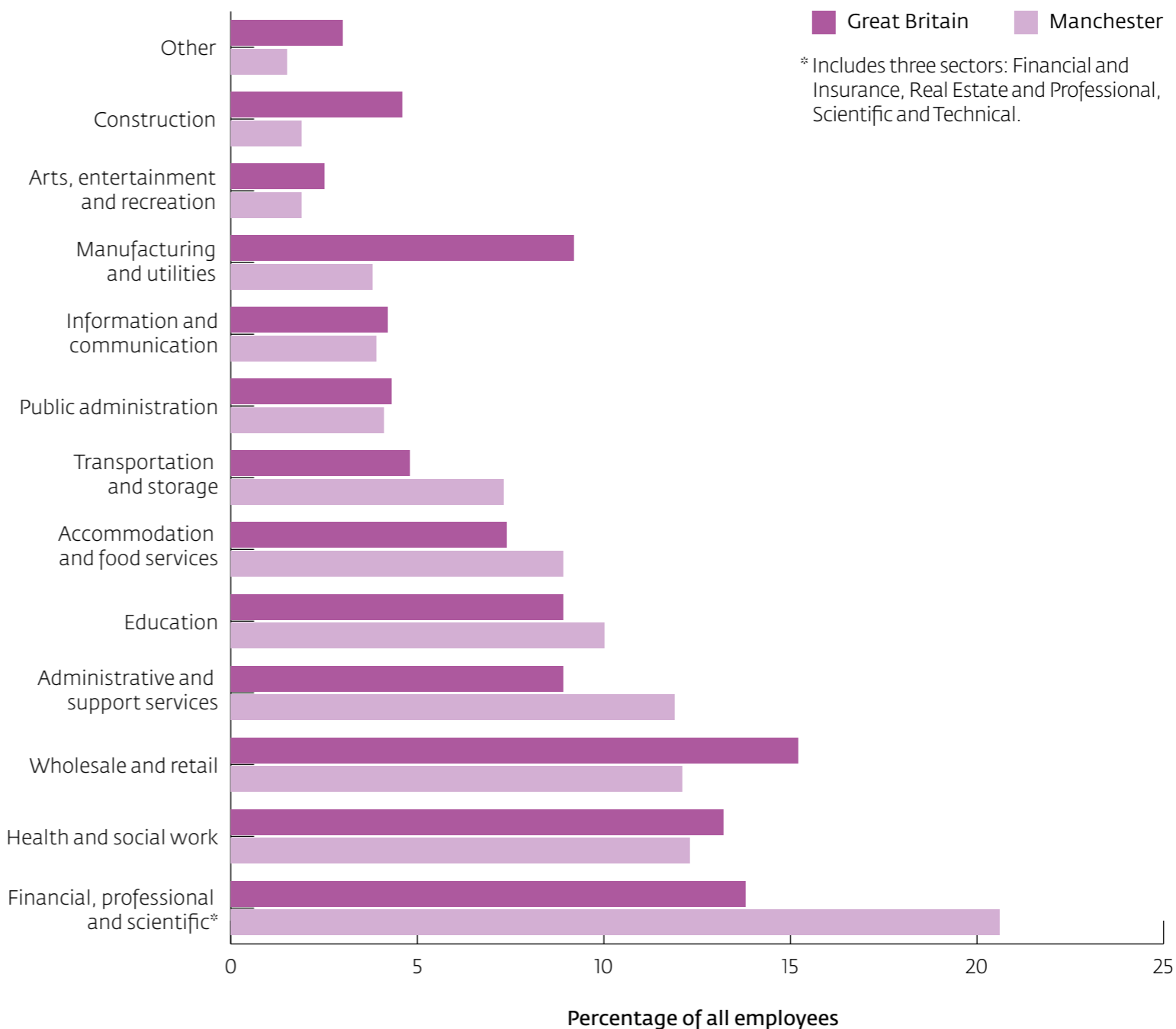
Source: ONS Regional Gross Value Added by local authority in the UK, December 2017. Latest figures are provisional

Employment

Total employment in Manchester has continued to rise; the latest ONS Business Register and Employment Survey shows that employment rose from 357,000 in 2015 to 381,500 in 2016.⁶

Figure 2.6 shows the distribution of employment across sectors in Manchester and Great Britain as a whole. The data shows that the largest number of employees in Manchester (20.6%) are employed in the financial, professional and scientific sectors, compared to just 13.8% in Great Britain as a whole. The city continues to successfully diversify its economy towards knowledge-intensive sectors. However, there remains a significant gap between resident and workplace wages, which presents a challenge to achieving more inclusive growth. Further information is provided in the 'A highly skilled city' chapter.

Figure 2.6
Structure of employment (percentage by sector), 2016 (provisional)



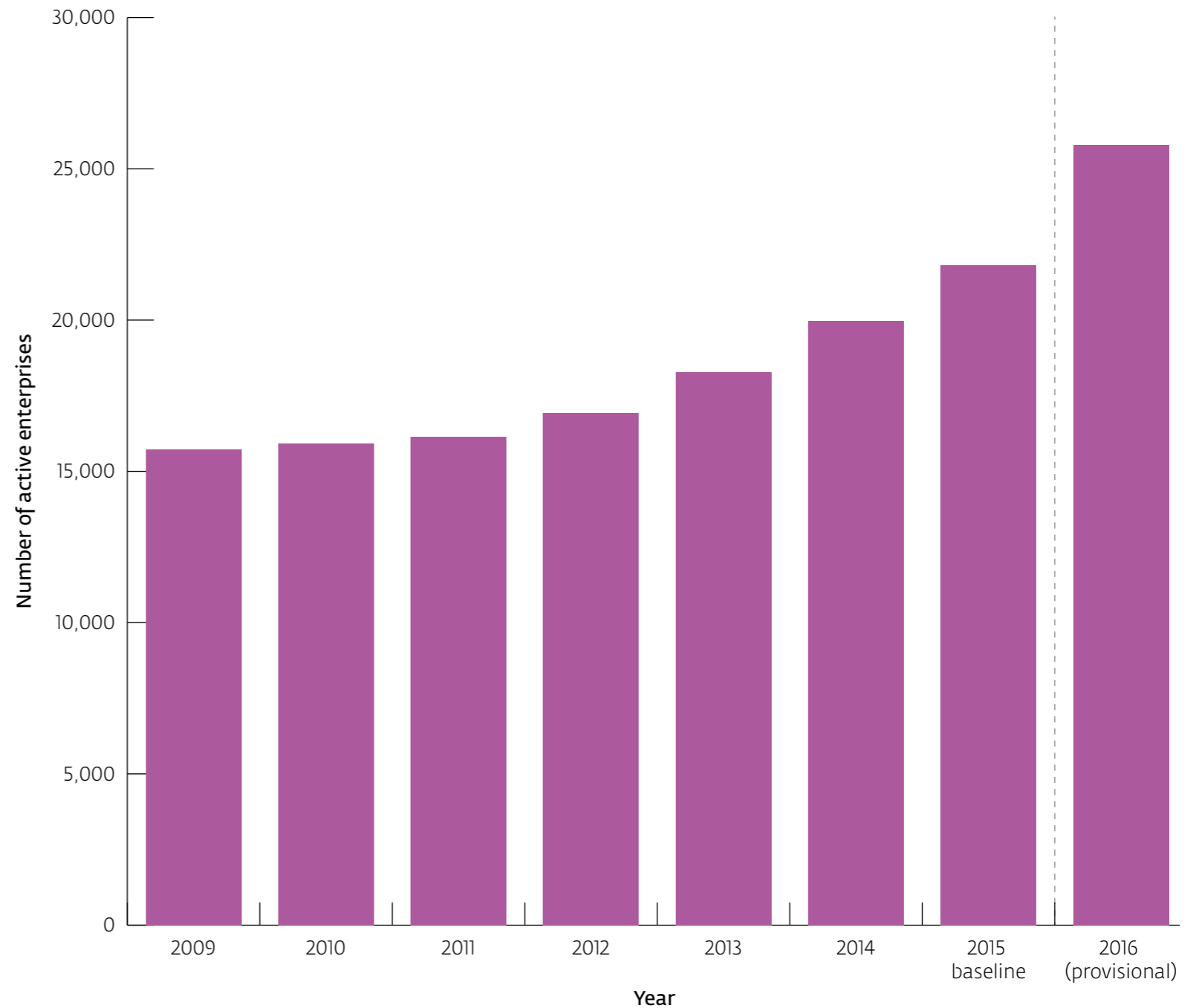
⁶ ONS Business Register and Employment Survey. Provisional 2016 figures

Source: ONS Business Register & Employment Survey, Provisional 2016 figures

Active enterprises

Manchester remains a city with a leading reputation for enterprise. The increase in the number of active enterprises in Manchester since 2009 is shown in Figure 2.7. The number of enterprises has increased from 21,815 in 2015 to 25,780 in 2016 (latest figures are provisional). This represents an 18% increase overall, compared to a 6% increase for England, showing that Manchester continues to be an incredibly enterprising city.

Figure 2.7
Number of active enterprises in Manchester



Source: ONS Business Demography

Growth sectors

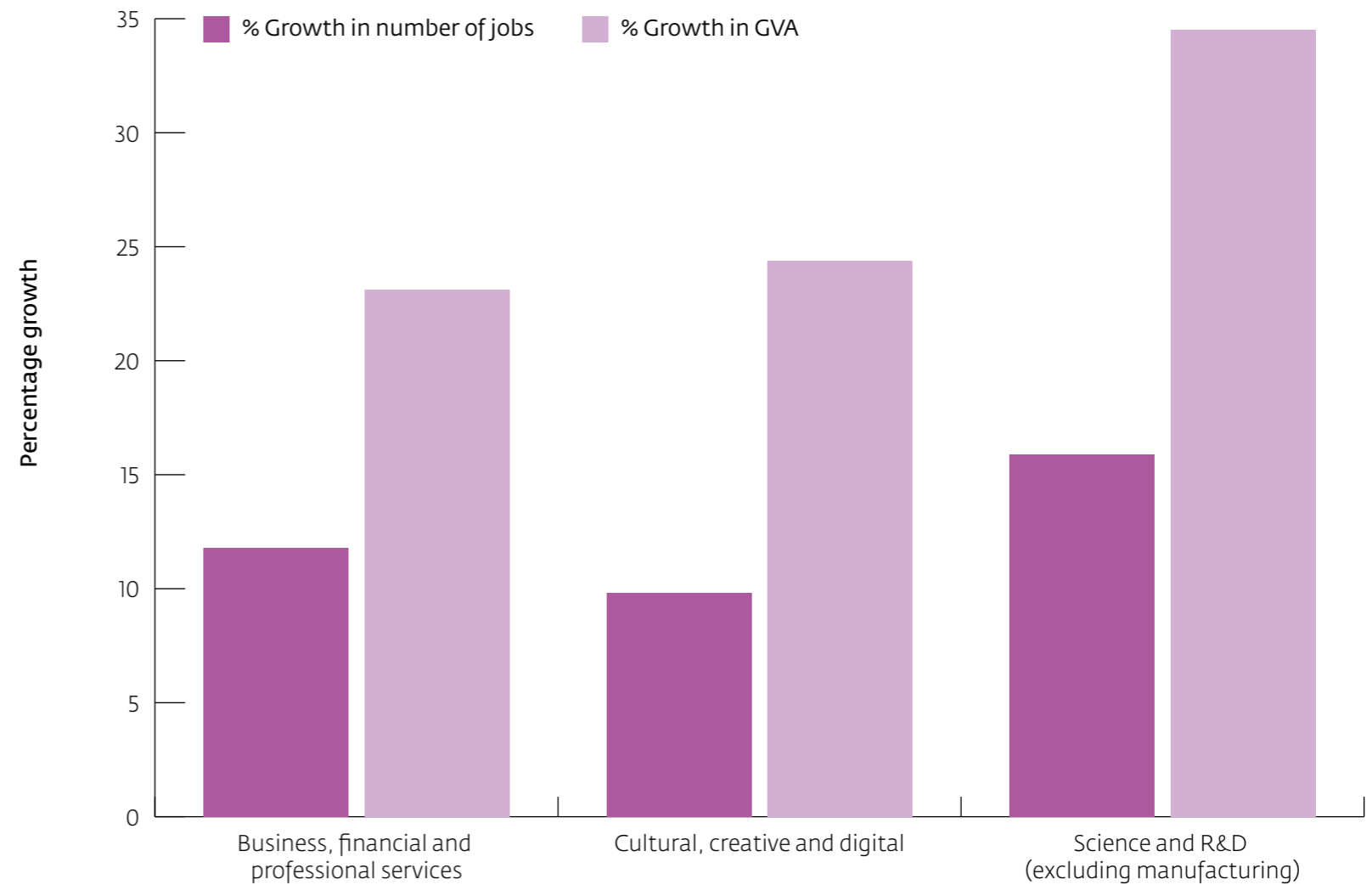
Manchester’s growth in GVA continues to be dominated by growth in the city’s top three fastest-growing sectors for the period 2017–2025: business, financial and professional services; cultural, creative and digital; and science, research and development.

As shown in Figure 2.8, there continues to be potential for accelerating Manchester’s growth across all three of the city’s fastest-growing sectors. Science, research and development has particular potential, with the number of jobs in the sector (excluding manufacturing) forecast to increase by 15.9% between 2017 and 2025, and GVA is forecast to grow by 34.5% over the same period. In employment terms, the number of people employed in this sector is forecast to increase from 4,000 in 2017 to 4,700 in 2025.

Cultural, creative and digital industries continue to make a significant contribution to Manchester’s economy, making the city a more attractive place to live, visit and study. As Figure 2.8 shows, the sector’s GVA is forecast to increase by 24.4% between 2017 and 2025, making it the second fastest-growing sector in the city. Cultural assets continue to be central to many regeneration projects, as outlined below.

Other sectors – such as health, construction and retail – are predicted to grow and make a significant contribution to the economy, but at a slower rate than the three main growth sectors.

Figure 2.8
Fastest-growing sectors (2017–2025)



Source: Greater Manchester Forecasting Model (2017), Oxford Economics

Regional centre – business, financial and professional services

There continues to be significant development in the city centre, helping Manchester to achieve the aims of the Our Manchester Strategy to be a leading international city in which to live, work and study, and to visit. Growth and regeneration objectives continue to be delivered via major regeneration schemes, including:

- **St John's** – this city-centre neighbourhood is set to emerge as a community of creativity, culture and innovation where people can live, work, and experience the best of the city. There is a Strategic Regeneration Framework in place and planning applications have been approved for a range of developments, including commercial, residential, hotel and retail uses. This development will start on site in the summer of 2018 and will progress over a five-year period. Located within St Johns, The Factory will be developed as a unique national culture and arts venue with construction commencing later in 2018.
- **Great Jackson Street** – this area is currently undergoing transformational change into a residential-led mixed-use neighbourhood positioned at a key gateway location in the city centre. Over the past 12 months, work has progressed on the initial phase of

development at Owen Street, with the construction of 1,400 high-quality homes and new public realm alongside the River Medlock. A planning application has been submitted for a second phase of development at Crown Street for a range of new city-centre homes.

- **Piccadilly/Piccadilly Basin** – the development of Piccadilly will deliver major transformation through the once-in-a-century regeneration opportunities provided by HS2, and the Northern Powerhouse Rail and Northern Hub schemes. Aligned with the planned HS2 investment, Piccadilly provides the largest regeneration opportunity within the city centre. Proposals include the development of the station area to enable the planned growth of transport infrastructure and the creation of a world-class transport hub and arrival point transforming the eastern side of the city centre. In addition, development plans also include significant commercial and residential development to the east at Piccadilly Basin. The regeneration framework for the area, which was adopted in 2016, positions residential and commercial development alongside a network of high-quality public spaces, providing a crucial link between the developing neighbourhoods of Ancoats, New Islington and New Cross. Development will see the delivery of:

- connectivity associated with a world-class transport hub
- 4,500 new homes
- over 14million square feet of new floor space, comprising 6.7million square feet of commercial development and 1million square feet of retail and leisure space
- 4,500 new jobs
- a network of high-quality public spaces.
- **First Street** – First Street has emerged as one of Manchester's most vibrant new neighbourhoods. Continued development has provided the area with an innovative blend of culture, leisure, retail and office space. First Street North has become a primary visitor destination, with the site accommodating HOME, a £25million cultural facility, alongside the Melia Inside hotel and retail amenities. The next phase of development will see the addition of a residential mixed-use neighbourhood at First Street South, complemented by extensive and high-quality public realm. Upon completion, First Street will deliver:
 - 2.6million square feet of new commercial space, with 1.2million square feet of office space

- 500,000 square feet of retail, leisure and hotel space
 - 447,260 square feet of residential space
 - 246,000 square feet of civic, cultural and amenity space
 - the potential to accommodate over 10,000 jobs
 - 850,000 visitors annually to HOME, generating visitor spend of £21million.
- **Circle Square** – construction is underway of the commercial, residential and public-realm development at Circle Square, the site of the former BBC building on Oxford Road. This will see the delivery of a commercially led, mixed-use development in partnership with Bruntwood. The masterplan for the area contains 2.25million square feet of floor space, including 1.34million square feet of commercial space. The scheme also incorporates 650 new apartments, in addition to retail, leisure and hotel amenities, as well as significant public-realm investment.
- **Medieval Quarter** – following the endorsement of the public-realm masterplan for the Medieval Quarter, a project delivery team has now been appointed to deliver the initial phase of public-realm enhancement. This centres on improving the setting of the

heritage buildings in the area, including Chetham's, the Cathedral, the National Football Museum and the Corn Exchange. A planning application was expected in summer 2018, with work set to start on-site later in the year.

Key successes during 2017 include:

- **Mayfield** – a refreshed Strategic Regeneration Framework has now been developed for the Mayfield neighbourhood. Mayfield is set to undergo 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 framework for the area sets out the scope to deliver a neighbourhood that contains new commercial development, unique retail and leisure amenities, a significant residential community, and a new six-acre city park centred along the River Medlock.
- **Spinningfields** – construction of the Spinningfields estate was concluded in 2017 with the completion of the XYZ Building and No.1 Spinningfields. These buildings now provide a range of flexible work/creative space, high-quality Grade A office space, and retail and leisure amenities.

- **Manchester Tech Hub** – in 2016, the Department for Digital, Culture, Media and Sport announced that it would provide a £4million grant for the delivery of a tech incubation space in Manchester. The initial phase has now been delivered in partnership with Manchester Science Partnerships, with the launch of the Bright Building in September 2017 and Oxford House in May 2018. Both contain a tech incubator space alongside a range of complementary facilities and amenities.
- **Commercial Sector growth** – Manchester has the largest office market of any city outside London, with headline rent of £35 per square foot. There is a delivery pipeline for significant further office floor space over the next decade. 2017/18 has seen construction starts at 2/3 Angel Square and Landmark on Oxford Street. Recent commercial development completions include No.8 First Street (173,600 square feet) and No.1 Spinningfields (160,000 square feet).

Science, research and development

Stretching south from the city centre along Oxford Road, Corridor Manchester remains critical to commercialising the city's assets from science, research and development. Corridor Manchester has a current workforce of 60,000 people and generates £3billion in GVA.⁷ Hosting almost 70,000 students alongside knowledge-intensive organisations, the area continues to benefit from investment in digital, science, research and development across The University of Manchester, Manchester Metropolitan University, and the Central Manchester University Hospital research cluster. Recent developments include:

- **The Corridor Manchester Enterprise Zone** – construction is now underway to increase the amount of commercial floor space within the Corridor Enterprise Zone area, including Citylabs 2.0, which will provide 85,000 square feet of lab and office space.
- **Graphene Engineering Innovation Centre (GEIC)** – this new £60million facility will focus on the development of commercial graphene applications. Work is currently underway to fit out the laboratories, and the Centre is due to open later this year.

→ **Sir Henry Royce Institute** – work has begun on this £105million building, which will focus on advanced materials research across energy, engineering, functional, and soft materials. The Institute is due to open in 2019.

→ **Manchester Science Park** – work is underway to increase Manchester Science Park's provision on the Corridor Manchester, and the Bright Building (completed in September 2017) is now home to CityVerve, the UK's £17million Internet of Things smart city demonstrator project.

Cultural, creative and digital

The creative industries are the UK's fastest-growing economic sector, with world-class enterprise in film, television, video games, music, design, fashion and publishing playing a lead role in strengthening the economy and providing the country with a competitive advantage. The UK creative industries are currently worth £92billion per annum; they employ 2million people and are growing twice as fast as the rest of the economy, with the sustained growth of the sector forecast to represent 600,000 new jobs and a GVA of £150billion by 2023.⁸

The 2017 Industrial Strategy outlines measures to grow the productivity and earning power of the UK economy through investment in skills, industries and infrastructure. The **Creative Industries Sector Deal** will contribute directly to these aims, enabling the growth of cultural and creative business through the delivery of a range of new policies and more than £150million that will be jointly invested by the Government and industry.

The cultural and creative industries are vital to the success of Greater Manchester, and the region has strong and growing associations with the sector. This includes the provision of almost 54,400 jobs, split between 28,300 jobs in digital industries and 26,100 jobs in creative industries, resulting in a total GVA of £3.1billion.⁹

A top-class cultural offer is vital to the region's international positioning and profile. The creative industries are high exporters and also open up trade opportunities for other sectors. This represents a major strategic and international opportunity with the European Union and USA remaining prime markets, with China, India, Japan and the United Arab

⁷ Corridor Manchester Strategic Vision to 2025 (2016)

⁸ Policy Paper Creative industries: Sector Deal, 28 March (2018)

⁹ New Economy Deep Dive Digital and Creative Sector (2016)

Emirates increasingly identified as future markets. In the near future, the influence of the region's creative sector will be critical as the UK exits the European Union.

The Manchester city region is a creative cluster characterised by high concentration and growth of the creative industries, positioning the locality as the leading creative, media and digital centre outside of London. The national importance of both the creative and digital sectors has been strengthened by the development of MediaCityUK at Salford Quays, an international technology and creativity hub employing over 7,000 people on-site, and where the BBC's activities alone contributed £277million to the north west's economy in 2014–2015.¹⁰ The presence of ITV and Channel 4, together with assets such as The Landing and The Sharp Project, have also enhanced Manchester's role as a primary location for these industries, and as such the region has further potential for 'North Shoring' (attracting firms from London and the south east).

Manchester is much celebrated for its high-quality cultural offer, and its many museums, galleries, theatres, events and heritage assets play a key role in attracting visitors and contributing to wider inward investment, as well as helping to realise the community and place agendas at the heart of the city.

Area-based regeneration

Northern Gateway

The Northern Gateway project is a joint venture between Manchester City Council and property developer Far East Consortium. The Council has positioned the northern side of the city centre as a major focus for population growth, with the potential capacity for up to 15,000 new homes over the next 15 years across a range of housing tenures. The 155-hectare area stretches northwards from NOMA and New Cross, through the Irk Valley to Collyhurst. The vision for the area is to create vibrant and distinct linked neighbourhoods with good connections to employment opportunities. A regeneration framework for the area is currently being developed.

Airport City

The phased delivery of Airport City continues as part of an £800million joint venture with the Beijing Construction Engineering Group. To date, over 821,000 square feet of space has been developed, alongside the creation of 3,000 new jobs. Significant progress has been made with the expansion of the global logistics facility at Airport City South. The completion of the core road infrastructure at Airport City North, aligned with the commencement of the wider airport transformation, will see the first wave of new commercial development

starting on-site. It is predicted that the demand for office and hotel development will create a further 5,000 jobs in the next few years. These developments will help to increase the dynamism of Airport City, in turn increasing capital interest in the site all over the world. This will support business expansion and will generate further economic growth for Manchester and the wider region.

Economic impact of culture

A total of 39 organisations took part in the 2016/17 Cultural Impact Survey, including 27 that received funding from Manchester City Council during the year.

Highlights from the 2016/17 Cultural Impact Survey include a GVA generated by the city's cultural organisations of approximately £134million. This is based on approximately £44million from the Full Time Equivalents staff (FTEs) directly employed by the organisations, £60million from the FTEs supported by expenditure of wages and suppliers within the north west, and £31million from the FTEs supported by net additional expenditure through tourist visits.

¹⁰ The role of the BBC in Supporting Economic Growth, KPMG, (2015)

The 39 organisations collectively employed 1,098 FTE staff and 810 FTE freelancers and also had 15 paid interns, two apprentices and 676 work-experience participants.

Across volunteers and board members, the cultural organisations supported 177,000 volunteer hours in 2016/17 at a value of £2.8million. This is based on the ONS Annual Survey of Hours and Earnings gross average hourly wage for full-time employees in Manchester.

The combined turnover for the organisations surveyed in 2016/17 was just over £52million. Nearly 42% of this income was from public-sector investment (including Manchester City Council grants and contracts, the Manchester Art Gallery budget of £7.5million, and Arts Council England investment of over £11million). The remaining 58% was from other sources (including sponsorship, donations, awards from private trusts and foundations, and earned income such as ticket sales, retail, catering, membership, venue hire and consulting fees). Manchester City Council's investment equates to 14.4% of the total income of the 39 organisations surveyed.

Together, the cultural organisations surveyed reached over 4million people as audience members and a further 335,000 as participants

during the year. Overall footfall at cultural venues was more than 5million, and the organisations collectively delivered activity in every ward in the city. Cultural experiences in the city were further complemented by the wider reach of organisations through digital platforms and touring. The total audience for digital artistic products was 3.3million, with 7.1million being reached by broadcasts. Some 800,000 people experienced toured productions and commissions, and nearly 200,000 people attended corporate hire or after-hours closed events.

Artists' workspace

There is now a growing demand in the city for studio spaces for visual and performing artists. The development of the city's world-class cultural offer and top-quality learning provision means that Manchester is retaining higher-than-ever levels of creative talent and is attracting artists to live and work in the city. However, the success of Manchester city centre as a growing business and residential centre has driven up the cost of premises beyond levels that artists and small-scale cultural organisations can afford. There are few studio and production bases where artists have a long-term stake in facilities.

In 2016, the Council responded to this challenge by commissioning an evaluation of current provision and likely future demand. The report highlights the pressure on existing studio space, which is driven by a loss of provision and increasing demand, and the need to look at the issue from a Greater Manchester perspective. The report found that in November 2016, four out of the 14 studios reviewed needed to find alternative premises over the coming six months. This pattern of change prevails and Manchester City Council continues to work in partnership with key studio groups and cultural organisations to identify specific spaces for artistic production in order to ensure that adequate provision of studios can be maintained.

Further investigation is also being undertaken to enable a greater understanding of the current position and the implications the demand for studio spaces have for our creative communities and the city. This information will inform the approach to ensuring Manchester's artistic talent is both cultivated and retained through these means, strengthening the cultural offer and aligning with the Greater Manchester perspective.

Case study: Rogue Studios

The relocation of artist studios poses a number of challenges, yet also provides the opportunity to explore the innovative approaches required to maintain artist studio provision in the long term. An example of recent success in this regard has been the movement of Rogue Studios from the city centre to its current location in north Manchester.

Rogue Studios feature many of Manchester's leading visual-arts practitioners and has developed a growing national and international reputation with galleries and collectors. The studio is also the most well established studio of scale in Manchester – now accommodating 85 artists and a further studio group.

Initially located at Crusader Mill near Piccadilly railway station, Rogue Studios was required to seek alternative premises when the site was acquired for residential development. This posed a number of challenges for the artists, including the short time scale available in which to identify a suitable venue with affordable rents.

Vacant premises were identified within the former school facility at Varna Street in Openshaw – a site that had the potential to meet the needs of the artists based at Rogue, as well as the requirements of a number of artists based elsewhere. Manchester City Council supported the directors of Rogue Studios and members of the steering group to take on the lease of the property, which includes full responsibility for the site. As part of this process, a community, schools and planning consultation was undertaken, the outcomes of which highlighted the wider support for the scheme.

In May 2017, Rogue moved to its new premises, which now provide 65 individual studio space units, communal and outdoor areas, as well as large-scale community, performance and exhibition spaces. The scale of the site enabled all the artists who wanted to move to the new locality the opportunity to do so, in addition to a number of new artists – further highlighting the high demand for such spaces. The site has significant potential for further improvements to be undertaken, and Rogue continues to develop new relationships with strategic and funding partners to enable this to take place.

The relocation has proved to be a great success, with Rogue artists reporting positive feedback from the local community, and citing the studios as affordable, easily accessible and promoting increased opportunities for artist interaction and collaboration. The space also lends itself extremely well to varied artistic practice, allowing a diverse range of cultural activity to take place.

The relocation of Rogue is of significant benefit to the local area. The reinstatement of this important heritage asset holds great resonance for the local community, and many local residents are already engaged with the studios via a programme of open days and events. These opportunities will continue to increase as Rogue becomes further established, with local, national and international creatives visiting the locality and the studio engaging more widely with the local community.

The relocation of Rogue has provided an excellent opportunity to explore new ways of working. Although future responses will be distinct in their focus, the successful relocation of Rogue Studios will inform future process and activities in relation to the provision and development of artist studio spaces.

Visitor attractions

Manchester's emergence as a leading national and international conference destination has proved to be an enduring part of the city's economic success. For example, 2017 was notable for the UK Space Conference in May/June, Manchester Comic Con & the International School Psychology Association 39th Annual Conference in July, and the Conservative Party Conference in October.

The conference value and volume study estimated that in 2015, Manchester hosted some three million delegates at conference and business events with a value of £528million. This activity provided significant employment opportunities, having supported 26,300 FTEs either directly or indirectly. In addition, delegate spending has also supported the city's visitor economy. For instance, a delegate paying a day rate was valued at an average of £54 per day, and a staying delegate was found to spend an average of £179 per day and £305 per trip.

Manchester also benefits from two of the most successful football clubs in the world and the second-largest indoor arena in Europe, which consistently bring tens of thousands of people into the city each year for sporting events, musical

concerts and other events. 2017 also marked the sixth biennial Manchester International Festival (MIF), which welcomed 301,870 attendees, a significant 21% increase compared to MIF 2015. MIF and Manchester's top visitor attractions are discussed in more detail in the 'A liveable and low-carbon city' chapter.

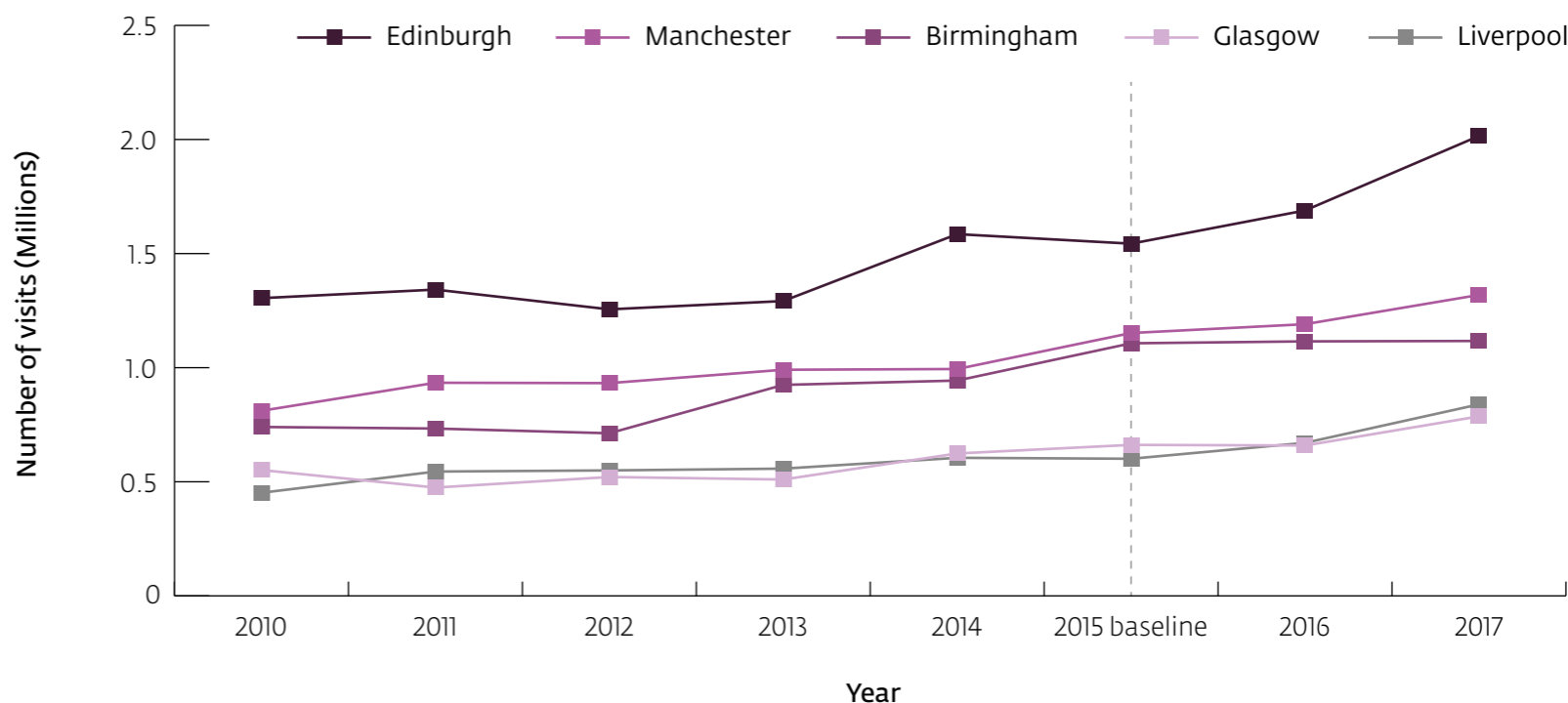
Visitor numbers

Manchester's visitor economy continues to thrive. The city is the third-most visited UK destination by international visitors after London and Edinburgh, with 1.32million visitors

in 2017. The Irish Republic, Germany and the USA continue to generate the highest volume of international leisure visits, and in 2017 these were followed by The Netherlands, Spain and China.

Data from the 2017¹¹ International Passenger Survey shows that the total number of international visits to Manchester between 2000 and 2015 more than doubled to 1,151,870. Figure 2.9 shows that the number of visits rose again to 1,318,760 in 2017 – an increase of 14.5% since 2015, compared to the UK growth rate of 8.6%.

Figure 2.9
Estimated number of visits by overseas residents (excluding London)



Source: International Passenger Survey, Visit Britain/ONS

¹¹ Visit Britain/ONS International Passenger Survey

Manchester's tourism sector is also supported by visitors – staying visitors and day trippers – from within the UK. Over the three-year period 2014–16, the Visit England Great Britain Tourism Survey showed Manchester to be England's most-visited local authority area in terms of domestic staying visitors, with an average of 2.4million visits a year – ahead of Birmingham and London. Over the same three-year period, the survey also showed Manchester as the second-most-visited local authority in terms of day visits from UK residents, with an average of 31.3million day visits per year, behind London.

This level of activity has made a huge contribution to Manchester's tourism sector and the economy more generally, with £4.4billion generated in 2016 – a 5% increase on the £4.2billion generated in 2015. Key to this growth has been increased activity in the staying-visitor market, where the number of staying visitors has increased by 9%, mitigating the impact of a 1% decrease in day visits and resulting in the total number of visits remaining steady at 63million. The number of jobs supported by Manchester's tourism industry increased by 150, from 49,440 in 2015 to 49,590 in 2016.¹²

Hotels

Manchester's hotel sector continues to attract major investment, with a number of significant new developments opening in 2017, including easyHotel Manchester (114 rooms), StayCity Manchester Piccadilly (182 apartments) and Motel One Manchester Royal Exchange (302 rooms). These additional rooms mean that there is now some 10,000 hotel rooms in the city centre available for visitors to stay in, with additional capacity provided via short-term rentals.

The increase in hotel accommodation stock has been achieved while maintaining strong occupancy rates. The annual occupancy rate for Manchester city centre in 2017 was 80%, up from 79% in 2016, and matching the 80% record of 2015.¹³ In 2017, occupancy rates reached record levels for five months of the year: January, April, May, November and December. It is therefore likely that, were it not for the impact of the Manchester Arena terror attack at the end of May 2017, which resulted in a drop in visitors to the city over the summer months, a record annual occupancy rate may well have been achieved that year.

In light of this performance, Manchester's hotel sector is due to grow considerably, with 2018 expected to see the addition of 1,175 additional new rooms at The Cow Hollow Hotel, Roomzzz Manchester Corn Exchange, AC Marriott Manchester city centre, Crowne Plaza Manchester – Oxford Road, Staybridge Suites Manchester – Oxford Road, Whitworth Locke, Indigo Manchester, Go Native London Warehouse, and the Stock Exchange Hotel. This injection of new hotels will boost Manchester's local authority room count to some 14,500 by the end of 2018 – a growth of 9% since December 2017.

¹² STEAM (Scarborough Tourism Activity Monitor and Global Tourism Solutions (UK) LTD)

¹³ STR

Conclusion

Manchester's economy has continued to grow in the past year, performing better than both Greater Manchester and the UK economy as a whole. The city's employment offer has also continued to increase and diversify. This growth has been driven by continued success in a number of the city's key growth sectors: science and research and development; cultural, creative and digital; and business, financial and professional services.

Regeneration schemes are supporting these growth sectors, particularly within the city centre. Corridor Manchester continues to drive innovation within science, research and development, with a focus in advanced materials, life sciences and technology. Manchester's creative industries also continue to go from strength to strength. As seen in the Rogue Studios case study, the Council supports these industries where possible to ensure they can flourish. This all helps to make Manchester a world-class city where people want to live, work and study. This is reflected in the city's population growth, as students, young professionals and new communities increasingly choose to stay in Manchester, attracted to its knowledge-based economy and the richness and vibrancy of the city itself.

Manchester is an increasingly international city, attracting visitors from all over the globe. The spread of visitors' home nations shows that established relationships remain strong, such as with the USA and Republic of Ireland, but also that Manchester is becoming increasingly attractive to visitors from other nations, such as China.

Ensuring that our economic growth is truly inclusive remains a challenge for Manchester. It is essential that as many residents as possible can partake in and feel the benefits of our strong economy. The 'A highly skilled city' chapter covers some of the challenges to achieving this in more detail, including the enduring resident and workplace wage gap. The diversity and current strength of the city's economy provides a strong foundation for the economic impact of Brexit, which is likely to become more of a challenge in the coming year.

Chapter 3: A highly skilled city

Strategic overview

The Our Manchester Strategy (2016–2025) and the Work and Skills Strategy (2015–2020) both articulate the need for a highly skilled population to respond to growth sectors and be part of the city’s success and journey. We have a growing number of world-leading businesses and sectors, and a record number of jobs across all sectors that are well-paid, secure and with opportunities for progression. Indeed, access to a skilled workforce is critical to the long-term success of the city’s growth sectors and is one of the key reasons why many businesses are attracted to the city. However, the fact remains that too many of our businesses are not as productive as others in the UK¹ and London, and there is a need to tackle this productivity challenge.

While skill levels in the city continue to improve and Manchester now has more residents qualified to degree level than the national average, too many of our residents are in

low-paid and insecure work, unable to fulfil their potential and have a good quality of life. One of the barriers our residents face is low skills, with an estimated 42,000 residents in the city having no qualifications, and a further 36,000 with very low qualifications.² Low skill levels are more prevalent in residents aged over 50, and this is an additional barrier for unemployed residents in this age group.

This chapter sets out how we are working to achieve an improvement in school results so that they are significantly better than the UK average, and how we are continuing to increase the proportion of graduates in the city. It outlines how we are working with employers to ensure that everyone is paid at least a living wage, and to encourage a work placement for every young person, including how as a major employer we are responding to this. We are also working to increase the number of apprenticeships by developing new models that encourage high-level apprenticeships in a wide range of fields.

This chapter will examine the inextricable link between skills and wages in certain sectors, and shows how we are using devolution and closer partnership working to find new ways to better serve the public. It will examine the increasing demand for skills that Manchester’s economy will need for growth, the challenges this brings, and how we are responding to ensure that skill gaps are not a barrier to inclusive growth.

¹ GM Good Employer Charter

² ONS, Annual Population survey, January to December 2017; no qualifications and NVQ level 1

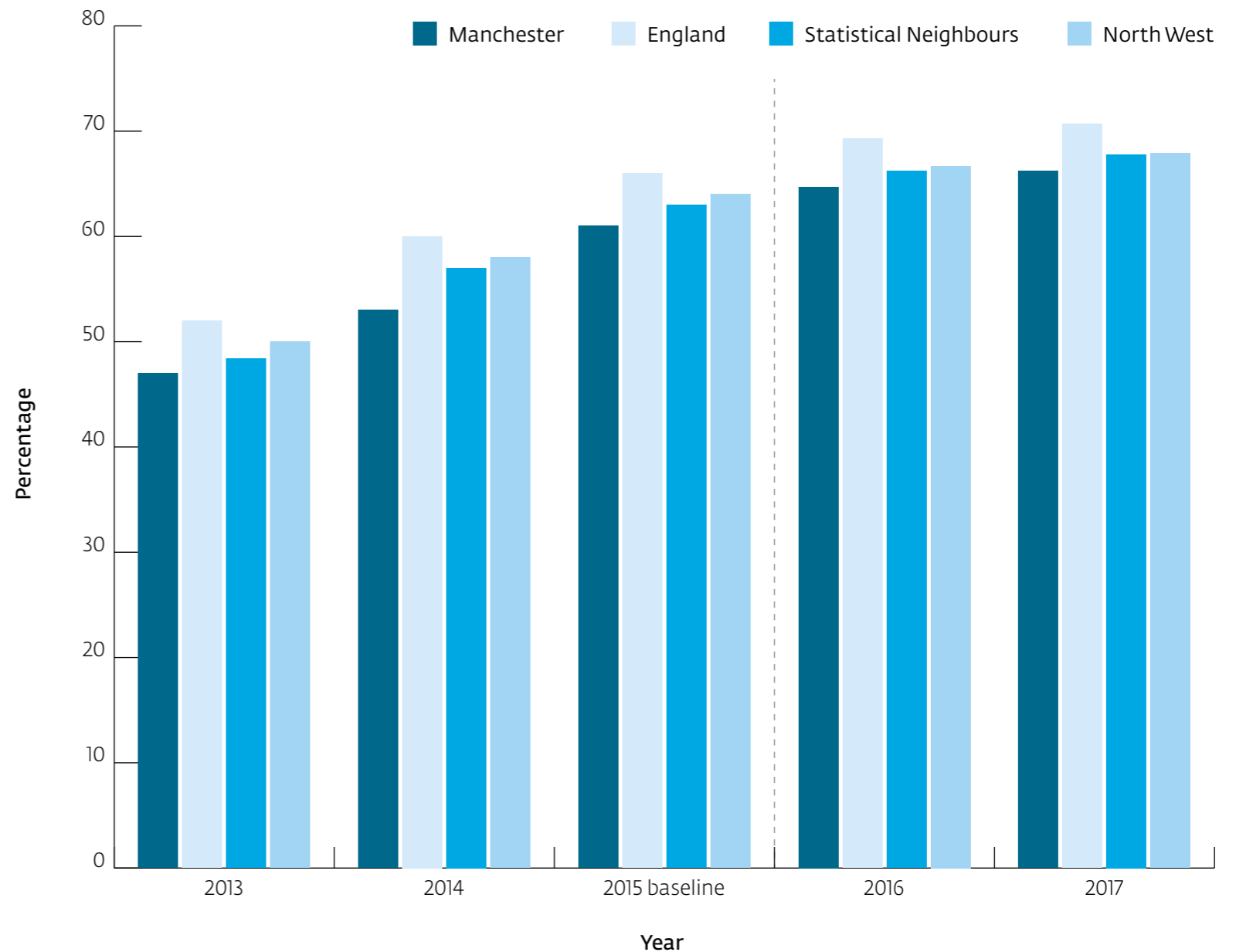
Analysis of progress

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

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 2017 results show that the proportion of children achieving a good level of development has increased every year since 2013; however, it remains lower than the national average (71%), those of statistical neighbours (68%)³ and north west local authorities (68%) (Figure 3.1).

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



Source: Department for Education

³ Statistical neighbours: Newcastle upon Tyne, Middlesbrough, Liverpool, Salford, Greenwich, Nottingham, Birmingham, Coventry, Bristol, Southampton

The Early Years delivery mode, introduced in 2015, is now embedded and aims to improve school-readiness. This consists of an integrated pathway for all children from birth to age five, delivered jointly by health care and early years professionals, with increased leadership from schools and strengthened partnerships with Early Help services. A key component of the model is a universal offer of a five-stage assessment process leading to further targeted evidence-based assessments and pathways. This has led to earlier identification of need and specific targeted early help intervention.

School inspection judgements

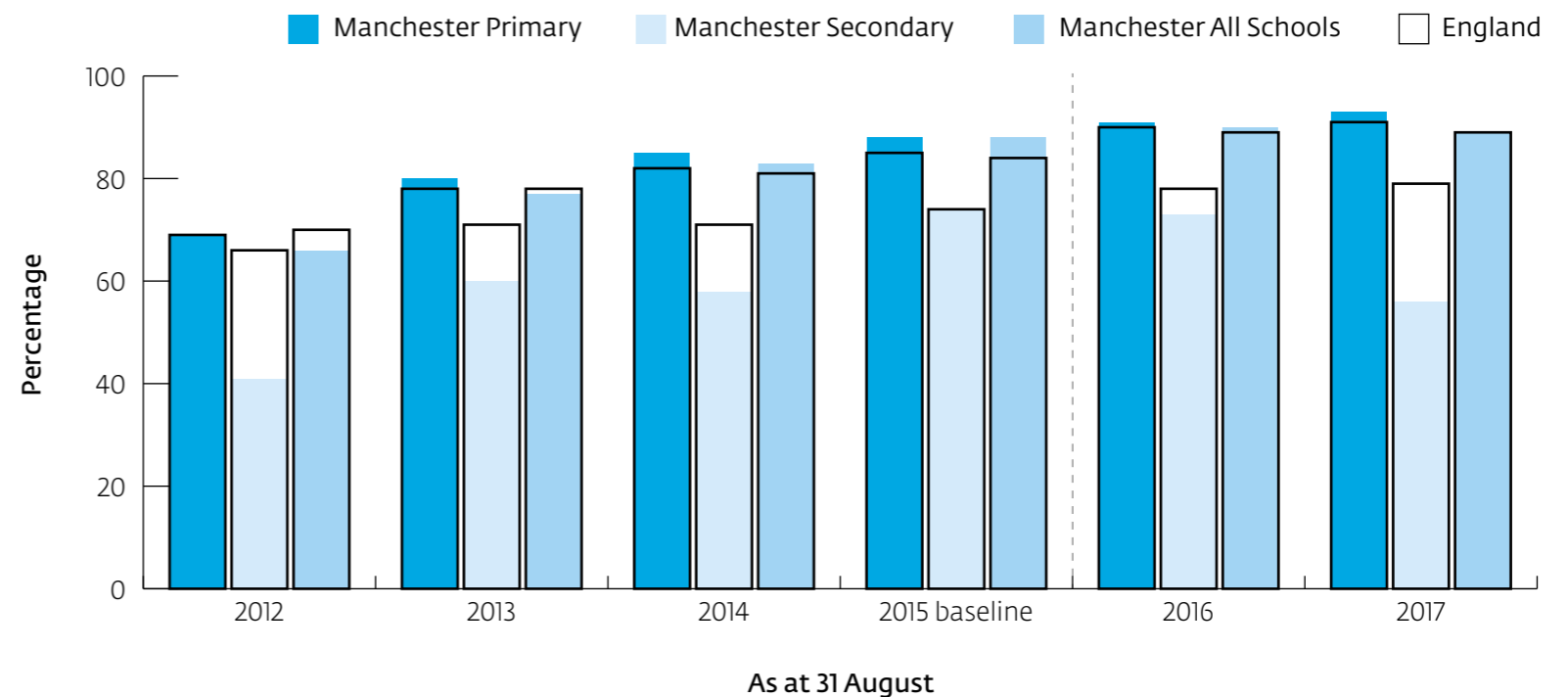
The percentage of Manchester schools judged to be good or outstanding by Ofsted in their most recent inspection is higher than the national averages for primary schools and all schools, but lower in secondary schools (Figure 3.2). In 2016/17, the proportion of pupils attending a good or better primary school increased. However, during this period the proportion of pupils attending a good or better secondary school decreased. In 2016/17, 11 secondary schools were inspected; three schools continued to be judged as good; one school was judged to have improved from requires improvement to good; and another two schools were judged to no longer require special measures, with one of those schools

judged to be outstanding. However, during this same period, four secondary schools previously judged to be good were judged to require improvement, and one studio school was judged to require special measures.

There are a number of measures in place, working in partnership with school leaders and Multi-Academy Trusts in the city, through the quality assurance process to improve secondary school outcomes. This also includes targeting more secondary schools for bespoke

intervention programmes delivered through Teaching Schools such as the Maths mastery programme and Reading programmes. In addition, the Council is working with the Regional School Commissioner to ensure improved performance of academies and there is an agreement for the development of a joint plan to improve Educational outcomes in Wythenshawe and for the establishment of a Partnership Education Board which would contribute to this plan.

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



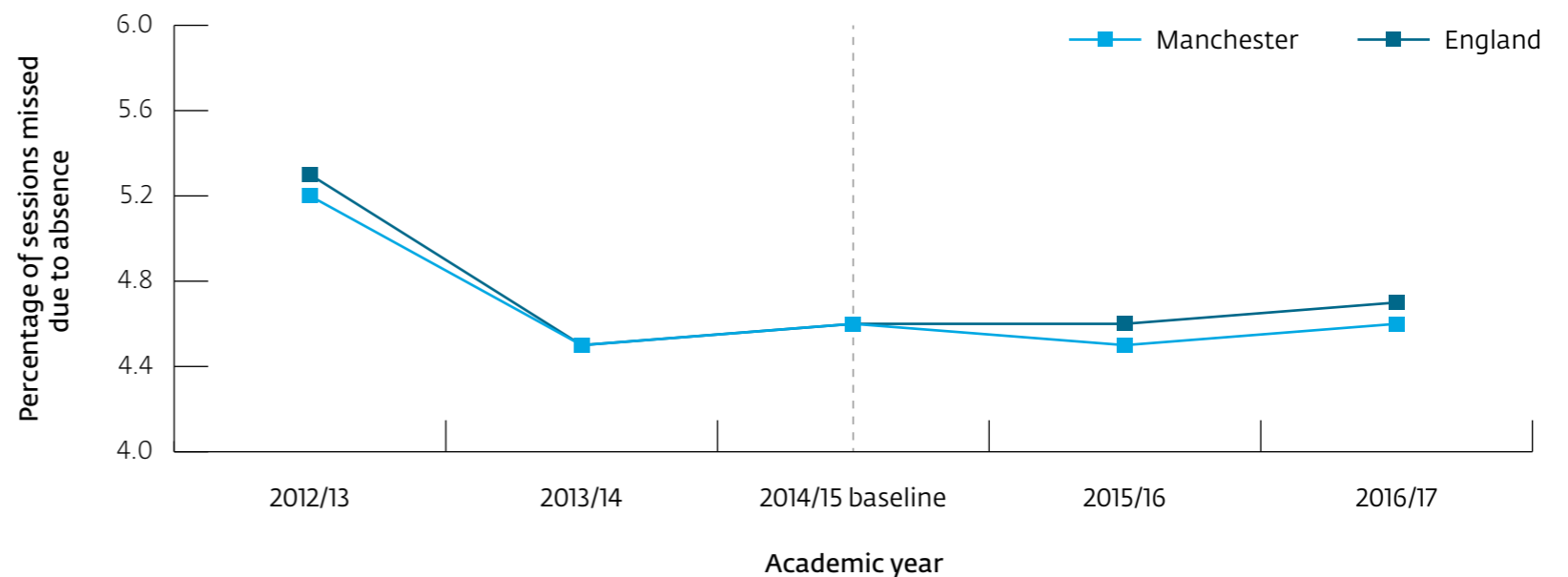
Source: Ofsted

School absence and exclusions

Figure 3.3 shows the overall absence rates in schools in Manchester, and Figure 3.4 shows the percentage of pupils who have been persistently absent from schools. A new definition of absence and persistent absence was introduced in 2015/16, such that absence is based on all six half-terms for years 1–10, and half-terms 1–5 for year 11. The percentage of sessions missed before a pupil is deemed to be persistently absent is 10%. One session is classed as half a day. The results in Figures 3.3 and 3.4 show prior years' figures calculated using the new definition, so results are directly comparable.

Figure 3.3

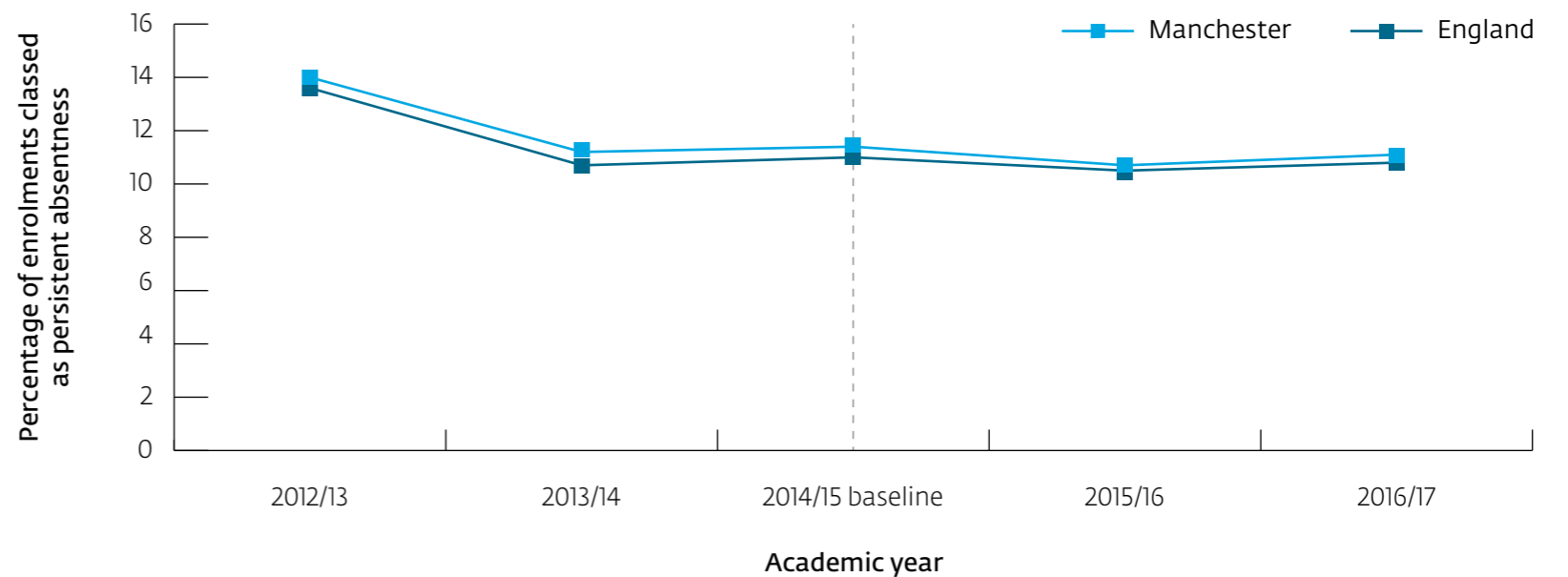
Pupils' overall absence rate – percentage of total sessions missed due to authorised and unauthorised absence



Source: Department for Education

Figure 3.4

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



Source: Department for Education

School absence has increased over the past year, although overall absence in Manchester schools remains better than the national average. Absence in Manchester primary schools continues to be the same as the national average (4%). Overall absence has not improved in Manchester secondary schools, but they are still performing better than the national average (4.8%). The percentage of pupils classified as being persistently absent has increased slightly, reflecting a slight rise nationally.

Schools in Manchester, working in partnership with the Council, are committed to sustaining the improvements in school attendance. The Council continues to support schools to continue to improve attendance by refreshing the model attendance policy; this identifies schools where absence is below the national average and offers bespoke support, alongside regular training and advice for all schools.

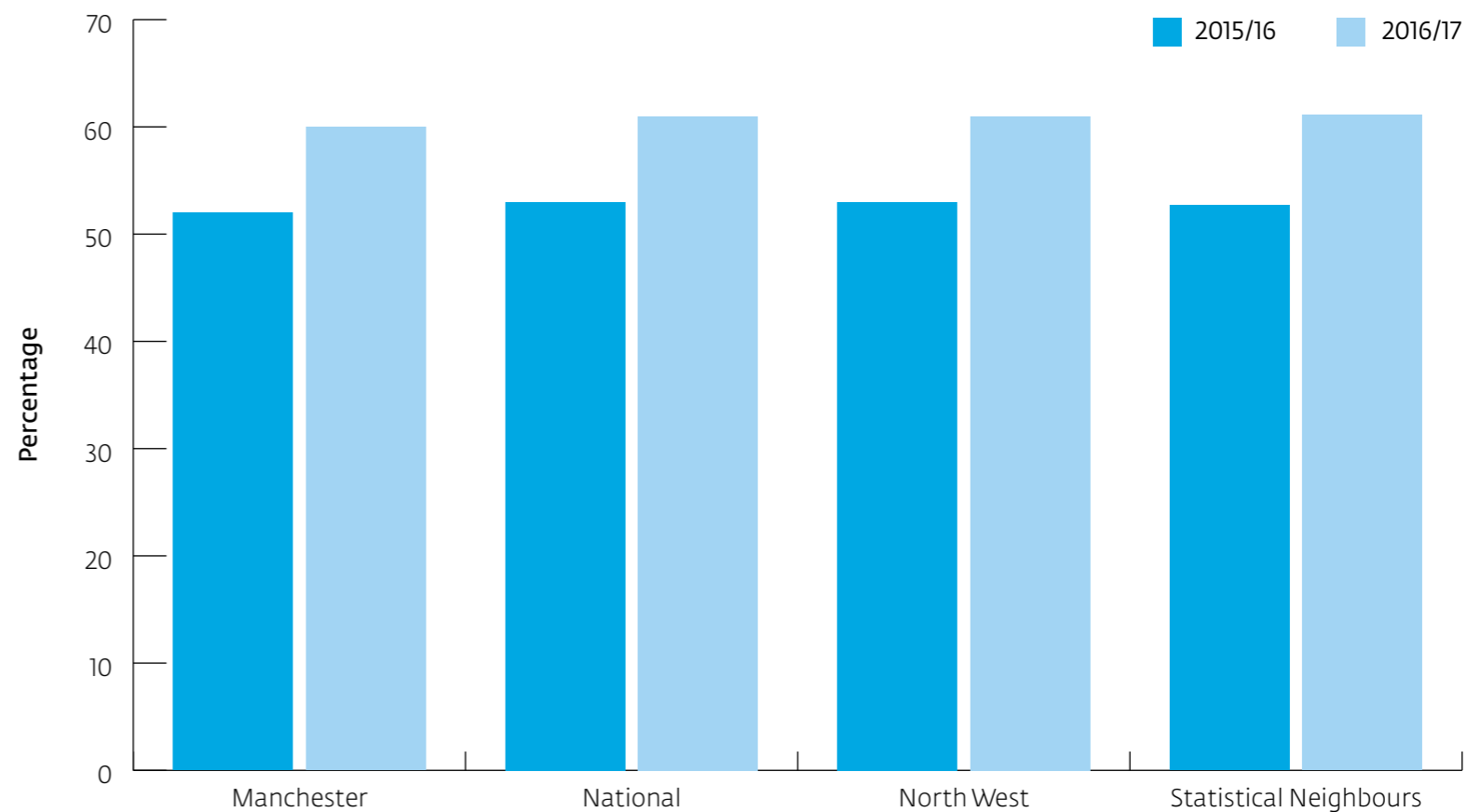
Key Stage 2

The key performance measure of attainment at the end of Key Stage 2 (KS2) is the percentage of pupils achieving the expected standard in the core subjects of Reading, Writing and Maths. Figure 3.5 shows how Manchester compares in this relative to national figures, those of statistical neighbours and local authorities

in the north west. There has been an improvement in performance since 2015/16, with 60% of pupils achieving the expected standard in 2016/17, although Manchester is performing slightly below the national figure of 61% and slightly below both the north west and statistical neighbours.

Figure 3.5

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



Source: Department for Education

Key Stages 1–2 progress

In line with the new performance measures for KS2, new progress scores have been introduced to measure progress between Key Stage 1 (KS1) and Key Stage 2 (KS2). The new measure compares the progress pupils have made relative to other pupils nationally with the same level of attainment at the previous key stage. As well as looking at the scores, confidence intervals need to be considered, as they take into consideration the size of the cohort. Progress scores for KS1 and KS2 do not include special schools. The national progress score for each subject, by definition, is set to zero.

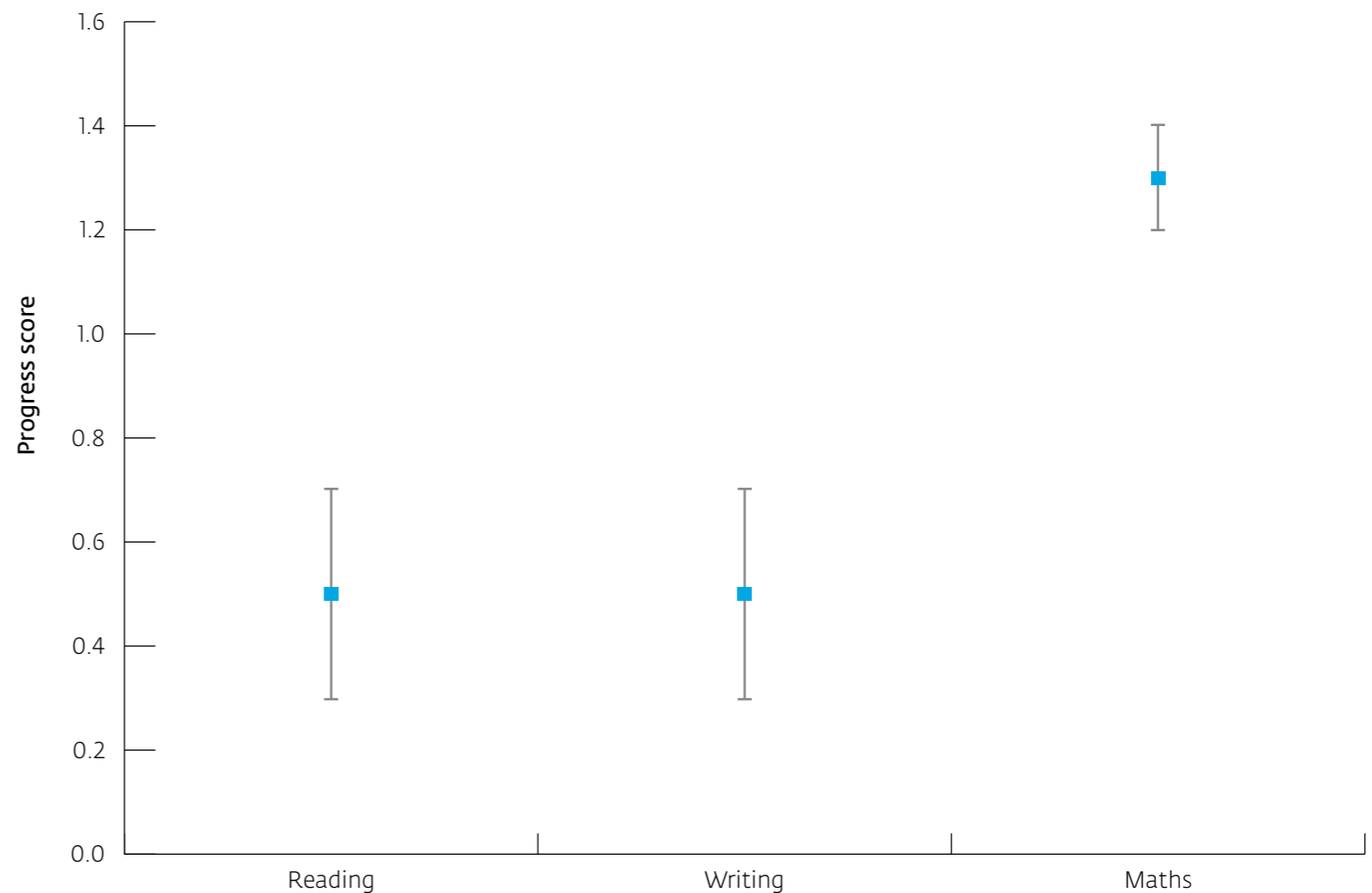
Confidence intervals should be interpreted as follows:

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

Figure 3.6 shows that the progress made by Manchester pupils in Reading, Writing and Maths in 2016/17 was statistically significantly above the national average, with the most relative progress being made in Maths.

Figure 3.6

Progress scores of pupils in Reading, Writing and Maths, 2016/17



Source: Department for Education

Key Stage 4

The key measures at Key Stage 4 (KS4) are:

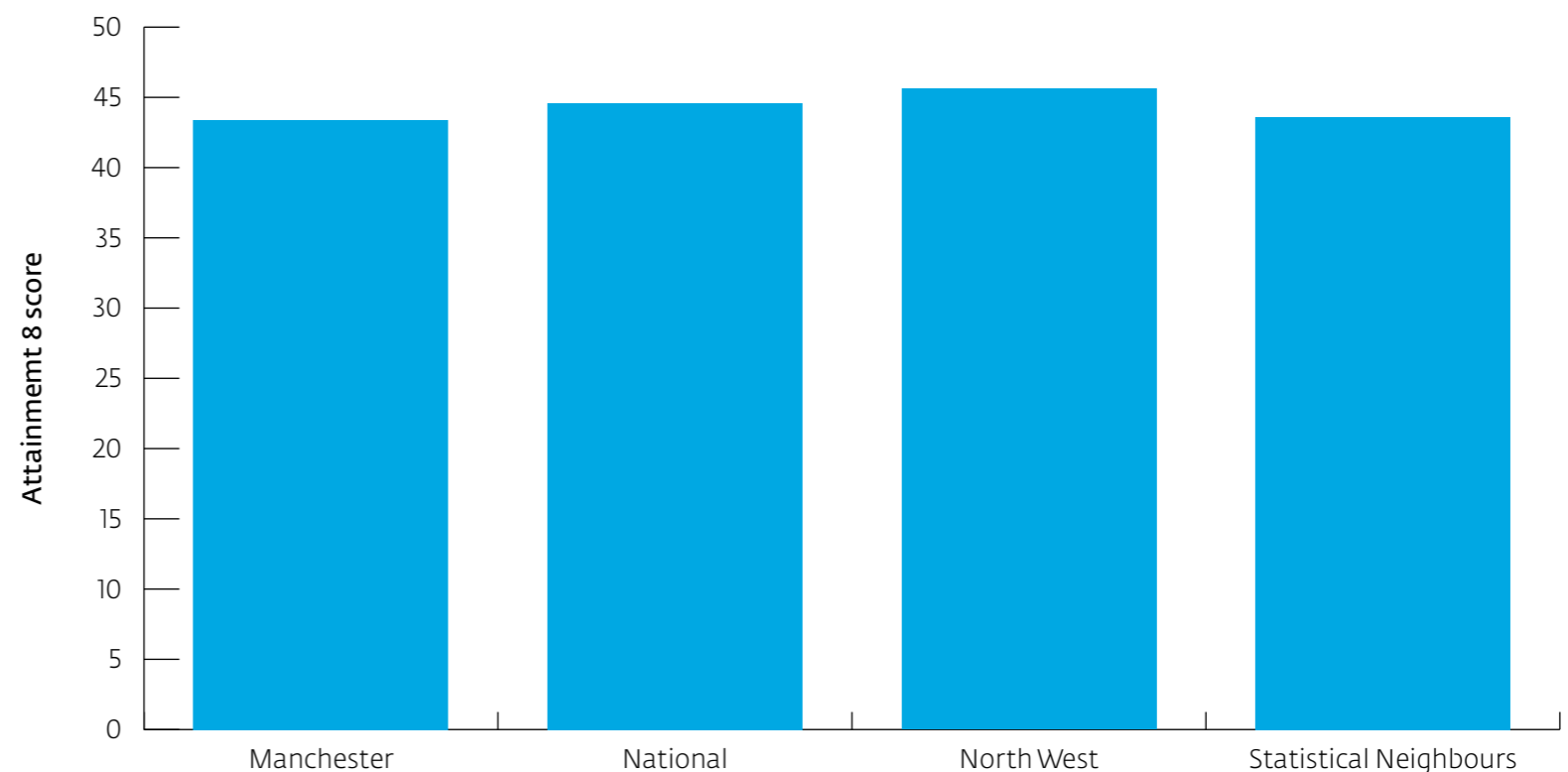
- Attainment 8
- Progress 8
- Percentage of pupils achieving A*–C in both English and Maths (achieving a grade 5 or above from 2016/17)
- Percentage achieving the English Baccalaureate.

Attainment 8 replaces five or more GCSEs graded A*–C including English and Maths. It measures the average achievement of pupils on up to eight qualifications including English, Maths, three qualifications that count towards the English Baccalaureate (sciences, languages and humanities), and three other qualifications from the Department for Education (DfE) approved list.

The 2016/17 academic year saw the start of the phased introduction of a revised, more rigorous national curriculum. Results are now graded by scores of 1–9, where 9 is the highest score, replacing the previous A*–G grades. English and Maths were the subjects affected in 2016/17. The remaining subjects will be phased in over the next three years. As a result, the KS4 performance measure is not comparable with previous years.

Figure 3.7 shows Manchester’s Attainment 8 score compared to other comparator groups for 2016/17. At 43.4, Manchester has a slightly lower Attainment 8 score than the national Attainment 8 score of 44.6 and the other comparator groups.

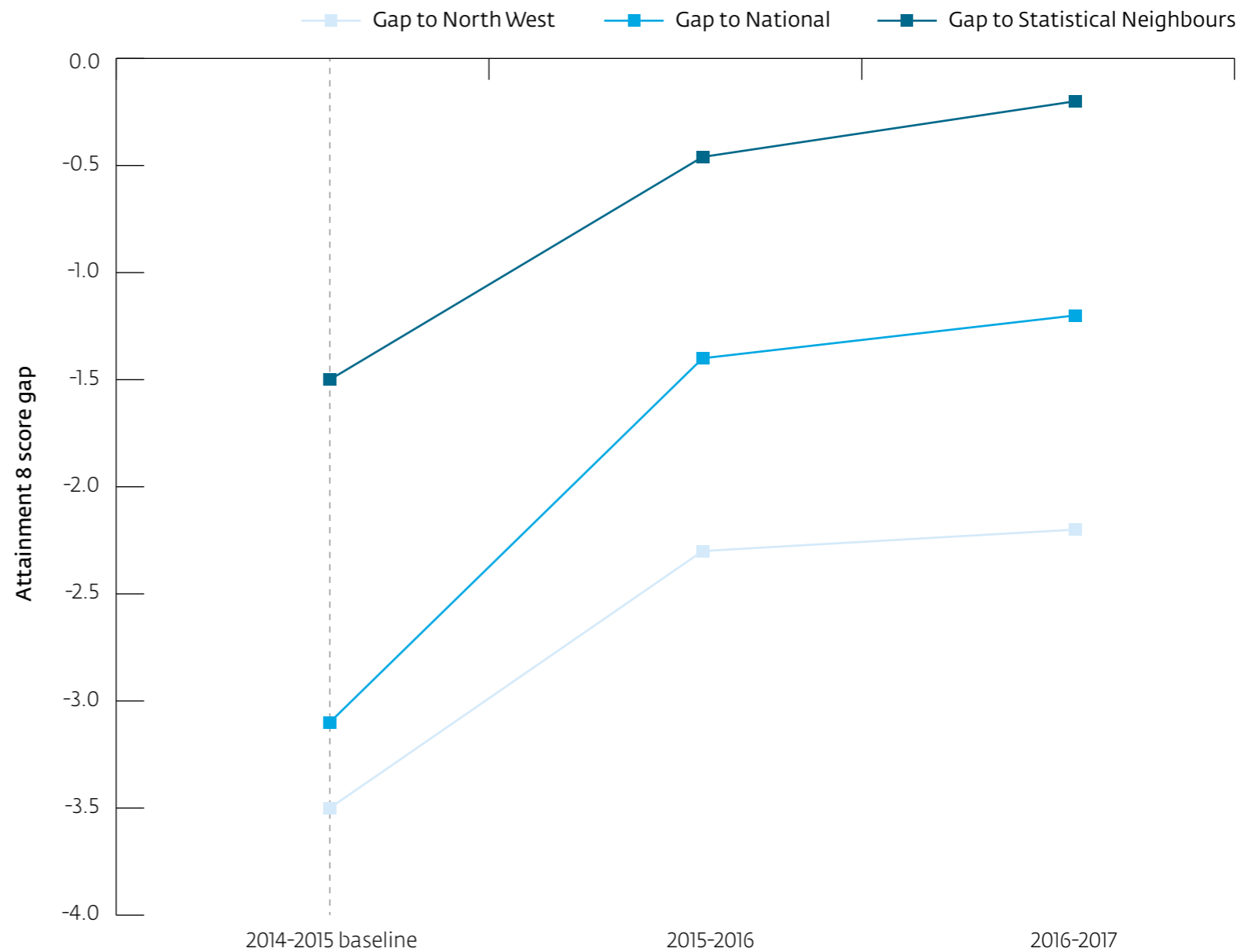
Figure 3.7
Attainment 8 score, 2016/17



Source: Department for Education

However, Figure 3.8 shows that over the past three years, Manchester has improved performance at a faster rate than the other groups, and the gap continues to narrow – at the 2014/15 baseline the gap between the national score and Manchester score was –3.1, which had reduced to –1.2 in 2016/17.

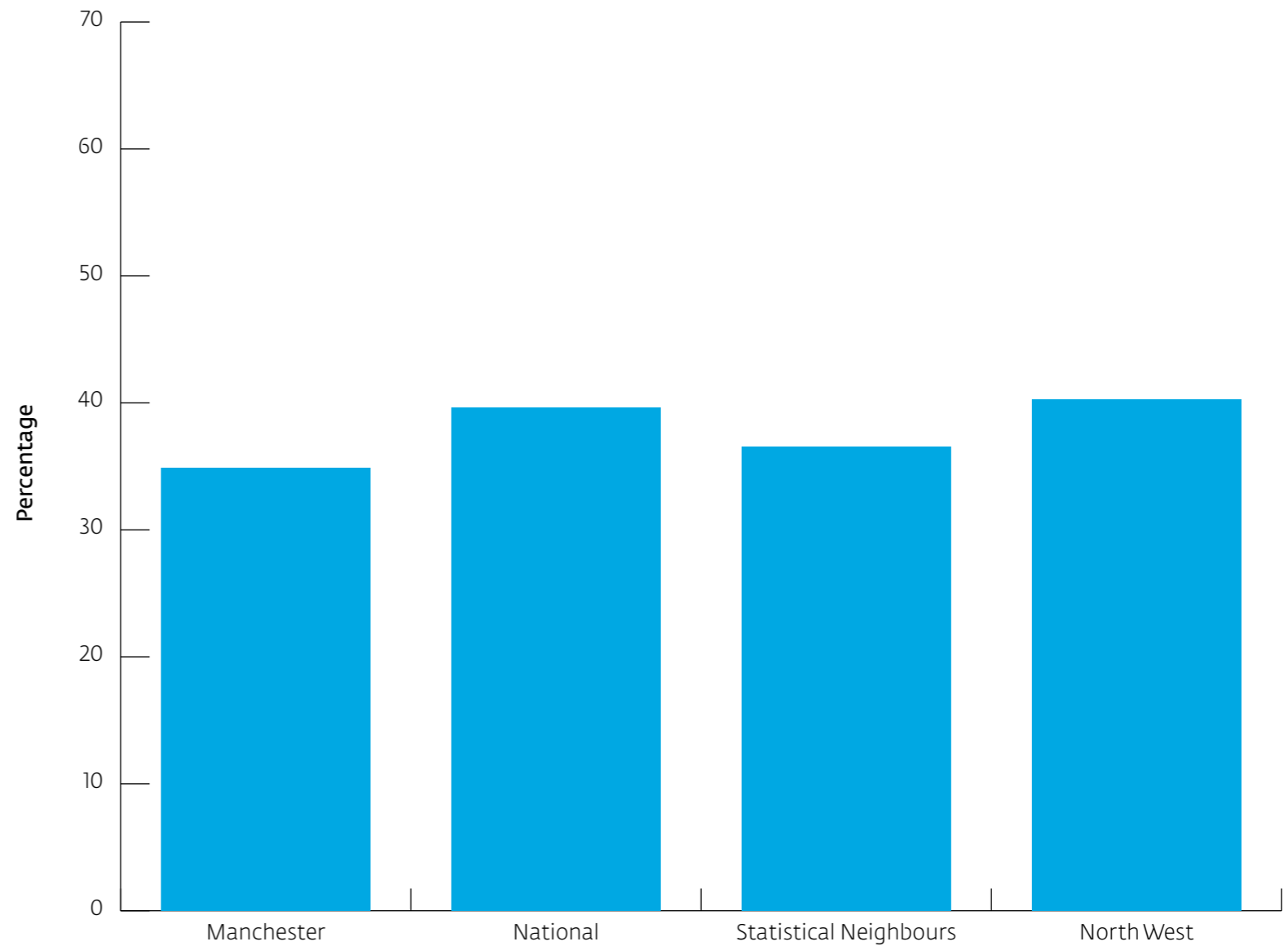
Figure 3.8
Attainment 8 Manchester gap comparison



Source: Department for Education

Figure 3.9 shows that at 34.9% Manchester has a lower percentage of pupils achieving a GCSE in both English and Maths than the national figure of 39.6%, or than the comparator groups.

Figure 3.9
Percentage of pupils achieving grade five or above in both English and Maths, 2016/17

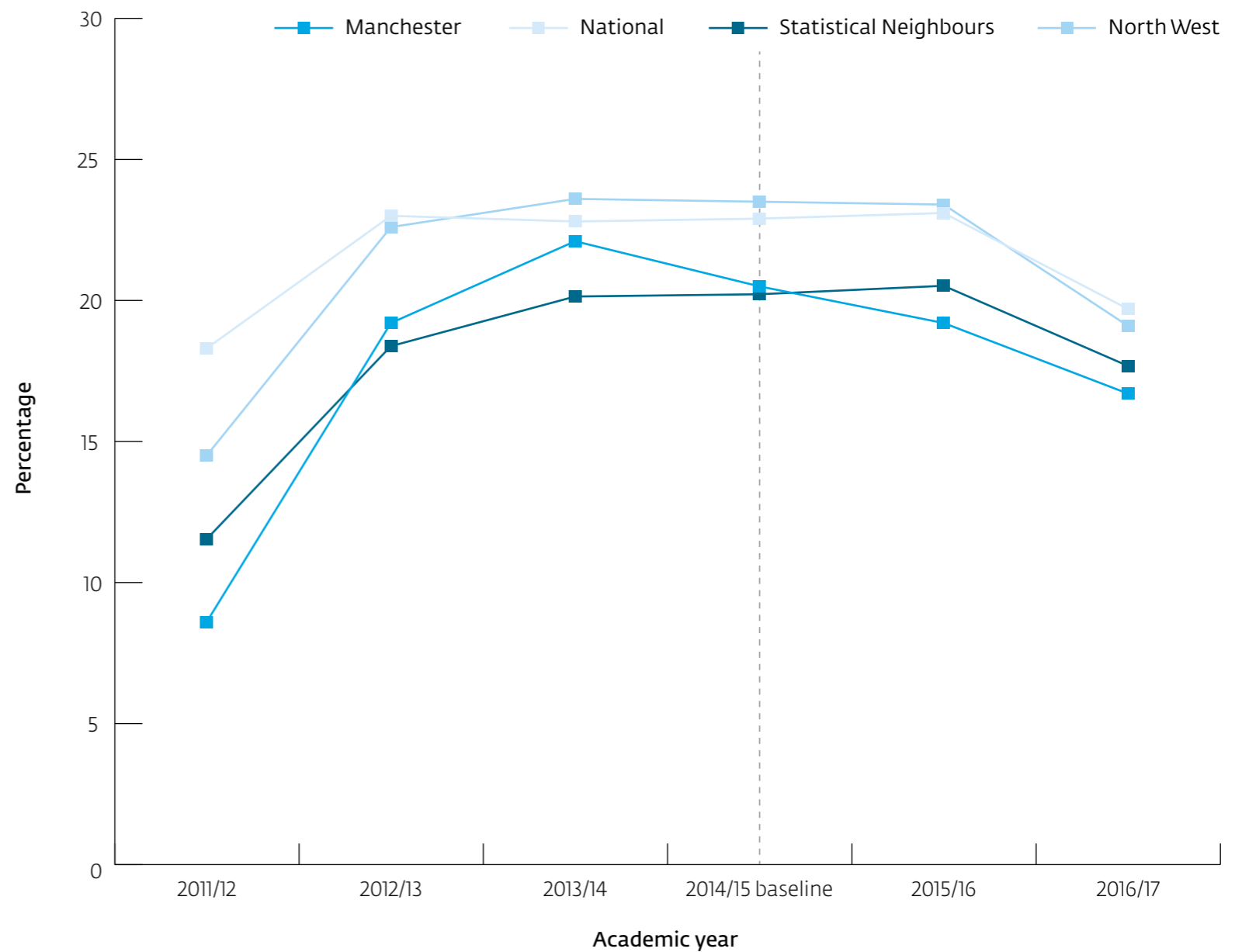


Source: Department for Education

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

Figure 3.10 shows that the percentage of Manchester pupils achieving the English Baccalaureate with grade 5 or above in English and Maths remains below the national average and the other comparator groups, but the gap with national has narrowed slightly.

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



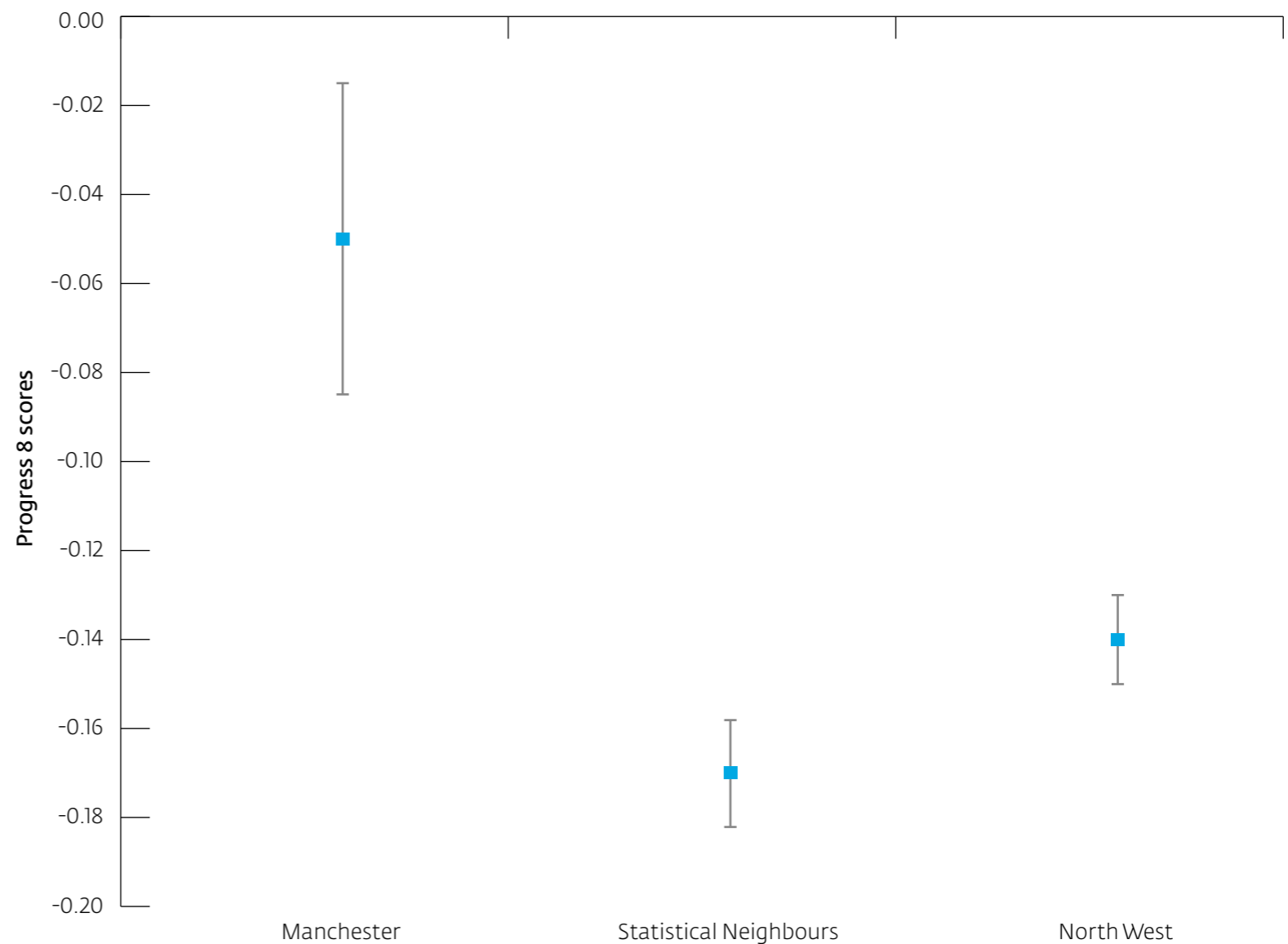
Source: Department for Education

Key Stage 2–4 progress

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

Figure 3.11 shows that Manchester pupils have a Progress 8 score of -0.05 in 2016/17, which is now significantly below the national progress score. It is better, however, than the other comparator groups.

Figure 3.11
Progress 8 scores, 2016/17



Source: Department for Education

Post-16 attainment

Key Stage 5

The percentage of A level entries that achieved an A*–E pass grade has decreased slightly in 2016/17, both in Manchester and nationally, but Manchester continues to exceed national results. The percentage of entries achieving the top grades of A*–A continue to be lower in Manchester than nationally but the gap has narrowed, with almost a quarter of entries now achieving these grades in Manchester compared to 22% at the 2014/15 baseline (Table 3.1).

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

Table 3.1
Percentage of Key Stage 5 A level results

		2011/12	2012/13	2013/14	2014/15 baseline	2015/16	2016/17
Number of entries	Manchester	5,935	5,946	6,646	7,469	8,271	8,151
Percentage of entries achieving A*–A	Manchester	24.4	23.7	23.2	22.0	22.3	24.5
	England	27.2	26.7	26.7	26.7	26.5	26.9
Percentage of entries achieving A*–E	Manchester	98.9	99.1	99.0	98.8	99.1	98.7
	England	98.6	98.7	98.6	98.8	98.8	98.2

Source: Department for Education

Educational attainment in STEM and creative subjects

The growth sectors in Manchester require a highly skilled workforce, particularly in those subjects that underpin the growth sectors in the city, such as the creative and digital industries. Therefore there is a focus on pupils obtaining qualifications in the STEM subjects (Science, Technology, Engineering and Maths). Table 3.2 shows that over the past six years the number of A level entries in STEM subjects has been gradually increasing, although there were only seven more entries in 2016/17 compared to 2015/16. The percentage of pupils in Manchester achieving top grades of A*–A in STEM subjects has been consistently around 27% over the past six years; this is lower than the national average, which has been around 35%. In 2016/17, the percentage increased slightly in Manchester, but fell by 4 percentage points nationally, narrowing the gap from 8.3 percentage points at the 2014/15 baseline to 3.6 percentage points. For five out of the past six years the percentage of Manchester pupils achieving an A*–E pass grade in STEM subjects has remained similar to national results. There was a significant drop in the Manchester pass rate at the 2014/15 baseline, which was not mirrored nationally.

These results are based on A levels only, and on the following subjects identified from the DfE performance table: Biological Sciences, Chemistry, Physics, Other Science, Maths,

Further Maths, Computing and ICT. The results may therefore not be a definitive list of STEM qualifications achieved.

Post-16 vocational education

The Manchester College delivers a significant volume of post-16 vocational education each year – over 5,000 16 to 18-year-olds enrolled in 2017/18. The provision is increasingly aligned to the skill needs of Manchester, with the College working with employers to co-create, co-design and co-deliver a curriculum that meets their needs. The proportion of study-programme learners completing work

placements has increased significantly. In 2017/18, 55% of level 1 students, 74% of level 2 students and 85% of level 3 students undertook a meaningful work placement.

The College has high achievement rates and in 2016/17 ranked first among the ten largest colleges in England for 16 to 18-year-old achievement, adult learner achievement, and overall achievement in functional skills qualifications⁴. The College’s planned estate strategy will create Centres of Excellence to deliver technical and professional vocational education and training, addressing the skill needs in key priority areas such as Creative and Digital; Health and Wellbeing; Construction and Logistics; and Business, Financial and Professional.

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

		2011/12	2012/13	2013/14	2014/15 baseline	2015/16	2016/17
Number of entries	Manchester	1,812	1,844	2,060	2,249	2,479	2,486
	England						
Percentage entries achieving A*–A	Manchester	27.5	27.5	26.7	27	26.8	27.6
	England	36.3	35.8	35.4	35.3	35.2	31.2
Percentage entries achieving A*–E	Manchester	98.3	98.8	98.8	93.6	98.7	98.1
	England	98.3	98.8	98.4	98.5	98.5	97.2

⁴ Qualifications to improve literacy and numeracy

Source: Department for Education

Becoming a Leading Digital City

Greater Manchester is already home to the largest cluster of the Digital and Creative sector outside London, and this is primarily concentrated in the conurbation core. More information about this fast-growing economic sector is reported within the 'A thriving and sustainable chapter'. The Greater Manchester Digital Strategy (2018–2020) sets out the city region vision to have Manchester recognised as one of the five European Digital City Regions by 2020, meaning the ever-growing demand for digital skills goes beyond the digital and creative sector. To enable us to reach our ambition we need to ensure that there are technically and digitally skilled people across every sector of the economy. This includes the general digital skills needed to partake in society, find work, travel, do the shopping, access services, meet people, communicate, be entertained, and to live a good quality of life in the modern world. This is particularly true for our priority groups in the city.

There are a number of challenges to address before Manchester can become a leading digital city. The city needs a strong pipeline of highly skilled digital talent; however, we are currently experiencing a major skills shortage

where demand for skilled professionals is outstripping supply and companies are having to turn away work as a result of not being able to find the right talent at a local level.⁵

In particular, employers report that there is a growing need for people qualified with programming and coding skills. The Manchester Digital Skills Audit 2018 report found that 70% of businesses hire graduates, but only 13% believed graduates had the right soft skills and technical knowledge to be work-ready. 75% of respondents believed there was a lack of industry intervention in education to better share the wider range of skills and attributes that prepare young people for digital and tech careers.⁶

In February 2018, Manchester City Council provided sponsorship for the Manchester Digital Festival. This brought together those interested in a digital career with education providers and digital and tech businesses from across the region. The sponsorship enabled Manchester Digital to prioritise work with Manchester schools, sixth forms, colleges and universities during the festival. The Festival is the largest digital careers fair in the North and a must-attend event for anyone who

wants to work in the digital, creative and tech industries. A Talent Day was held as part of the Festival, during which 40% of the 1,300 delegates were from Manchester universities, colleges or organisations.

Although there has been marginal progress over the past 12 months, diversity in particular is still a significant issue for the industry. According to the Manchester Digital Skills Audit 2018 report, the gender gap in the North's digital tech sector continues to widen, with a workforce ratio of 64:36 male to female, and a large proportion (78%) of the tech workforce being White British. A lack of diverse ideas and representation within any sector can lead to further disparities between gender and race, which is why improving the diversity of the digital workforce is essential.

⁵ Manchester Digital Skills Audit 2018

⁶ Manchester Digital Skills Audit 2018

Case study: Digital Skills for Women

In a bid to increase inclusion and change the unbalanced ratios of race and gender within the industry, Manchester City Council's Work & Skills Team provided funding to support the delivery of the Digital Skills for Women programme delivered by MadLab. The programme presents the opportunity for unemployed and underemployed women across Manchester to upskill. It helps them to learn the necessary IT skills to kick-start careers, launch businesses and to benefit from and become a part of the digital economy, and therefore the wider economy.

A series of free workshops and seminars were held, designed to be flexible and accessible for women of any ability and experience. Beginner-level learning covered basic skills, social media, computer programming and web development, while intermediate level-learning explored 3D printing, project management, cyber security, analytics and copywriting.

Digital Skills for Women 2017 supported 76 participants and offered 140 learning opportunities. The Work & Skills funding enabled an extra ten bursary places for a two-day WordPress course led by the WordPress Co-Founder; 44% of participants identified as Black, Asian and Minority Ethnic (BAME) and 44% were unemployed.

"I've applied for a job, been offered two jobs, set up a social media account, utilised a bit of search engine optimisation (SEO), have yet to apply Google Analytics but will do so once I make my website for real and get it going, and investigated into setting up my own businesses." Participant

A significant finding from the programme was that 89% of participants felt that the activities had a positive impact on their wellbeing.

"I wouldn't have had a clue about what to do, how to start it and how to maintain it, and now I do it has definitely helped to improve my confidence in this area." Participant

Launched in May 2018, the Essential Digital Skills Framework defines the skills needed by all individuals in order to safely benefit from, participate in and contribute to the digital world of today and the future. The framework identifies five categories of Essential Digital Skills for life and work: communicating; handling information and content; transacting; problem-solving being safe; and legal online. According to the 2018 ONS Internet Users Survey, an estimated 8% of Manchester residents had either last used the internet over three months ago or had never used the internet. Some of our residents lack all five basic digital skills due to a number of reasons, including health and social exclusion. Those who do have the skills can still lack the confidence and knowledge to make the most of the digital economy in both work and life.

To support at a more local level and assure that activity being delivered is relevant to Manchester residents, the Digital Skills Network – led by the Council’s Work and Skills team – provides a space for employers and educators to come together once every two months and bridge formal education and industry need. With over ninety active members in the network, one of the current priorities is around creating a more collaborative approach for the adult digital learning offer. Other key priorities include the talent pipeline (ie. ensuring residents have the requisite skills to access the digital sector), higher levels skills shortage (ie. degree level and above) and upskilling the workforce.

Apprenticeships and skills

Manchester has a higher-than-national-average proportion of residents qualified to degree level (NVQ level 4) and above. In 2015, 39.5% of Manchester residents were qualified to NVQ level 4 or above, compared to a national rate of 36.9%.⁷ In 2017, the Manchester rate had increased slightly to 39.9% but the national rate had increased at a faster rate to 38.4%, thereby closing the gap. Manchester’s high proportion of residents qualified to level 4 and above is largely due to the concentration of higher education institutions (HEI) and the attractiveness of the city and employment opportunities.

However, Manchester also has a disproportionate number of residents with no qualifications: 11.1% in 2017 compared to a national rate of 8%.⁸ A key opportunity to respond to the challenges of the disproportionate number of the city’s residents possessing low or no skills and qualifications, coupled with skill gaps for key growth sectors, is to encourage and facilitate the growth of apprenticeships, particularly higher and advanced-level apprenticeships. We must therefore continue to promote apprenticeships as a credible pathway to career progression and ensure skilled graduates remain in the city.

Figure 3.12 shows that following the 2011/12 peak of 5,190 apprenticeship starts, some gradual reductions were noted; however, 2014/15 saw starts rising again to 4,830. To date, the impact of the levy on starts in 2016/17 does not appear to have been too significant, with a drop of 360 starts compared to 2015/16, however, there is some anecdotal evidence that some starts were rushed through under the old frameworks as employers, and providers were mindful of the potential delays brought about by the need to develop new standards. A noticeable trend is that the greatest number of starts has been in the 25+ age group, which is consistent with the trend in Greater Manchester.

The trend is generally positive in terms of apprenticeship starts and there is some evidence that the focus the Council and partners have placed on apprenticeships since 2010 has resulted in increased numbers, albeit from a very low starting position. However, more focus is needed, particularly around degree, higher and advanced level apprenticeships, and with the 16 and 17-year-old age group if we are to reach more than 5,000 starts again.

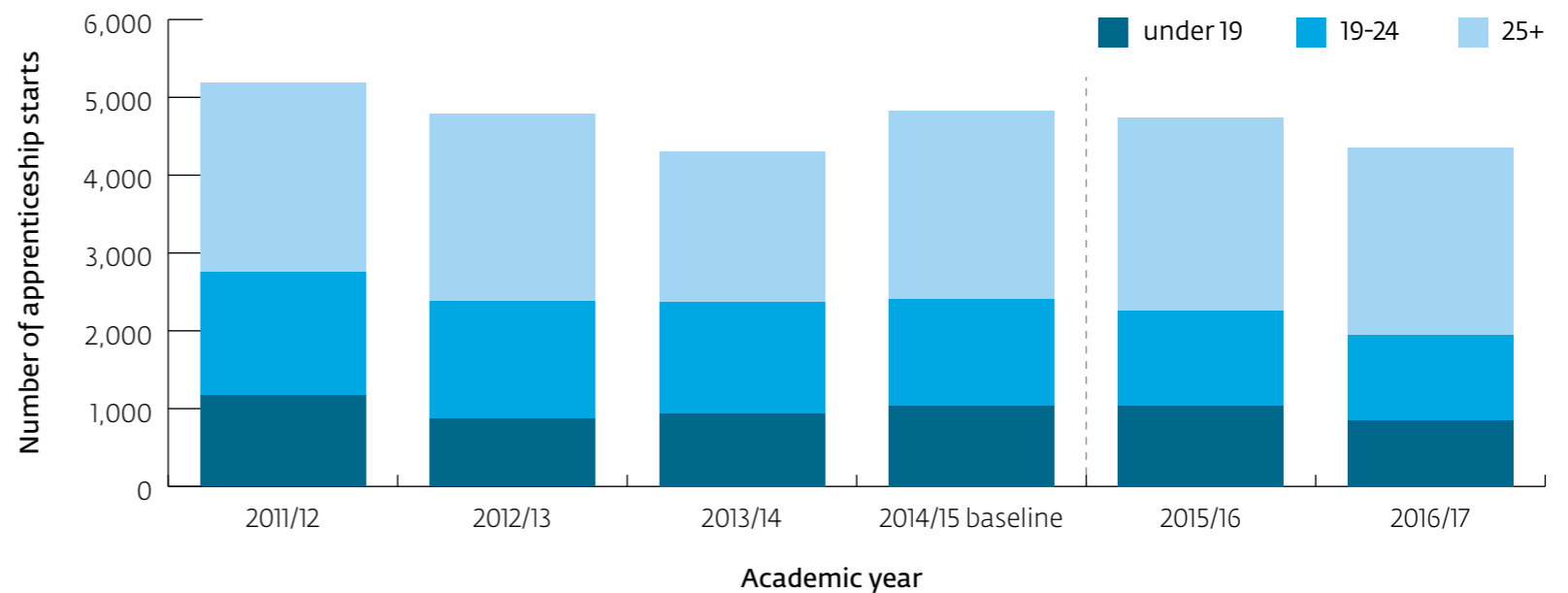
⁷ ONS, Annual Population Survey

⁸ ONS, Annual Population Survey

Figure 3.13 shows that while 4,830 people started apprenticeships in the academic year 2014/15, well over half of these were an intermediate level (NVQ level 2) apprenticeship, a trend which has continued since. While the number of Higher Level apprenticeships has increased from 170 in 2014/15 to 280 in 2016/17, this increase is not sufficient for high-value sectors to retain and attract the best talent.

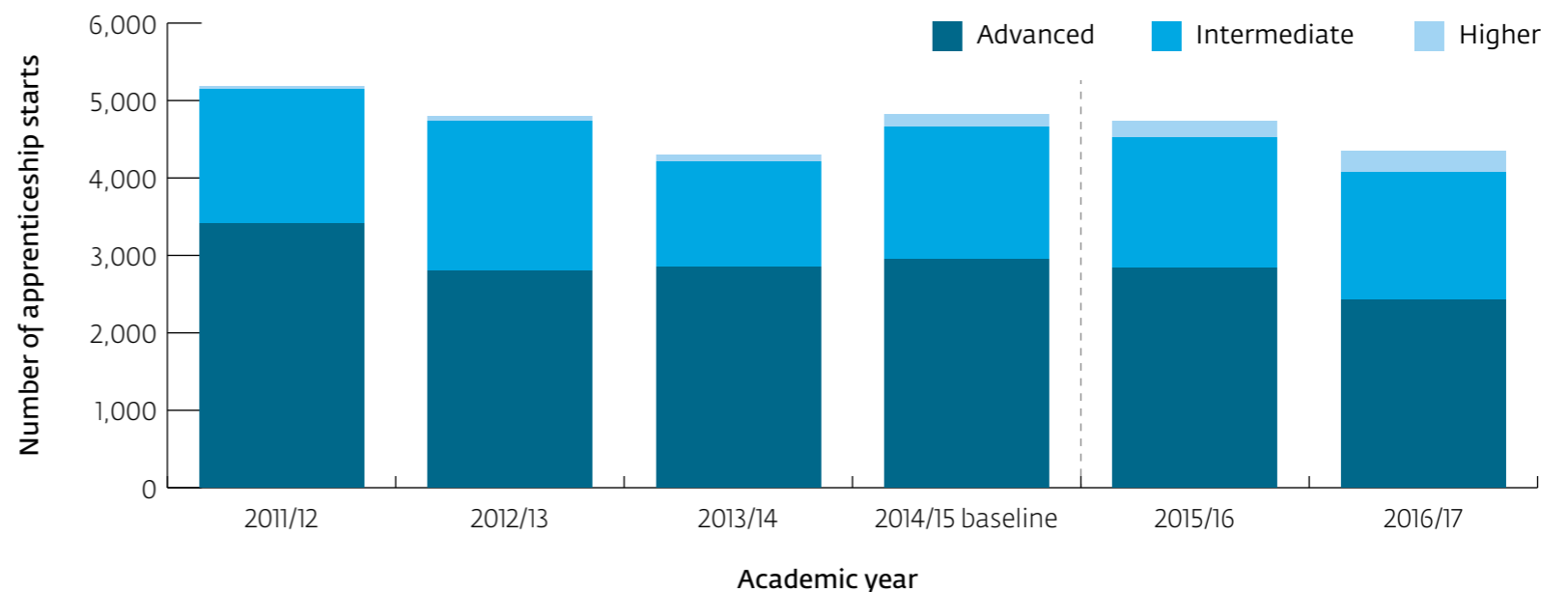
The apprenticeship levy presents opportunities for employers in key-growth sectors to work in partnership with training providers to develop higher-level roles for their industries aligned to new standards, which are currently lacking in some sectors. The levy, alongside the devolution of the Adult Education and Skills budget, will allow us to be more innovative in the ways we support our employers and training providers. New delivery models and standards will be created to make a positive impact on the uptake of higher/advanced apprenticeships across all age groups.

Figure 3.12
Apprenticeship starts by age



Source: Education and Skills Funding Agency (LG INFORM)

Figure 3.13
Apprenticeship starts by level



Source: Education and Skills Funding Agency (LG INFORM)

The Our Town Hall project is supporting a number of higher-level apprenticeships through the M-Futures shared apprenticeships scheme, which provides apprentices with the opportunity to rotate through roles in different stages of the construction process (architecture; mechanical, electrical and plumbing; structural engineering) over the course of two years, during which they will also complete an NVQ and HNC. The Town Hall has a target of 100 level 3 apprentice starts and 50 level 4 apprentice starts. The majority of level 3 starts will come during the construction phase of the project.

Challenges remain in raising the skill levels of those who are regularly out of work and those aged over 50. Generally, skill and qualification levels are better in younger age groups; the biggest proportion of residents with low or no skills in the city are in the 50-plus age group. According to the ONS Annual Population Survey, 25.8% of Manchester residents aged 50–64 had no qualifications in 2017, compared to just 3.5% of residents aged 16–24. A further 15.1% of residents aged 50–64 were qualified to NVQ level 1 only, compared to 8.2% of residents aged 16–24. In terms of higher-level qualifications, a higher proportion of 16 to 49-year-olds were qualified to degree level and above, compared to the 50–64 age group – 41.1% versus 31.2%. Opportunities such as

employer engagement, the apprenticeship levy and public-sector leadership have been identified across Greater Manchester to respond to this. The integrated approach to employment and skills, which is at the heart of the Greater Manchester Work and Skills Strategy, and the devolution of the Adult Education Budget in 2018 also offer an opportunity to address this.

Resident skills and wages

Resident wages

Good terms and conditions of employment include being paid at least a Real Living Wage and good career progression. The Real Living Wage is independently calculated each year by the Living Wage Foundation, based on what employees and their families need to live⁹ and is currently set at £8.75 per hour. However, tables 3.3 and 3.4 show that in 2017 an estimated 15.2% of employees working in Manchester and 27.2% of employees living in Manchester were paid less than the Real Living Wage, which was £8.45 at that time.¹⁰ Of all the UK local authorities in 2017, Manchester had the biggest difference between its resident employees and its workforce, with 12 percentage points more resident employees earning less than the Real Living Wage than those working in the city.

In Manchester a low proportion of full-time workers were paid less than the Real Living Wage – 8.8% compared to 17.4% of full-time Manchester resident employees. More than a third of Manchester’s part-time workforce (38.3%) and just over half of part-time Manchester resident employees (50.3%) were paid less than the Real Living Wage in 2017. For both the workforce and residents it is the part-time employees that are much more likely to be earning less than the Real Living Wage.

⁹ Based on a core basket of household goods and services, housing costs, council tax, travel costs and childcare costs

¹⁰ ONS, Annual Survey of Hours and Earnings (ASHE), provisional 2017 figures

Table 3.3
Proportion of employee jobs paying less than the Real Living Wage: Manchester residents

	2014	2015 baseline	2016 (revised)	2017 (provisional)
Greater Manchester (+/-1%)	26.8	23.9	25.7	23.0
Manchester (+/-2.5%)	29.7	26.6	30.5	27.2

Source: ONS Annual Survey of Hours and Earnings (ASHE); these estimates are reported within a (+/-) margin of error

Table 3.4
Proportion of employee jobs paying less than the Real Living Wage: Manchester workforce

	2014	2015 baseline	2016 (revised)	2017 (provisional)
Greater Manchester (+/-1%)	23.4	23.0	24.4	21.8
Manchester (+/-1.5%)	17.3	15.8	18.0	15.2

Source: ONS Annual Survey of Hours and Earnings (ASHE); these estimates are reported within a (+/-) margin of error

The causes of the gap between resident and workplace wages in Manchester are long-standing and complex. Although Manchester has a growing good-quality housing offer, the city's unusual linear shape means that Manchester still loses some highly paid workers who choose to settle in the suburbs of neighbouring Greater Manchester authorities or further afield. There is a direct link between low skills and a low-wage economy in most sectors. Some of Manchester's largest employment sectors create challenges; a third of the workforce is employed within the Accommodation & Food Services, Retail, Art, Entertainment & Recreation, and Business, Administration & Support Services sectors.¹¹ Nationally, these sectors have the lowest median hourly pay (under £10 per hour) and generally tend to have entry-level opportunities that are accessible to Manchester residents with no or low skills. The key challenge is to ensure that Manchester residents are able to progress from entry-level jobs and that they are also equipped with the skills and qualifications to benefit from the higher-paid opportunities being created in the city.

¹¹ ONS, Business Register and Employment Survey (2016)

There are issues to consider for our residents, such as the lack of incentive to become a low-paid apprentice, agency workers whose wages are impacted by recruitment agencies taking commission, and the impact of low pay and living in poverty on the ability to progress in pay and position – particularly those in part-time roles or roles in the gig economy with few other rights. The introduction of Universal Credit may mean that some part-time workers' overall income reduces as their circumstances change if they move from Working Tax credits. However, in future years there will be an enhanced offer and greater focus from Jobcentre Plus to work with residents who are dependent on in-work benefits to increase their hours and/or move to a job that pays better wages. Currently, there are residents trapped in poorly paid part-time employment because of the lack of good-quality part-time employment opportunities.

Promoting flexible working, including flexible hiring, opens up more opportunities. The Council is working with Timewise to improve its flexible working practices and become a Timewise council, and will encourage others to do the same. The Timewise Foundation is a

Community Interest Company, which achieves practical outcomes for people seeking flexible work by running **Timewise Jobs**, **Timewise** and **Women Like Us**. It also promotes the societal benefits of flexible hiring through research, public affairs and media.

As one of the city's largest employers, Manchester City Council is committed to paying its employees the Manchester Living Wage and advocates its adoption by schools, contractors and agency suppliers. Entry-level opportunities within the Council are ring-fenced for unemployed Manchester residents; while numbers are modest, the Council is leading by example. All tenders issued through the Council's procurement processes recommend the Manchester Living Wage to all suppliers and their supply chain. Suppliers are asked to confirm they are paying the Manchester Living Wage or above to the staff who will be employed on Council contracts. Social value is embedded in procurement processes, and employing and upskilling Manchester residents are some of the ways the Council's suppliers can contribute to addressing the skills challenge.

The newly commissioned Health and Work programme will incentivise providers to support people into good-quality jobs that pay at least a Real Living Wage, and the Adult Education Budget, when devolved to Greater Manchester, will provide an opportunity to incentivise in-work progression. We will continue to encourage large employers in low-paid sectors that pay the apprenticeship levy to invest in skills and career progression.

The Council's Work and Skills team continues to work with employers through business networks across the city to promote the Manchester Living Wage, local recruitment, work experience, apprenticeships, and social value. This work targets all employers but has a particular focus on start-ups and businesses that have recently located to the city. Uptake of the Real Living Wage with start-ups and small and medium enterprises remains a particular challenge due to some of the financial pressures businesses are under. There is also a plan to launch a 'Good Work' charter/kite mark for Greater Manchester employers; there will be the opportunity for the Council to feed into the content of the charter and to promote it within the city.

Manchester’s Family Poverty Strategy (2017–2022) sets out how tackling poverty in Manchester should be a collective responsibility. Its implementation plan includes a thematic focus on raising and protecting family incomes; this specifically addresses how we can mitigate the impact of welfare reform on families with children, tackle the poverty premium, reduce food and fuel costs, and improve children’s health. Family poverty is discussed in more detail in the ‘A progressive and equitable city’ chapter.

Graduate retention

It is crucial that Manchester residents are able to benefit from the opportunities that will be provided through the city’s growth sectors in the future. Retaining the talent, skills and expertise of graduates in the city is key to this, irrespective of whether they are indigenous to Manchester or elsewhere. Our commitment to ensure higher education and businesses connect graduates to good jobs and support new ideas – giving graduates a clear route to good-quality employment – is clearly articulated in the Our Manchester Strategy.

Our relationship with higher-education institutions and businesses will help to maximise the number of graduate level

opportunities in the city. This relationship is developing through employer engagement networks which focus on connecting businesses to schools and colleges. We will continue to influence the main further-education and higher-education providers in the city to ensure that students can attain the opportunities presented by Manchester’s future economy.

Table 3.5 shows that in the academic year 2016/17, 36% of graduates indigenous to Manchester were working in the city six months after

leaving university, and a further 33% were working in the other districts of Greater Manchester. This includes graduates who were from Manchester but did not necessarily study in Manchester institutions. Six months after graduating, the Higher Education Statistics Agency (HESA) destination of leavers’ 2016/17 survey reported that most degree graduates working in Manchester were employed in the education, health and social work, and professional, scientific and technical sectors.

Table 3.5
Work location of graduates indigenous to Manchester

Location	Academic year						
	2010/11	2011/12	2012/13	2013/14	2014/15 baseline	2015/16	2016/17
Manchester	27%	28%	41%	39%	40%	42%	36%
Greater Manchester (excluding Manchester)	45%	41%	31%	31%	32%	29%	33%
Greater Manchester	72%	69%	72%	70%	71%	71%	70%
North West (excluding Greater Manchester)	7%	8%	7%	7%	8%	9%	7%
UK (excluding North West)	18%	21%	19%	20%	18%	18%	21%
Non-UK	2%	2%	2%	3%	3%	2%	3%

Source: HESA destination of leaver’s survey

We are looking to the future, focusing on the next generation and creating the right environment to enable people to reach their full potential by providing them with the knowledge, skills and resilience they require to succeed. We are continually aiming to improve the quality of the Careers Education, Information, Advice and Guidance (CEIAG) by supporting schools to meet their CEIAG Ofsted requirements. This is done through networks, resources and information on real-time labour-market intelligence, and helps students to make informed decisions about their future career. We are also using social media and reaching young people and parents in ways we have not tried before.

The Sir Howard Bernstein Legacy Fund offers an additional opportunity to make a significant impact on the engagement, participation and social mobility of young people; it has the potential to impact positively upon communities, local skill gaps and therefore the economy at large. According to the HM Revenue and Customs measure of poverty, in Manchester 28.2% of children aged under 16 were living in low-income families in 2015; a large number of these children do not have the personal, family and social networks to help them move into aspirational careers.

The main purpose of the Fund can broadly be described as the creation of experiences and opportunities providing direct access to professional careers and entrepreneurial environments. Programmes developed through the Fund will impact on young people of all ages across the city, from early engagement in primary schools to secondary and tertiary education, including apprentices and graduates.

In addition, the Careers and Enterprise Company Network has successfully matched 25 schools with 25 businesses to create the Careers and Enterprise Company Adviser Network, which is a strategic employer-led approach to improve careers and employer engagement in schools and colleges. This approach is being developed through the recruitment of an additional Careers and Enterprise Co-ordinator to build on and deliver this good work across the city.

Using our influence as a major employer in the city, Manchester City Council is building on the 2017 work experience pilot, which saw a number of placements made available online for residents to apply for. Partners such as BreakthroughUK, Barnardo's and Work Club providers welcomed its ease of use and accessibility; work placement opportunities can now be accessed through the new

'Greater Jobs' system. Manchester City Council will identify 'Work Experience Champions', who will be tasked with sourcing a variety of exciting placements. The programme will be launched in a way that ensures partners working with priority groups are aware of these new opportunities. This will mean that residents who would benefit the most from these opportunities will be in a prime position to participate.

Residents out of work

Out-of-work benefit claims can be used as a proxy for worklessness. Out-of-work benefits include:

- Jobseeker's Allowance (JSA)
- Universal Credit (UC) claimants not in employment
- Employment Support Allowance/ Incapacity Benefit (IB)/Severe Disablement Allowance (SD)
- Lone Parent Income Support (LPIS)
- Pension Credit (under 65)
- Other income-related benefits.

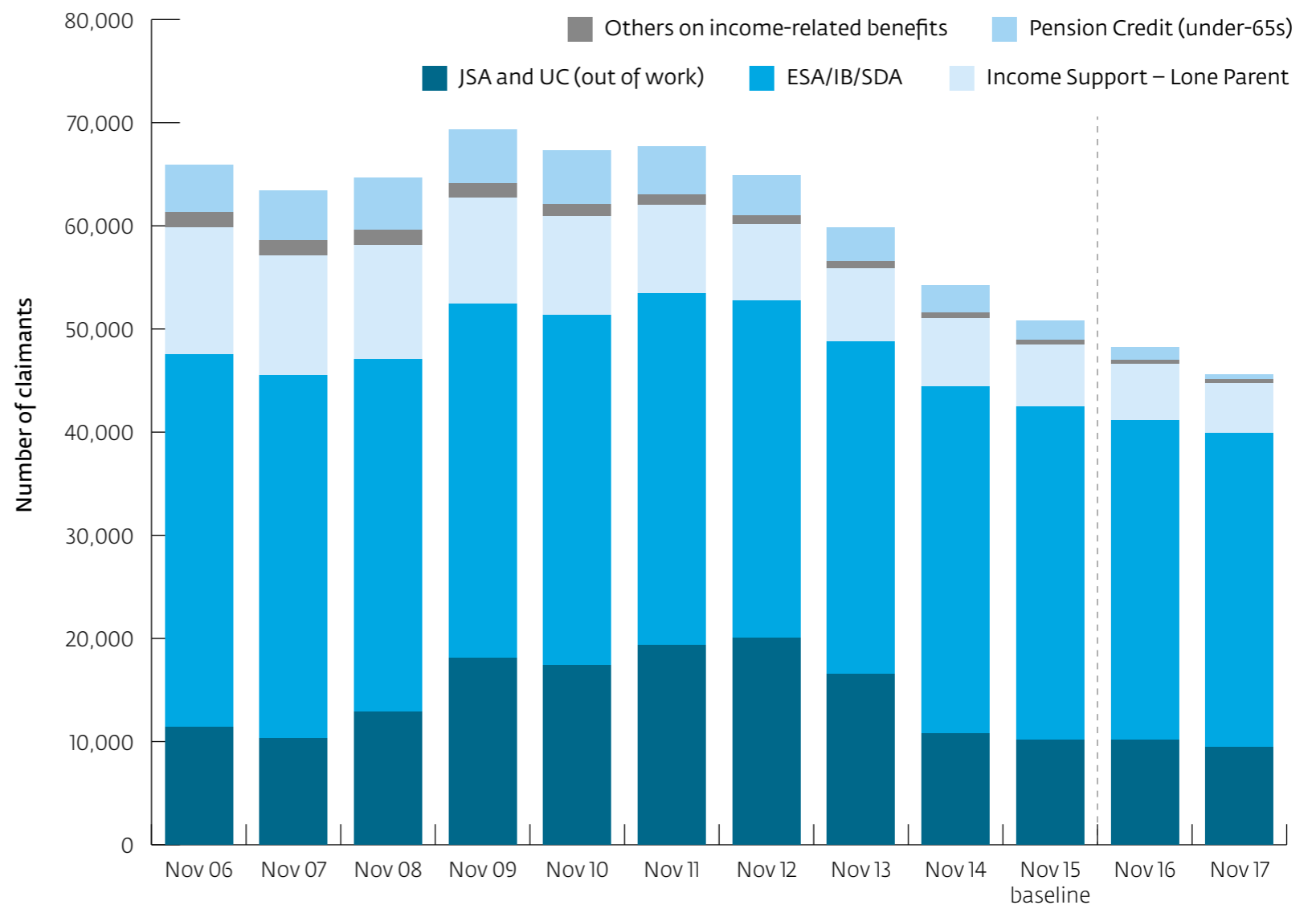
At 11.9%, the out-of-work benefits claim rate¹² remains higher than the national rate for those aged 16 and over, but over the past ten years the gap has reduced from 7.1 to 3.1 percentage points in November 2017. In the context of rapid working-age population growth, maintaining a rate of reduction on a par with national comparators suggests that the city's increased population growth is not coming at the expense of increased benefit dependency.

Despite Health and Work programmes such as Working Well, Fit for Work and Healthy Manchester, there is a cohort of residents who remain economically inactive due to long-term health conditions. Figure 3.14 shows that although the number of Employment and Support Allowance (ESA)/Incapacity Benefits (IB) claims is reducing, the figures remain high, with 30,480 claims in November 2017 compared to 32,300 at the November 2015 baseline. However, this figure is now moving in a positive direction and given the underlying health conditions and length of time that many of this group have been out of work, progress will be

slow. The 'A progressive and equitable city' chapter sets out how we are developing new models of intervention tailored to this cohort,

which will break the cycle of unemployment and provide the skills, confidence, resilience and opportunities to return to the workplace.

Figure 3.14
Number of out-of-work benefits being claimed by residents aged over 16 (November snapshot)

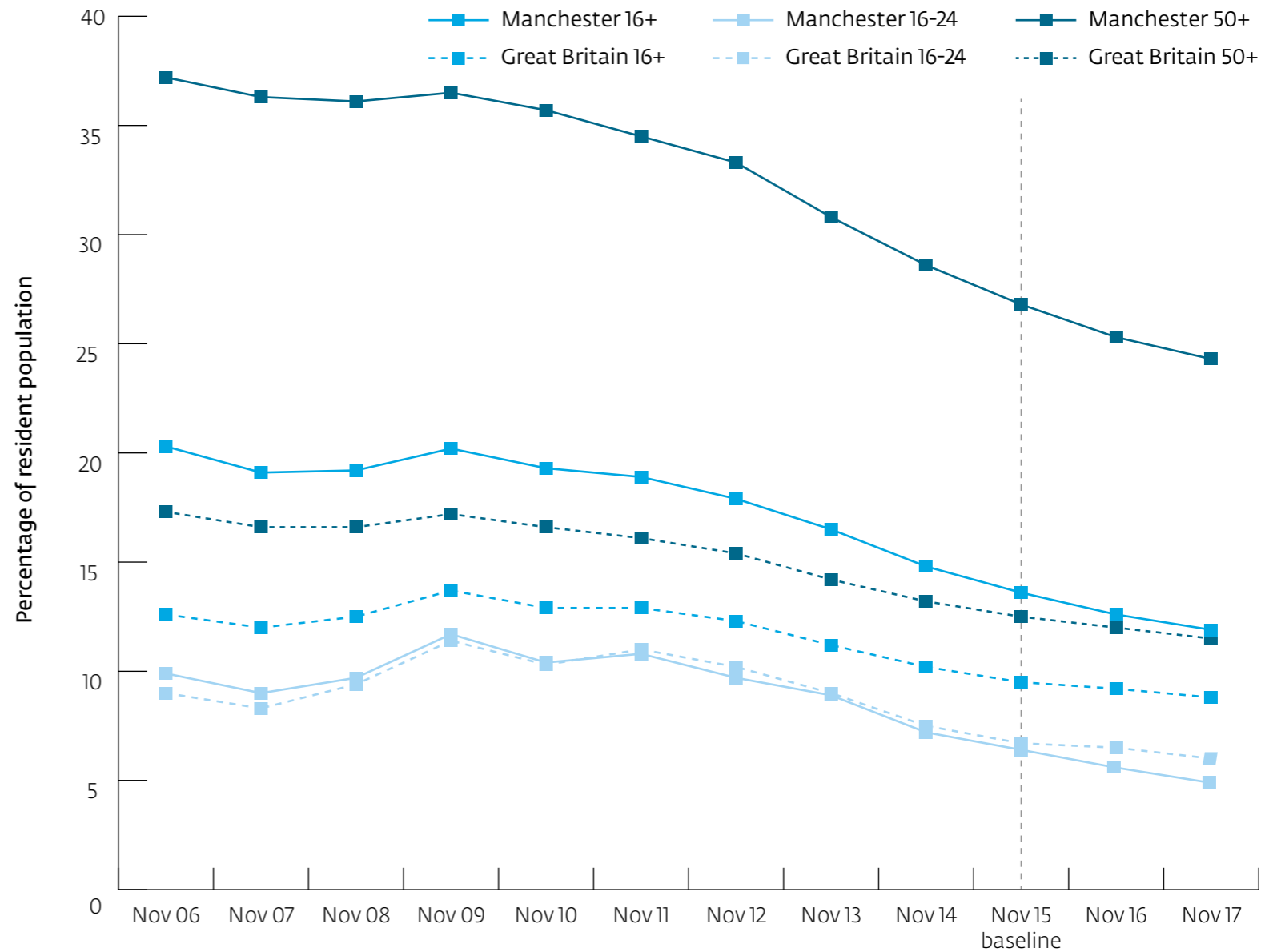


Source: Department for Work and Pensions

¹² Rate estimated by Manchester City Council, based on claimant count figures released by DWP. There will be a small element of double-counting, as a person claiming multiple benefits is counted multiple times

Related to this, there is a disproportionate level of dependency in those who are over the age of 50 and economically inactive. As illustrated in Figure 3.15, Manchester's out-of-work benefit claims rate for those aged over 50 is considerably higher than the national average. Although the rate has been steadily reducing over the past ten years (from 36.3% to 24.3%), this compares to a national rate of 11.5% in November 2017. It is estimated that the number of residents aged 50–64 claiming out-of-work benefits in Manchester would need to reduce by 9,000 in order to match the national out-of-work benefits claimant rate. Only 9.1% of Manchester residents aged 16–49 were claiming an out-of-work benefit in November 2017. Of these, 26% were claiming benefits with the potential to move back into work (Jobseeker's Allowance or Universal Credit not in employment claimants); this compares to only 11.8% of the over-50s age group claiming out-of-work benefits. These levels of benefit claimants both reflect and reinforce the health and social inequalities and comparatively poorer health of the 50–64 age group. Also, due to the significant economic challenges across Manchester in the 1970s and 1980s, many people failed to secure a foothold in the world of work, and now in mid-later life face additional challenges in securing and sustaining good work.

Figure 3.15
Percentage of resident population claiming an out-of-work benefit (November snapshot)



Source: Department for Work and Pensions. Rate estimated by Manchester City Council, based on claimant count figures released by DWP. There will be a small element of double counting as a person claiming multiple benefits is counted multiple times.

It is not just the financial arguments that support the focus on encouraging over-50s into work. Evidence shows that good employment beyond the age of 50 can support financial resilience and promote positive emotional wellbeing; it can also contribute to opportunities to remain socially connected and improve healthy life expectancy.

Manchester's Strategy for Ageing pledges several 'We Wills' that relate to over-50s employment, such as:

- Work with businesses and employers so they will recognise the value of older workers – retaining highly skilled and experienced workforces, providing healthy work, ongoing training, and maintaining older workers' skill levels
- Raise levels of economic participation in the over-50s
- Reduce the number of older workers falling out of work due to ill health.

We are working with partners such as Manchester Health and Care Commissioning, employers, employment support providers and Manchester residents over the age of 50 to deliver these. Work is in its infancy, but the focus will be broadly on working with partners to address gaps in skills and raise levels of economic participation in the over-50s, and work to ensure employers maximise employment opportunities for the over-50s.

Conclusion

Overall, there are more of the city's working-age population in work than five years ago; increasingly, our population – particularly our younger population – is better qualified and more highly skilled. The Council and its partners have a focus on improving school-readiness to ensure all children get the best start in life. Although school attainment at KS2 and KS4 remains slightly below national levels, the gap continues to reduce, and Manchester's children and young people are making good progress. Manchester has above-national rates of our population skilled to degree level and above, with more of our young people progressing to higher education. The city is retaining a good proportion of graduates,

but the city's growth sectors need more people with higher-level skills, particularly in STEM subjects. Challenges also remain:

- an estimated 78,000 residents do not have the basic skills needed to access and sustain work¹³
- there is a huge demand yet a reducing budget for English for Speakers of Other Languages (ESOL) provision
- lower skills and economic participation rates of the city's over-50 population and poor health remain key barriers to employment.

Progress is being made to connect more of the city's residents to the growing number of employment opportunities and careers available as a result of the city's growth. Across the Council, we have become better at using our existing levers as a commissioner, procurer of goods and services, an employer, and as a planning authority. This has provided opportunities to make a greater impact for our unemployed residents, including our priority groups who otherwise would find it difficult to compete in the labour market. There will be an increased focus on the over-50s age group this year.

¹³ ONS, Annual Population Survey, January to December 2017; no qualifications and NVQ level 1

At a strategic level, the Industrial Strategy will provide a framework to embed work and skills as part of the focus on Inclusive Growth. The Devolution of the Adult Education Budget to the Greater Manchester Combined Authority (GMCA) will be in place for the 2019/20 academic year. It provides an opportunity to commission adult skills and learning that better meet the needs of Greater Manchester's residents, particularly those who have few or no qualifications (Manchester has the greatest number of these within Greater Manchester). There will also be a greater focus on outcomes, including employment. The 2018/19 academic year will be one of preparation, and the Manchester Adult Education Service will map our current provision against the Greater Manchester outcomes to ensure that any potential gaps or challenges can be addressed.

The Apprenticeship Levy will continue, and apprenticeships will offer existing employees, and those entering the labour market, opportunities to develop skills. We will continue to work to promote them, particularly in sectors where there are skill shortages and where there are opportunities to connect more Manchester residents to better skilled employment.

Chapter 4: A progressive and equitable city

Overview

The Council's aim is for everyone in the city to have the same opportunities, life chances and the potential to lead safe, healthy, happy and fulfilled lives, irrespective of where they live or were born. This means reducing the disparities between different areas of the city. Manchester has made real progress towards achieving this through improved education and housing, better access to jobs, falling numbers of children growing up in poverty, and a reduction in the numbers of young people not in employment, education or training. A main reason for this progress is the strength of the collaboration between organisations, businesses and residents.

Despite these gains there are still areas of intense deprivation in the city. These are far less widespread than they were ten years ago, but exist nonetheless, and we must do more to address them.

As a city we are in the process of radically transforming public services so they are focused around people and communities rather than organisational silos. We are working across traditional boundaries with the voluntary sector to bring innovation and new ways of working to the fore. In tandem we all need to recognise, as citizens, the responsibilities we have to ourselves, our families, our communities and the city.

We intend to radically change health outcomes over the next decade using new devolved powers over health and social care. We are bringing together health providers, the Council, voluntary sector and communities in new ways that will target the specific problems we have in Manchester. Integration of health and social care has the potential to transform the experience and outcomes of people who need help by putting them at the heart of the joined-up service. There is a focus on public health and preventing illness, as well

as transforming care for older people so that they can stay independent for longer. As a city we have world-leading strengths in health-related research. We will use our research strengths and our capability for testing new drugs and therapies to benefit our residents and radically improve the city's health outcomes.

We need to continue to go further over the next ten years, scaling up the programmes that work, and designing new programmes with the voluntary sector and other partners that address the challenges we have as a city. There needs to be a renewed focus on preventing problems occurring, by ensuring that people can access the help they need early and that they are equipped to take care of themselves.

As a progressive and equitable city we will:

- Radically improve health outcomes, integrating health and social care, and supporting people to make healthier choices, so that they have the right care at the right place at the right time
- Reform services for children and families, increasing the number of children arriving at school ready to learn, supporting their future independence and increasing their life chances
- Continue to work with the voluntary and community sector to find new ways of reaching those communities that remain untouched by Manchester's success, creating resilient and vibrant communities of people
- Continue to be recognised as a pioneering Age-Friendly city
- Aim to be the UK's youth capital
- Use devolved powers to expand our programmes to support people with complex and multiple problems to get their life back on track

- Support people to find work, stay in work and progress at work, so that all residents can take advantage of the opportunities of economic growth and are able to provide for their children
- Ensure that shelter and support are available for homeless people who want and need it.

Child poverty

In October 2017, Manchester City Council and its partners across the city officially launched the **Family Poverty Strategy (2017–2022)** at the Financial Inclusion Conference. The Strategy was developed to address poverty in Manchester, which is a major challenge affecting many of the city's families.

The true extent of child poverty in the city is difficult to measure. The End Child Poverty statistics show the rate of child poverty in Manchester was 40% in 2015 and increased to 43.6% in 2017; these figures are backed up by the Institute for Fiscal Studies, which projects an overall increase in child poverty by 2020.¹ However, the latest figures from HM Revenue and Customs (HMRC) indicate that the rate of child poverty in Manchester has fallen from 35.6% in 2014 to 28.2% in 2015. The limitations in accurately measuring poverty continue to

be an issue, and the transition to Universal Credit will further impact on these figures and the ability to quantify the number of families living in in-work poverty. The Council and its partners have agreed to continue to monitor the HMRC statistics, but to also investigate other more comprehensive statistics that more accurately depict the full scale and impact of poverty in Manchester.

The Strategy itself was co-designed and developed using an Our Manchester approach. It placed the child at the centre and utilised qualitative and quantitative research and intelligence. Following the launch, a collaborative approach to implementation was promoted to ensure that the Strategy can lead to better outcomes for residents. In addition, small-area statistical analysis has been carried out to understand which neighbourhoods in Manchester are facing the most acute challenges, but also what strengths and assets these communities possess.

¹ The Institute of Fiscal Studies have modelled a projection for the most deprived IMD (Indices of Multiple Deprivation) decile of local authorities, which for 2019–21 children is 42.3%. This is from the report 'Living standards, poverty and inequality in the UK: 2017/18 to 2021–22'. Specific projections for Manchester are not available.

A governance structure has been established to progress the delivery of the ten priorities of the Strategy (Table 4.1). This comprises a core group that has overarching responsibility to oversee the work, and three working groups aligned to each of the three themes of the Strategy. They are:

1. Sustainable work as a route out of poverty
2. Focus on the basics
3. Boosting resilience and building on strengths

The working groups have focused on finding solutions that will result in tangible outcomes, and have adopted the Our Manchester principles, including talking to residents and listening to their ideas to enable genuine co-design of solutions.

Table 4.1

Summary of ten priorities from Manchester Family Poverty Strategy 2017–2022

Sustainable work as a route out of poverty
1. Affordable childcare for parents
2. The role of Anchor Institutions
Focus on the basics – raising and protecting family incomes
3. Mitigating the impact of welfare reform on families with children
4. Tackling the poverty premium
5. Food and fuel
6. Improving children’s health
Boosting resilience and building on strengths
7. Strength-based approach in communities (Belonging)
8. Improving the identification and signposting of families in poverty (Coping)
9. Poverty-proofing services (Coping)
10. Embedding careers advice and aspiration in schools (Learning)

Ensuring the best outcomes for vulnerable children

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

The **Children and Young People's Plan** – Our Manchester, Our Children (2016–2020) – translates the Our Manchester priorities and the 64 'we wills' into a vision for 'building a safe, happy, healthy and successful future for children and young people'. This means:

→ All children and young people feel **safe**, their welfare promoted and safeguarded from harm within their homes, schools and communities.

- All children and young people grow up **happy** – having fun, having opportunities to take part in leisure and culture activities, and having good social, emotional and mental wellbeing. It also means all children and young people feeling that they have a voice and influence as active Manchester residents.
- The physical and mental **health** of all children and young people is maximised, enabling them to lead healthy, active lives, and to have the resilience to overcome emotional and behavioural challenges.
- All children and young people have the opportunity to thrive, and achieve individual **success** in a way that is meaningful to them. This may be in their education, or in their emotional or personal lives.

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

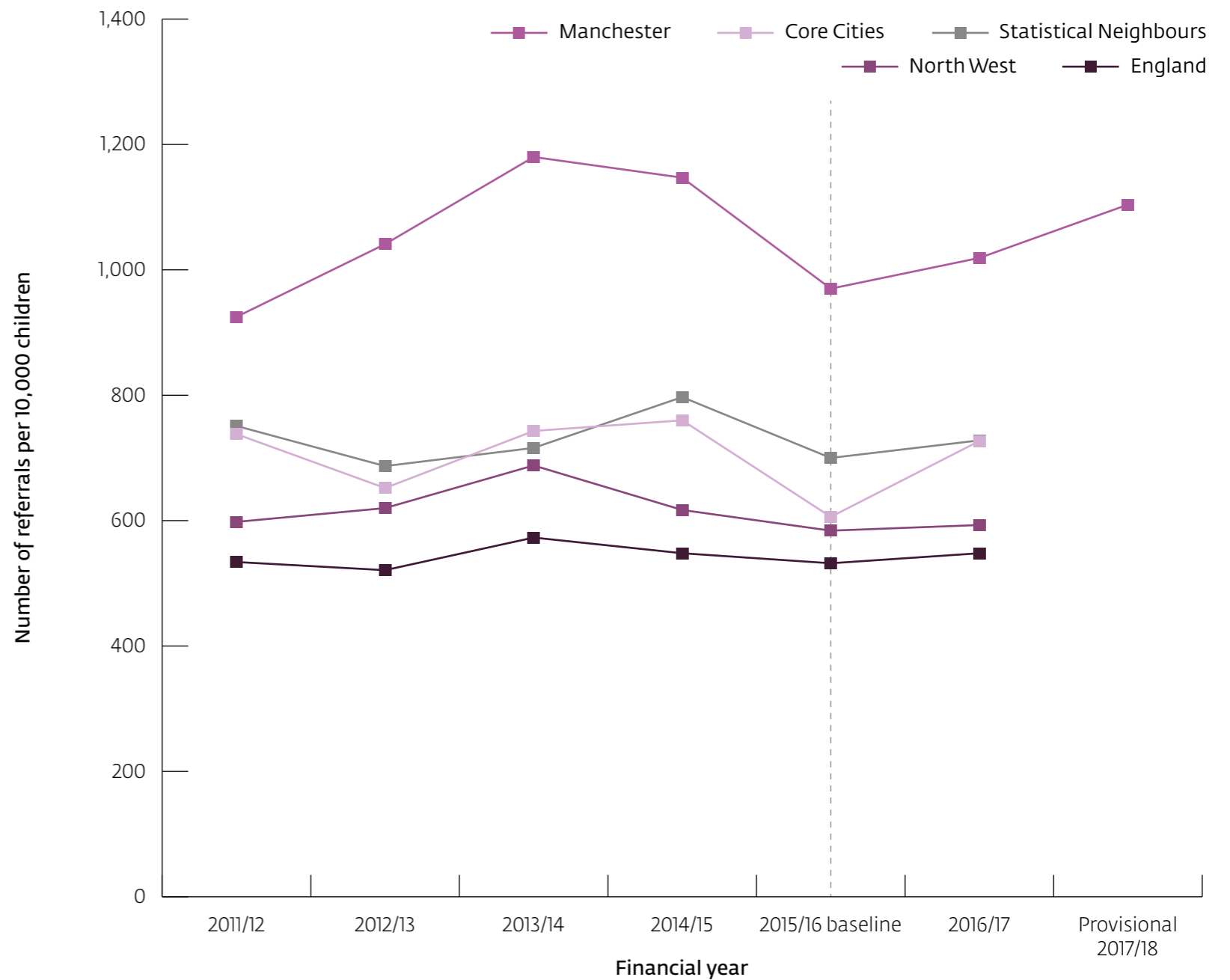
Since 2015, significant progress has been made within Children and Education Services in improving the services Manchester's children and young people receive. This has seen Ofsted judge Children's Services to no longer be 'inadequate' in November 2017.

Referrals to Children's Services

The provisional 2017/18 rate of referrals of 1,104 is lower than in 2013/14 and 2014/15, but the rate has been rising over the past two years. The rate of referrals remains significantly above the national (548), regional (593), Core City (727) and statistical neighbour (728) averages for 2016/17.

Figure 4.1

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



Source: Department for Education/MiCare

Looked After Children (LAC)

Figures 4.2 and 4.3 show that following a decrease between 2014 and 2017, the provisional rate of children looked after by the Council has increased to 105 per 10,000 in 2018; this remains above the national (62), regional (86), Core City (82) and statistical neighbour (94) averages for 2017. There were 1,255 Looked After Children at the end of March 2018 – a decrease from the 2015 baseline of 1,291. Although the rate of Looked After Children is consistently above comparator authorities, the increase in 2017/18 is reflective of a national trend.

Figure 4.2

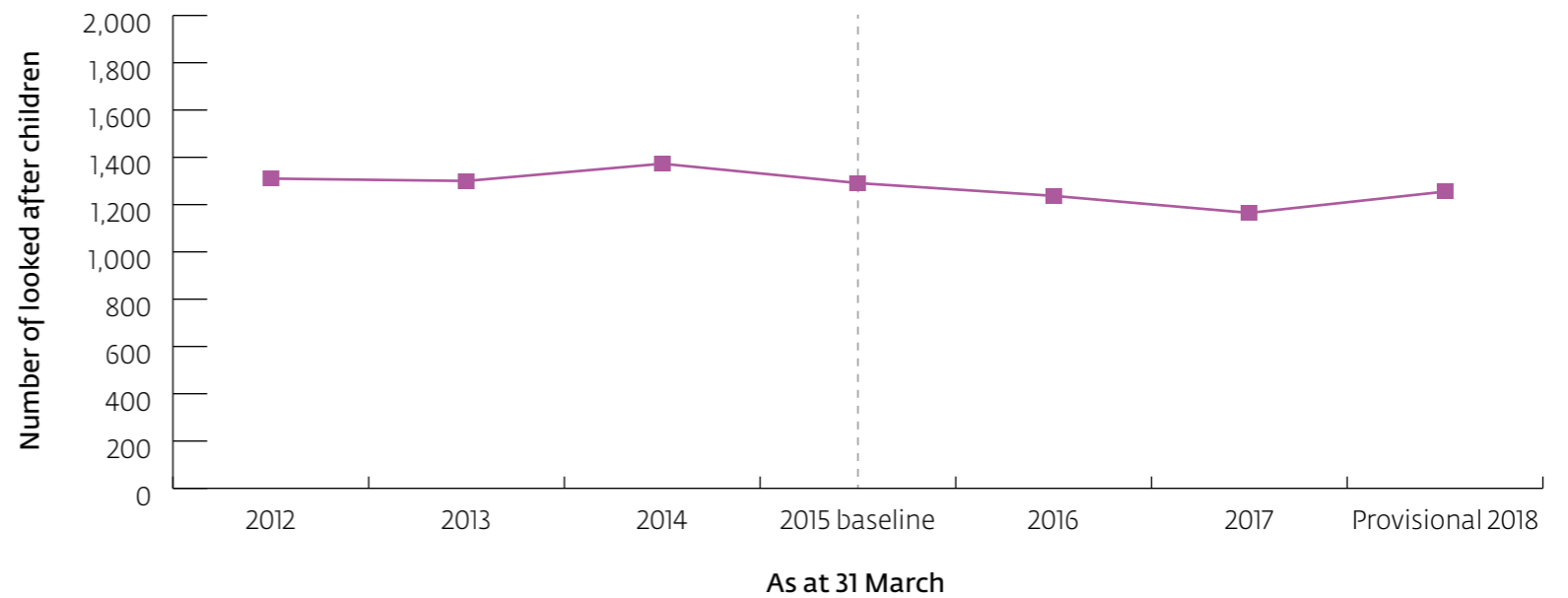
Rate of Looked After Children per 10,000 of the child population aged under 18, as at 31 March



Source: Department for Education

Figure 4.3

Number of Looked After Children



Source: Department for Education

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

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

Edge of care

Children's Services employs a range of evidence-based interventions aimed at supporting families to remain together, and where possible prevent the need for children to enter care, or where they do, ensure a timely return home. These interventions include Families First, Multi-Systemic Therapy, Multi-Treatment Foster Care, and the Adolescent Support Unit.

Alonzi House provides outreach and respite for families with young people approaching crisis point and on the very edge of care. It works to support families and young people to manage and de-escalate issues so that families can remain together. Additionally, the unit is now delivering the Family Group Conferencing Programme. This brings extended family networks together when there is a risk of children entering the care system, to mediate issues, develop wider resilience and support, and empower the family network.

Care planning and practice

Fundamentally, the approach to reducing the number of children entering the care system depends on early intervention and high-quality practice that assesses risk and issues, and plans for sustainable change in families' and individuals' behaviour. Children's Services has a well-developed workforce development strategy that works to deliver improved practice in the key areas that will ultimately improve outcomes for all children (including those at risk or in care), such as improvements in risk assessment and SMART planning.

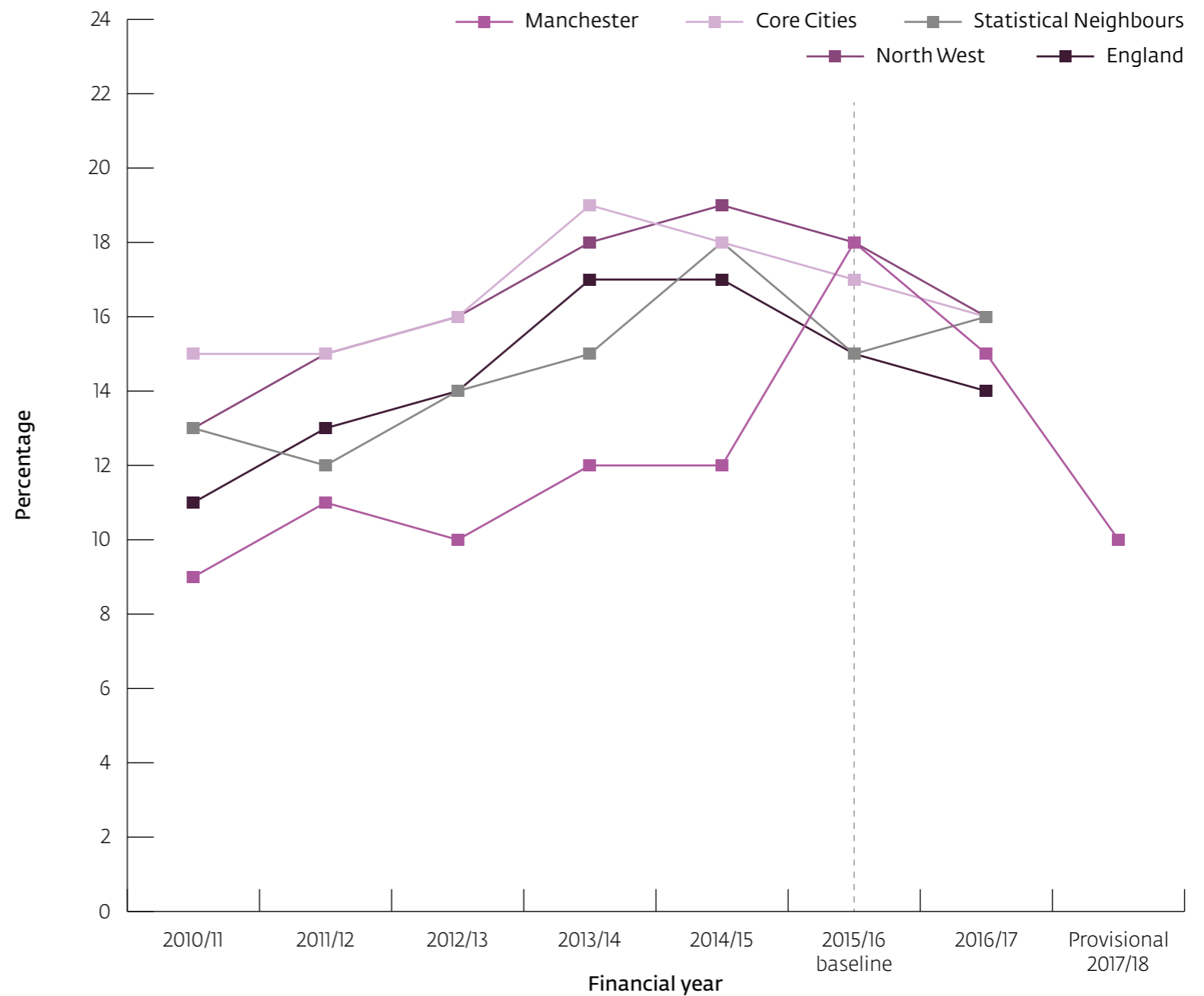
Permanence

Planning for a permanent 'forever home' for children begins from the very first interaction with the social care system. This is the essence of reform being delivered by the service to improve outcomes for Looked After Children and to prevent the need for children to go into care. The priority permanence solution is always for children to remain in the family home. If this is not viable, it is essential that practice, and the framework of policy and process underpinning it, is focused on planning for and securing alternative solutions outside the looked after system as soon as possible. This may include options such as placement with family or friends through special guardianship orders or adoption. The service is developing a new permanence policy and framework, alongside the ongoing workforce development strategy to promote this.

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

Figure 4.4 shows that the percentage of children ceasing to be LAC through adoption fell in 2017/18: from 15% in 2016/17 to 10%. Although the latest comparator figures are not yet available, the most recent national, regional and Core City average figures indicate rates have been falling since 2014/15.

Figure 4.4
Percentage of children ceasing to be looked after during the year who were adopted



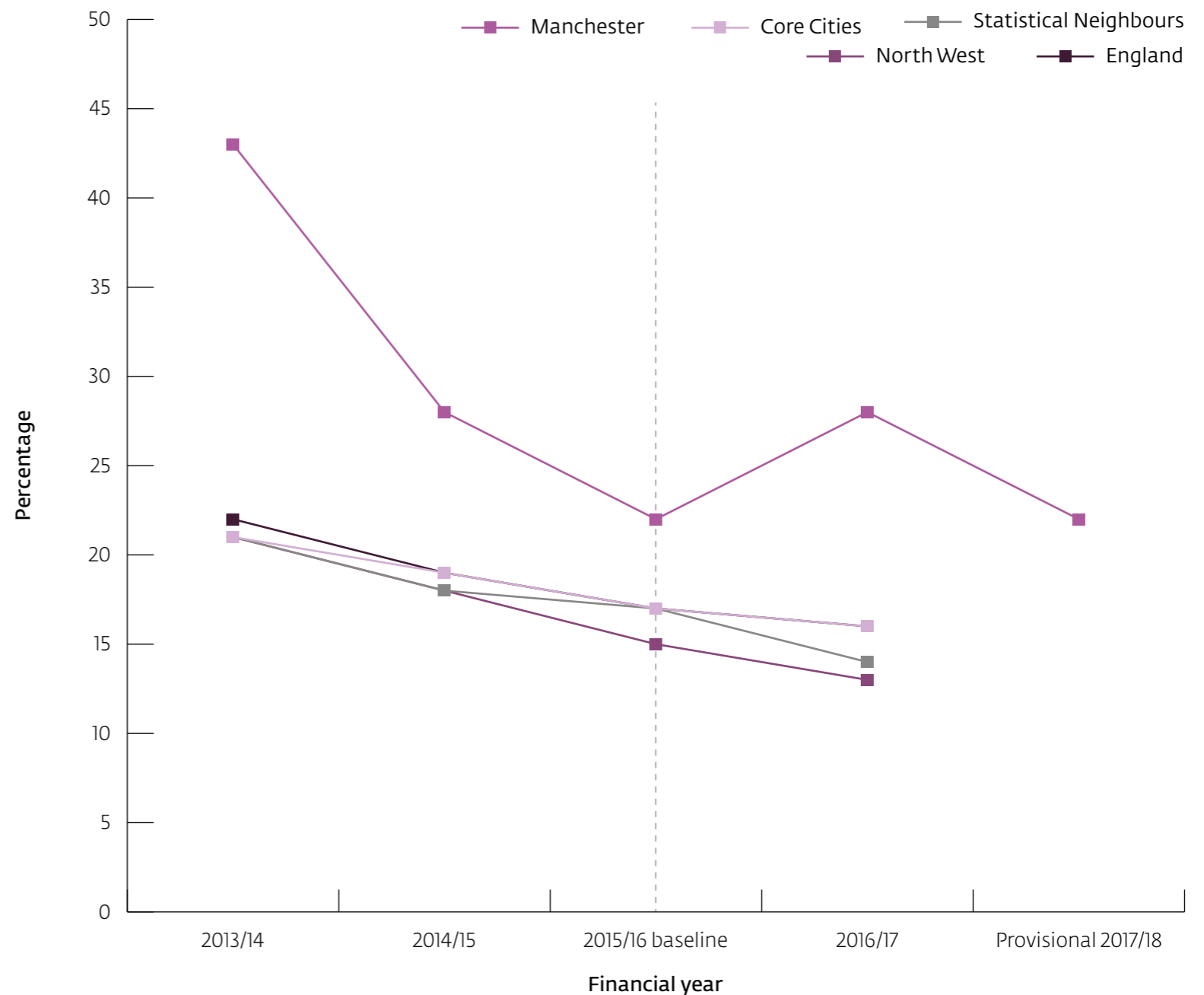
Source: Department for Education

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

Figure 4.5 shows that the percentage of care leavers aged 19–21 who were in unknown or unsuitable accommodation has fallen since 2016/17, to 22% in 2017/18, in line with the 2015/16 baseline. Based on the most recent comparator figures available, Manchester’s performance remains below that of other comparator groups.

Like all local authorities Manchester now has a duty to provide support for all care leavers who want it up to the age of 25. In line with this, the Council has been reviewing its Care Leavers Offer; within this there is a focus on ensuring that all Care Leavers have access to suitable accommodation.

Figure 4.5
Percentage of care leavers aged 19–21 who were in unknown or unsuitable accommodation



Source: Department for Education

Early Help

Manchester has recently refreshed its strategic approach to Early Help. Our ambition, articulated in the **Early Help Strategy (2018–2021)**, is that 'Families, particularly those with multiple and complex needs, will have access to co-ordinated Early Help in accordance with need as soon as difficulties are identified. The offer is personalised, multi-agency and embedded within a whole-family approach. Children and young people in those families will live safe, happy, healthy and successful lives.'

Over the past ten years, early intervention and prevention or Early Help has become increasingly important nationally and in Manchester. A number of reviews have identified that providing Early Help can enable children, young people and their families to achieve their potential, and reduce demand on more reactive and expensive services. The national Troubled Families (TF) programme is now fully integrated with Manchester's offer of Early Help and is a central part of our approach to support children, young people and families.

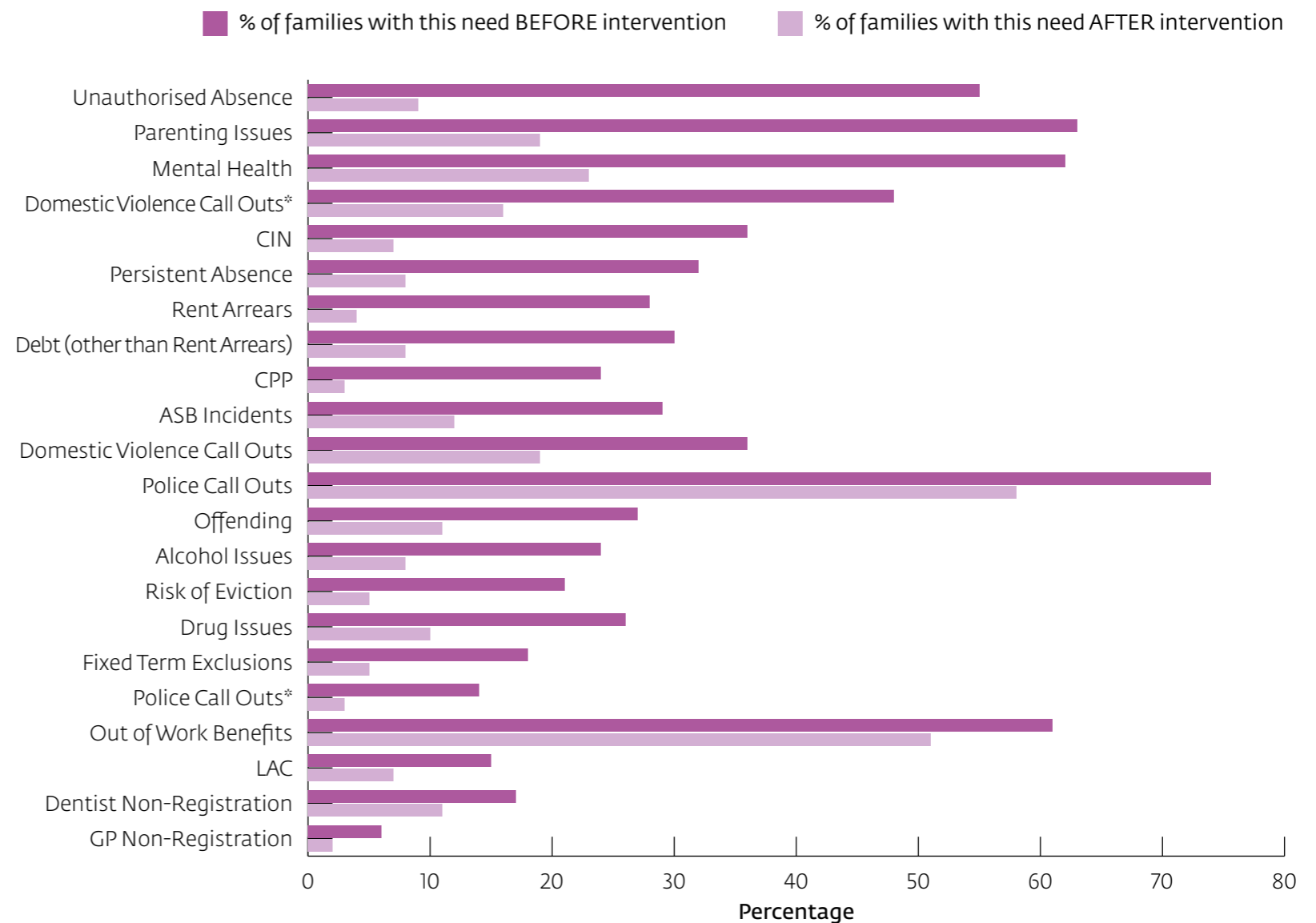
Figure 4.6 highlights the positive impact Early Help support can have on a family. The figure highlights some of the difficulties families were experiencing at the beginning of the

support they received and whether this was still a problem at the end of the intervention. This information relates to families who

received their offer of early help through a Council Early Help Practitioner.

Figure 4.6

Presenting need at start and end of intervention (families who have received support during the period 2012–2017)



Source: Manchester City Council Performance, Research and Intelligence. Based on 1,393 families. *Keyworker assessment only

The funding available for the successful delivery of the Troubled Families programme has been devolved to the Greater Manchester Combined Authority (GMCA) and will come to an end in March 2020. Manchester is using the funding available from GMCA to support the delivery of the Early Help Strategy (2018–2021) and to further integrate our approach to:

- Continue to grow the multi-agency offer of Early Help in the city through our locality-based Early Help Hubs and other 'place-based' settings such as schools and children's centres.
- Develop further an Early Help culture centred on positive behaviours, such as strength-based conversations
- Promote the use of the Early Help Assessment as the tool to co-ordinate Early Help support around a family
- Create a visible and accessible Early Help offer through improved use of technology. In addition, provide families with the tools to help themselves.

Look out for Manchester's refreshed Early Help Strategy here:
www.manchester.gov.uk/earlyhelppractitioner

Case study: Early Help Strategy – working together to support families

A family made up of Mum, Dad and an 11-month-old child came to Manchester from overseas. Mum was pregnant and had a traumatic unplanned birth at home, assisted by Dad. An outreach worker from the local Sure Start Centre and a midwife made a joint home visit and encouraged Mum to attend the Sure Start Centre for a baby play session, and the healthy child drop-in clinic. The family were living in a small, dark and damp private rented flat. Dad was working very long hours, Mum had social anxiety and found it difficult to leave the house, and the 11-month-old baby had few toys, little space to play, and was upset due to Mum's anxieties.

The outreach worker built up a good relationship with the family and worked with the health visitor and midwife to complete an Early Help Assessment. Emotional, health, social and practical support for the family was organised, including access to local Children's Centre services, housing advice, hospital appointments, diagnosis and hospital treatment for Mum's postnatal depression, and toys for the children.

The family now live in a more suitable house. Mum is happier and attends regular outpatient review appointments with a psychologist. Mum feels empowered to do things under her own initiative and is able to contact her outreach worker if needed. Both children are now meeting their learning and developmental health milestones, so they are on track to be ready to learn. Mum said: "Thank you for being there for me and my children and being so supportive. So very thankful, especially for you (outreach worker) and my health visitor."

Adult Social Care

The key vision for Adult Social Care and Public Health in Manchester has been set out in the Manchester Locality Plan – **A Healthier Manchester** – which details the strategic approach to improving the health outcomes of residents of the city, while also moving towards financial and clinical sustainability of health and care services.

It builds upon the Our Manchester Strategy, which is underpinned by the **Joint Health and Wellbeing Strategy**, the city's overarching plan for reducing health inequalities and improving health outcomes for Manchester residents. The Locality Plan sets out how this transformation will be delivered. The plan is supported by growth, development of skills, education, Early Years, improved housing and employment. Partners working across Manchester – in the public sector, in businesses, in the voluntary sector and communities – all have a role to play in making Manchester the best it can be.

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

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

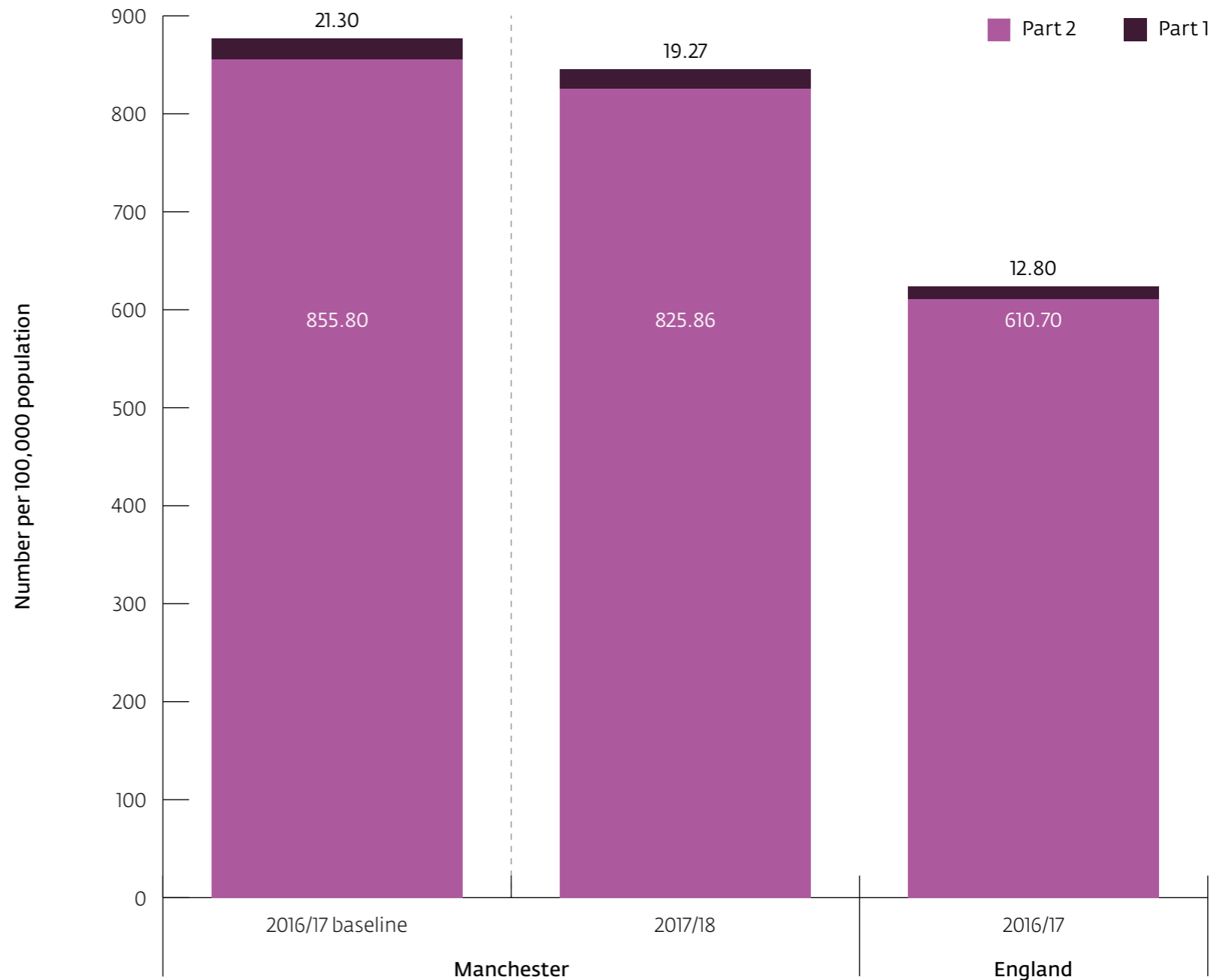
Commissioners and providers of health and care have now brought together a single commissioning function, Manchester Health and Care Commissioning (MHCC). This ensures that duplication and fragmentation of service provision is removed and that unnecessary costs are avoided. In addition, it means that our clinical leaders shape the model of delivery most suited to meet the needs of residents in Manchester, so they can receive the right care, at the right time, in the right place.

The new Manchester Local Care Organisation (MLCO) – a partnership between Manchester City Council, Manchester University NHS Foundation Trust, Manchester Primary Care Partnership, Greater Manchester Mental Health NHS Foundation Trust, and Manchester Clinical Commissioning Group (CCG part of MHCC) – took over the running of statutory community-health and social-care services in April 2018. The MLCO will deliver integrated and accessible out-of-hospital services through community-based health, primary and social-care services within the city's 12 neighbourhoods. Through the combining of resources residents will have access to integrated services, resulting in improved outcomes at reduced cost.

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

Figure 4.7 shows that the rate of those aged 18–64 admitted to permanent residential/nursing care was 19.27 per 100,000 in 2017/18. The rate of those aged 65 and over admitted to permanent residential/nursing care was 825.86 per 100,000 in 2017/18; this is a decrease from the 2016/17 baseline of 855.88 per 100,000, and represents a positive direction of travel.

Figure 4.7 Long-term support needs of younger adults (aged 18–64) (part 1) and older adults (aged 65+) (part 2) met by admission to residential and nursing care homes, per 100,000 population



Source: ASCOF (2A part 1 and part 2), Department of Health, Adult Social Care Outcomes Framework 2017/18

Delayed transfers of care

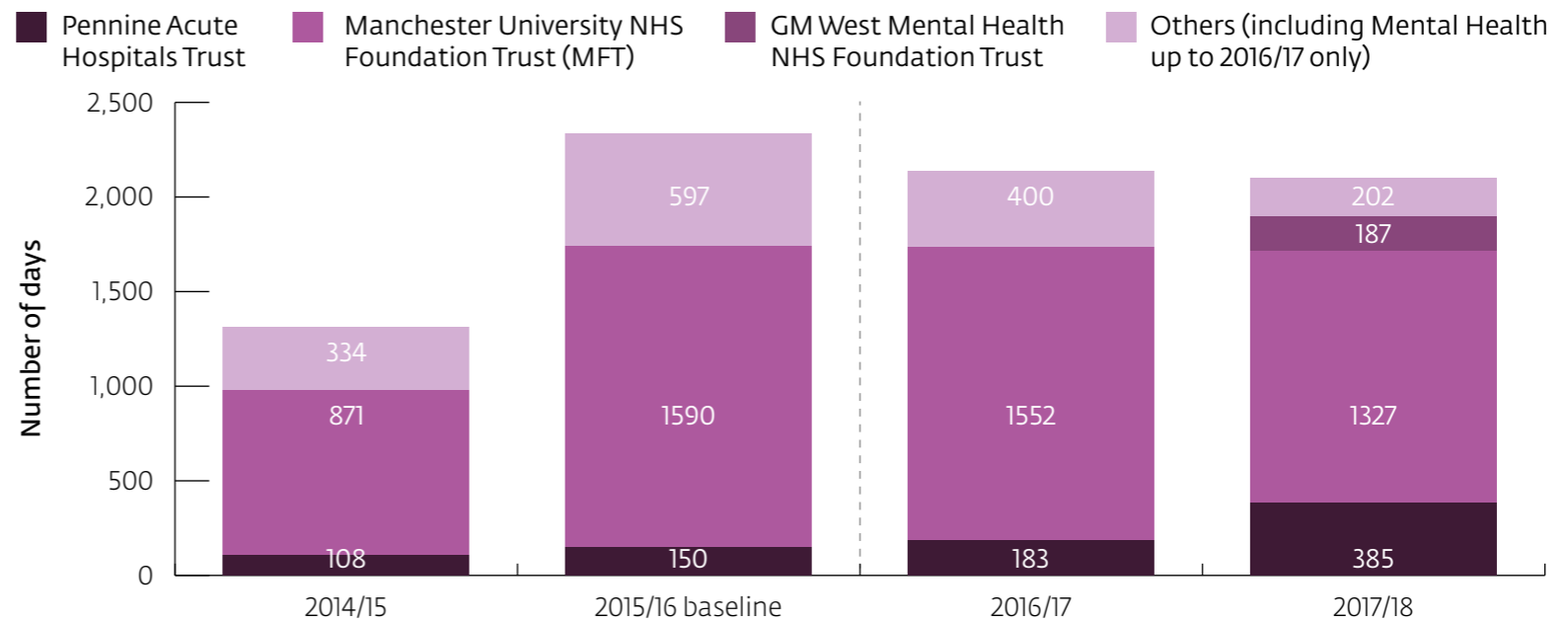
During the latter part of the financial year 2017/18, significant efforts were made to achieve the citywide target of no more than 3.3% of people experiencing a delayed transfer of care across the three hospital sites.

Figures for the last Thursday of March 2018 show 3.4% (increased) of people experienced a delayed transfer of care at Central Manchester University Hospitals (central), compared to 6.4% (increased) at North Manchester General Hospital (north) and 6.4% (decreased) at University Hospital South Manchester (south).

Figures 4.8 and 4.9 show that the number of people delayed has risen, although the number of days has fallen very slightly.

Figure 4.8

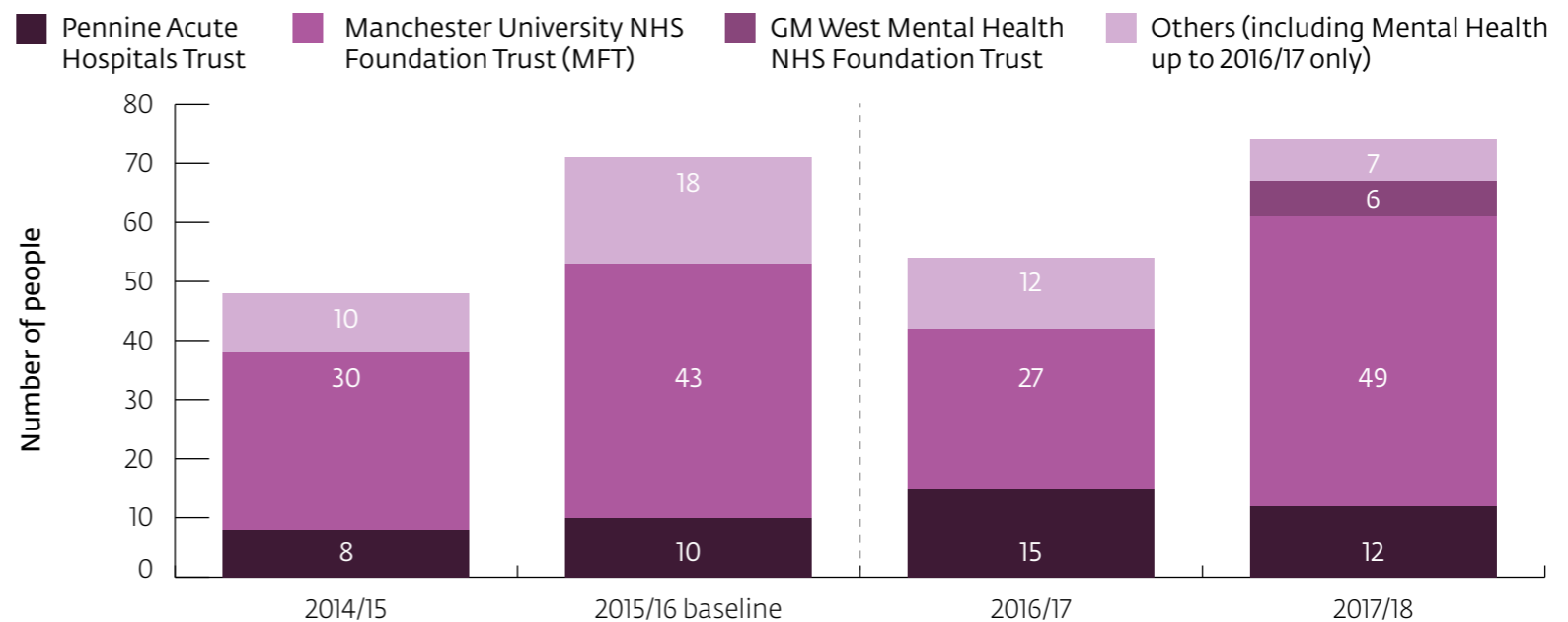
Delayed transfers of care (acute and non-acute delays): number of days delayed on the last Thursday of March



Source: UNIFY2, NHS England

Figure 4.9

Delayed transfers of care (acute and non-acute delays): number of people delayed on the last Thursday of March

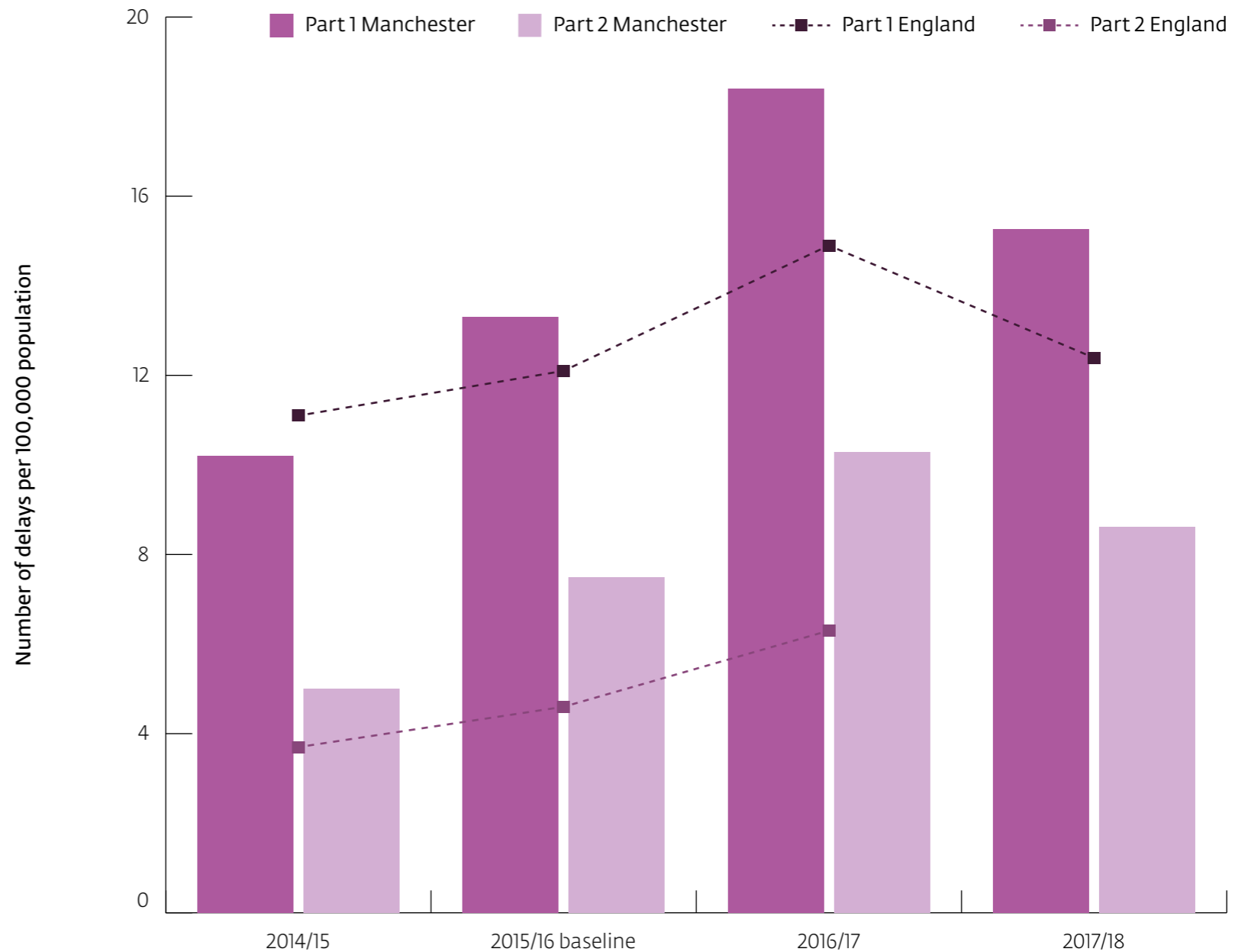


Source: UNIFY2, NHS England

The number of delayed transfers of care (for those aged 18 and over), based on the average of 12 monthly snapshots on the last Thursday of each month (part 1), has decreased over the past year, both in Manchester and nationally. In Manchester the number of delayed transfers of care fell from 18.4 per 100,000 in 2016/17, to 15.27 per 100,000 in 2017/18 (Figure 4.10). This reflects a reduction reported nationally, falling from 14.9 in 2016/17 to a provisional rate of 12.39 in 2017/18. Although Manchester's performance remains worse than the national average, the gap has narrowed.

The average number of delayed transfers of care (for those aged 18 and over) attributable to social care or jointly to social care and the NHS, based on the average of 12 monthly snapshots on the last Thursday of each month (part 2), has also fallen over the past year: from 10.29 per 100,000 in 2016/17, to 8.61 per 100,000 in 2017/18 (Figure 4.10).

Figure 4.10
Delayed transfers of care from hospital (part 1), and those that are attributable to adult social care (part 2) per 100,000 population



Source: ASCOF (2C), Department of Health, Adult Social Care Outcomes Framework 2017/18. Part 2 England not yet available.

Achieving timely safe and effective discharges requires effective partnership working across the whole system of health and social care, including ward, community and hospital discharge teams. For patients with multiple health and social-care needs this can be challenging due to the number of professionals and organisations required to be involved in decision-making regarding future care. In addition, it is essential that citizens and their families are fully involved in the process and any decisions made regarding future care and actions required.

There is a continued effort to reduce delayed transfers of care, and work is underway to develop an integrated discharge team in the south of the city that will focus on a discharge-to-assess model, with Adult Social Care being a strong partner within the team. In addition, Adult Social Care's commitment to support people to return home safely has led to the creation of several apartments across the city to support people to do so safely, with reduced dependence upon residential settings and care.

Population health

The Our Manchester Strategy provides a framework for accelerating some of the recent improvements that have been made in public health by taking a different approach to tackling the wider determinants of health. It supports a renewed focus and emphasis on population health and investment in services that actively promote health and wellbeing, prevent ill health and deliver better health outcomes for the people of Manchester.

The Our Manchester Strategy is underpinned by the **Manchester Population Health Plan**. This is the overarching plan for reducing health inequalities and improving health outcomes for Manchester residents through a greater focus on prevention and addressing the wider determinants of health at neighbourhood level. Five priority areas for action have been identified to be delivered over the lifetime of the plan. These are:

- Improving outcomes in the first 1,000 days of a child's life
- Strengthening the positive impact of work on health

- Supporting people, households and communities to be socially connected and make changes that matter to them
- Creating an age-friendly city that promotes good health and wellbeing for people in mid and later life
- Taking action on preventable early deaths.

A set of performance indicators has been developed that will help demonstrate how the city is progressing towards the priorities set out in the Population Health Plan and Our Manchester Strategy vision to improve health and care outcomes for the people of Manchester by 2025. This section of the report contains some analysis of these indicators. It describes the current baseline and, where possible, looks at progress since the start of the strategy.

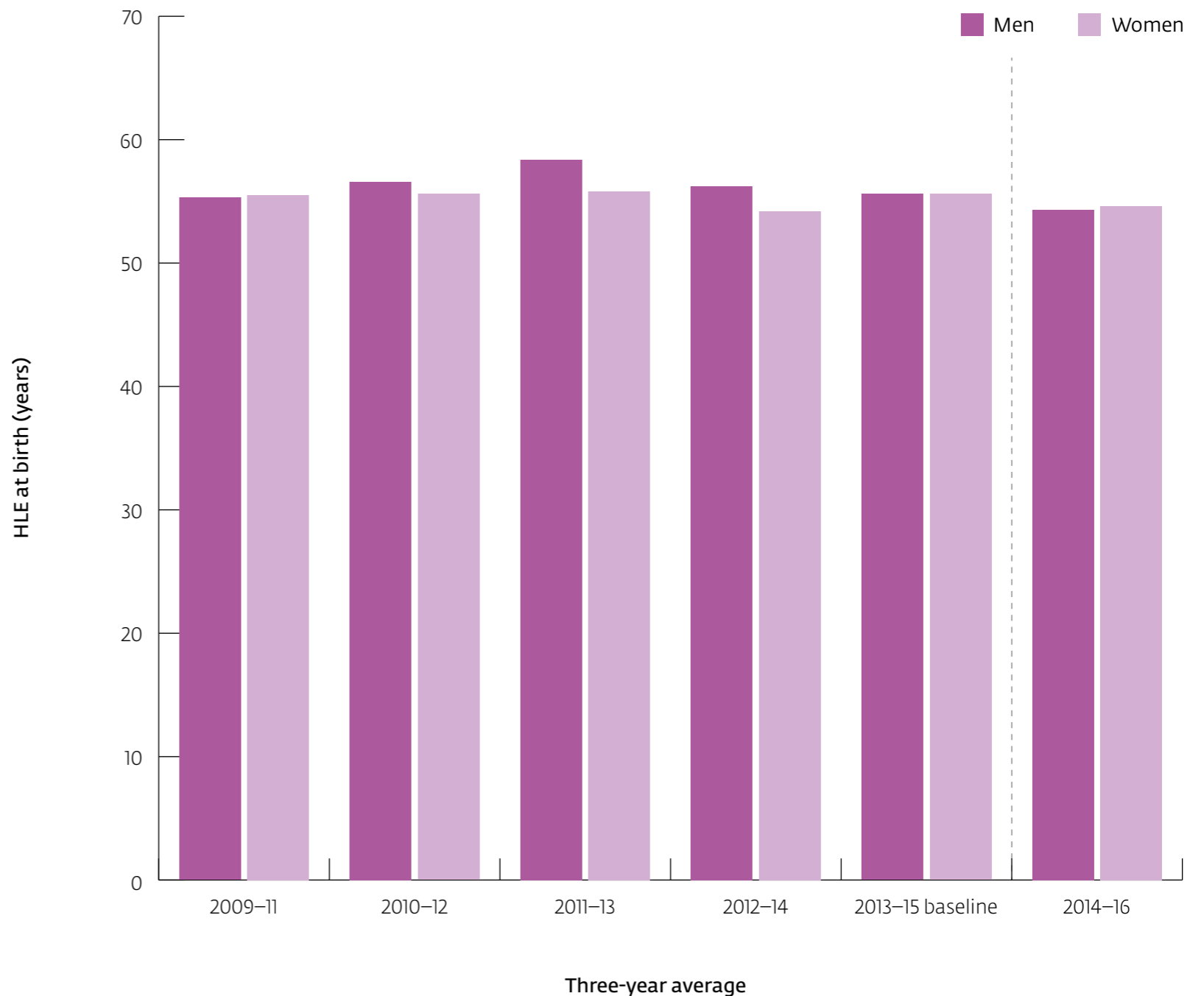
Overarching indicator

Healthy life expectancy at birth

Healthy Life Expectancy (HLE) is a measure of the average number of years a person would expect to live in good health based on current mortality rates and the prevalence of self-reported good health.

The data trend presented in Figure 4.11 shows that the improvements in HLE at birth seen in the early part of this decade have started to level off and fall slightly, particularly among men; this is in line with national trends. HLE at birth for men in the period 2014–16 is just over four years lower than it was in 2011–13. HLE at birth for women is around a year lower than it was in 2011–13. This may be partly due to levels of mortality among a cohort of older people born in the interwar period who have survived longer than some of their peers but with relatively poor self-reported health. Increases in accidental deaths among an existing cohort of people with acute long-term substance-misuse issues may also be a factor.

Figure 4.11
Healthy life expectancy at birth, 2009–11 to 2014–16



Source: Office for National Statistics © Crown Copyright 2017

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

Infant deaths

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

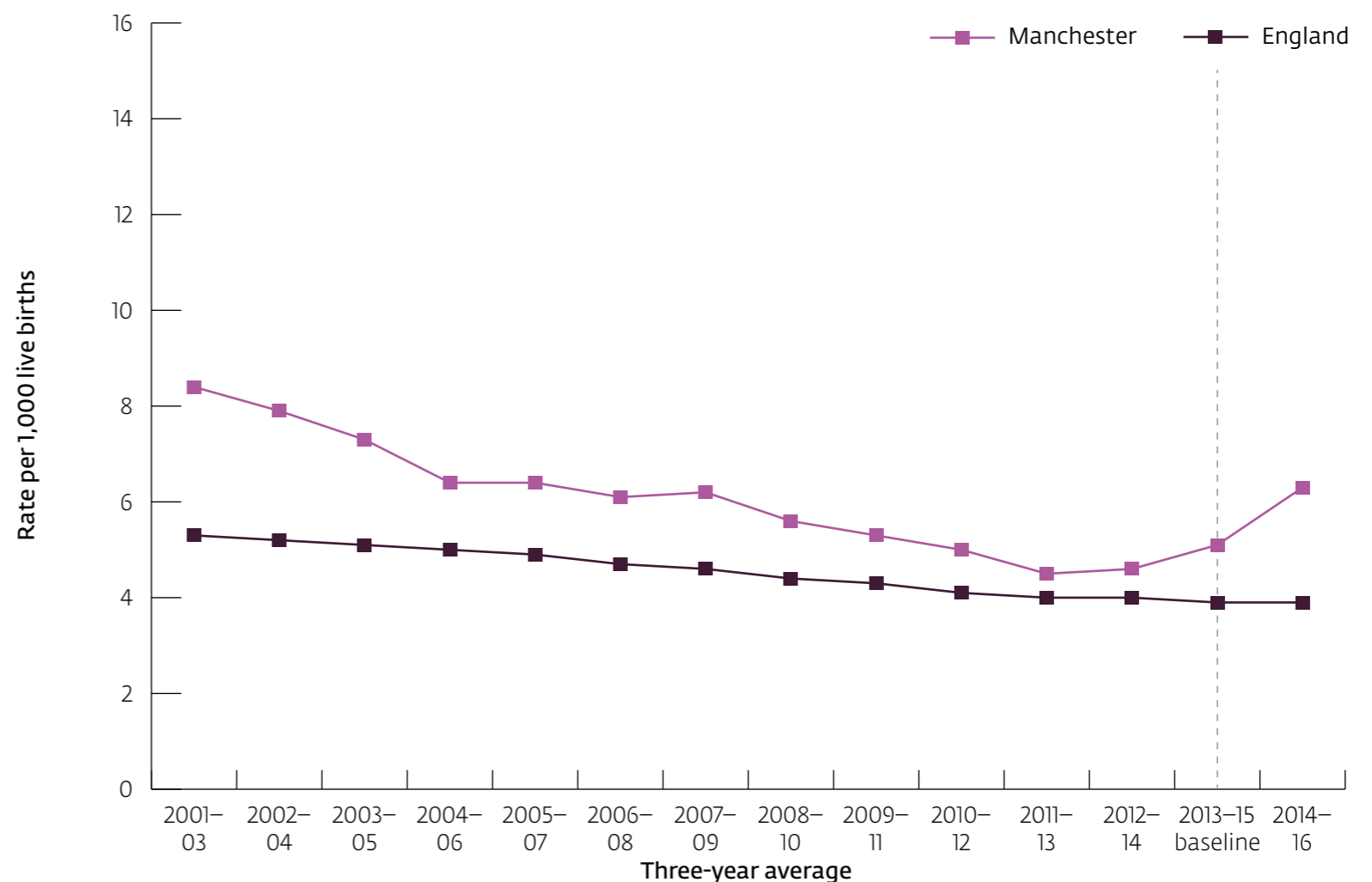
The infant mortality rate in Manchester has fallen substantially since the early 1990s. This is due, in part, to general improvements in healthcare combined with specific improvements in midwifery and neonatal intensive care. Between the periods 2001–03 and 2014–16, the infant mortality rate in Manchester fell from 9.2 deaths per 1,000 live births to 6.3 deaths per 1,000 live births – a 32% fall in the infant mortality rate over this period (Figure 4.12).

Although the infant mortality rate remains low in historical terms, the rate of infant deaths has started to increase in recent years. The number of infant deaths rose by 39%, from 108 in 2011–13 to 150 in 2014–16, despite the fact that the total number of live births has remained

relatively stable over this period. Smoking among mothers, maternal obesity, poverty, and the England-wide shortage of midwives have been cited as potential explanations for the rise.

Figure 4.12

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



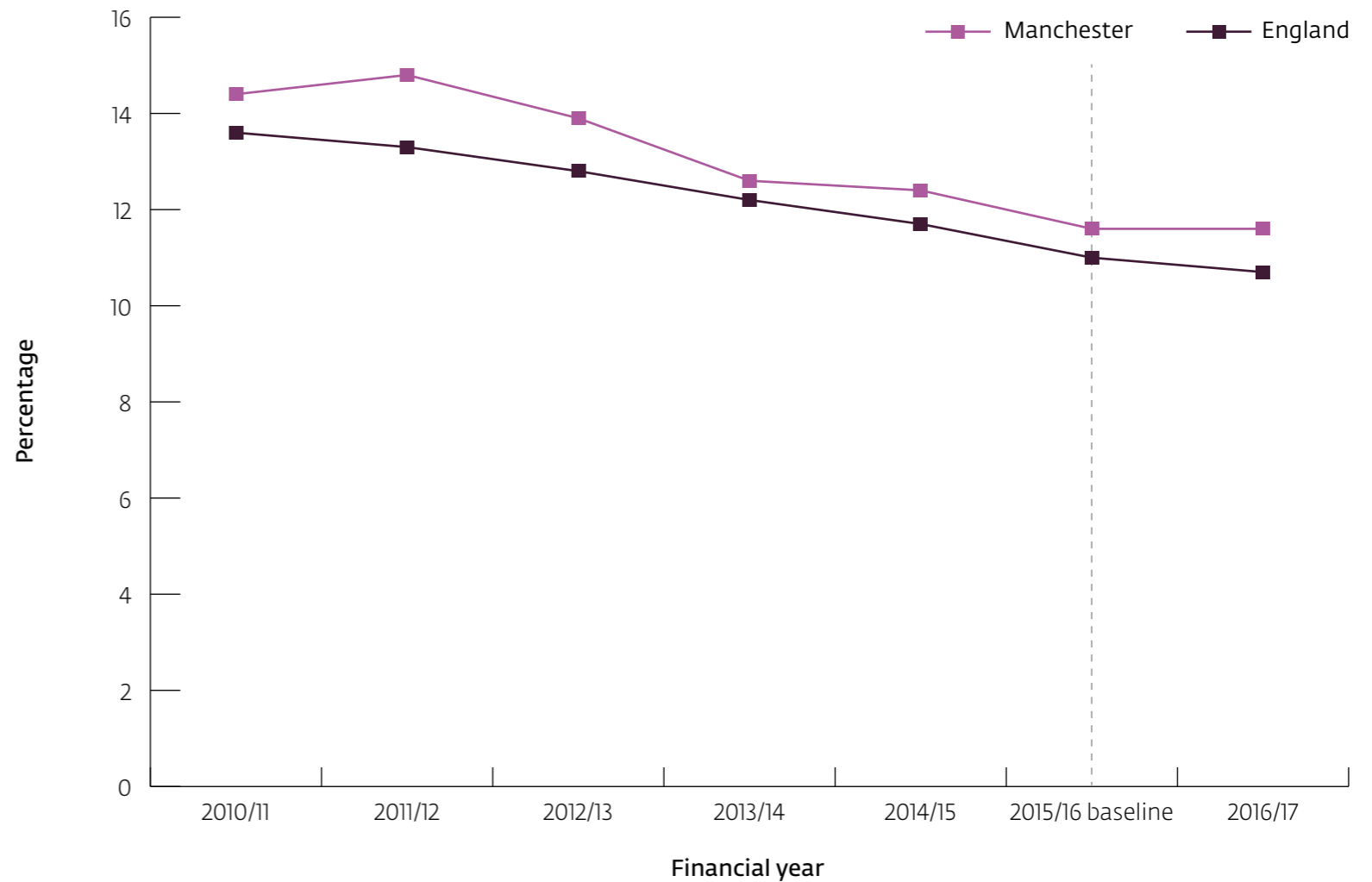
Source: Office for National Statistics © Crown Copyright 2017

Smoking in pregnancy

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

Figure 4.13 shows that in 2016/17, 11.6% of mothers in Manchester reported that they were a smoker at the time their baby was delivered, compared with 10.7% of mothers across England as a whole. The percentage of mothers who reported being a smoker at the time of delivery in Manchester has fallen from a peak of 14.8% in 2011/12 to 11.6% in 2016/17.

Figure 4.13
Smoking status at time of delivery
(percentage of women who reported being a smoker at the time of delivery)



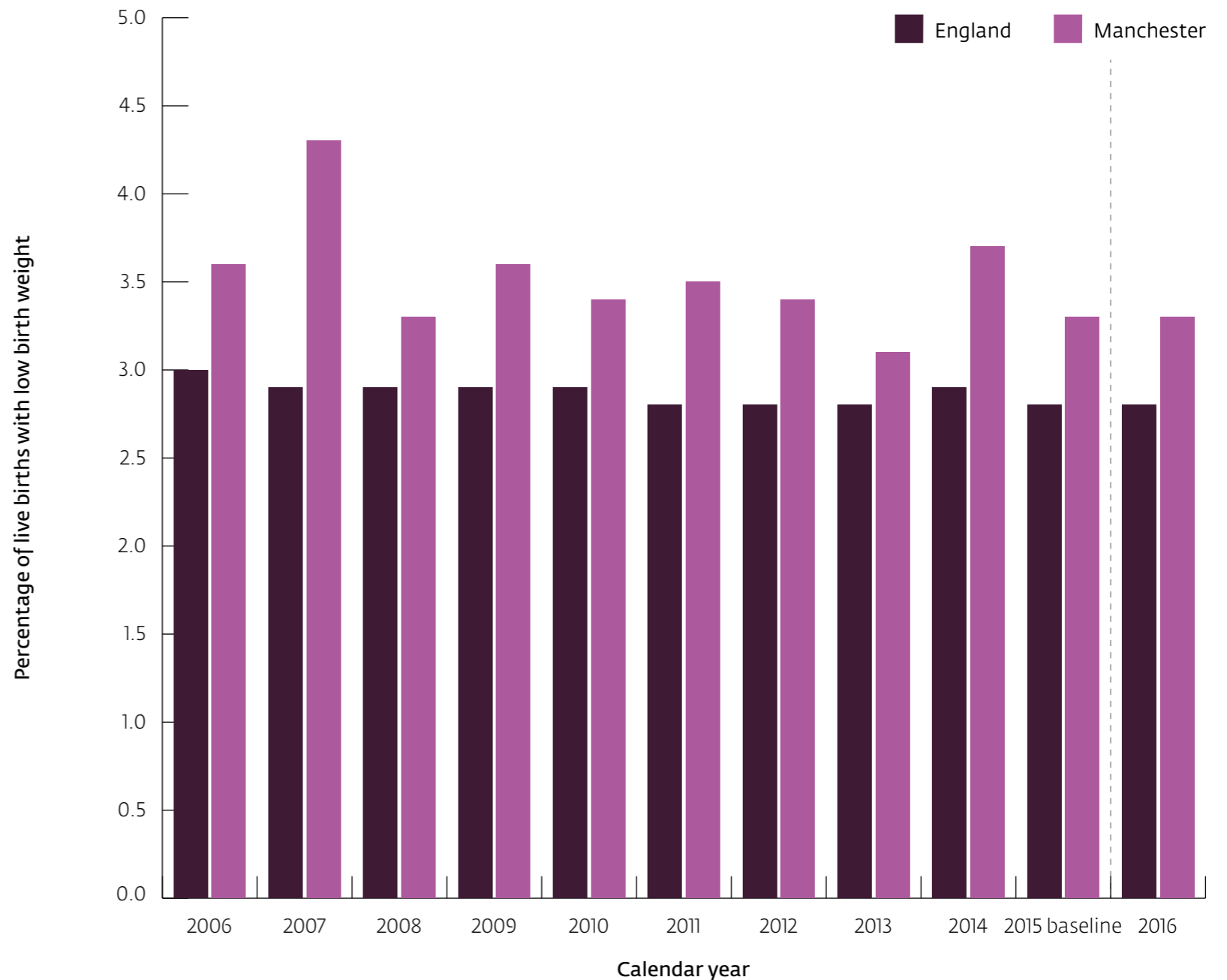
Source: NHS Digital © Crown Copyright 2017

Low birth weight of term babies
(gestational age of at least 37 complete weeks)

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

Despite year-on-year variations, historical trends point towards an overall reduction in the proportion of low birth weight births in Manchester, from a peak of 4.3% of term babies in 2007 to a figure of 3.3% in 2016 (Figure 4.14). Over the same period, the England rate has remained relatively stable, reducing from 2.9% to 2.8%.

Figure 4.14
Low birth weight of term babies
(live births with a recorded birth weight under 2,500g and a gestational age of at least 37 complete weeks)



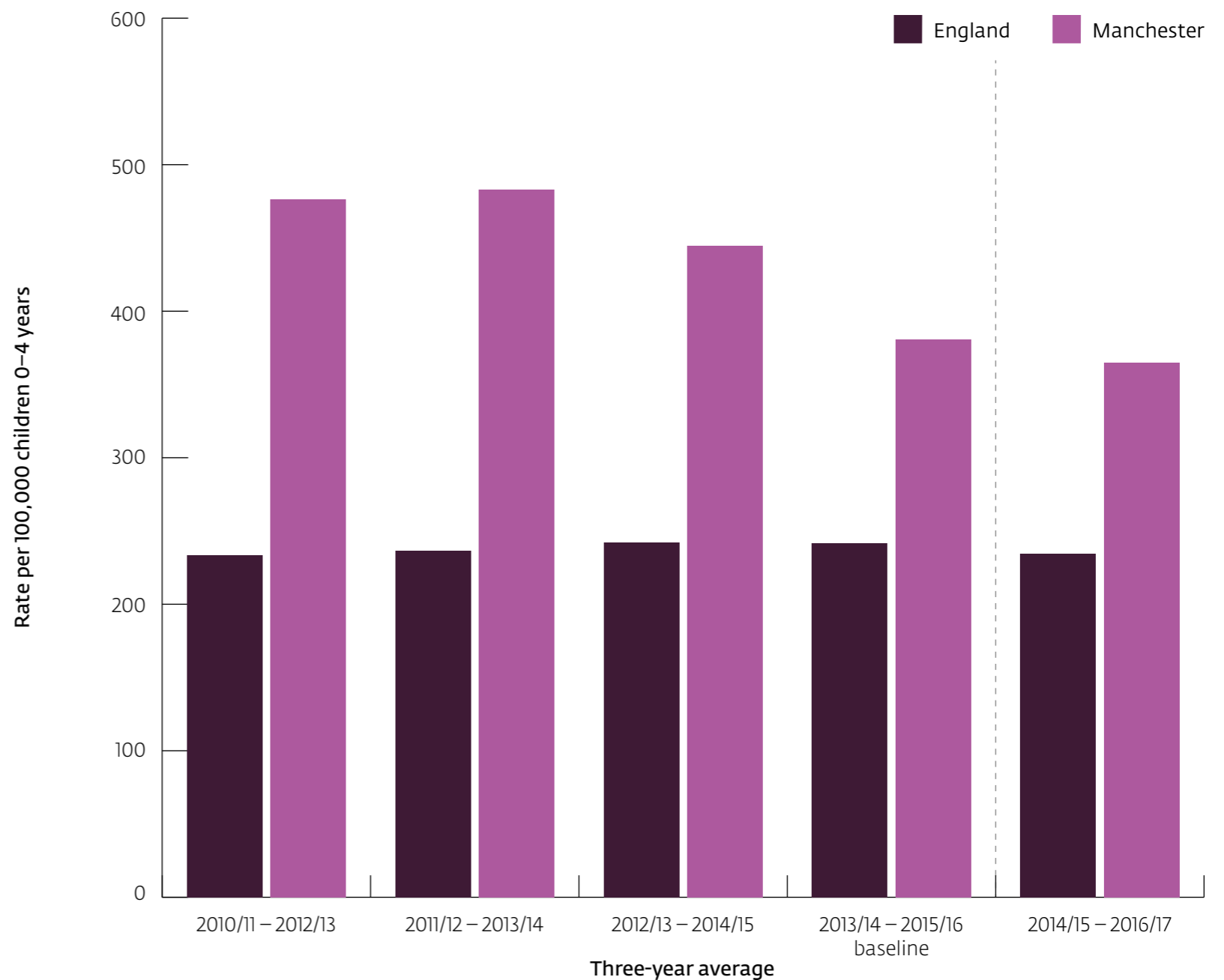
Source: Office for National Statistics © Crown Copyright 2017

Hospital admissions for dental decay in young children (0–4 years)

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

Figure 4.15 shows that the rate of children aged under 5 being admitted to hospital for tooth decay in Manchester has fallen dramatically, from 476.2 per 100,000 in the three-year period 2010/11–2012/13, to 364.8 in the three-year period 2014/15–2016/17 – a reduction of 23.4%. However, the rate of admissions for tooth decay in young children in Manchester is still significantly higher than the England average of 234.7 per 100,000. The reduction may indicate an underlying improvement in childhood dental health but might also reflect changes in the delivery of care, for example treating young children’s tooth decay in a community setting rather than in an inpatient department of a hospital.

Figure 4.15
Hospital admissions for dental caries in children aged 0–4 years



Source: Hospital Episode Statistics (HES). Copyright © 2016, Reused with the permission of the Health and Social Care Information Centre. All rights reserved.

Additional measures of the health of children and young people

Excess weight in children at Year 6 (aged 10–11)

The health consequences of excess weight in childhood are significant and also have implications for levels of overweight and obesity in adulthood. Manchester recognises the importance of this issue and therefore will continue to work with families to maintain healthy weight and prevent obesity by identifying issues early and offering interventions, both during pregnancy and with babies and children. The focus on childhood obesity must be sustained beyond early years, and a comprehensive programme for all school-age children will be developed with the Manchester Local Care Organisation.

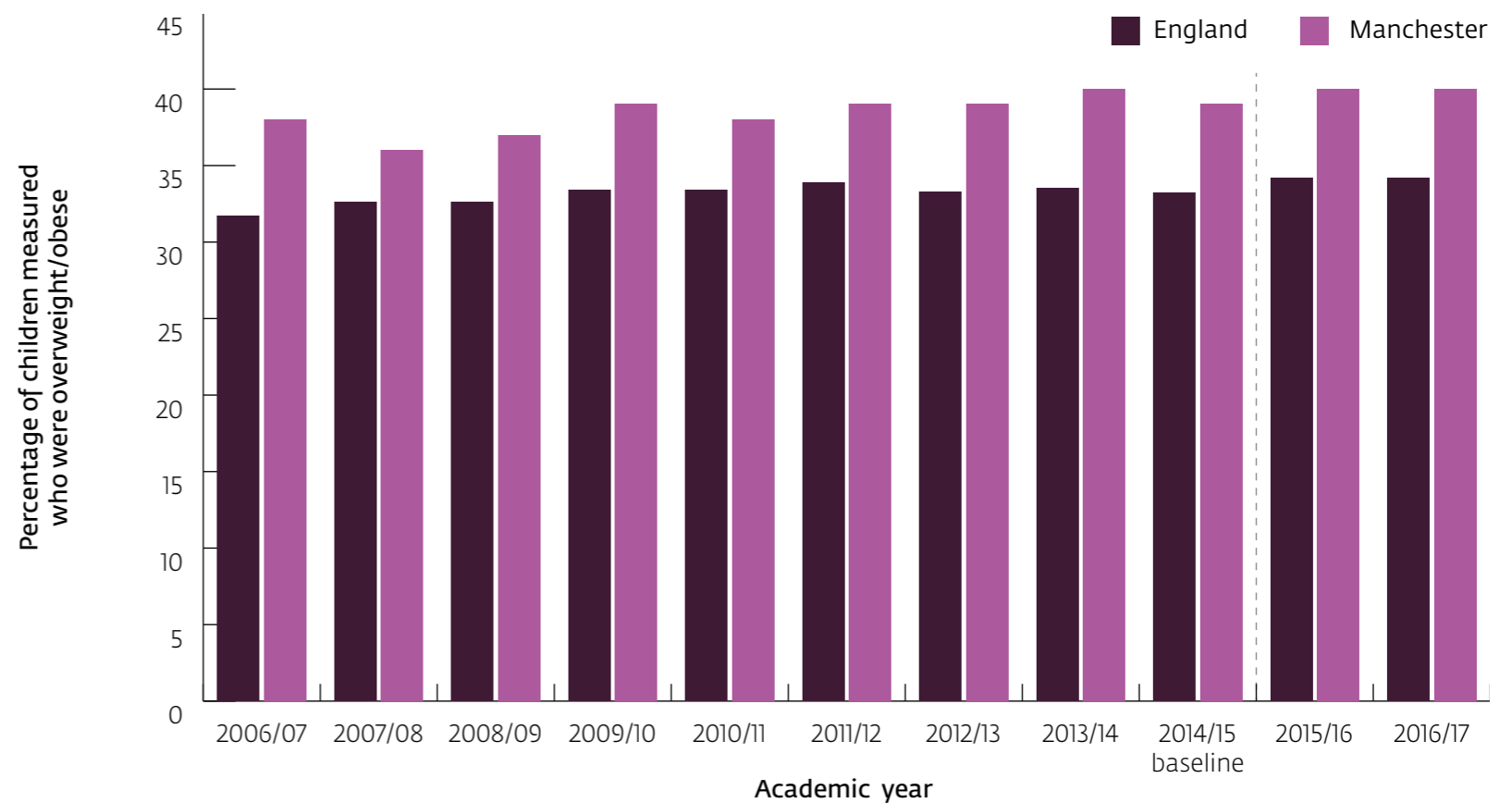
The proportion of children in Year 6 (aged 10–11) classified as overweight or obese is measured through the National Child Measurement Programme (NCMP). Children are classified as overweight or obese if their Body Mass Index (BMI) is on or above the 85th centile of the British 1990 growth reference (UK90) according to age and sex.

Figure 4.16 shows that in 2016/17 the proportion of Manchester children in Year 6 classified as overweight or obese has increased slightly since the 2014/15 baseline, from 39.2% to 40.3%. A similar rate of increase was noted for England, rising from 33.2% to 34.2% over the same period. Long-term trends show a relatively stable picture with little evidence of any significant increases or decreases in overweight or obese

children in Manchester over the past ten years. However, the NCMP data also shows that the proportion of children in Manchester being measured has increased, meaning that a greater number of overweight or obese children are being identified and referred to the appropriate services. This should mean that the risk of childhood obesity persisting into adulthood will reduce.

Figure 4.16

Prevalence of overweight (including obesity) among children in Year 6



Source: NHS Digital, National Child Measurement Programme

Work is taking place with families to maintain healthy weight and prevent obesity, and to improve dental health by identifying issues early and offering interventions, both during pregnancy and with babies and children. The focus on childhood obesity must be sustained beyond early years and a comprehensive programme for all school-age children will be developed with the Manchester Local Care Organisation.

Under-18 conceptions

While most teenage pregnancies are unplanned, some young women find that having a child when young can be a positive turning point in their lives. However, many find it extremely difficult and it often results in poor outcomes for both the teenage parent and the child. This can have a negative effect on the baby's health, the mother's emotional health and wellbeing, and increases the likelihood of both the parent and child living in long-term poverty.

Significant progress has been made to reduce the number and rate of under-18 conceptions in Manchester (Figure 4.17), and the gap compared to England has reduced. The under-18 conception rate for Manchester has

fallen from a peak of 73.9 per 1,000 in 2005 to 25.9 per 1,000 in 2016 – a reduction of 65%, compared to a 55% reduction in England. The number of under-18 conceptions in Manchester fell from 591 in 2005 to 207 in 2016.

Figure 4.17

Under-18 conceptions (number of conceptions under 18 years of age per 1,000 women aged 15–17 years)



Source: Office for National Statistics © Crown Copyright 2017

In line with the overall trend for England, the proportion of under-18 conceptions ending in abortion has increased over the past decade, up from 40% in 2005 to 54% in 2016. In 2016, 111 (54%) under-18 conceptions ended in abortion and 96 (46%) resulted in a live birth.

Unplanned hospitalisation for chronic ambulatory care sensitive conditions

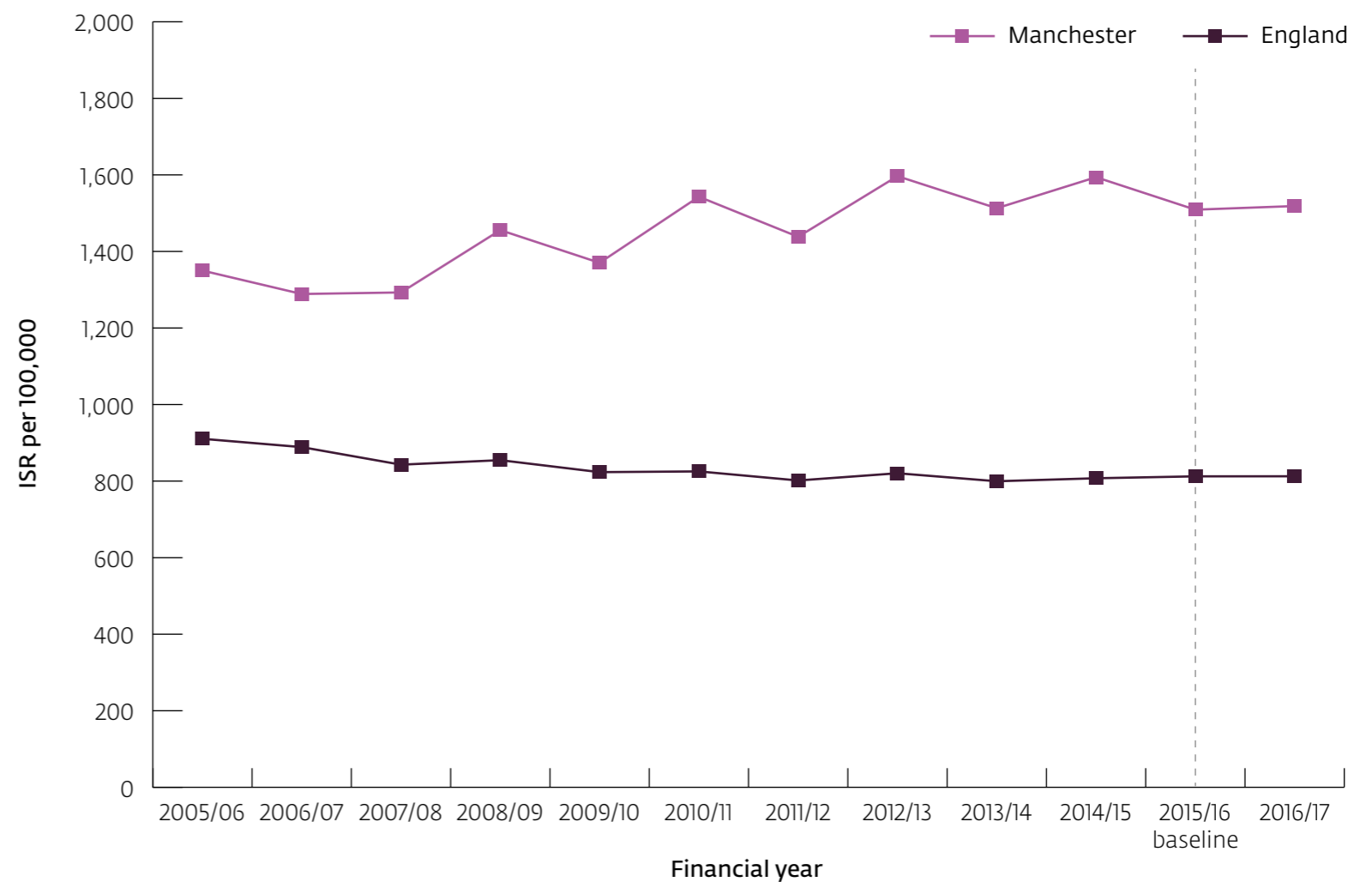
Ambulatory care sensitive conditions (ACSCs) are conditions where effective community care and case management can help prevent the need for hospital admission. Five conditions account for half of all ACSC admissions. Three of these disproportionately affect older people (urinary tract infection/pyelonephritis, pneumonia and chronic obstructive pulmonary disease (COPD)) and the other two disproportionately affect children and young people (convulsions and epilepsy, and ear, nose and throat infections). An emergency admission for an ACSC is often a sign of the poor overall quality of primary and community care.

Figure 4.18 shows that the rate of emergency admissions for ambulatory care sensitive conditions in Manchester has risen gradually over the past decade, rising from 1,289 per

100,000 in 2006/07, to 1,519 per 100,000 in 2016/17. However, the rate has steadied in recent years and has actually fallen from a peak of 1,597 per 100,000 in 2012/13.

Figure 4.18

Unplanned hospitalisation for chronic ambulatory care sensitive conditions: indirectly standardised rate (ISR) per 100,000 population



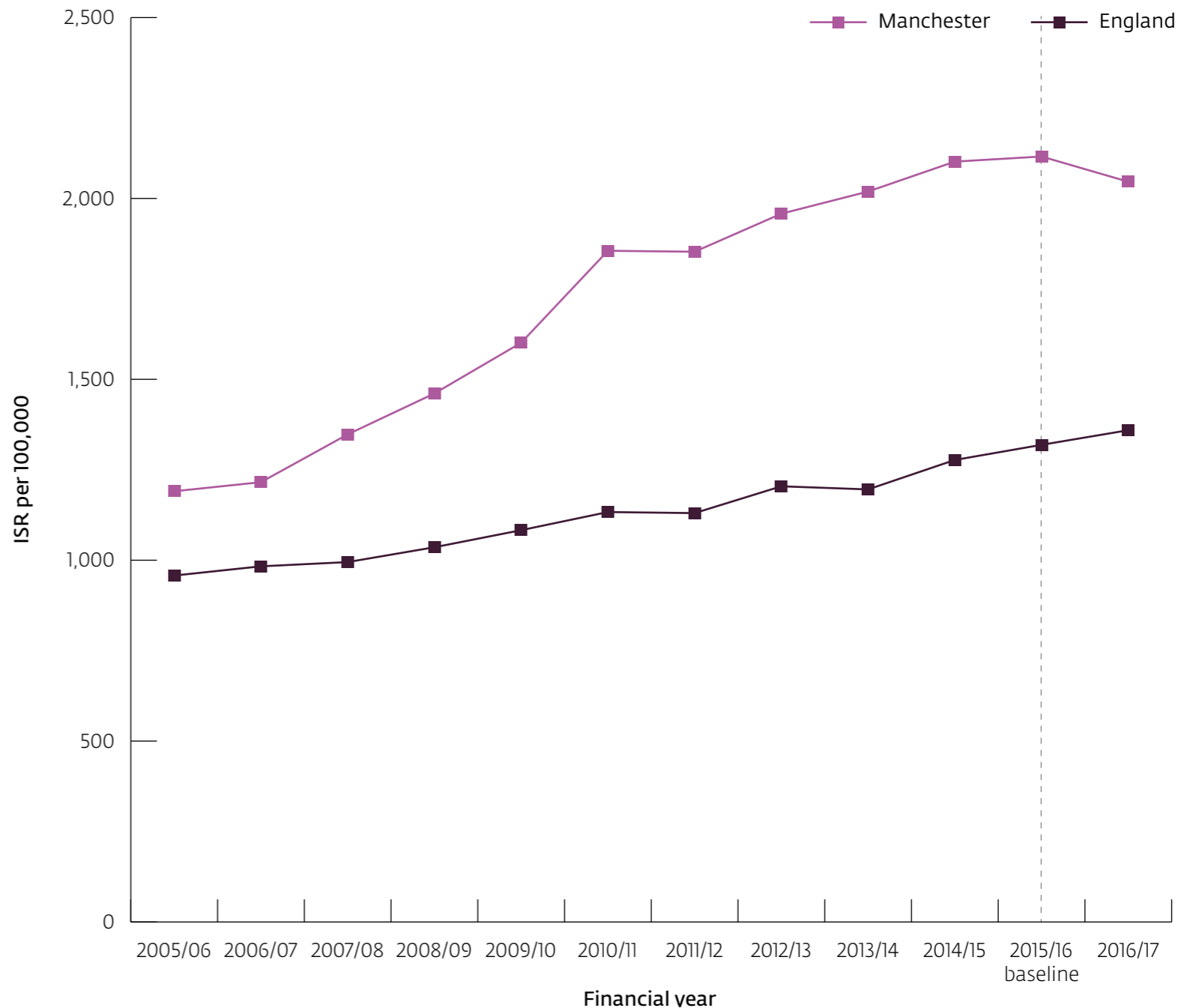
Source: Hospital Episode Statistics (HES), ONS mid-year population estimates, NHS Digital and Office for National Statistics © Crown Copyright 2018

Emergency hospital admissions for acute conditions

The rate of emergency admissions for acute conditions that should not usually require hospital admission includes conditions that should usually be managed without the patient having to be admitted to hospital, such as ear, nose and throat infections, kidney and urinary tract infections, as well as acute heart disease.

The rate of emergency admissions for acute conditions that should not usually require hospital admission in Manchester has nearly doubled over the past decade, rising from 1,216 per 100,000 in 2006/07, to 2,046 per 100,000 in 2016/17 (Figure 4.19). The rate of emergency admissions for these conditions across England as a whole has also increased, but at a lower rate than in Manchester; this means the gap between Manchester and the national average has widened.

Figure 4.19
Emergency admissions for acute conditions that should not usually require hospital admission – indirectly standardised rate (ISR) per 100,000 population



Source: Hospital Episode Statistics (HES), ONS mid-year population estimates, NHS Digital and Office for National Statistics © Crown Copyright 2018

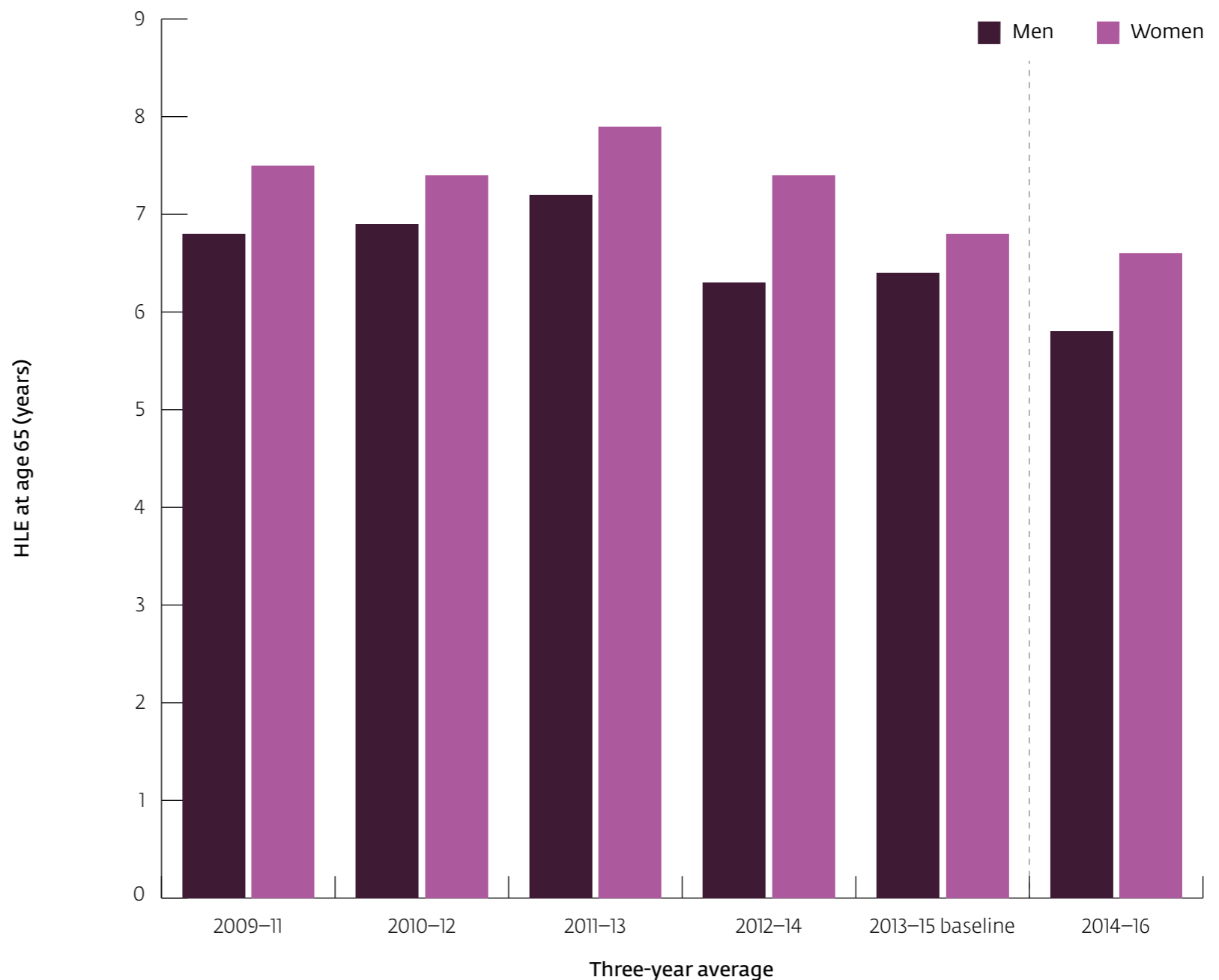
Creating an age-friendly city that promotes good health and wellbeing for people in mid and later life

Healthy life expectancy at age 65

Healthy life expectancy at age 65 is a parallel measure to the previously described indicator of healthy life expectancy at birth. It shows the estimated average number of years a man or woman aged 65 in Manchester would live in good health if he or she experienced the rates of mortality and good health among people of that age in Manchester throughout the remainder of his or her life.

HLE for both men and women at age 65 has fallen slightly in recent years, showing a similar trend to healthy life expectancy at birth. Again, this reflects the national trend. HLE for men has fallen from 7.2 years in 2011–13, to 5.8 years in 2014–16 – a fall of 1.4 years in total. For women, HLE at age 65 has fallen from 7.9 years in 2011–13, to 6.6 years in 2014–16 – a fall of 1.3 years in total (Figure 4.20).

Figure 4.20
Healthy life expectancy at age 65: 2009–11 to 2014–16



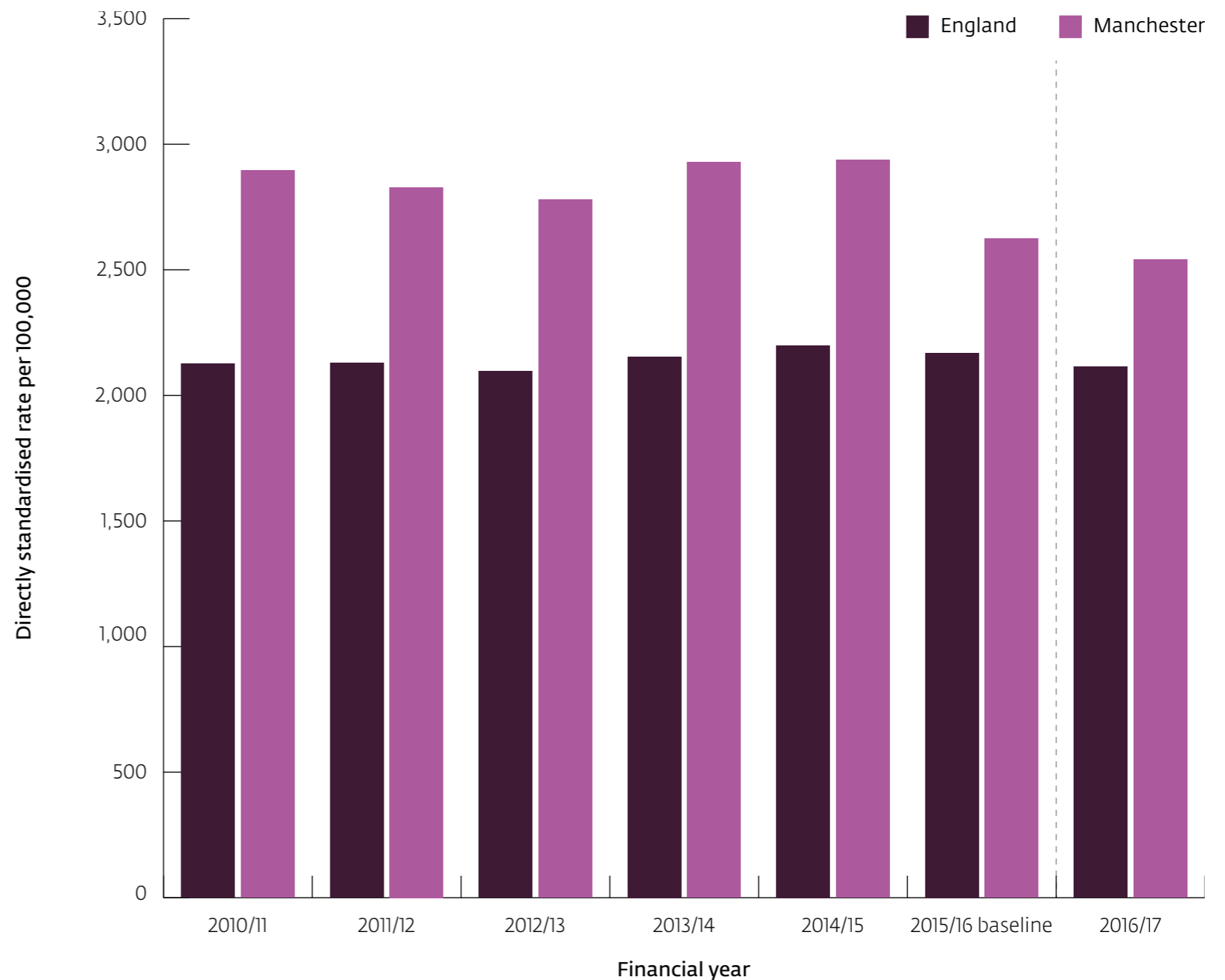
Source: Office for National Statistics © Crown Copyright 2017

Emergency hospital admissions for injuries due to falls in older people

Falls are the largest cause of emergency hospital admissions for older people and significantly impact on long-term outcomes. They are also a major precipitating factor in people moving from their own home to long-term nursing or residential care. The highest risk of falls is in those aged 65 and above.

Figure 4.21 shows that Manchester has a higher rate of hospital admissions (and emergency hospital admissions) due to an unintentional fall in people aged 65 and over than the England average. In 2016/17, 1,260 older people aged 65 and over in Manchester were admitted to hospital for a fall-related injury – a rate of 2,540 per 100,000 population. This is significantly higher than the rate for England as a whole (2,114 per 100,000 population).

Figure 4.21
Emergency hospital admissions for injuries due to falls in people aged 65 and over



Source: Hospital Episode Statistics (HES) – National Statistics. ONS mid-year population estimates (based on 2011 Census) – National Statistics. Copyright © 2017, Health and Social Care Information Centre.

Taking action on preventable early deaths

Proportion of cancers diagnosed at early stage (experimental statistics)

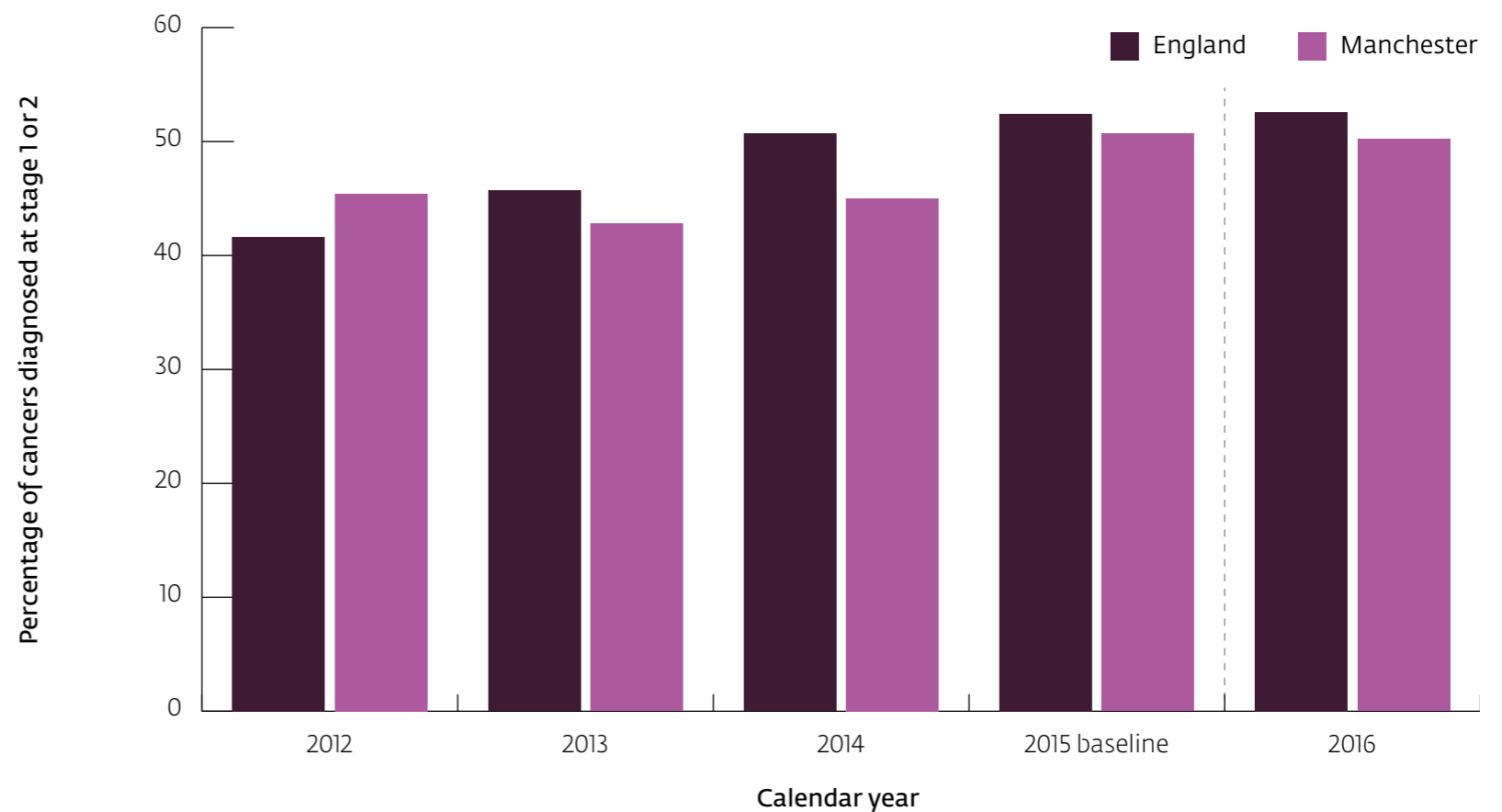
Cancer is a major cause of death in Manchester. Nationally, more than one in three people will develop cancer at some point in their life. Diagnosis at an early stage of the cancer's development (stages 1 and 2) leads to a dramatically improved chance of survival. Specific public-health interventions, such as screening programmes and information/education campaigns, aim to improve rates of early diagnosis.

This indicator measures the number of new cases of cancer diagnosed at stages 1 and 2 as a proportion of all new cases of cancer diagnosed. Note that this indicator is labelled as experimental statistics because of the variation in data quality, and can also be affected by variations in the completeness of staging information.

Figure 4.22 shows that in 2016, just over half the new cases of cancer were diagnosed early at stages 1 and 2 in Manchester. This represents a gradual improvement since 2013, when only 42.8% of new cases were diagnosed at this early stage. Rates of early cancer diagnosis in Manchester continue to lag behind those in

other parts of England. The current figure in Manchester (50.2%) compares with a figure of 54.6% for the top quartile of local authorities and an England average of 52.6%. The average for the most deprived decile (10%) of local authorities is 51.1%.

Figure 4.22
Early diagnosis of cancer (proportion of cancers diagnosed as stage 1 or 2)



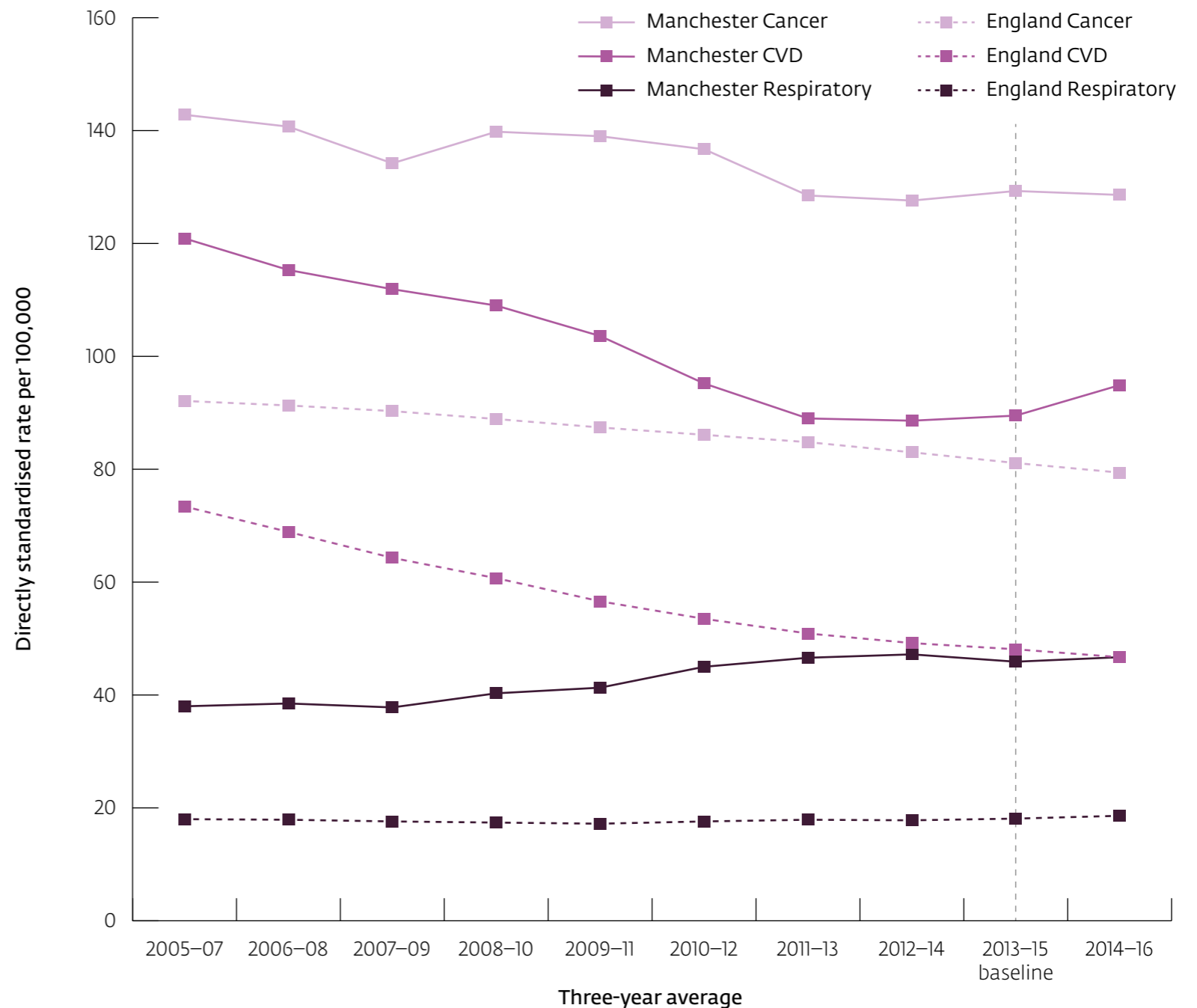
Source: National Cancer Registry, Public Health England, 2017

Premature mortality from causes considered preventable (CVD, cancer and respiratory diseases)

Preventable mortality is based on the idea that all or most deaths from a particular cause could potentially be avoided by public-health interventions in the broadest sense. Manchester is committed to reducing avoidable deaths through public-health policy and interventions; prevention is just as important as treatment.

Cardiovascular disease (CVD), cancer and respiratory diseases are the major causes of death in people aged under 75 in Manchester. A comparison of these three causes of death in Figure 4.23 shows that preventable premature mortality from cardiovascular disease has fallen considerably since the middle of the past decade, although the data suggests that this downward trend may have started to flatten out. Preventable premature mortality from cancer has also fallen, although not to the same extent as cardiovascular disease. In contrast, preventable premature mortality from respiratory diseases (including asthma and chronic obstructive pulmonary disease) has gradually risen since 2005–07, although, again the data suggests this increase may be flattening out in recent periods. Smoking and air pollution are both common causes of respiratory disease.

Figure 4.23
Mortality rate in under-75s from diseases considered preventable (cardiovascular disease, cancer and respiratory diseases)



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

Compared with other local authorities, overall premature deaths (preventable and not-preventable) from cardiovascular disease, cancer and respiratory disease in Manchester are the highest in England. Manchester is also the highest ranked local authority for overall premature deaths from these diseases when compared with other similarly deprived areas, suggesting that deprivation alone is not the key factor in the high rates of premature deaths in the city.

It has been reported that three lifestyle behaviours – tobacco use, unhealthy diet, and a sedentary lifestyle – increase the risk of developing the four long-term conditions that are associated with the majority of preventable deaths: cardiovascular disease (CVD), cancer, respiratory disease, and diabetes. Alcohol consumption is also a contributory factor to hospital admissions and deaths from a diverse range of conditions. There have been huge gains over the past decades in terms of better treatment and improvements in lifestyle. However, concerted action in terms of both prevention and treatment is needed to ensure that there continues to be a reduction in the rate of premature deaths from these diseases.

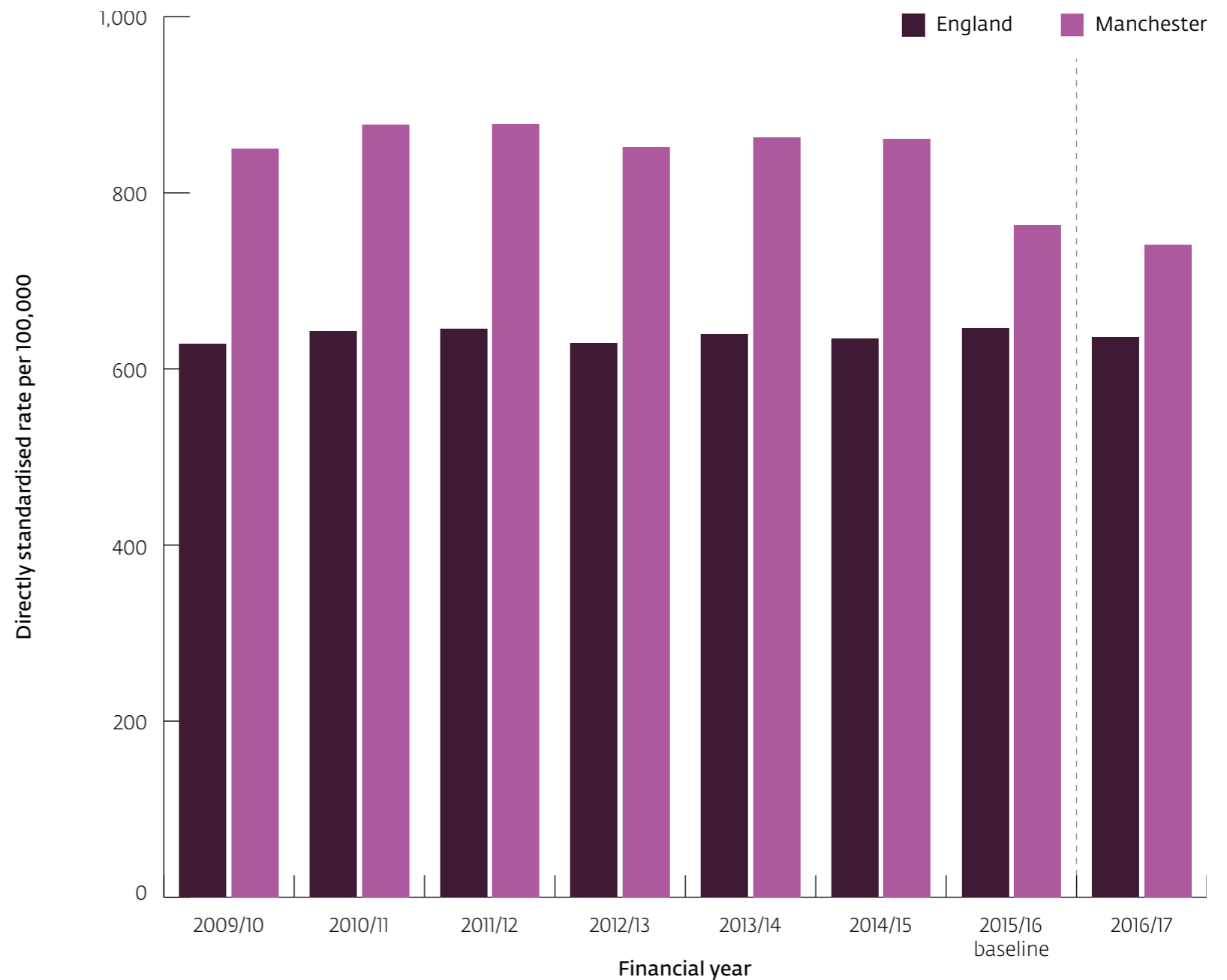
Population groups with shared experiences and additional health needs – such as homeless people, refugees, asylum seekers, those with severe mental illness, and people experiencing domestic violence – need targeted support to improve their prospects and quality of life. Population-wide interventions that enable healthy lifestyle choices are required alongside actions to protect the most vulnerable in society.

Admission episodes for alcohol-related conditions

Alcohol consumption is a contributory factor to hospital admissions and deaths from a diverse range of conditions. Alcohol misuse is estimated to cost the NHS about £3.5 billion per year and society as a whole £21 billion. Reducing alcohol-related harm is one of Public Health England’s seven priorities for the next five years. Alcohol-related admissions can be reduced through local interventions to reduce alcohol misuse and harm.

Figure 4.24 measures the number of admission episodes for alcohol-related conditions expressed as a directly age-standardised rate per 100,000 population. Following a period when the rate of admission episodes for alcohol-related conditions in Manchester changed very little, recent data shows a clear improvement. 2016/17 figures show that the rate of admission episodes for alcohol-related conditions stands at 741 per 100,000 – a reduction of 16% on the peak rate for the year 2011/12 (878 per 100,000). The gap between the rate of admission episodes for alcohol-related conditions in Manchester and the England average has also narrowed; in 2011/12, the rate of admission episodes for alcohol-related conditions in Manchester was 36% higher than the England average. In 2016/17, it was 16% higher.

Figure 4.24
Admission episodes for alcohol-related conditions (narrow definition)



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

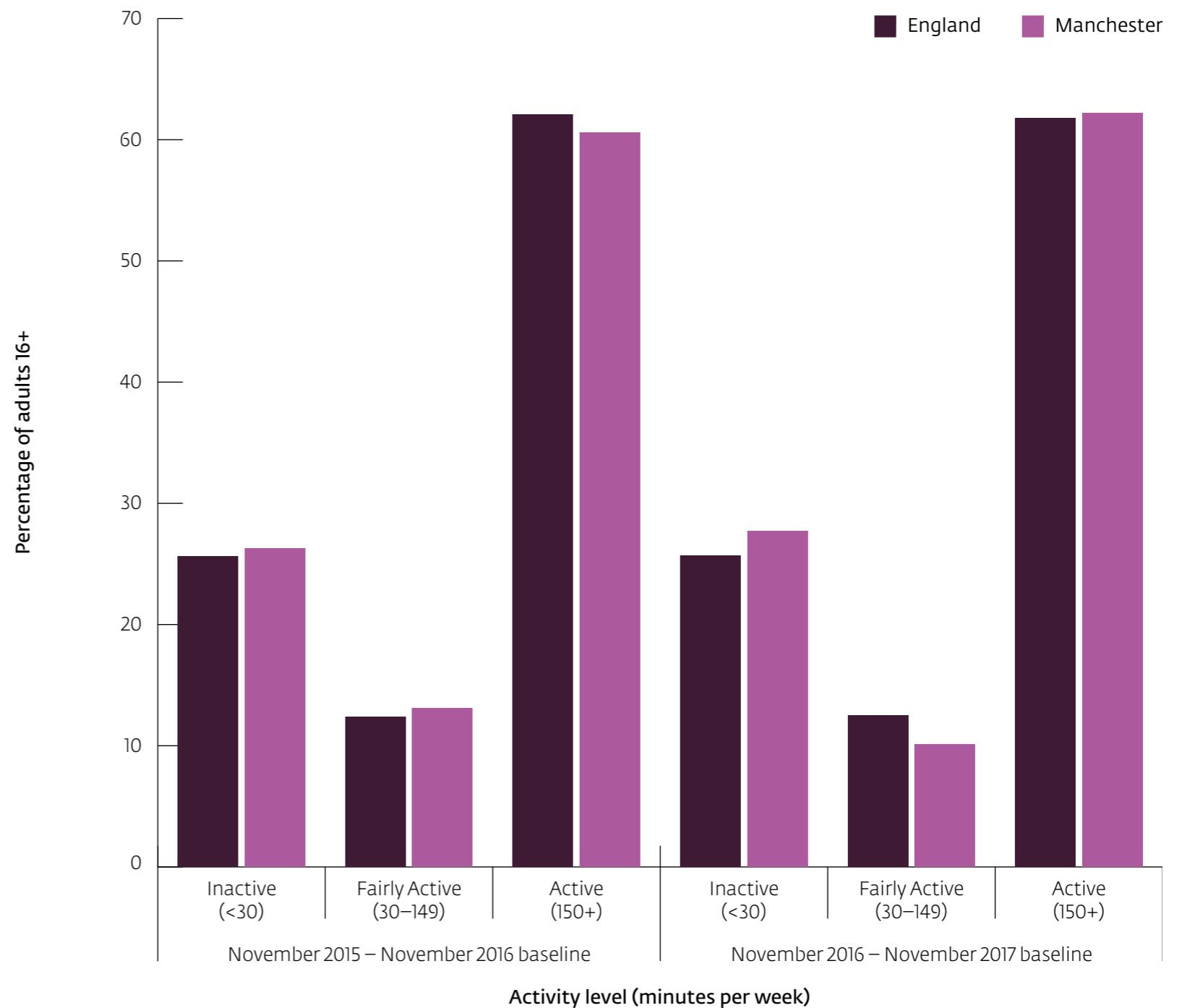
Physical activity and inactivity

Physical inactivity is the fourth leading risk factor for global mortality, accounting for 6% of deaths globally. The Chief Medical Officer (CMO) currently recommends that adults undertake a minimum of 150 minutes (2.5 hours) of moderate physical activity per week, 75 minutes of vigorous physical activity per week, or an equivalent combination of the two (MVPA), in bouts of ten minutes or more.

The Winning Hearts and Minds Programme – developed in partnership with Manchester City Council Sport and Leisure Services and Mcr Active – works with communities to identify new ways of encouraging physical activity through the Sports England-funded Tackling Physical Activity initiative.

According to the November 2016/17 Sport England Active Lives Survey, 62.2% of adults (aged 16 and over) in Manchester were classed as ‘active’ compared to the England average of 61.8%. However, Manchester had a lower rate of fairly active adults: 10.1%, compared to the England average of 12.5% (Figure 4.25). The proportion of Manchester adults classed as ‘inactive’ has increased since the last survey period (November 2015/16) from 26.3% to 27.7%, while across England there was only a slight increase noted, from 25.6% to 25.7%.

Figure 4.25
Weekly physical activity (age 16+)



Source: Active Lives Survey, Sport England

Age-Friendly Manchester

The Age-Friendly Manchester (AFM) programme aims to improve the quality of life for older people in the city and to make the city a better place to grow older. Manchester is a leading member of the World Health Organisation's Global Network of Age-friendly Cities, and the programme has been running since 2003.

Engagement and collaboration

The programme is based on collaboration and partnership, with a leading role for older people. Examples of engagement include:

- Manchester's Older People's Board, which has been running since 2004. The 15 members shape the strategic direction of the programme.
- Older People's Forum, which brings together more than 100 people to act as a consultative body.
- Culture Champions – a network of over 160 older people who volunteer to change the cultural offer in the city to be more age-friendly.

The structures above are currently under review, with the aim of further increasing levels of participation and agency among older people. Linked to this, AFM has recently engaged and consulted with older Lesbian, Gay, Bisexual and Transgender (LGBT) residents on their lived experience and plans for the first LGBT majority extra-care housing scheme.

The AFM family includes a wide range of partnerships, including The University of Manchester, Manchester Metropolitan University, the statutory, voluntary and private sectors, and national and international collaborations.

AFM has been identified as a leading example of the Our Manchester approach. A cornerstone of the AFM programme is to increase social participation among older residents, support collaborative networks, and improve the health and quality of life for older people.

Case study: Levenshulme Inspired People's Project

The Inspired People's Project (IPP) was developed as a response to a consultation held with local older people, who raised concerns about social isolation, loneliness, frailness, mental-health issues, financial issues, language barriers and relocation to a different area as a result of recent welfare changes.

The IPP is based at the Inspire Community Centre, which provides a hub of services and activities for the wider community, with a strong emphasis on those aged 50+, the Black, Asian and Minority Ethnic (BAME) population (38% of current users are BAME), and vulnerable people. It acts as an anchor institution for the community. The IPP helps many people to help themselves, or find the support from the groups and networks that already exist in the area.

The aim of the IPP is to make Levenshulme a more age-friendly neighbourhood. This is done through building the capacity of older people and increasing their ability to influence local services by delivering a range of consultations, co-production discussions and awareness-raising campaigns. It engages local people aged 50+ in activities that improve health and wellbeing, and provides opportunities to make new friends and improve skills and confidence in the use of computers.

The IPP is an example of a power shift in Manchester that has elevated older people's voices and their influence over many significant areas of life that matter to them. Older people now oversee how services and activities are planned and delivered. Alongside this has come a wonderful blossoming of participation, enrichment of daily life, and a reduction in social isolation for a growing number of older residents.

Priorities and progress

Last year, AFM reviewed the city's ageing strategy, and in October 2017, following a comprehensive consultation, published **Manchester: A Great Place to Grow Older 2017–2021** to coincide with International Older People's Day.

The strategy's three key strategic aims are:

1. Creating more **age-friendly neighbourhoods**, where people can age well in the neighbourhoods of their choice, with access to the right services, housing, information and opportunities – social, cultural or economic.

Some recent successes include:

- Plans for the UK's first majority LGBT extra care housing scheme were announced by the Council in early 2017.
- North City Nomads, a not-for-profit community organisation offering days out for older people living in north Manchester. There are now 800 registered Nomads with an elected board of trustees who have full management of the project.

→ The Take A Seat campaign, which asks local businesses to make seats, toilets and drinking water available to those who may need them. This assists older people to leave their homes, socialise, interact economically, and play an active part in their local communities.

2. Creating more **age-friendly services** that value and retain their older workforce, deliver age-friendly services, and whose commissioning includes age friendliness in its specification.

Some recent examples include:

- Working with Manchester's academics and the healthcare sector on improving sexual health and wellbeing in later life.
- Securing funding from Sport England for an Active Ageing Programme to test innovative ways of encouraging physically inactive people over 55 to take up a minimum of 30 minutes' physical activity per week.
- Manchester's age-friendly culture offer, recently including Thursday Lates at the Manchester Art Gallery, the Elders Project at the Royal Exchange Theatre, and Handmade sessions at the Whitworth Art Gallery.

3. **Promoting age equality**, addressing the negative images and portrayal of ageing that older people tell us negatively impact on their confidence, self-esteem and mental wellbeing. The strategy sets out the need to change the narrative to one that celebrates the valuable role and contribution of older people through positive images of ageing.

Some recent examples include:

- Marking International Older People's Day in Manchester with a range of events to showcase the variety of skills, hobbies, interests and contributions older people bring to the city.
- The University of Manchester training 16 older residents as co-researchers. The group examined experiences of ageing in three different neighbourhoods of the city, interviewing 68 older residents.
- The Age-Friendly Manchester eBulletin, which is published every month, now reaches well over 2,000 subscribers. The bulletin champions positive images and stories of ageing in Manchester, offers an update on age-friendly work throughout the city, and promotes upcoming events being held for older people.

Sharing learning and experience

The Greater Manchester Ageing Hub was established in 2016 to create a shared culture and environment across Greater Manchester where academic research informs commissioning, policy and practice around ageing. In early 2017, Greater Manchester was acknowledged by the World Health Organization as the UK's first age-friendly city region.

Over the past 18 months, the AFM programme has welcomed delegates from Japan, China, Korea, Taiwan, California, Oslo and Tel Aviv, all of whom are eager to learn about the age-friendly approach we take in Manchester and how it may be replicated elsewhere.

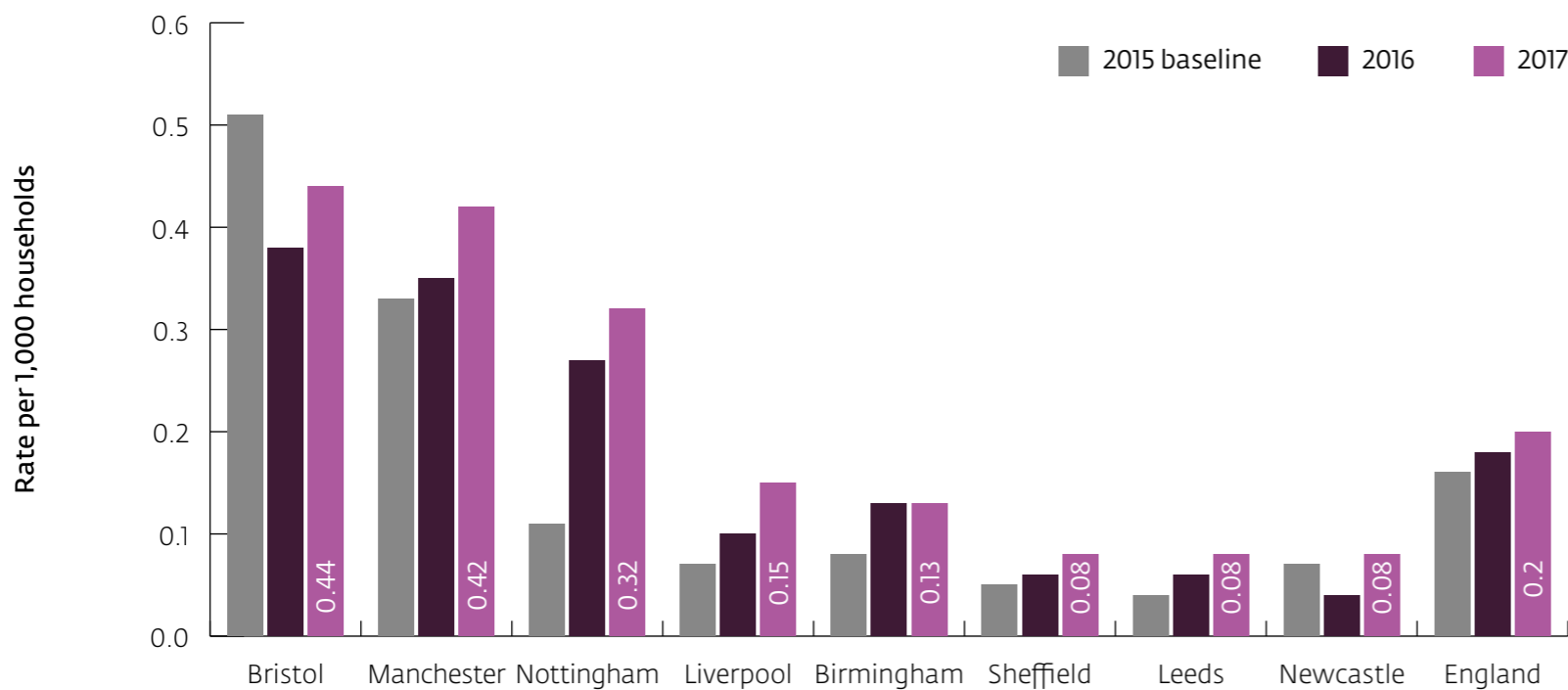
Homelessness

Homelessness has become more visible in the recent past, with more people sleeping on the streets in the city centre. Street homelessness is a particularly complex problem and people who are living rough can be particularly vulnerable and marginalised. Agencies are working together with the voluntary sector and businesses to ensure that those people who need and want it can access the shelter and services they need.

The 2017 single-night snapshot of people sleeping rough counted 94 rough sleepers in Manchester city centre, compared to 78 in 2016 and only 15 in 2011. Figure 4.26 shows that Manchester has one of the highest rates of people sleeping rough per 1,000 households when compared to other English Core Cities, and with a rate of 0.42 it is more than twice the national average.

Reducing the number of rough sleepers in the city continues to be a major priority for the city. Manchester's Homelessness Charter has brought together city leaders, faith groups, businesses, the voluntary sector, street charities, CityCo, Greater Manchester Police, Greater Manchester Fire and Rescue Service, Manchester Clinical Commissioning Groups, and Manchester City Council in a united front to tackle the problem of homelessness in the city. In January 2018, the Longford Centre, a 38-bed facility providing round-the-clock support to help single homeless people and childless couples, was opened in Chorlton. Up until the end of August 2018, the centre has helped 104 homeless people find independent accommodation. Residents are also supported to find employment and training opportunities to turn their lives around.

Figure 4.26
Single-night snapshot of the number of people sleeping rough per 1,000 households



Source: Department for Communities and Local Government

While rough sleepers may be the most visible impact of homelessness, the Council has seen a significant increase in the number of people presenting as homeless and owed a duty. The number of people the city needs to work with will increase in 2018/19 with the introduction of the Homelessness Reduction Act and the continued delivery of Universal Credit.

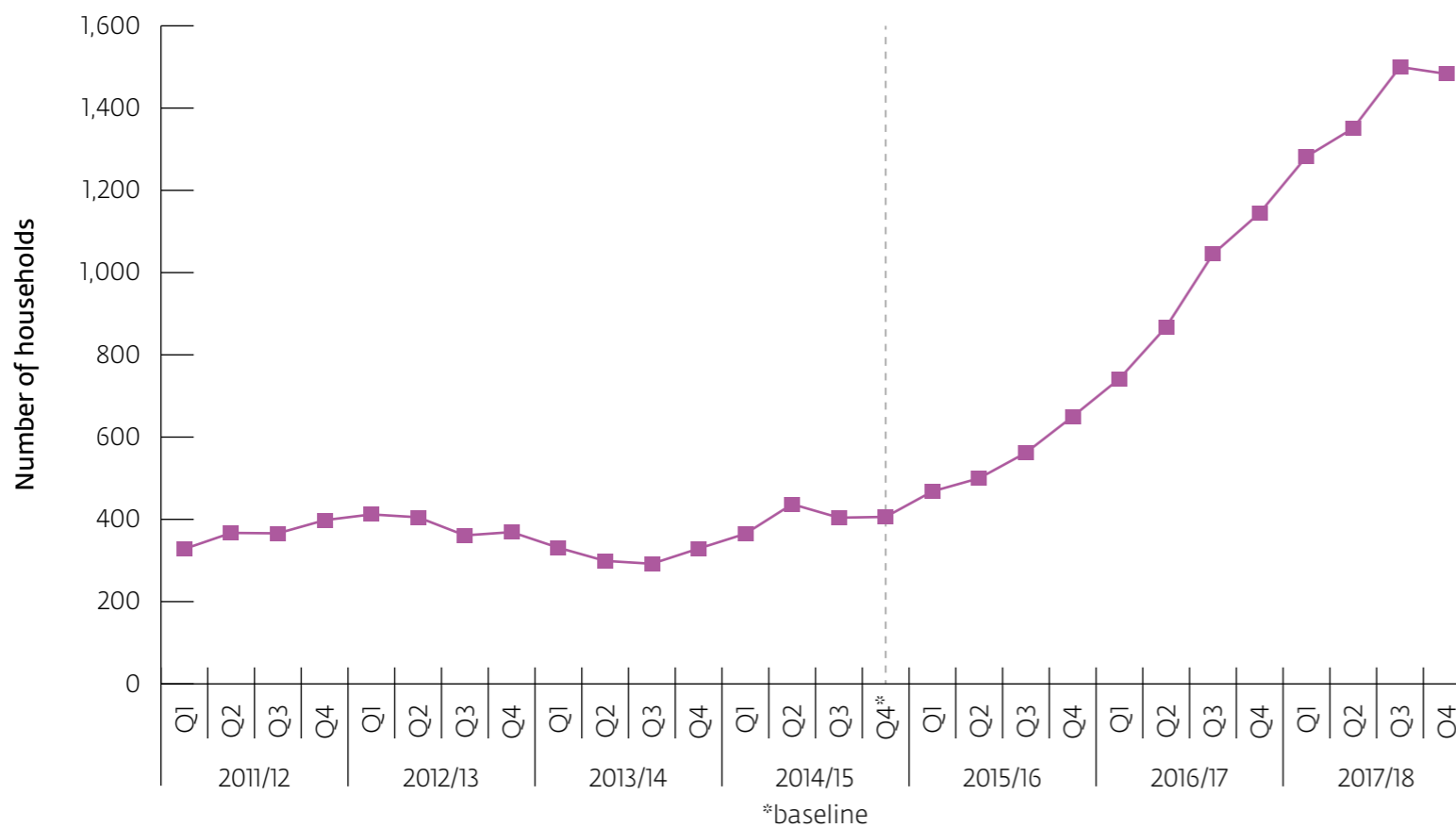
Furthermore, the use of temporary accommodation for people who have lost their home increased by 319% between 2010 and 2017. The number of households residing in temporary accommodation has increased significantly over the past three years, from 406 at the end of March 2015, to 1,483 at the end of March 2018 (Figure 4.27). The Council

has committed to buying 15 properties to help larger families move on from temporary accommodation, and a further 100 properties have been made available for homeless families by Registered Providers. It is anticipated that 750 households will have been rehoused over the next financial year.

Over the past year, a full refresh of the Council's strategy to reduce homelessness has been completed, and we now organise our effort under five key areas:

- Prevention – We aim to work with people before they reach crisis point to ensure they don't lose their home.
- Accommodation – We are setting out to provide enough emergency and temporary accommodation at the right time, with the right level of support for individuals and families if they do lose their home.
- Wrap-around support – It is crucial that people get the right support at the right time. This includes getting people into employment, education and training; debt and budgeting advice; mental health; wider health support; and drug and alcohol support.
- Settled accommodation – We need to ensure there is enough affordable permanent accommodation for people to move into. We want to ensure people are getting the right resettlement support to help them maintain their new tenancies.

Figure 4.27
Total number of households residing in temporary accommodation at the end of the quarter



Source: Department for Communities and Local Government (P1e statutory return)

→ Rough sleeping – We are aiming to ensure there is enough support and accommodation for people who are rough sleeping, even though we may not have a statutory duty to many of our rough sleepers.

Rough sleepers are discussed further in the 'A liveable and low carbon' chapter.

Health and work

There is a lot of evidence to support the fact that good work is good for your health. The impact of unemployment, particularly when you are young or over a prolonged period of time, has adverse effects on your physical and mental health. Access to good-quality work is key to reducing health inequalities and improving health and wellbeing. High rates of health-related worklessness have persisted in the city during times of economic growth, as well as during the economic downturn. Getting back into employment increases the likelihood of reporting good health and boosts quality of life.

² Social determinants of health include personal characteristics such as age, gender and ethnicity; individual lifestyle factors such as smoking, alcohol use and inactivity; social and community networks; living and working conditions; and general socioeconomic, cultural and environmental conditions.

However, health and social care, employment support and skill systems are not well aligned and have different drivers and incentives. Four years ago, the Manchester Health and Wellbeing Board and Work and Skills Board set up a Health and Work steering group, chaired by a GP who sat on both boards, to tackle their shared objective of reducing worklessness in the working-age population in the city. The initial focus was on long-term unemployed residents who were out of work because of an underlying health condition (Incapacity Benefit and Employment Support Allowance claimants) and those at risk of becoming workless because of illness. For this to be successful, it was critical to engage with GPs, many of whom had ethical concerns regarding referring patients to welfare-to-work type programmes and increasing demand on services for non-clinical issues. The Manchester Fit for Work and Healthy Manchester programmes were designed in collaboration with Public Health and health care providers to test a health-led model of employment support. Over the past three years, more than 2,200 Manchester residents have been supported to manage their health conditions, factoring in other social determinants² and making adjustments to allow them to move into work or back into work.

Healthy Manchester

The Healthy Manchester service acts as a primary-care single point of access to biological, psychological and social support. It helps unemployed people aged 18–64 who are struggling to manage their health condition and need intensive support to progress back to employment. It effectively provides a pathway for GPs and their patients whose health is negatively affected by social determinants. By building the Healthy Manchester model into the Working Well programme (discussed later in the chapter), we have continued to build the evidence base that a voluntary health referral can improve engagement rates and outcomes on employment-support services. Of note is the fact that Healthy Manchester has successfully engaged with patients who are economically inactive or within the ESA Support Group and therefore not mandated to undertake any work-related activity. The learning from the Manchester model will be important in terms of supporting the development of the Greater Manchester Work and Health model within the population health strand of the **Greater Manchester Health and Social Care Locality Plan**.

Fit for Work service

The Manchester Fit for Work service continues to support in-work patients who are off sick and at risk of not returning to work, again using a biopsychosocial assessment model to support condition management, improve self-efficacy levels and support clients with work-related issues that prevent them from returning to work. The programme has a very good track record of participants returning to work, and GPs across the city refer to the programme because of its efficacy.

Our Manchester Disability Plan

The **Our Manchester Disability Plan** was launched in 2017 with a wide range of stakeholders that have a role in supporting the 12 pillars of independent living; employment is one of these pillars. Importantly, the development of the plan has been led by disabled people and support organisations and is based on the social model of disability, for example it is society that disables and creates barriers such as inflexible recruitment processes. According to the ONS Annual Population Survey (April 2017 to March 2018), disabled people remain significantly less likely to be in employment than non-disabled people. In Manchester, an estimated 41% of working-age disabled people are in employment, compared to 68.9% of working-age non-disabled people. Therefore,

there is a 27.9 percentage point gap between disabled and non-disabled people in Manchester, compared to a 21.3 percentage point gap across England.

The Our Manchester Disability work and skills action plan sets out some clear priorities and commitments from board members to increase recruitment and retention of disabled people. As part of the plan's development, the Council's Work and Skills Team hosted two young disabled people on a work placement to review how we communicate work and skills opportunities to disabled people. Following the placement, one of them is now on a My Future placement with Manchester City Council.

Support into employment

Greater Manchester Devolution has afforded the development of new service-delivery models to tackle long-term worklessness with a particular focus on those out of work due to a health condition. The Devolution deal with the Government was based upon the poor performance of the nationally commissioned work programme for people with long-term health conditions – Greater Manchester made the case that better employment outcomes could be achieved through a locally commissioned and managed service.

Working Well is the programme, designed and jointly funded by the GMCA and the Department for Work and Pensions (DWP). The programme comprises a Pilot phase and subsequent Expansion to support clients to address barriers to work and move into employment. This has been followed by the commissioning of the Work and Health Programme. The Pilot was developed to support Employment Support Allowance (ESA) Work-Related Activity Group claimants into sustained employment over a two-year period, starting in March 2014. The Expansion started to take referrals in April 2016 and was opened up to people across multiple benefit types. The majority of participants have been referred into the programme by Jobcentre Plus, having completed two years on the work programme without moving into sustainable work. Each programme delivers holistic, intensive personalised support through a key worker model, and integration with public services. All participants have at least one health condition, often including poor mental health.

The Greater Manchester Working Well Expansion to 15,000 Greater Manchester residents included a 'health pathway', which provided voluntary access to the programme via primary-care referrals. This is a significant development for which Manchester advocated strongly during the programme development and procurement processes. Residents are supported with a wide range of internal and external support for their mental and physical-health needs, particularly from the Talking Therapies Service for mental health, which has supported over 1,400 people across Greater Manchester. The Working Well 'eco system' also includes skills support through the Skills for Employment service to support better sustainment of employment.

In Manchester there were 2,561 attachments to the programme between April 2016 and April 2018 (attachments show the number of people referred who have completed an initial engagement activity with the provider). The forecast attachment rate for the Expansion programme as a whole is 70% of all referrals. The attachment rate is calculated using the previous month's referral figures to allow for time to engage clients on the programme. Up to March 2018, 4,551 referrals had been made in Manchester – an attachment rate of 56%. By the end of April, 394 job outcomes had been

claimed for Manchester residents against an expected target of 402 claimed job outcomes – an achievement rate of 98%. In the next 12 months, the Working Well programme can be expected to support many more people to address their barriers to work and support them to move into employment.

The Working Well offer is continuing to evolve and inform further service provision. Greater Manchester and London are the only two areas where the DWP has devolved the commissioning for the new Health and Work programme. This programme focuses on support for disabled people and people out of work due to poor health and long-term unemployment. Following a recent tendering process, InWork GM – a consortium including Ingeus, the Manchester Growth Company, Pathways CIC (Community Interest Company) and specialist disability organisation Pluss – has been awarded the contract.

The new programme, being delivered by the Growth Company in Manchester, was launched at the end of January 2018. The programme will build on the Working Well programme by taking a holistic approach to supporting people into good-quality employment and offer a range of skills support, work experience and employment support. Referrals will initially

come from Jobcentre Plus. This programme has introduced an Integration Co-ordinator, whose role is to work closely with Jobcentre Plus and the Council to ensure close integration with local services. Outcome data is currently limited, but 180 referrals had been made in Manchester by the end of April 2018, of which 40 started on the programme, with five job starts reported.

Skills for Employment, the Greater Manchester Skills for Employment pilot programme, is part of the Growth Deal agreed with the Government in 2014. The programme aims to test the impact that improved integration of employment and skills services has on local residents who face barriers trying to access learning and employment. The programme was initially funded via the European Social Fund and continues to be funded under the Local Growth Fund programme. The Skills for Employment programme started delivery in March 2016, and by March 2018 over 8,200 customers in Greater Manchester had joined the programme. Of these, 1,740 achieved an accredited qualification, 1,007 started a work-experience placement, and more than 800 entered employment. At a Manchester level, 2,068 customers have been engaged with 163 job outcomes achieved.

Conclusion

The analysis section shows that improvements continue to be made for residents of all ages in meeting the Council's priorities and working towards the delivery of the Our Manchester Strategy vision.

- Although rates of Looked After Children remain high compared to national averages, Council services are no longer judged to be inadequate. Outcomes are improving and there is a continued focus on ensuring that all the city's children and young people can have a safe, happy, healthy and successful future.
- Intervention, prevention, reablement, and services that better serve people's needs in the community are resulting in fewer adults and older people in need of going into residential or nursing care.
- As homelessness becomes more visible, agencies are working together with the voluntary sector and businesses to ensure that those people who need and want them can access the shelter and services they need.
- More people are being supported into work through targeted interventions.

The Council and its partners will continue to develop and transform services under the Our Manchester Strategy, and as part of the devolution deal and the integration of Health and Social Care through the Locality Plan.

The introduction of Universal Credit makes it more difficult to understand the true levels of worklessness and poverty. It's crucial that we prevent a shift from out-of-work to in-work poverty. There is a strong and positive focus on the links between work and health within the Population Health Plan and a recognition that small-scale programmes alone, such as Working Well, are not enough to tackle the scale of the issues. The transformation of health and social care and the establishment of the Manchester LCO offer a real opportunity to make system changes to deliver integrated health and work services. There will continue to be a 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 establishment of Manchester Health and Care Commissioning (MHCC), the Manchester Local Care Organisation (MLCO) and the Single Hospital Service (SHS) offer a real opportunity to break the cycle of health and care inequalities in Manchester and improve outcomes for all our residents.

The Council and its partners will continue to focus services within communities, bringing more together in 'hubs' in order to aid integration. There will be a place-based approach to service delivery in the city's differing neighbourhoods and localities, allowing local people to play a greater role in the design, delivery and management of their health and care.

Chapter 5: A liveable and low-carbon city

Strategic overview

The future success of Manchester is inextricably tied to whether it is a great place to live. This chapter provides an overview on how well the Council is achieving this ambition by assessing the progress in delivering a diverse supply of high-quality housing in clean, safe, attractive and cohesive neighbourhoods. It will look at the broad range of culture, sport, leisure and events facilities available in our city, and how residents are becoming more actively involved in the future of our city through volunteering programmes. Finally, it looks at the work we are doing to make improvements to air quality in the city, and to protect the city for future generations through encouraging the growth of a low-carbon culture and protecting our communities from a changing climate.

The Our Manchester Strategy sets out a clear ambition for Manchester to become a liveable and low-carbon city by playing a full part in limiting the impacts of climate change and being on a path to being zero-carbon by 2050. Other environmental factors also remain a priority for the city, such as: developing our green infrastructure; repurposing our contaminated land (a by-product of our industrial heritage); improving air quality; reducing the amount of waste that goes to landfill by increasing recycling; making sure our streets are clean, litter-free; and reducing the amount of fly-tipping.

A liveable city is more than this. We are also focused on all the facilities we provide to create a city and neighbourhoods where people want to live. We are addressing issues around our housing by developing a diverse supply of good-quality housing available to rent and buy that is well designed, energy-efficient, sustainable and affordable for Manchester residents. By meeting this aim we will encourage more working people to stay and live in Manchester, contributing to the city's success.

We're working with partners and communities to reduce the amount of crime and antisocial behaviour in the city to provide safer, clean, attractive and cohesive neighbourhoods. Manchester is growing and becoming ever more diverse. We are a welcoming city, and residents have a proud track record of positive integration and respecting one another's cultures, faiths and ways of life.

This helps to secure Manchester's position as a liveable city, providing a richness of cultural, leisure and sports facilities, and offering many opportunities for people to engage with their communities and neighbourhoods through volunteering. We're providing better-quality parks and green spaces, and are investing in libraries, culture, sport and events for residents' benefit and to increase the city's international profile and attractiveness.

We want Manchester people to be proud of their institutions, their neighbourhood and their city, which will reflect and celebrate diversity.

This chapter outlines how progress is being made to achieve these aims, the strategies being used to structure the work, the partnership approaches we're adopting, and specific indicators that demonstrate where progress is being made. These are detailed in the following five subsections:

- Housing
- Clean neighbourhoods and recycling
- Creating safe neighbourhoods
- Participation in culture, leisure, sport and volunteering
- Climate change and environment.

Housing

The Council's Core Strategy (2012–2027) supports high-density residential development on brownfield land¹ close to public transport. This aim is restated in the Council's strategy for residential growth, which seeks to increase the number of homes within the conurbation core, primarily in the Northern and Eastern Gateways, and on other sites that include housing for families and affordable housing across the city.

In summary:

Residential sales reduced significantly in 2016/17 after a surge in 2015/16, which preceded the introduction of a 3% Stamp Duty Land Tax (SDLT) levy on second home purchases in April 2016. Despite this, the number of sales have since recovered:

- 6.8% increase in the past 12 months: from 7,483 in 2016/17 to 7,996 in 2017/18 citywide
- 23.1% increase in the past 12 months: from 1,492 to 1,836 in the city centre.

Residential prices are continuing to rise, and there is clear evidence of the new-build premium beginning to push up averages as the apartment pipeline² begins to complete at scale. Despite this, a large proportion of the market, including secondary sales, continues to transact at much lower prices, with 44.1% of total sales under £150,000 in 2017/18:

- 1.6% increase in the past 12 months: from £178,533 in 2016/17 to £181,528 in 2017/18 citywide
- 12% increase in the past 12 months: from £182,174 to £203,945 in the city centre.

Residential rents per calendar month (pcm) have been steadily increasing since 2011/12, with rents outside the city centre significantly lower than the city centre apartment market. There is evidence, especially in the city centre, that the rate of growth is beginning to slow. However, the figures below mask large disparities between different city centre neighbourhoods, many of which remain much more affordable, including Oxford Road South (£810pcm) and Hulme Park & Birley Fields (£765pcm):

- 3.7% increase in the past 12 months: from £696pcm in 2016/17 to £722pcm in 2017/18 outside the city centre
- 0.5% increase in the past 12 months: from £967pcm to £972pcm in the city centre.

¹ Brownfield land is an area of land or premises that has been previously used, but has subsequently become vacant, derelict or contaminated. This term is derived from its opposite, undeveloped or greenfield land

² Pipeline refers to the city's forecast supply of new housing with full planning permission (both under construction and yet to start on-site)

Long-term empty properties remain low, despite new supply coming to the market:

- 0.7% citywide in April 2018 (up from 0.6% in April 2017)
- 0.5% in the city centre in April 2018 (up from 0.3% in April 2017).

Residential Growth Strategy

The **Residential Growth Strategy (2016–2025)** commits the city to delivering a minimum of 2,500 new homes a year and providing the right housing mix for a growing and diverse population. The strategy identifies six priorities that will support the city’s sustained growth and ensure there is affordably priced housing for sale and rent:

- 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.

Fundamental to this is increasing opportunities for home ownership at all prices – including homes affordable for first-time buyers, and more three and-four bedroom homes for growing families.

The city’s skyline is changing dramatically, with signature residential developments beginning to emerge across the city centre, including a skyscraper cluster at Deansgate Square, which will include Manchester’s tallest tower once complete. Across the rest of the city, key regeneration sites are increasingly coming forward for development, delivering homes for families and affordable housing.

According to the Government’s national definition,³ in the 2016 and 2017 calendar years there were 850 (6.2%) affordable homes approved out of 13,752 homes given full planning permission. This is split between 136 social rent, 234 affordable rent, 223 shared-ownership provision, and 247 rent to buy. In 2017 alone, 596 homes (9.3%) of the total granted permission were affordable.

In 2017/18 housing delivery exceeded the Residential Growth Strategy target of 2,500 homes per annum with 2,869 homes completed – 2,598 of which were market housing⁴ (including homes for low-cost home ownership and sold using Help to Buy) and a further 271 affordable completions (according to the Government’s national definition). This brought the total number of homes in the city to 228,296 in April 2018.

Table 5.1 shows that despite the city being a long way off the peak of residential development in 2007/08, the upturn in completions and the spike in developments starting on site suggests recovery in housebuilding following the recession in 2009 is well underway.

³ The Government’s national definition of affordable housing is social rented, affordable rented (80% of market value) and intermediate housing (including shared ownership)

⁴ Market housing refers to properties for private sale or rent

Table 5.1
Manchester residential completions by financial year

Year	Residential completions
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	1,113
2014/15	1,384
2015/16 baseline	1,511
2016/17	1,721
2017/18	2,869

Source: 2007/08–2012/13 Manchester City Council, Council Tax Register. 2013/14–2017/18 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)

Notable city centre schemes completed in 2017/18 include One Regent (307 units, Renaker), Cotton Field Wharf (302 units, Manchester Life) and OXID House (119 units, Factory Estates Ltd). Significant activity in other parts of the city included an additional 79 homes at the Booth Hall Hospital site in Charlestown (Taylor Wimpey), 79 units at The Woodlands in Baguley (Wythenshawe Community Housing Group) and 73 houses on East Avenue in Clayton (Lovell).

Total units under construction has increased by 30% over the past 12 months: from 7,033 in 2016/17 to 9,114 in 2017/18. By April 2018 there were 37 residential developments on-site across the city centre providing some 7,000 new homes. This represents an increase of over 40% in the total number of units on-site in the city centre since April 2017.

The city is expected to complete some 4,000 units in 2018/19 and 2019/20. Notable schemes to start on site in 2017/18 include Kampus on the former MMU Aytoun Street Campus (478 units, Capital & Centric), Manchester New Square on the corner of Whitworth Street & Princess Street (351 units, Urban & Civic) and the former Stagecoach Bus Depot site on Princess Road (258 units, Rowlinsons).

Student housing

The total student population living in the city has recovered from a dip after the £9,000 tuition-fees hike in 2012, and there is now a growing proportion of international students and postgraduates. In recent years the student housing market has shifted northwards towards the city centre and away from the traditional student neighbourhoods of south Manchester. This migration matches a long-term aim to free up homes in the south of the city, which are in high demand for families, and ensures that students are housed in well-managed accommodation in the right parts of the city.

In the city centre and along the Oxford Road Corridor, increasing housing demand from students is being reflected in a pipeline of accommodation targeted at students. The completion of the first phase of Vita Circle Square (Select Property) in the city centre and The Chapel in Ardwick (Empiric Student) saw an additional 850 beds introduced into the market in 2017/18. A further phase of accommodation is currently on-site at Vita Circle Square (384 beds, Select Property), with site clearance well underway on two further schemes: the Unite Tower on New Wakefield Street (603 beds, Unite Student) and the long-disused site on River Street (807 beds, Downing Studios).

Case study: Housing Affordability – Shaping Policy

In 2016 the Council published an affordable housing policy which commits the city to increase the delivery of new affordable homes for Manchester residents to 1,000–2,000 each year, and approved a Housing Affordability Policy Framework, which redefined affordable housing in Manchester as: **‘Decent and secure housing that meets the needs of Manchester residents that are below the average household income for Manchester’**

In contrast to the Government definition, the Council believes affordable housing should include low-cost home ownership to meet residents’ aspirations. The average household income in the city has been calculated at around £27,000 per year. Using a standard marker of 30 per cent of annual income, this equates to:

- Up to £675 per month for renting
- £121,500 to buy a home (excluding a deposit).

Households above this income level have more housing opportunities than those below it. Our affordability framework provides a range of housing options for residents with below-average income, reflecting the diverse identified needs of Manchester’s neighbourhoods, which includes:

- Social housing, including specialist social rent within supported housing schemes
- Affordable rent
- Shared ownership
- Shared equity
- Rent to Purchase.

The Council is also committed to replacing social rented homes lost through demolition and Right to Buy sales.

Both public and private sector partners working with the Council are turning this policy approach into the actual delivery of new affordable homes, and Manchester’s affordable homes programme will deliver over 2,200 affordable homes by March 2021. In financial terms this construction programme will be in excess of £250million and will bring with it significant social value through the employment, skills and training opportunities for Manchester residents. It will be funded from a variety of sources including:

- Grant funding from Homes England
- Borrowing from the Council’s Housing Revenue Account
- Council capital receipts
- Registered Provider reserves and loan finance.

The programme is also subsidised by the Council using its available land assets to support the delivery of the new homes. Approximately half of the sites in the current programme are owned by the Council and are being provided to make schemes stack up financially.

In addition, the Manchester’s Housing Affordability Fund (HAF) has been established, bringing together a range of additional funding streams targeted at the provision of affordable homes. This gives the Council a real opportunity to invest directly in the provision of affordable homes in Manchester. Sources of HAF funding include Section 106 receipts

from developers and Right to Buy receipts. The type of affordable homes delivered through the HAF will vary depending on location and evidence of demand, and will be a mixture of new build and refurbished existing housing.

In May 2018 the first two projects to be delivered by the HAF were approved: a Rent to Purchase scheme, targeting working households aspiring to home ownership but without the necessary deposit to access a high street mortgage (the Council will invest 20 per cent of the property price as equity retrievable at point of sale), and an ‘empty homes for first-time buyers’ scheme, bringing houses back into use for affordable home ownership. Both projects have been developed with Registered Provider partners to provide new and innovative ways for Manchester residents to access good-quality affordable homes.

It is also intended that up to 500 further homes across the city will be purchased, refurbished and made available for low-cost rent or ownership with support from Registered Providers. For example, the Ben Street neighbourhood in Clayton will see the full refurbishment of 62 currently vacant properties as well as facelift works to another 151 properties.

This is where our affordable homes investment is being targeted, in the heart of existing communities, creating new high-quality affordable homes close to jobs, where Council investment can help build more affordable homes for more Manchester people.

Developer contributions

Large-scale residential development can attract significant sums of 'developer contributions'. Planning obligations, also known as Section 106 agreements (based on that section of The 1990 Town & Country Planning Act) are private agreements made between local authorities and developers; they can be attached to a planning permission to make acceptable development that would otherwise be unacceptable in planning. These obligations, as well as contributing to the city's Affordability Fund, are often needed for public realm, infrastructure and highway improvements. The consultation on the Our Manchester Strategy for the city identified a new park as a major aspiration for residents in the city centre. By identifying this priority from the outset, the Mayfield partnership has been able to respond to this aim and incorporate it in their plans while still balancing it with other commercial considerations.

Joint ventures

In the past year, significant progress has been made with two of the city's most important joint venture partners. We are working with the Far East Consortium to deliver some 15,000 new homes in the Northern Gateway, and at the same time continuing to support Manchester Life Development Company (MLDC) in making preparations for future phases of residential development across the Eastern Gateway:

- Manchester Life (the partnership between Manchester City Council and the Abu Dhabi United Group) has 1,200 units completed or on-site, including some 900 available for owner-occupiers, and a further 300 units with planning permission in Ancoats
- Far East Consortium – 756 units with planning permission and a long-term vision for 15,000 new homes, including a significant proportion for open-market sale to owner-occupiers in new vibrant neighbourhoods in the Lower Irk Valley and Collyhurst, as part of the Northern Gateway.

Housing Investment Fund

Through the Greater Manchester (GM) Devolution Agreement, GM secured a £300million Housing Fund to invest in residential development over the next ten years. During the past year in Manchester, this investment addressed funding gaps on seven sites, which will help to deliver in excess of 1,000 units. These include:

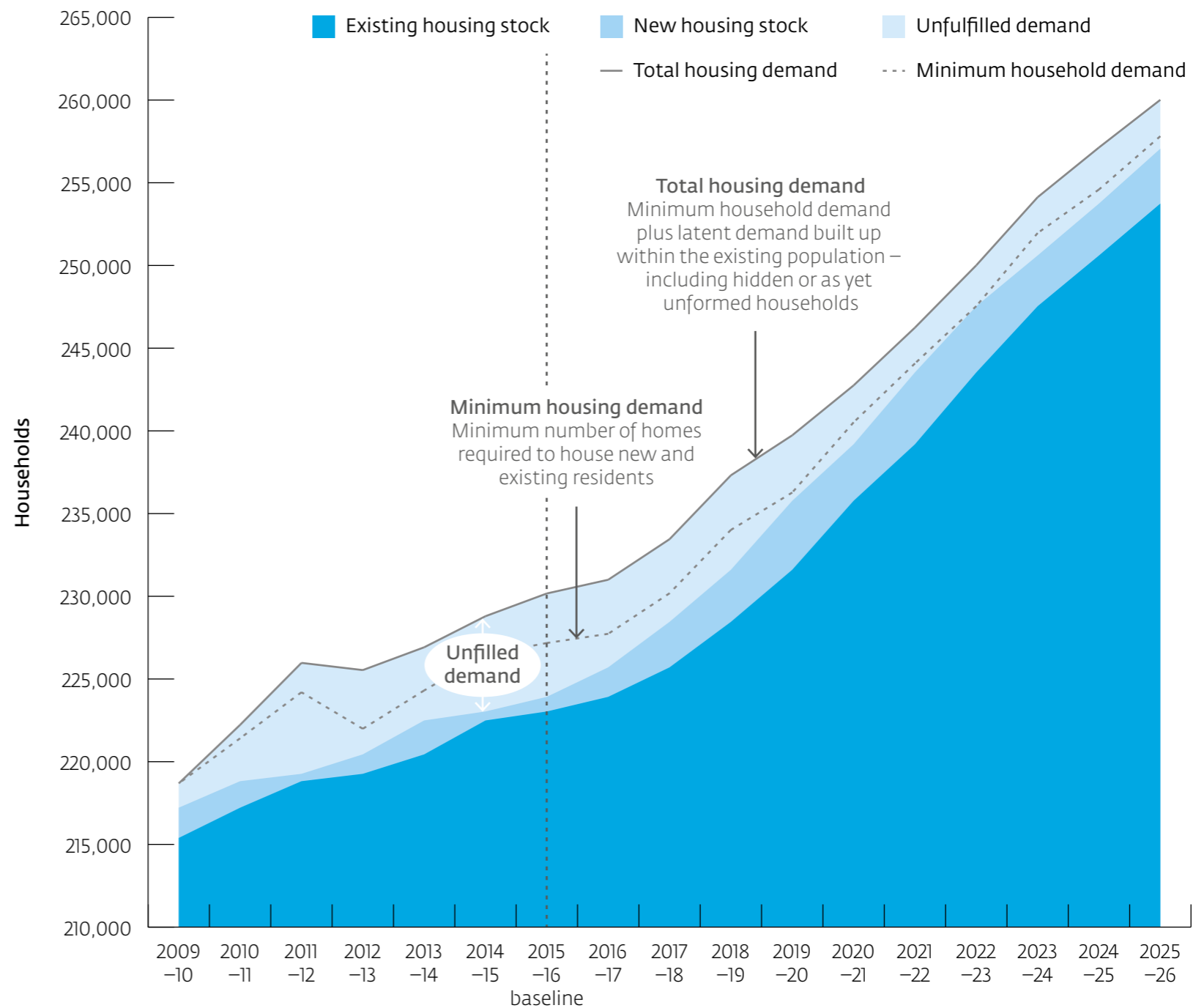
- 213 new homes in Ancoats at Manchester Life's Lampwick development (£24.5million)
- 201 new homes in Piccadilly at Crusader Mill (£25.5million)
- 171 new homes in Bradford at Vesta Street (£21million)
- 92 new homes in Moss Side at the former Stagecoach bus depot (£5.6million)
- 68 new homes in Ancoats at New Little Mill (£10.5million)
- 48 new homes in Deansgate at John Dalton Street (£1million)
- 44 new homes in Crumpsall at Clarkesville Farm (£4million).

Manchester remains undersupplied

Population growth in the city has historically relied on new residents backfilling empty properties. However, undersupply in the period prior to 2015/16 resulted in record low availability and much of the existing stock reaching capacity, constraining the potential for further growth. With this in mind, new supply is required to ensure housing doesn't become a constraint on growth, particularly if the city is going to meet its population forecast of over 644,000 residents by 2025.

Despite an expanded pipeline, research carried out by Manchester City Council suggests that the city remains undersupplied by approximately 750 units per annum to 2025 (compared to approximately 1,300 units per annum as estimated in last year's State of the City Report) (see Figure 5.1).

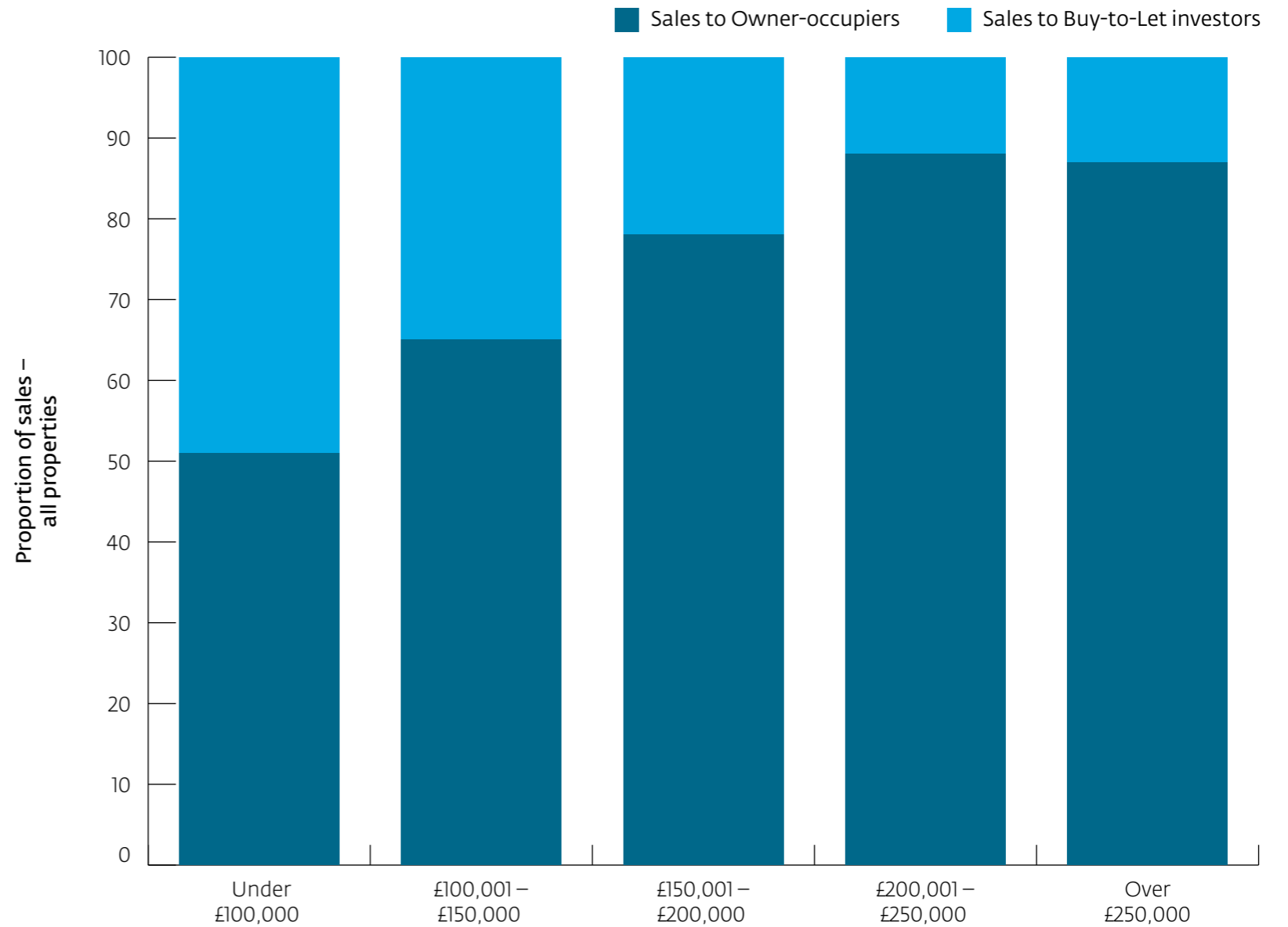
Figure 5.1
Housing demand vs the city's expected residential pipeline



Source: 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)

Moreover, the analysis identified a pipeline overwhelmingly focused at the entry and mid-market in the city centre (Figure 5.2). This is important because the proportion of sales to investor landlords is higher at lower price bands. Conversely, as values increase so does the proportion of owner-occupiers, some of whom are accessing Help to Buy, resulting in a fairly even split between existing Manchester residents and others.

Figure 5.2
Buyer profile estimate based on residential property sales during the period 2016/17



Source: Estimates generated by Manchester City Council using residential property sales figures from the Land Registry
© Crown Copyright 2017

A growing and diversifying private-rental sector has been fundamental to housing Manchester's growing population. Operators and institutional investors are starting to professionalise the residential lettings market through the development of a number of innovative Build-to-Rent schemes, primarily – but not exclusively – in the city centre. The common factor connecting such schemes is the significantly improved management standards compared to the private-rented sector of old, which relied much more heavily upon small-scale investor landlords.

Nevertheless, there remain deep-seated concerns around some parts of the private-rented sector, where significant issues linked to poor-quality accommodation and rogue landlords persist. The Council has taken steps to address these concerns with the introduction of Selective Licensing for landlords, in order to ensure that properties are up to the right standards and safe for people to live in. These licences are currently required by anyone renting homes in designated areas in Crumpsall, Moston, Old Moat, Moss Side and Rusholme, and plans are underway to extend the scheme across other neighbourhoods in the future.

In October 2018, mandatory licensing of Houses in Multiple Occupation (HMOs) will extend to cover all properties with five or more occupants living in two or more households and sharing amenities, regardless of the number of storeys.

These changes will bring smaller privately rented properties into the HMO licensing regime, for example two-storey shared-terraced housing, as well as purpose-built flats where there are up to two flats in the block and one or both of the flats are occupied by five or more persons in two or more separate households. This means some shared flats above shops will need a licence, as will some small blocks of flats not connected to commercial premises.

The benefits of extending HMO licensing include increased regulation of the private-rented sector, which should improve property condition and management standards through a cost-recovery regime.

Planning and the Greater Manchester Spatial Framework (GMSF)

The Greater Manchester devolution deal allows the Mayor to produce a Spatial Development Strategy (a planning policy document covering all of Greater Manchester) alongside the districts' own local plans. The ten local authorities in Greater Manchester have worked together with the Mayor to develop the GMSF, including a target of 225,000 new homes across Greater Manchester by 2036. The Framework establishes the amount of land needed for housing and businesses and the distribution between each district; it also identifies key infrastructure requirements, including transport.

During consultation in 2017, concerns were raised about the plans for development on green belt in some local authority areas. The redrafted Spatial Framework will aim to make the most of Greater Manchester's brownfield sites and reduce the impact on green belt. In Manchester, city centre planned completions (including parts of Salford) account for almost 50% of the total GMSF target (some 12,000 units annually) from 2018/19 onwards. The redrafted framework is due for consultation in autumn 2018.

Design guidance and quality development

The city's Residential Quality Guidance ensures developers are building well-planned homes with sufficient space to accommodate our residents' needs and lifestyles. The guidance prioritises larger two-bed homes representing some 60% of the pipeline. Salford, for example, are building more one-bed homes in the city centre (some 40% of the pipeline, compared to 20% in Manchester). In the city centre, this policy is resulting in bigger, better-quality homes housing professional sharers and increasing numbers of older residents and families.

Forward view

It is clear that significant progress has been made to increase the supply and diversity of housing across the city. In the region of 4,000 new homes will be delivered in 2018/19 and 2019/20, alongside the creation of major new residential neighbourhoods with the associated place-making investments and public services provided to make these areas great places to live. However, there remains much work to do if we are to create the foundations for future growth.

Perhaps the most significant policy solution to emerge from the recent affordability discussion is the requirement for a Manchester-specific interpretation and definition of affordable housing that is applicable and relevant to average household incomes and the wider housing market in the city. For some time, local policymakers have argued that there is no single UK housing market, and as a result there can be no common national policy framework that responds effectively to the individual challenges of each bespoke housing market area. Manchester recognises that more work is needed to increase opportunities for home ownership and to meet the city's target for delivery of affordable homes. However, by linking this aspiration to residents on or below average household income, the policy is beginning to challenge the national assumption, and is evolving to become more bespoke, more relevant and therefore more effectively applied to local circumstances, whichever part of the city our residents choose to live in.

We developed this new approach to affordability by listening to residents locally – a key element of the Our Manchester approach. It is evidence-based – drawn from data on how people are employed and the evolving housing choices residents make in the city. Nevertheless, we want to do more and this means more local thinking and, importantly, more resource. In order to fully realise its potential, Manchester needs further devolved powers and control of housing to ensure demand can be met. The devolved administration in Wales recently adopted a devolved system of Stamp Duty Land Tax (SDLT) whereby revenues are retained and an element of the monies raised are reinvested in housing. Last year, SDLT revenues in Greater Manchester exceeded Wales. According to HM Revenue & Customs, SDLT receipts from residential property sales in Manchester grew from £14million in 2015/16 to £27million in 2016/17; Greater Manchester equivalent: £80million in 2015/16 to £147million in 2016/17. If just half the growth in stamp duty over the past 12 months had been retained, we would have an annual pot of £6.5million (Manchester) or £33.5million (Greater Manchester) to support affordable housing – a major incentive to encourage further growth.

Clean neighbourhoods and recycling

Waste, recycling and litter continues to remain a key priority for residents, and the Council is committed to supporting residents to manage their household waste effectively. After the successful delivery and collection of new refuse bins for over 157,000 households between August and October 2016, recycling rates increased significantly and refuse from households that received the new grey bins has decreased by 25%. This is expected to lead to avoiding additional costs of over £8million per year. In 2017/18, collection rounds were adjusted to increase efficiency after the reduction in refuse collected and an increase in recycling. The amount of residual waste collected from all households has decreased from 519kg per household per year in 2015/16 to 436kg per household per year in 2017/18 (Table 5.2).

Table 5.2
Percentage of household waste recycled – refuse produced per household

	Refuse kg per household per year	Recycling rate	Kerbside organic tonnage	Kerbside dry recycling
2007/08	735	22%	9,528	13,170
2008/09	695	20%	9,414	12,872
2009/10	701	19%	11,912	16,506
2010/11	631	26%	16,185	20,900
2011/12	518	34%	24,147	24,290
2012/13	481	37%	24,703	25,446
2013/14	485	35%	24,679	25,473
2014/15	503	33%	24,874	25,752
2015/16 baseline	519	32%	24,776	26,213
2016/17	471	36%	29,503	29,643
2017/18 (provisional figures)	436	39%	30,898	31,241

Source: Waste Data Flow

In 2018/19, work will be undertaken with apartment blocks to encourage households to recycle more, as recycling rates among this sector are low at approximately 10%. Investment will be focused on providing more recycling facilities, improved signage and other materials to make it easier for residents to recycle. After an exercise in 2017/18 to understand the residual and recycling quantities collected from each apartment building, adjustments will be made to ensure there is a fair provision of residual and recycling capacity across property types.

In response to changes in the international recycling markets, it is more important than ever that the city ensures that domestic recycling is not contaminated with incorrect materials – particularly in the card and paper recycling. Working together with the Greater Manchester Combined Authority (GMCA) a Greater Manchester campaign will be developed to encourage residents to recycle right – this will be further enhanced in areas where contamination levels are highest and residents need extra support. Targeted communications and engagement will help residents to understand what materials can be recycled and why it is important they make the effort to do so.

Clean streets

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. Therefore, effective and efficient cleansing services are essential to the creation of our 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.

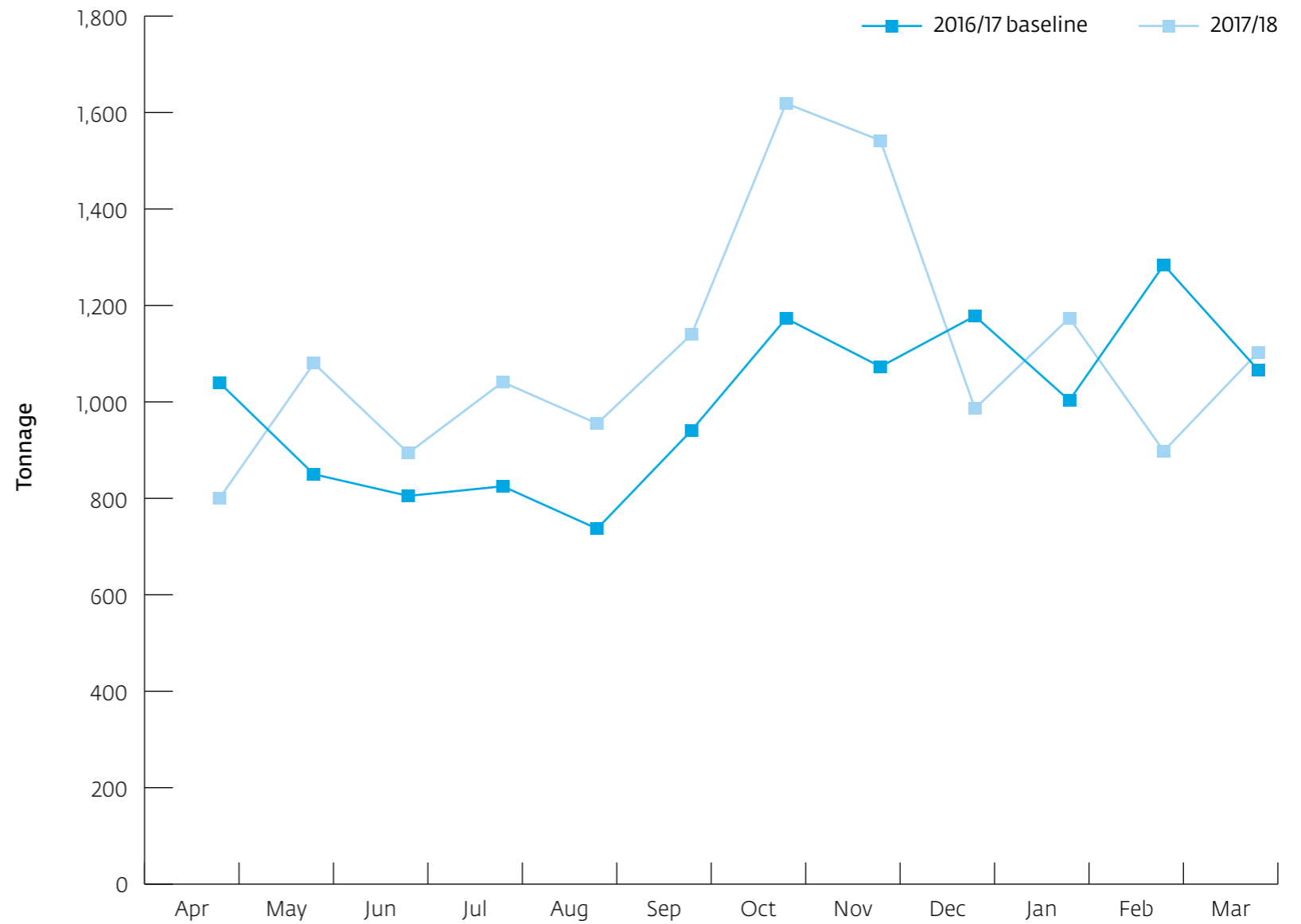
One of Manchester's key priorities is to ensure that the city is clean and well maintained, and that residents are supported to take pride in and responsibility for their surroundings. Within this context it is a priority of the city to ensure that all waste is disposed of in a regulated manner via waste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

There are more than 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, as well as a number of vibrant local district centres.

This context demands a service that improves cleanliness, response times and customer satisfaction while also reducing its net spend. Meanwhile, Neighbourhood teams and compliance staff have been using education and enforcement to reduce littering and increase environmental commitment. In 2018/19, the city developed a partnership with Keep Britain Tidy to develop Keep Manchester Tidy – a campaign that will deliver focused initiatives to tackle litter in all its forms, including smoking-related litter, on-the-go food packaging, fly-tipping, litter thrown out of vehicles, and many more. The vision of the partnership is for these campaigns to be delivered with a litter taskforce that comprises businesses in the private and public sectors, registered providers, education providers, and residents.

Figure 5.3 illustrates the tonnage of street-cleansing waste collected during 2016/17 and 2017/18. We use 2016/17 data as the baseline for the Our Manchester Strategy as this data is more reliable than ever before, due to separate collection teams rather than generic cleansing teams. Street-cleansing tonnages typically rise each year between September and November, owing to leaf fall.

Figure 5.3
Street-cleansing tonnages 2016/17–2017/18



Source: Weighbridge data: Viridor and Redgate Holdings

Tackling fly-tipping

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 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 investigation and enforcement team, in partnership with Biffa, was set up in late 2016/17 consisting of teams focused in the north, south and central areas of the city. This team is proactively investigating fly-tipping and collecting evidence that is passed to the compliance team to take enforcement action against the perpetrators.

The challenges associated with prosecution mean that other interventions are needed to complement the formal enforcement procedures. These measures, undertaken with our agencies and partners, 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 5.4 shows that fly-tipping tonnages have fallen from an average of 302 tonnes per month in 2016/17 to 268 tonnes per month in 2017/18. 2016/17 is used as the baseline for the Our Manchester Strategy as it was the first year that accurate tonnages on fly-tipping were available (in previous years fly-tipping had been collected with ground waste or other street-cleansing material such as litter-bin waste).

Figure 5.4
Fly-tipping tonnages 2016/17–2017/18



Source: Weighbridge data – Redgate Holdings

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.

During 2018/19, having clean streets will continue to be a key priority for the city. Examples of planned actions for this year include:

- Closer ties and more integrated working with Registered Social Landlords and housing companies
- Increasing the number of businesses with an obligation to have a designated person responsible for waste management, and a clean-premises business plan to include the external areas of the building
- Taking enforcement action against those businesses not willing to take responsibility for litter related to their premises and land
- Continuing to investigate fly-tipping in alleyways, and educating the perpetrators of alleyway dumping.

Creating safe neighbourhoods

Manchester's Community Safety Partnership (CSP) brings together Manchester City Council, Greater Manchester Police (GMP), Greater Manchester Fire and Rescue Service, the NHS, the Greater Manchester Combined Authority, offender management services, housing providers, the universities, and voluntary and community organisations to work together to tackle crime and antisocial behaviour. The CSP identifies, through local crime-and-disorder audits and consultations, key local crime-and-disorder priorities to develop local crime-reduction strategies to address these issues.

The current three-year **Community Safety Strategy** was launched in March 2018. Before launching the strategy, the CSP undertook extensive consultation for three months with people who visited, lived and worked in Manchester. This included a survey that followed the Our Manchester approach and sought to identify the priorities for those living and working in Manchester, together with ways we can work together with residents and partners to improve community safety across the city. A number of face-to-face engagement sessions were also held to consult with specific groups.

After this consultation and analysis of local crime-and-disorder data, the following five priorities were identified:

1. Tackling crime and antisocial behaviour
2. Keeping children, young people and adults with vulnerabilities safe
3. Protecting people from serious harm
4. Reducing the crime impact caused by alcohol and drugs
5. Changing and preventing adult-offender behaviour

Throughout the development of the strategy the Community Safety Partnership adopted the Our Manchester approach and behaviours: being open, honest, transparent and proud about Manchester, working collaboratively, listening, and not being afraid to try new things. The strategy and consultation responses can be found [here](#).

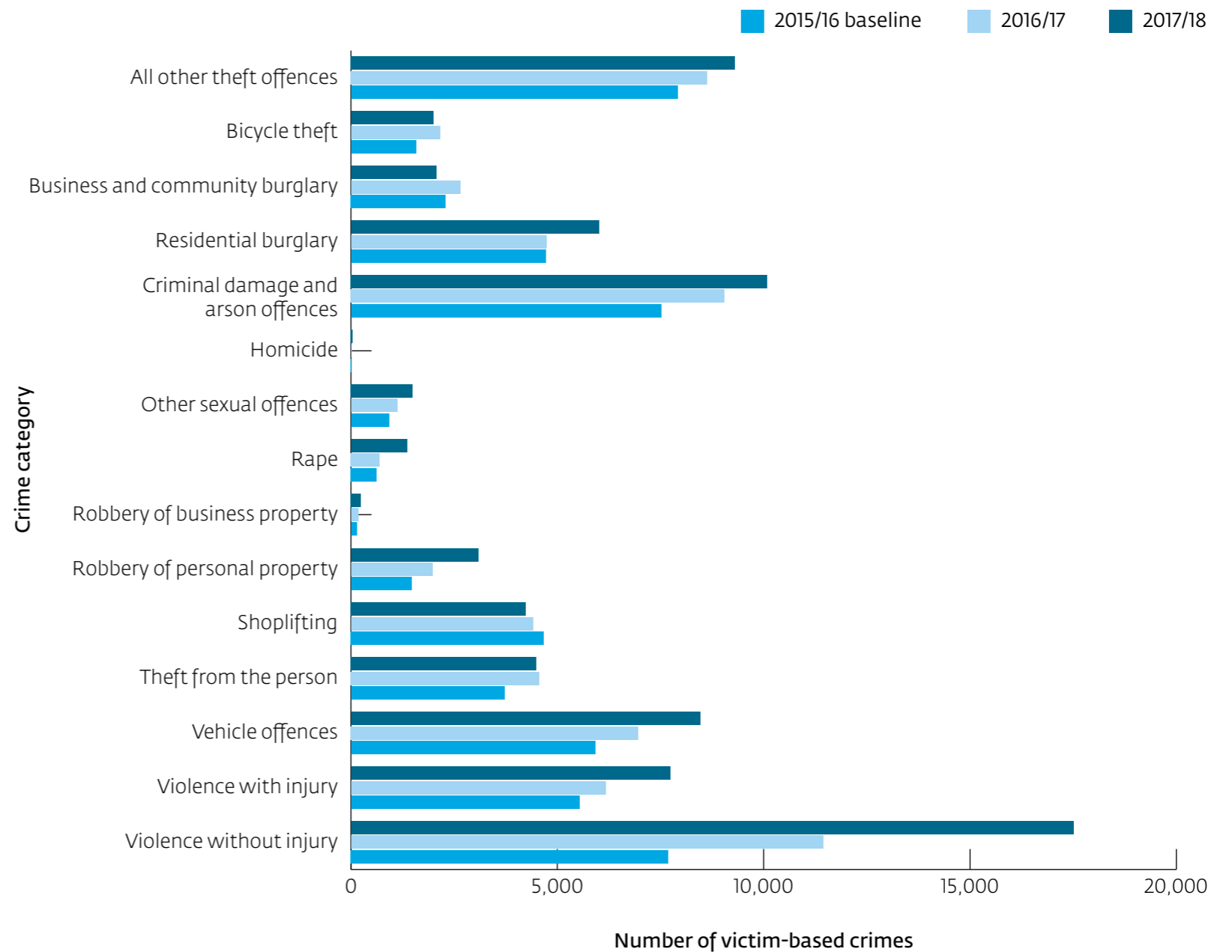
This section will focus on some of the issues that have a direct and significant impact on residents, workers, and visitors to the city. The themes of the strategy cut across each of these specific issues and provide a coherent approach to preventing crime, keeping people safe, and changing behaviours.

Victim-based crime

Victim-based crime is a broad category that includes offences of violence against the person (including homicide, violence with injury, and violence without injury), sexual offences (including rape), acquisitive crime (including robbery, burglary, vehicle crime, shoplifting and theft) and criminal damage.

Victim-based crime recorded by the police increased by 21% from 2016/17 to 2017/18 in Manchester, compared with a 17% increase across the rest of Greater Manchester. A significant element of this increase was due to improvements in crime-recording practice in GMP (as in other police forces), following Her Majesty's Inspectorate of Constabulary inspections of the process from 2014 onwards. These improvements have led to a more victim-centred approach, where crimes are recorded as soon as they are brought to police attention, rather than being investigated prior to being recorded. Other factors contributing to the crime increase included 820 offences relating to the Arena terror attack of May 2017, and a 70% increase in historical offences (those recorded at least a year after they happened). These historical offences mainly involved sexual or violent assaults. Figure 5.5 highlights the number of recorded crimes by each crime category.

Figure 5.5
Victim-based crime in Manchester



Source: GMP Business Intelligence, April 2018

There has been an increase in knife-related crime nationally, and this has also been experienced here in Manchester. The approach adopted in Manchester to address knife-related crime consists of a universal message of education for young people to discourage them from using knives, and raising awareness of the consequences of both carrying a knife and stabbing someone. It also includes targeted work with some young people who may be both victims and perpetrators of knife crime. The Youth Justice Team have refreshed their crime-deterrent programme for young people by using a restorative approach that focuses on the impact and consequences of knife crime in order to prevent young people from carrying knives.

A partnership meeting has been established to address knife crime and violence in the city centre. This has included identifying work with licensed premises to encourage prevention measures such as the use of knife arches and wands, the use of nitenet radio to share information between premises, and ensuring that premises are reporting to the police when they are finding weapons.

GMP are engaged in foot patrols in key areas of robbery and knife crime, with officers undertaking sweeps in hotspot areas to uncover any weapons and knives hidden in shrubbery and street furniture.

Domestic violence and abuse

Every resident has the right to feel safe in their own home, so Manchester launched its **Domestic Violence and Abuse Strategy** in June 2016. The strategy has five pledges, which form the basis of work to tackle such abuse. These pledges are:

- Preventing abuse
- Supporting people to seek help
- Managing safety
- Training and workforce development
- Adapting delivery models in response to changing need and demand.

Table 5.3 shows the types and prevalence of domestic-abuse crimes in Manchester recorded since 2015/16.

Table 5.3
Domestic abuse crimes in Manchester (2015/16–2017/18)

	2015/16 baseline	2016/17	2017/18
Violence against the person	3,461	4,118	6,873
Sexual offences	218	200	302
Robbery	21	24	32
Theft offences	227	221	433
Criminal damage	426	480	762
Total	4,353	5,043	8,402

Source: GMP Business Intelligence

There has been a significant increase in violence against the person offences, specifically since 2015/16. However, changes in the way such offences are recorded will account for some differences; the Community Safety Partnership has been actively encouraging the reporting of domestic abuse, as it is significantly underreported. Many victims suffer more than thirty instances before making their first report. This number is significantly higher for victims from Black, Asian and Minority Ethnic (BAME) communities.

Collaborative work is ongoing and partners are committed to implementing the pledges contained within the Community Safety Strategy. Examples include:

Operation Encompass

We know domestic abuse can have a significant impact on children in the home, so this initiative allows police officers attending domestic incidents to provide schools with information, prior to the next school day, about children who were present when the incident occurred. This gives schools information in real time, allowing them to respond as required by putting measures in place to support the child in school, and gives them the opportunity to follow up if the child does not attend.

Over 95% of the city's schools are registered with Operation Encompass, along with all Pupil Referral Units, and, via a dedicated inbox in the Safeguarding in Education Team, Early Years settings such as nurseries.

Most other Greater Manchester areas are now on board with Encompass and work is ongoing to create a consistent model that will enable a joined-up response where either some or all of the children in a household attend a school in a neighbouring borough. It is hoped that the Operation can be extended to sixth forms and colleges in the near future.

Identification and Referral to Improve Safety (IRIS)

Manchester recognises that it needs to work with a wide range of agencies to reach people experiencing domestic abuse. IRIS is a collaboration of health and voluntary and community sector specialist domestic-abuse organisations that offers training for GPs and the nursing team in each practice. The project provides training, support, communication skills and a referral package for GPs to allow them to better identify patients experiencing domestic abuse so they can refer them for help and support. All GP practices across Manchester have received IRIS training.

Community cohesion

Manchester prides itself on being an inclusive, welcoming and tolerant city; it celebrates its diversity and works hard to build more cohesive communities.

Table 5.4 shows that 556 hate incidents and 3,051 hate crimes reported to GMP between April 2017 and March 2018 had links to one or more of the six monitored hate strands. This represents a 57% increase compared to the number of reports received during the 2015/16 baseline year. The largest increase has been seen in hate incidents and hate crimes motivated by religion. The number of reports of Islamophobia reduced from 154 in 2015/16 to 118 in 2016/17, however there was a significant increase following the Arena terror attack, with 318 reports in 2017/18.

Table 5.4

Reported hate incidents and crimes linked to monitored strands (2015/16–2017/18)

	2015/16 baseline		2016/17		2017/18*	
	Incidents	Crimes	Incidents	Crimes	Incidents	Crimes
Race	362	1288	445	1575	334	2211
Religion	86	133	86	201	139	434
Sexual orientation	77	154	97	241	56	294
Disability	18	49	29	49	14	81
Transgender	12	16	26	23	13	28
Alternative subcultures	1	4	0	3	0	3
Total links to monitored strands	556	1644	683	2092	556	3051
Total hate incidents/crimes	501	1540	615	1927	476	2733
Anti-Semitic	13	42	34	34	17	40
Islamophobic	60	94	33	85	80	238

* Excludes 818 victims of the Arena bombing, whose crimes have now been flagged as a hate crime

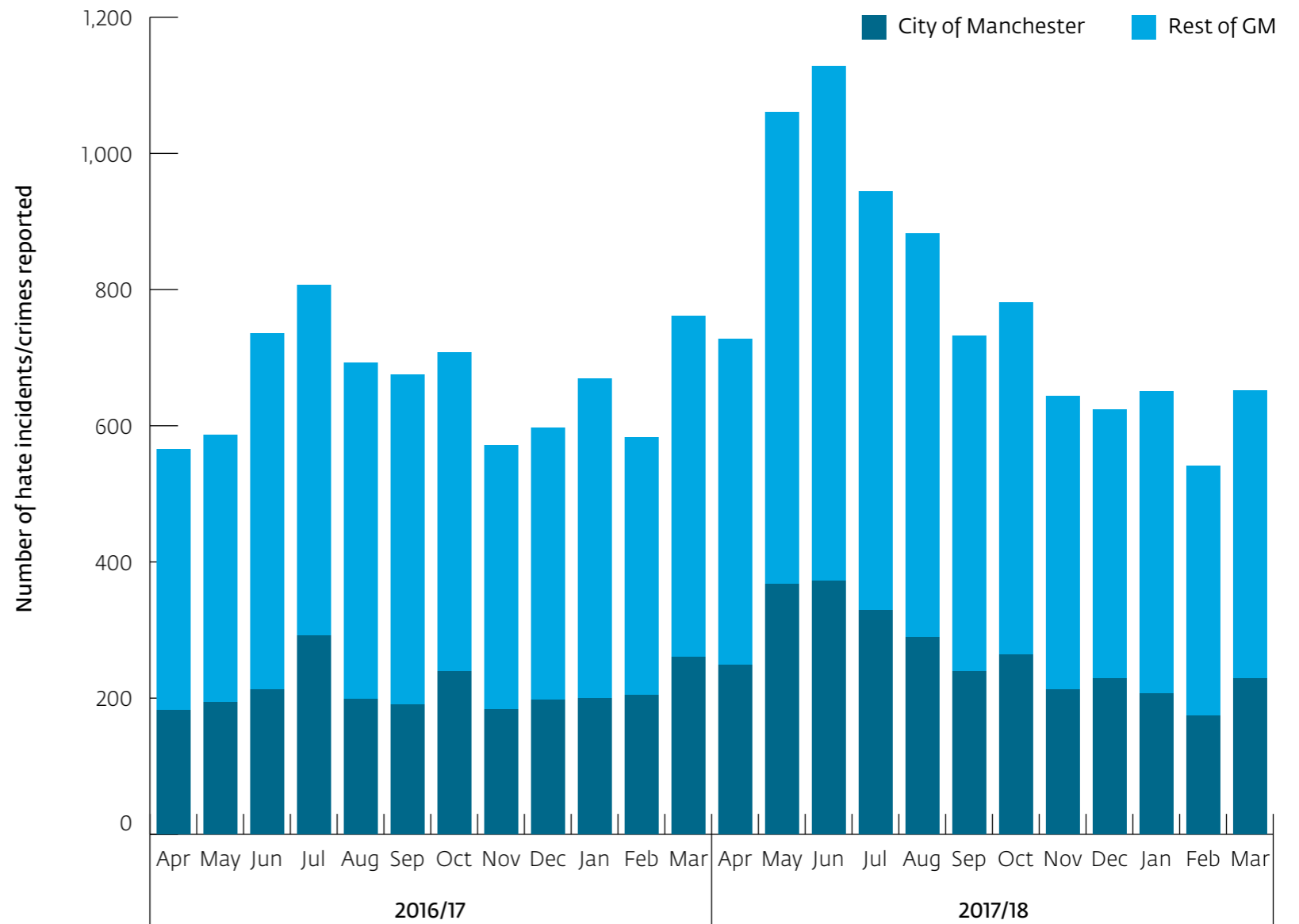
Source: GMP Business Intelligence

In recent years, the increase in reporting has generally been seen as a positive trend, as it indicated that victims had more confidence to report hate incidents and hate crimes to the police and third-party reporting centres, or via the national True Vision website. However, there have been increases in xenophobia and hate crime since both the EU Referendum in June 2016 and the Arena terror attack on 22 May 2017.

Despite most of Manchester's communities responding to the Arena terror attack with a message of hope and solidarity by supporting and helping each other, there was a significant increase in reported hate crime during this period.

Figure 5.6 shows how the number of hate incidents and hate crimes committed across the city of Manchester and the rest of Greater Manchester increased after these two events.

Figure 5.6
Hate incidents and hate crimes reported: April 2016 to March 2018



Source: GM Business Intelligence

Following the terror attack on the Manchester Arena, colleagues from the CSP were part of the multiagency Recovery Co-ordinating Group established to deal with the recovery, restoration and rebuilding of Manchester and its people. Some of the recovery group's priorities have been focusing on supporting victims and communities affected by the attack, and working with faith groups and organisations to promote key messages in our communities.

Following the attack, all hate-crime third-party reporting centres were contacted or visited to ensure they had the tools and support needed to respond to any reports of hate crime, and additional materials were distributed that promoted reporting mechanisms. A number of schools and hospitals contacted the CSP with concerns about hate crime. Resources and support were identified to help address these concerns.

A further round of hate-crime funding was made available in June 2017 to allow voluntary and community groups to apply for funding and hold events throughout the year, and not just during Greater Manchester Hate Crime Awareness Week (HCAW).

Over the past year, the hate-crime awareness programme was supported by Macc (Manchester's local and community sector support organisation), which, because of its links and work with the voluntary and community sector, was able to increase the number of applications significantly and reach community and faith groups not previously funded.

The Antisocial Behaviour Action Team have been providing support for individuals and premises where hate crime/incidents have occurred. This has included taking enforcement action against perpetrators of hate crime.

RADEQUAL is Manchester's campaign to build community cohesion through empowering and enabling organisations and communities to come together to challenge hate, prejudice, and extremism. The RADEQUAL campaign and grant programme continue to grow, and network events regularly take place in venues across the city. The grant scheme successfully funded 15 organisations and groups in 2017/18, and events took place across the city to tackle prejudice, hate and extremism, and promote the RADEQUAL principles of Challenge, Connect and Champion.

Rough sleepers

Welfare reforms continue to have 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. Homelessness and rough sleepers are discussed further in the 'A progressive and equitable' chapter.

A dedicated city centre antisocial behaviour team was established in September 2017. The team is embedded within the wider city centre Integrated Neighbourhood Management, which has established relationships and effective partnership working across teams that include Licensing, Compliance and Out of Hours, Rough Sleepers Team, Neighbourhood Policing Team, Biffa, CityCo, Change Grow Live and NCP car parks. From 1 October 2017 to 30 April 2018 the city centre team received 230 referrals, compared to 89 referrals for the same period in 2017 – a 158% increase. The referrals received are mainly from residents, businesses and GMP. The types of antisocial behaviour the team responds to include open drug use and associated litter, aggressive begging, verbal abuse, harassment, threats of violence, actual violence, hate crimes/incidents, burglary, robbery, and drug-dealing.

Case study: Wythenshawe Integrated Neighbourhood Services – Our Manchester in Action

Wythenshawe Community Housing Group (WCHG) and key partners, including GMP, Health, NHS Care Navigators, Ambulance, Social Services, Early Help, Drugs & Alcohol, High Impact Primary Care Users Service, Manchester City Council Adult Safeguarding (MASH) and Greater Manchester Mental Health NHS Foundation Trust, have combined their skills and strengths to develop a new service-delivery model based on the Our Manchester model of an asset and strength-based approach. The purpose of Wythenshawe Integrated Neighbourhood Services (WINS) is to help reduce high levels of repeat crisis or chaos points, and to increase resilience by promoting the independence and confidence of service users to take positive steps to help manage their own health and wellbeing.

The WINS team specifically focuses on high-demand service users in a number of priority neighbourhoods who are regularly presenting for support and assistance, in particular to the emergency services. The team reviews cases that involve a range of complex needs, such as support with mental health, safeguarding issues, crime, antisocial behaviour, domestic violence, and alcohol misuse. It investigates the reasons behind repeat presentations to enable partners to work creatively around clients' complex needs. Once effective engagement takes place, the WINS team agrees a joined-up and tailored action plan aimed at reducing dependency and increasing stability.

This new approach has enabled the members of the WINS team to focus on service users who are often furthest removed from key services. So far, this process has shown that these high-demand service users are those who haven't previously met the threshold for a service, have undiagnosed conditions, have previously left or refused services, and have little or no support from family and friends.

Several key benefits to this collaborative approach have already been identified, such as a reduction in service duplication, improved resource allocation, and provision of real-time information, and these have demonstrated a reduction in referrals to a myriad of partners.

Since the formation of the WINS team, 63 cases have been opened, and 38 of these have been closed, of which 18 have now been evaluated using the GM Place Based Tool Kit. So far, only two have re-presented.

Of the 18 closed cases that have been evaluated, a reduction in demand equating to £193,000 has been achieved. This is a significant reduction in cost to the public purse; also, very importantly, it is a reduction in crisis. The main reduction areas have been domestic abuse, hospital admissions, A&E attendance, and crime/anti-social behaviour.

Nigel Wilson, Group Chief Executive of Wythenshawe Community Housing Group, said: "I'm really pleased and proud of the positive difference WINS is making to the lives of residents living in Wythenshawe. It's a real testament to partnership working when colleagues from across a range of services come together to find creative solutions that will bring about improved and sustainable outcomes for residents. WINS in action is dynamic and agile to people who are experiencing repeat crisis or chaos in their lives and who need a more tailored support package to get back on track. Wythenshawe Community Housing Group has always been at the forefront of a neighbourhood management approach that promotes good health, wellbeing and aspiration for residents, so that they can take up and make the most of existing opportunities. In times when we see need and complexity increasing, we will continue to try and find innovative and cost-effective methods and solutions."

Chief Inspector Faz Zaman said: "The GMP operating model recognises that the demand we receive on a daily basis has changed over time. Modern demand is complex and cannot be dealt with using a single agency response. By using an effective integrated neighbourhood service, demand is dealt with by the right agency in the right way, with problem-solving at the forefront. This method of working is the future and will be developed further to encompass further GMP areas."

A Community Safety Partnership vehicle is being utilised to engage with rough sleepers and beggars in the city centre, providing a visible presence and tackling the concerns associated with rough sleeping and begging. Officers are able to take direct reports from members of the public on antisocial behaviour or a non-emergency concern for an individual's welfare. Having a vehicle that has been designed to enable engagement to take place in both a safe environment and at the time and place where individuals are encountered by officers is proving to be extremely productive.

Austerity measures continue to have an impact on public services; this means it is important that Manchester reduces its demand on services while still providing a good-quality service that continues to tackle crime and antisocial behaviour and support people with vulnerabilities. To achieve this, we need to continue to change offenders' behaviour and address the issues that may help them to change their behaviour, such as education, employment, substance misuse, life skills, and accommodation.

Participation in culture, leisure, sport and volunteering

In addition to good-quality housing in a place that is clean and safe, our communities are reliant on other public amenities, such as parks, libraries and leisure facilities, to really make a neighbourhood of choice. A key commitment is to invest in cultural and sport facilities for the benefit of the city's residents and to improve the city's international attractiveness.

Table 5.5 shows the number of visits to the city's main cultural and recreational facilities between 2015/16 and 2017/18. Overall, there has been an 11% increase in visits between 2015/16 and 2017/18, but only a 1% increase since 2016/17.

Table 5.5
Number of visits to Manchester City Council's cultural and recreational facilities

	2015/16 baseline	2016/17	2017/18	Annual change %
Manchester Art Gallery	519,602	607,809	641,361	5.5%
Leisure	2,961,586	3,412,284	3,414,605	0.1%
Libraries	2,801,136	2,917,769	2,955,448	1.3%
of which Central Library	1,480,941	1,474,655	1,580,023	7.1%
Total	6,297,404	6,937,861	7,011,414	1.1%
Parks: attendance at activities and events	509,174	517,352	568,918	10%

Source: Manchester City Council

In addition to our venues, the Council provides a wide range of activities, events and educational sessions for residents. These events may vary in size, scale and purpose, but they all encourage our residents to be active and engage in their communities, developing new skills or improving their wellbeing.

Table 5.6 shows a substantial 27% annual growth in attendance at libraries in terms of activities, events and educational sessions, including a marked increase of 25% for Manchester Galleries. However, overall attendance in 2017/18 was impacted by the 10% reduction in attendance for sport, leisure and parks; the reduction was partly due to a one-off sport event, the Olympic Heroes Parade, which took place in 2016/17 and attracted an estimated 100,000 attendees. In addition, the unavailability of some venues due to capital work nearby or on site (eg. Moss Side Leisure Centre, Manchester Aquatics Centre and Manchester Velodrome) has had an impact on programmes as well as footfall generally.

Table 5.6

Number of attendances at activities, events and educational sessions through Manchester City Council's cultural and recreational facilities

	2015/16 baseline	2016/17	2017/18	Annual change %
Galleries	126,724	126,445	158,301	25%
Sport, Leisure and Parks	1,747,955	1,351,999	1,216,828	-10%
Libraries	136,926	182,864	231,382	27%
Total	2,011,605	1,661,308	1,606,511	-3%

Source: Manchester City Council

Culture as an international attraction

Manchester remains the third most visited city in the UK after the two capital cities of London and Edinburgh⁵ and is known as an internationally cultural city. The visitors can have a big impact on the local economy through the money they spend on hotels, restaurants and retail. Manchester’s visitor economy is discussed in more detail in the ‘A thriving and sustainable city’ chapter.

Table 5.7 provides details of the top ten most visited free attractions in Manchester, compiled from those submitting data to the annual STEAM⁶ process. As is shown, our galleries, museums and cultural venues continue to attract substantial numbers of visitors, helping to confirm Manchester’s role as the nation’s second cultural centre outside of London. Having only opened in 2015, HOME has now established itself as the number-one attraction in Manchester for galleries, museums and cultural attractions.

Table 5.7

Top visitor attractions in Greater Manchester that are located in Manchester

	Attraction	2015 baseline	2016	Admittance
1	HOME **	619,658	837,621	Free*
2	Museum of Science and Industry	695,275	651,473	Free*
3	Manchester Art Gallery	593,169	593,168	Free
4	National Football Museum	411,991	481,541	Free
5	Manchester Museum	453,970	406,997	Free*
6	Runway Visitor Park	360,500	338,450	Free
7	The Whitworth **	400,257	321,269	Free*
8	The John Rylands Library	178,453	242,892	Free
9	Manchester Cathedral	153,209	176,704	Free
10	The People’s History Museum	86,595	93,404	Free

* An entrance fee may be charged to specific exhibitions, performances, and activities held within the venue, while other spaces are free admittance.

** HOME opened in April 2015 and The Whitworth reopened in February 2015, so the totals do not reflect a full calendar year

Source: STEAM

5 2017 International Passenger Survey, Visit Britain/ONS

6 STEAM (Scarborough Tourism Economic Activity Monitor) is a tourism economic impact modelling process that quantifies the local economic impact of tourism

Libraries

In 2017/18, there were over 2.9million visits to libraries across the city, with nearly 1.6million of these being to Central Library. Central Library's resurgence as a major player on the city's cultural landscape has continued to encourage a diverse range of people through its doors, and its programme of exhibitions continues to grow. A particular high point in January 2018 was the Danger Tree exhibition, by Scarlett Raven and Marc Marot, acknowledged to be among the world's first augmented reality fine artists. This evoked the devastation of World War 1, while the narratives behind each painting told the stories of those lost and lamented, but never forgotten. Using a smartphone app, over 11,000 visitors were able to reveal the creative journey behind each artwork with animation, music and poetry.

In addition, Central Library has hosted a range of popular events, including four Silent Discos, a Frog and Bucket Comedy Night, a Drag Queen Storytime, and a Frankenstein Immersive Theatre Production. High-profile authors, including Patrick Ness and Roddy Doyle, the Rt Hon Gordon Brown MP, TV Star Bruce Campbell and musician Tom Fletcher, have all

appeared at sell-out talks and book launches. Our Harry Potter Family Day brought in 2,500 people who took part in activities including broomstick-making, potions classes and Hagrid's Care of Magical Creatures classes.

Across the city, our neighbourhood libraries, including our 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 accessible neighbourhood cultural centres in partnership with the city's creative organisations. Libraries also play a significant role in helping to address deprivation and inequality within our communities. Citizens Advice Manchester offer highly popular weekly digital advice sessions at libraries across the city, and the service is working with partners including DWP to provide digital support as the Universal Credit system is extended.

Holiday hunger is a recognised problem in areas of high deprivation. During school summer holidays, when free school meals are not available, children can be at increased

risk of malnutrition and related health/developmental problems. Manchester Libraries' 2017 Read and Feed initiative tackled holiday hunger and increased engagement with the Libraries' Summer Reading Challenge at Fallowfield Library (Place at Platt Lane). The children engaged in a craft/reading activity and were given a free meal. There were almost 500 attendances over 28 days by 97 children; 54 of these completed the Summer Reading Challenge and 43 became library members as a result of the scheme. Three libraries participated in the scheme which ran throughout summer 2018.

More Manchester children than ever completed the 2017 Summer Reading Challenge. More than 11,000 joined and 7,400 completed the challenge by reading six books borrowed from their local library during the summer. Over 50,000 books were borrowed from Manchester libraries by children participating in the challenge. More than 200 activities were held in the city's libraries, attended by more than 5,000 children. The activities were supported by 59 'reading hack' volunteers – young people aged 13 or 14 who contributed 625 hours of their time to help make the events a success.

Alongside this activity, as part of the Read Manchester Bookbench initiative, nine Bookbenches were beautifully decorated by schools and community groups and displayed within libraries in summer 2017. Residents, friends and families were then encouraged to follow the Bookbench trail across Manchester and take part in literacy activities and events at the 24 venues involved. For their involvement in this project, the prison library at HMP Manchester won the national 2018 Excellence in Prison Libraries Award. The prison library worked with partners to deliver an innovative and impactful project, involving 70 inmates reviewing books and collaborating on designing the bench. The bench was displayed as part of the citywide art trail in the Royal Exchange Theatre.

Manchester continues to invest in its libraries. In 2017, new ICT and self-service equipment was introduced, as well as Wi-Fi printing at larger branches. During 2018, we will be replacing all our customer printing facilities and continuing to upgrade and replace our ICT across the city. Withington Library is currently undergoing a full refurbishment, Newton Heath Library is having an external makeover,

and we will be introducing Open Libraries technology to extend opening times beyond current staff hours in a number of branches. There are plans for a new library in Gorton as part of an innovative multipartnership community hub, and it is hoped this will open in late summer 2020.

As integral hubs of their communities, libraries also offer opportunities for people to volunteer in a range of different roles. In 2017/18, 21,100 volunteer hours were provided within our libraries, reflecting the commitment of 366 unique individuals.

Culture

Manchester has a dynamic creative scene and a vibrant history of cultural innovation with major institutions sitting alongside a rich mix of smaller organisations. The sector's year-round offer includes permanent attractions, annual and one-off events, as well as many learning, training, participation, volunteering and employment opportunities. The sector plays a key role in the economic and social impacts in Manchester. The economic impact of culture is discussed in more detail in the 'A thriving and sustainable city' chapter.

The Manchester Cultural Impact Survey gathers data from cultural organisations in the city to create an annual picture of the economic and social impact of the sector. The headline findings from the 2016/17 survey (39 participants) are that the participating cultural organisations:

- generated an estimated £134.2million in Gross Value Added (GVA) for the city
- employed Manchester residents as half their workforce
- engaged 3,463 volunteers, collectively volunteering 177,000 hours
- reached four million people as audience members
- engaged with 335,000 participants, with some activity taking place in every ward across the city,
- engaged with 164 out of 201 Manchester schools, representing 82% of all schools. Schools in every ward of the city provided cultural participation opportunities for their pupils.

The sixth issue of the biennial Manchester International Festival (MIF) took place in 2017, attracting over 300,000 attendees, with 34% of the ticketed audience coming from outside Greater Manchester. The economic impact of MIF continues to grow and was estimated at £40.2million in 2017, compared to £38.8million in 2015 and £38million in 2013. The Festival's Creative Learning programme worked with 68 education partners, and local people were involved in 57 of the 381 Festival performances. Seven of Festival's 32 key commissions included participatory activity, and three commissions had Manchester residents at their core. The Creative Learning programme will continue delivery between festivals for the first time, increasing the number and frequency of relationships with communities and creatives across the city. The programme will enable people to be involved in the development of expected ways of working for The Factory, a major new art centre and home for MIF, opening in Manchester in 2020.

Across the cultural sector, organisations are taking an Our Manchester approach to embed innovative and meaningful ways to increase everyday communication and connections with Manchester's communities. For example,

2017 saw the Royal Exchange Theatre launch an Audience Manifesto, informed by conversations with 2,150 people. Under a new programme, Audience Exchange, the theatre is recruiting people from its outreach programmes, from the streets and from existing audiences to work with it to develop its response to the manifesto. It will be an alternative Theatre Charter, forming a five-year blueprint for its public-facing work, which challenges the theatre to demonstrate commitment to being genuinely socially engaged, inclusive, connected and in meaningful conversation with the people of the city.

Through HOME's talent development programme, Project X (a group of 18 to 25-year-old creatives and producers) took part in a 12-month residency, culminating in a month-long programme called 'This Is Human' in August 2017. The group specifically wanted to attract new and diverse audiences to the venue. They programmed an exciting series of events, installations, live performances, interactive experiences and celebrations in HOME's galleries, cinemas, theatres and public foyer areas, attracting 10,000 people to 48 events and connecting with 18 community groups. The project has connected HOME

with new audiences and challenged them to reflect on how their main house programmes could be opened up and how the building could be used in different ways in the future.

Venture Arts Cultural Enrichment Programme (Heritage Lottery Fund supported) recognises that very few learning-disabled people access cultural venues. Working closely with the city's museums, theatres and galleries, Venture Arts has established an individually tailored programme for learning-disabled participants, incorporating learning about the collections and daily delivery at the venues.

After several successful years of running the Cultural Enrichment Programme, Venture Arts has ongoing partnerships with organisations such as Manchester Museum, People's History Museum, Royal Exchange Theatre, Whitworth Art Gallery and HOME. The programmes have been a great success, with all the participants having increased self-esteem and more confidence to visit cultural venues as a result. At least three organisations, including HOME, Manchester Museum and the Royal Exchange, have gone on to integrate permanent volunteer positions for disabled people.

Following a significant capital grant from Arts Council England, Contact (the leading national theatre and arts venue for youth leadership) moved into a temporary home at The Millennium Powerhouse in Moss Side. They are running an exciting year-long programme of events and festivals at new locations with major partner venues, and in the heart of local communities. Over the next year, Contact will have a major expansion and refurbishment that will transform their building. It will reopen in 2019 with new performance spaces, a new recording studio for young people's music projects, and an arts and health development space. There will also be new offices for artists and cultural organisations to hire and work alongside Contact, a new café/bar, and many other exciting new features.

Manchester Art Gallery

Continuing the upward trend in visitor numbers seen in recent years, Manchester Art Gallery (MAG) welcomed 641,361 visitors in 2017/18 – a 6% increase on the 2016/17 total of 607,809 and a 23% increase on the 2015/16 total of 519,602. Their vision to present internationally important art continues to bring economic benefit to the city. In 2016/17, their combined GVA (gross value added) contribution to the local economy was an estimated £13.5million.⁷

In addition to strong overall growth in visitor numbers, audience research indicates encouraging progress on increasing the diversity of the audience and widening participation. In 2017, 13% of all general visits to the gallery were made by people from a BAME background, an increase from the 9% of visits in 2016. Evaluation of the New North and South (NNS) programme suggests particularly high levels of engagement from people of a South Asian heritage: 42% of people attending the NNS programming at Manchester Art Gallery are of a South Asian background and 65% are of a BAME background. Manchester residents from a BAME background also now account for 14% of volunteers – up from 8% of volunteers in 2016.

2017 has seen positive increases in engagement with residents of some of Manchester's hard-to-reach wards. Notably, visiting has increased in some of the priority wards identified in the 2016/17 Manchester City Council Cultural Impacts research, including Sharston, Gorton North and Moston.

The number of participants across MAG's learning and engagement programme increased to 158,301 in 2017/18 – a 25% increase on the previous year. This overall increase masks a slight reduction in participation from schools and colleges as activity is refocused on Manchester schools in areas less likely to engage with culture. There is an accompanying shift towards developing deeper and more meaningful long-term relationships with schools to deliver a higher level of social and educational impact, especially around wellbeing and resilience. There has been a considerable rise in participation in other areas of the learning programme, with more adults and families engaging with MAG than ever before. This reflects a number of new initiatives, including work with the Manchester Health Visiting Team, Olivia House (working with young mothers) and Clayton Sure Start, as well as a reinvigorated family offer that attracts families across Manchester, and the continuing success of the age-friendly and health and wellbeing programmes.

⁷ Manchester Cultural Impact Survey 2016/17

The quality and popularity of MAG's artistic programme continues to attract large audiences. Highlights have included:

- **True Faith** – a collaboration with Manchester International Festival that explored the legacy of celebrated iconic Manchester bands New Order and Joy Division through their collaborations with artists, designers and filmmakers, and the wealth of visual art created in response to the bands' heritage. This project was one of the highlights of MIF 17; it received extensive press coverage and succeeded in attracting a large number of visitors, including many first-time solo male visitors. This exhibition has been nominated for the City Life exhibition of the year.
- **Shirley Baker: Women and Children, and Loitering Men** – an exhibition by pioneering British photographer Shirley Baker (1932–2014) that captured the spirit of communities living in inner-city Manchester and Salford during the years of urban clearance from 1960 to 1980. It included previously unseen colour photographs by Baker alongside black and white images. Funding was received from Heritage Lottery Fund to create an audio guide of people's memories growing up at that time. A number of people were tracked down who appeared in the

photographs as children, which made great press stories. This exhibition won the City Life exhibition of 2017.

- **The New North South** – an ambitious international project organised with partners in the city and staged at venues across the North of England, and five major art biennales in South Asia. In September 2017, in the year of the 70th anniversary of Indian and Pakistani independence, MAG presented some of the best contemporary South Asian art to wide and diverse audiences in the city, supported by funding from Arts Council England's Ambition for Excellence and Reimagine India funds. This included a series of solo exhibitions by some of the most innovative Pakistani artists (Mehreen Murtaza, Waqas Khan, and Risham Syed), Indian artist Neha Choksi, and UK artist Hetain Patel. Much of the work was newly commissioned and included film, painting, sculpture, drawing, neon, and a garden of plants and sounds.
- **South Asian Design** presented the gallery's collection of historic ceramics, textiles and metalwork from India, Bangladesh, Pakistan and Sri Lanka alongside contemporary work by leading makers and artists, showing how traditional vibrant colour and surface pattern continues to thrive in the 21st century.

- **Painting Light and Hope** – the first retrospective for nearly a century of the Victorian Manchester-born painter Annie Swynnerton (1844–1933): a pioneering professional artist who challenged convention in art and life. This ties in with the Votes for Women centenary (Swynnerton was a campaigner for female suffrage), and also with RA250, the 250th birthday of the Royal Academy (Swynnerton was elected the first female associated Royal Academician).
- **Kate Haywood** – a contemporary ceramicist who makes enigmatic structures in porcelain inspired by found objects. Haywood is drawn to unusual objects, and we have invited her to make a work in response to our Mary Greg collection.

Green infrastructure and parks

Improvement and promotion of Green and Blue Infrastructure (GI) is recognised as a vital component of the Our Manchester Strategy. This aim requires collaboration from the Council and the many external delivery partners, including large national bodies, individuals and 'Friends of' groups.

Much progress continues to be made on improving green spaces across the city, including small projects such as a community orchard planting, as well as multimillion-pound landscape scale initiatives such as Grow Green in West Gorton. This ongoing collaborative work brings together ideas, resources and expertise, which will continue to be crucial to the success of the GI Strategy and Implementation Plan.

Progress against the Council actions within the GI Strategy and Implementation Plan is steered internally by a Governance Board, which is chaired by the Strategic Director for Development and attended by relevant Heads of Service. This provides an opportunity to focus on the GI Strategy's aims, and add value to the way it is delivered across the city.

Practical progress against strategic aims include:

- Grow Green West Gorton – Development and consultation has begun on this neighbourhood scale project with international focus, where innovative nature-based solutions will be deployed to improve climate resilience.
- Tree planting – 4,941 trees have been planted, including four orchards and 1,585 hedge trees, through development schemes in parks and along highways. This has been achieved through partnership organisations such as City of Trees and has exceeded the target for tree planting.
- Manchester Residential Design Quality Guidance – This sets out considerations for high-quality residential development within sustainable neighbourhoods, which developers will need to satisfy or exceed. A key element of the guidance is around GI, and this will help influence both large and small-scale developments and masterplans, as demonstrated in recent development plans, including Mayfield in the city centre and the proposals for the Northern Gateway.
- Access to green spaces – The multimillion-pound cross-city bus package has now been completed, allowing cross-city bus services to run through the heart of the city, making access between north and south Manchester easier and more reliable and widening access to the city's destination parks such as Heaton Park and Wythenshawe Park.
- My Back Yard – This project has provided a 'citizen science' approach to collecting and interpreting data about the important role that domestic gardens play in our city. Over 1,000 people took part in surveys citywide, and the action plan and report on the findings were published in February 2018. These can be downloaded from: <http://mybackyard.org.uk/finalresults.php>
- Connecting Collyhurst – Groundwork Trust helped develop and deliver five walking routes, including fitness trails and a safe route to schools, which were launched in July 2017.

- The Tale of Two Cities – England’s flagship wildflower project reached its climax in July 2017, celebrating the creation of large-scale wildflower landscapes in both Manchester and Liverpool. The project has created biodiversity linkages important for pollinators, including bees, and has connected communities and developed cultural links between both cities.
- Tree Musketeers – This is a volunteer programme and conservation society managed by The University of Manchester and student co-ordinators. The Tree Musketeers have helped to improve numerous sites across Manchester, and had one project nominated at the 2017 North West in Bloom Community Awards.
- Bridgewater Basin Floating Ecosystems – This innovative Council-funded Clean City project was completed in August 2017, with more than seventy volunteers, including Council staff. The floating islands improve the quality and function of this previously underused water body, improving the water quality and visual amenity interest, as well as providing biodiversity value.

- Heroes Wood – This is a community-focused tree-planting project in Debdale Park, Gorton, developed collaboratively by City of Trees. The project is one of many national commemorative events that have taken place between 2014 and 2018. Marking 100 years since the beginning of the First World War, the project is a demonstration of how green infrastructure can be used imaginatively, sensitively and boldly to link people and places to significant events.

Looking to the future, it is important that parks and green spaces provide a vital part of our regeneration plans. As previously discussed in this chapter, in late 2018, the Council will adopt a new Strategic Regeneration Framework (SRF) for the Northern Gateway. This is a 150-hectare area comprising the existing neighbourhoods of Collyhurst, New Cross and the Lower Irk Valley. The Framework will guide the delivery of some 15,000 new homes over the next 15–20 years; they will be set around the river valley and be an enhanced network of green spaces, parks and public realm. At the heart of this development will be the delivery of a new City River Park where lush, green, open spaces will promote walking and cycling – a model for healthy city living that will be a part of everyday life.

Manchester City Council maintains its commitment to conserve, protect and enhance biodiversity wherever it can, in compliance with the Natural Environment and Rural Communities (NERC) Act 2006. Manchester has eight Local Nature Reserves (LNR) covering 392 hectares, of which Heaton Park is the city’s largest and only designated Country Park. Manchester has 38 Sites of Biological Importance (SBI) covering 309 hectares, of which 58% (22) are in active conservation management.

More information on the Council’s Green and Blue Infrastructure Strategy, including a case study, can be found [here](#).

In spring 2016, we started a conversation to ask people what their parks in Manchester meant to them and what they could look like in the future. The response was fantastic and has included more than 2,000 conversations with residents. Manchester’s Park Strategy is the culmination of the ideas, passion and hope people have for Manchester’s parks.

The full launch of the Park Strategy to our Friends and stakeholder groups took place on 2 December 2017. The event was a celebration of the new direction for parks and the work of our Friends in some of their early achievements. The entrance to the event hosted pop-up stands that showcased the true breadth of work that park volunteers undertake, from beekeeping through to the collection of memories on film and in print. Alongside the expected introduction and scene-setting from Council officers and the Executive Member for Schools, Culture and Leisure, there were presentations on the themes of the strategy from park stakeholder groups.

The four key themes of the Strategy are:

1. **Parks at the Heart of Neighbourhoods** looks at the physical role of parks in neighbourhoods across the city, as well as their size, accessibility and character.
2. **Vibrant Parks, Vibrant Communities** considers activities that take place in parks to ensure that they are a focus of community life and that there are opportunities for exercise and sport from a wide variety of events that can generate additional income for parks.
3. **A Manchester Quality Standard** sets out a good-quality standard for managing and maintaining parks.
4. **Productive Parks in Partnership** describes ways to deliver park services in a more collaborative and fruitful manner with communities and local organisations, not just the Council.

The first year has seen steady progress made against the action plan, with particular highlights including the development of individual management plans for parks and a focus on the creation of a shared vision for Wythenshawe Park, which has now been captured in a draft aspirational ten-year plan.

Park plans

The action plan highlights the development of 15 park plans in the first year, and 35 in the following two years. On discussing this aspiration across the stakeholder groups it was clear that there were more than 15 groups that wanted to develop a plan in the first year. We have adjusted our approach to ensure that we can support any group with an aspiration to develop a plan, and have been working on a format that we will be able to populate with site-specific information in partnership with stakeholders. The format is being tested across five sites and the learning will be utilised to inform our programme for citywide introduction and staff development in 2018.

Wythenshawe Park Strategic Framework – working with Pleydell Smithyman we have hosted a series of workshops, forums and one-to-one sessions with park stakeholders to engage with them in an open dialogue about the proposed future of the park. Through this approach we have developed a shared vision for Wythenshawe Park into a draft aspirational ten year plan. The masterplan is supported by a list of projects and an implementation plan with short, medium and long-term targets over the ten-year period of the framework.

The proposals for the park have been developed in partnership with key stakeholders and park users, while the wider community was engaged through the Wythenshawe Community Games, pop-up sessions in the park, at the town centre and the forum. There were also focus groups with key potential audiences including families, young people and seniors.

Investment

The approach to investment in parks has previously relied on one-off or time-limited opportunities such as Section 106⁸ funding and the Clean City funding. The ad hoc nature of the opportunities had led to a mechanism for delivery that was slow, inconsistent and developed in isolation. New arrangements have been put in place to co-ordinate the projects in parks, and a single management arrangement has been implemented to progress the backlog of projects at pace. Eight projects have now been delivered through the new arrangement at a total cost of £1.218million.

As part of the three-year budget-setting process in March 2017, a proposal for a Parks Investment Programme over a four-year period was submitted to invest £20.5million of capital funding to improve parks, and close the gap between ongoing trading income and expenditure. This level of strategic investment into Manchester's parks received 'in principle' agreement from the Council's Executive Committee, subject to a package of detailed options, appraisals and feasibility studies being undertaken to identify the specific investment opportunities for the three elements of work in Wythenshawe Park and Heaton Park.

Quality standards

A new approach to the inspection of play areas supported by the use of new technology has been implemented. The system runs through an app that covers the city's 100+ play areas. It enables the inspector to report the condition, location and photographic evidence of defects instantly to colleagues, who will progress the repair. This is particularly important in the defence of claims when the time and date of an inspection or repair of a defect are essential pieces of evidence in our case. The data within the system can be manipulated to produce reports on the current condition of stock and will allow better forward planning for lifecycle replacement.

Traditionally, the control of weeds in Manchester parks has been undertaken using glyphosate, a wide-spectrum chemical herbicide. Glyphosate is used on the basis that it has one of the broadest spectrums of control, killing many different weed species effectively and systemically. In 2017, a small-scale trial was undertaken using non-glyphosate control methods. The alternative methods included the use of organic herbicides, manual weed control, and low-pressure hot-water systems. In 2018, building on the success of 2017, the alternative control method trial has been extended to cover 24 parks across the city that will now be glyphosate-free. The quantity of glyphosate used across all the city's remaining parks will be further reduced, focusing on the treatment of fence lines, and occasional spot treatments. Pathway encroachment will no longer be treated with glyphosate, and it is proposed to undertake a manual reduction of path growth as part of the winter programme.

⁸ A **Section 106** is a legal agreement between an applicant seeking planning permission and the local planning authority. It is used to mitigate the impact of a new home/development on the local community and infrastructure. This money is often used to enhance community facilities such as parks

Volunteering

Agreement has been reached with the city's liability insurers for the liability policy to cover unsupervised work in parks by volunteers directly on behalf of the Council. This will enable groups more flexibility in their approach to delivering events and activities. There is a requirement for the risks associated with these activities to be assessed and managed and we will need to keep detailed records in relation to the activities. We are working through the requirements and will look at incorporating them within the Manchester Volunteer Inspired Programme (MCRVIP).

A project to expand the use of the existing MCRVIP digital platform in parks has been approved with a target implementation for the end of 2018. MCRVIP incorporates a website (www.MCRVIP.com) and associated social-media accounts, which allow volunteering opportunities to be registered by providers and marketed across Greater Manchester. Volunteers register with MCRVIP to access these opportunities and also log their activity, including hours donated. MCRVIP has been in use for ten years; currently, more than 6,000 volunteers have registered over 70,000 hours, but only volunteering on

sporting activities and events is managed through this platform at present. The project will expand the capabilities of MCRVIP so that it can be used to promote and manage volunteering opportunities across other areas, including parks.

The delivery of a new management system for Manchester's allotment stock has been implemented and will:

- Hold details of sites, plots and facilities in a central location
- Support the effective management of tenants, with their contact details and tenancy agreements stored electronically
- Manage waiting lists in a timely and consistent manner
- Allow for effective invoicing with a clear charging structure
- Manage regular plot inspections with notice history
- Improve communication with every plot-holder
- Record and report on demographics of allotments and management information.

The first phase of work, Colony Enterprise, has been launched, and staff are using it in the management of sites that the Council is directly responsible for. Colony Communities will be delivered next, and this will allow the Allotment Societies to access and populate the layer of information that is relevant to their site and plot-holders. The final phase of implementation will integrate our finance systems to ensure ease of invoicing and live feedback on the payment of site fees.

There will also be better integration with the Council's website to display live information on the availability of plots, and a user-friendly system to apply for an allotment. Colony will truly modernise our approach to allotment management, with a consistent and transparent approach.

Sport and leisure

The Council continues to work closely with the operators of our sport and leisure facilities to provide high-quality leisure opportunities and first-class facilities in the heart of the city's neighbourhoods. Some £10million of new investment has been made to continue to modernise our world-class infrastructure, including £8.6million to fully refurbish Moss Side Leisure Centre. In addition, investment has been made at Belle Vue Sports Village, resulting in a new women-only gym at the Leisure Centre and an additional 2,000 seats at the National Basketball Performance Centre, enhancing the spectator and participant experience.

The world-class Manchester Velodrome track has been replaced at the HSBC UK National Cycling Centre, which will be used by many local residents alongside the world's best. New hockey pitches have opened at The University of Manchester's Armitage Sports Ground, replacing those at Belle Vue Sports Village. This investment has contributed to a total of over 3.4million visits to facilities, which is comparable to visits seen in the previous 12 months, despite the closure of Moss Side for refurbishment and the impact on usage at the

Manchester Aquatics Centre arising from the significant improvements made to their estate by The University of Manchester.

This year has also seen the launch of the MCRactive Card, which has enabled discounted access by casual users to Council-owned sport and leisure facilities. At the time of writing and since its launch in October 2017, 26,000 people have signed up for the card, which encourages residents to be active. Development of the MCRactive website has taken place to accompany the launch of the card, which enables residents to access information about sport and leisure provision from a single communications platform. Over £500,000 has also been secured to further develop our digital capability, making accessing and finding out about sport and leisure provision much easier.

The summer of 2017 also saw the largest engagement with residents in the development of a new Sport and Physical Activity Strategy. Over 2,500 people and 39 organisations took part in the conversation, which has resulted in a new vision and agreement of strategic themes and key actions being agreed for the sector for the next ten years. New governance arrangements, including the establishment of Manchester Active – a non-profit organisation

responsible for implementing the strategy on the Council's behalf – have also been designed. Furthermore, the procurement of the UK's single largest leisure-facility operating contract, to operate the Council's 20 leisure facilities for the next ten years, has taken place, and a new contract is due to start in autumn 2018.

In addition to this, a new Manchester Playing Pitch Strategy has been completed, which aims to provide, protect and enhance Manchester's playing pitches and ancillary facilities between 2017 and 2021.

The Active Schools programme continues to deliver high-quality swimming and multisports activities to 145 schools across the city, engaging 10,902 pupils. Once again, the school-swimming programme delivered by GLL⁹ achieved an 83% pass rate for 25 metres – one of the best in the country.

Community activity programmes go from strength to strength. This year saw the relaunch of Manchester Girls Can, with a focus on providing school-based activities for mothers and carers. Funding has been secured from the Activity Alliance to develop the Go Out Get Active project to develop inclusive clubs across Manchester.

Manchester Community Games continues to get the inactive active, linking residents from diverse communities to participate in activities, volunteering opportunities and events. Sport and Activity forums supported by Community Games have sourced additional funding opportunities, and further work with Manchester's parks, Debdale Outdoor Centre, LGBT Northwest and Manchester Metropolitan University (MMU) enabled Community Games to expand their offer throughout Manchester over the past 12 months.

⁹ Greenwich Leisure Limited

Funding has been secured from Spirit of 2012 for a three-year project, Breaking Boundaries, using cricket to promote community cohesion. In the past 12 months, funding has been confirmed to develop more targeted programmes aimed at residents who are currently inactive. New investment has been secured to pilot a new way of improving heart and mental health. The Winning Hearts and Minds programme is a whole-system approach based on the Our Manchester principles to improve health outcomes across Manchester, with an initial focus on north Manchester.

Sport England continue to invest in Manchester and will fund a Tackling Inactive initiative to support work around the healthy lifestyles programme, as well as an Active Ageing initiative to test new approaches to engage inactive older people (aged 55+) from 2018. Health outcomes are discussed in more detail in the 'A progressive and equitable city' chapter.

International

Manchester has continued to be a hotbed of sporting talent. This year's Commonwealth Games, in Gold Coast Australia, saw team England finish second overall in the medals table, and once again the Manchester medal factory contributed to this success, with women's basketball, squash and cycling squads all based in Manchester. Furthermore, the city of Manchester Swim team had three athletes competing in the Games. A year into England waterpolo junior teams establishing Manchester as their home, the under-19 boys have qualified for the LEN European Championships for the first time in 20 years.

Growth of the Etihad Campus as a global sporting headquarters and knowledge capital continues. Manchester Metropolitan University announced plans confirming relocation of their sports campus to the site for 2021, creating a new MMU Sports Institute and bringing 2,000 students to the campus. The Rugby Football League also announced they will relocate their head office to the campus in 2021, as have the Manchester Football Association, Basketball England and British Taekwondo, which relocated earlier this year, joining British Cycling, Team Sky, GB Taekwondo, England Squash and English Lacrosse in east Manchester.

Events

Events have a unique role to play in creating a strong sense of citizenship and pride in the city. This has never been more evident than in May 2017, when in the aftermath of the terror attack at the Manchester Arena, our residents stood together at various events to show their support for our people, our visitors and our city.

Manchester has set out a clear ambition to be recognised for its high quality of life, including its improved green spaces and access to world-class sports, leisure and cultural facilities. Promoting a diverse events programme is a key ingredient for success in this context. Events provide inspiration and the opportunity to participate, and they can create an incredibly strong platform from which to engage new residents and widen access to underrepresented groups or those who feel excluded.

Established calendar events such as Manchester Day, Manchester Mega Mela, the Caribbean Carnival and the Manchester Pride Parade continue to be showcased on our streets and in our parks, showing the creativity of our communities. The Great City Games, Great Manchester Run (with a new half-marathon addition) and the AJ Bell PSA World Squash Championships provided platforms to either

participate in or to be inspired by the elite athletes who have visited our city in the past year, promoting the city on a global sporting stage.

In the past year, our core-funded programme of sports, cultural and community events has seen the Council partner 23 event organisations to deliver or facilitate 44 calendar events; these attracted up to 550,000 people across 102 days of live events and provided over 1,300 volunteering opportunities. In the same period, our commercial event partners have directly funded nine major festivals and events in the city's licensed parks and public spaces, attracting more than 400,000 additional attendees across 45 event days.

Voluntary sector

In last year's State of the City Report we updated on the work of Volunteer Centre Manchester (VCM). A key target of the Our Manchester Strategy is to increase volunteering in the city, and from the strategy's launch in April 2016 to the end of March 2018, 5,322 Manchester residents registered with VCM, 2,349 referred directly to Manchester voluntary and community and social enterprise (VCS) organisations as volunteers and 1,803 Manchester residents attended induction sessions.

October 2017 saw the launch of the Council's Employer Supported Volunteering Policy, developed through a partnership between the Council and VCM. Volunteering is now being promoted in all services, and employees who wish to volunteer for the city in work time can now apply for volunteer leave of up to three days a year pro rata. Although still in its early stages, there are increasing stories of teams and individuals benefiting from volunteering events across the city. Since the launch, there has been an uptake in individual volunteering: 71 people took volunteering leave, and between the three-month periods January–March and October–December the number of leave hours increased from 110 hours to 256 hours, showing that volunteering is continuing to attract more participants across the organisation.

Manchester's VCS sector makes a huge contribution to improving outcomes for the city's people and communities, and so the way public-sector organisations work together with the sector is crucial. This past year has seen the Council take a new approach to working with the VCS sector with the launch of a new model for grant funding. Titled the Our Manchester VCS Grants Programme, it consolidates several previous funding streams into a three-year programme totalling £7.4million (£2.47million per year).

The Grants programme was launched in September 2017 after a year-long co-design process involving representatives of the VCS sector, Manchester City Council, Clinical Commissioning Groups and members of equality-specific organisations. The process generated a number of options for future VCS funding, which was then consulted on with the wider VCS sector in Manchester. Feedback from this consultation was taken into account and informed the final stages of co-design.

In response to feedback, a new governance and management structure has been put in place to support relationships with the VCS, including the creation of an Our Manchester Funds team, whose tasks include strategic management and development of networks, partnerships, identification of strengths and gaps, and the positive contribution the sector makes to the city. This core team is supported by a distributed team of officers across the Council, who provide a liaison role in addition to their daily responsibilities.

The aims of the programme are informed directly by the Our Manchester Strategy and the commitment of working with the voluntary and community sector to find new ways of reaching communities that remain untouched by Manchester's success. Based on the information provided by organisations, it is estimated that around 119,000 beneficiaries are being reached, with organisations working to at least one of the following aims:

- Have a strong sense of citizenship and pride in the city
- Collectively improve our health and wellbeing
- Support the positive contribution older people make to city life and their communities, and continue to be recognised as a pioneering Age-Friendly city
- Increase volunteering across the city
- Support carers to carry out the invaluable work they do
- Work to improve the resilience of individuals and communities.

Climate change and environment

In addition to prioritising the issues that are of immediate importance to our residents, Manchester is also looking to the future to ensure that the city remains healthy and sustainable for future generations.

The **Manchester Climate Change Strategy (2017–2050)** was published in December 2016 and builds on the climate-change commitment within Our Manchester and the views of 700 residents and organisations as part of a public consultation in 2016.

The Climate Change Strategy is Manchester's commitment to supporting the Paris Agreement¹⁰ and the city's ambition for Manchester to be zero-carbon. This agreement aims to limit average global temperature to 1.5 degrees above pre-industrial levels, as a two-degree reduction target will not be sufficient.

¹⁰ <https://unfccc.int/process-and-meetings/the-paris-agreement/the-paris-agreement>

Manchester is one of a few cities in the world using a science-based approach to evaluating carbon targets and trajectories as part of the SCATTER (Setting City Areas Targets and Trajectories for Emission Reductions) project.¹¹ Commissioned by Greater Manchester Combined Authority and The Department for Business, Energy and Industrial Strategy (BEIS), Tyndall Manchester has calculated a carbon budget for Greater Manchester that is compatible with the commitment in the Paris Agreement.

Current analysis shows that Manchester is on track to reach a 38% reduction in CO₂ levels by 2020 against the target of 41%. This means that to stay within the carbon budget a further 56% reduction is required.

Manchester Climate Change Strategy and Implementation Plan 2017–2022

The Manchester Climate Change Agency (MCCA) Community Interest Company (CIC) was established in September 2015 to support, champion, co-ordinate and facilitate the delivery of the city's Climate Change Strategy (2017–2050).

We are now in the first year of the **Implementation Plan**, which runs from 2017 to 2022. The plan sets out the strategic actions that will help to drive, enable and support Manchester's physical and cultural transformation to 2050 and beyond. Within the plan, there are five overall enabling actions for the city to undertake; these are:

1. Educating and engagement
2. Investing in our young people
3. Innovation, investment and business growth
4. Enabling and incentivising institutional development
5. Supporting our businesses

To enable delivery of the plan a new Manchester Climate Change Board has been established, which also includes the Manchester Climate Change Youth Board. This will see young people as both the deliverers and audience of a climate-change campaign and engagement activities, including the Hulme Youth Climate Initiative – a seven-month campaign focusing on empowering youth to deliver environmental projects, which reached over 700 people.

The agency is also supporting the faith and community sectors across the city and is working with Manchester Cathedral to host a series of events on climate change under the banner Our Faith, Our Planet. Continuing with the aim of getting people talking about climate change, this year a new Climate Conversations campaign is capturing short, inspiring videos from people about their thoughts and actions on climate change as part of a social-media-led campaign.

¹¹ <http://www.mace.manchester.ac.uk/our-research/centres-institutes/tyndall-manchester/news-events/new-tyndall-manchester-report-quantifying-the-implications-of-the-paris-agreement-for-greater-manchester.htm>

Contaminated land

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 Environmental Protection Team, sites identified as requiring detailed assessment can be reviewed and remediated through the planning-development process. According to our current records, 15 hectares of potentially contaminated land has been remediated under the development control process during the past year (April 2017 to March 2018 – data based on validation reports being received and approved). This includes a residential development in Burnage and the former Daisy Mill Site, Stockport Road (now Dean Trust Ardwick).

The Council's Environmental Protection Service also works closely with other Council departments, such as Corporate Property and Regeneration, and provides advice as required on contaminated land issues, as well as responding to preplanning enquiries from private consultants and developers. Upcoming projects they have been approached about include the Northern Gateway, HS2 and the ongoing assessment of former landfill sites for potential redevelopment.

Air quality

Air pollution is associated with a number of adverse health impacts. It is recognised as a contributing factor in the onset of heart disease and cancer. Additionally, air pollution particularly affects the most vulnerable in society: children and older people, and those with heart and lung conditions. Also, there is often a strong correlation with equalities issues, because areas with poor air quality are often the less affluent areas.

Manchester meets the national legal limits for all air pollutants with the exception of the annual limit for nitrogen dioxide (NO₂). Nitrogen dioxide (NO₂) pollution is an issue in many towns and cities across the country and around the world. It is primarily caused by the combustion of fossil fuels, particularly diesel, in transport. NO₂ is harmful to the environment and to human health, causing some 23,500 premature deaths in the UK per annum.¹² The Government has transferred the European Ambient Air Quality Directive (2008/EC/50) into UK law, meaning the NO₂ pollution standards contained in the Directive apply.

Long-term trends show that there has been an improvement in air quality, but parts of Manchester still remain above the annual limit for NO₂, and these areas are declared Air Quality Management Areas (AQMA). AQMAs are produced using a combination of monitoring station data and computer modelling.

¹² Committee on the Medical Effects of Air Pollutants (COMEAP) 2015

There are three permanent monitoring stations in Manchester: Piccadilly Gardens, Oxford Road, and Manchester Sharston. Table 5.8 shows NO₂ concentrations monitored by the two city centre locations over the past three years. These are part of a network across Greater Manchester, which is supplemented by temporary diffusion tubes in order to give an accurate picture of pollution levels.

The current AQMA was declared by the GMCA in May 2016, and covers a smaller area than previously, but is still focused on the busiest parts of the road network, including areas where routes converge, such as the city centre. The AQMA continues to be set at a precautionary 35 micrograms of NO₂ per cubic metre of air (µg/m³), below the legal annual limit of 40µg/m³, to reflect modelling uncertainties.

Table 5.8
Annual mean concentration of nitrogen dioxide (µg/m³)

	Manchester Oxford Road	Manchester Piccadilly
2010	64	45
2011	66	44
2012	62	41
2013	55	39
2014	68	40
2015 baseline	66	39
2016	66	40
2017	65	36

Source: Air Quality England

In order to make further progress in tackling poor air quality, an **Air Quality Action Plan (AQAP)** for Greater Manchester was published in December 2016. The Greater Manchester AQAP was subject to public consultation, and a range of actions has been identified to encourage the uptake of low-emission vehicles, motivate behavioural change and drive technological innovation.

The plan is structured around three broad themes – reducing traffic (by encouraging alternative travel modes), increasing efficiency (by making the most appropriate use of roads and vehicles for different tasks), and improving vehicles (by encouraging less polluting vehicles to be used). Specific areas of action include: Development Control and Planning Regulation, freight and heavy goods vehicles, buses, cycling, travel choices, cars, and information and resources.

Work has been continuing to deliver the GM AQAP by 2021, including new bus gates on Portland Street and Oxford Road, planning controls for new developments, taxi emission controls, a Clean Air Zone feasibility study, and developing a new air-quality website. However, in July 2017, the Government published its ‘UK plan for tackling roadside nitrogen-dioxide concentrations’,¹³ and this required Manchester, together with the other local authorities in Greater Manchester, to produce a new plan to achieve air-quality limits for NO₂ within the shortest possible time rather than 2021.

¹³ <https://www.gov.uk/government/publications/air-quality-plan-for-nitrogen-dioxide-no2-in-uk-2017>

The GM Clean Air Plan is currently being developed by TfGM with the Greater Manchester local authorities, and is due to be submitted to the Government for approval by the end of this year. A report containing further details of the draft plan was considered by the Neighbourhoods and Environment Scrutiny Committee on 31 January 2018, and can be viewed [here](#).

In addition to the above ongoing actions, **Annual Status Reports (ASR)** are required to be submitted to Defra each year, and these record progress of the implementation of the measures in the Greater Manchester AQAP, and resultant air-quality improvements. The most recent ASR available is the Greater Manchester Air Quality Annual Status Report (ASR) 2016, published by TfGM in July 2017. The report did not include an annual progress update on the AQAP, as the plan had been in place for less than 12 months at that time.

Conclusion

It is clear that significant progress has been made to increase the supply and diversity of housing across the city. Around 4,000 new homes will be delivered in 2018/19 and 2019/20, alongside the creation of major new residential neighbourhoods with the associated place-making investments and public services provided to make these areas great places to live. However, considering the estimated population growth in the city, new housing is still a priority. Work is continuing with developers, investors, Greater Manchester Combined Authorities and the Government to ensure that the local housing market meets the needs of the city's residents.

There has been a significant improvement in household recycling in 2017/18, with the amount of residual waste from households with new grey bins decreasing by 25%. This remains a priority in 2018/19, and apartment blocks will now be supported to make similar improvements. One of Manchester's priorities remains to ensure the city is clean and well maintained; work will continue to 'Keep Manchester Tidy' and target those who persistently fly-tip.

Levels of crime and antisocial behaviour have resulted in a challenging year for Manchester. While we have made significant reductions over recent years, 2018/19 has seen an increase in a number of crime types, particularly some kinds of acquisitive crime, such as domestic burglary, personal robberies and vehicle crime, as well as violent crimes including rape and other sexual offences. Although some increases are representative of a national trend and some changes may be due to changes in the way some offences are recorded, we are aware that some offences are also underreported. Manchester City Council continues to work in partnership with other public-sector bodies, GMP, businesses and communities to develop new initiatives to tackle crime and antisocial behaviour. However, we also need to continue to change offenders' behaviour by addressing the issues that may prevent them from doing so – such as substance misuse – and offer them opportunities for education, employment, life skills, and accommodation.

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. Visits to the city's parks, cultural and recreational facilities continue to increase and more people are getting involved in activities across our galleries and libraries. The sports and cultural offer also provides Manchester with an international profile, attracting an increasing number of visitors to the city; this contributes to our vibrant visitor economy and provides an income for our retail, food, drink and hotel sectors.

Our programmes of activities are becoming more diverse, meeting the needs of our residents and supporting key priorities for the city, such as supporting skills for employment. The new Mcr Active card is encouraging more residents to access our sports and leisure offer, and lead more active and healthy lifestyles.

We are helping residents to gain skills, and providing them with opportunities to become actively involved in running services. We are also developing sustainable solutions to deliver cultural and leisure activities. The city's voluntary sector has a critical role to play in helping residents develop their skills by reducing social isolation and helping people to use skills developed through volunteering to find work.

The Our Manchester Voluntary and Community Sector (OMVCS) programme provides a real opportunity to shape our relationship with the Voluntary and Community Sector (VCS) and how we make best use of Council resources to invest in Manchester's VCS sector to support Manchester residents. Investing in voluntary-sector organisations is a key mechanism for growing stronger individuals, families and neighbourhoods, and for supporting our communities of place, interest and identity.

Finally, Manchester is making a strong start to deliver the Climate Change Strategy and is striving to achieve its reduction in CO₂ target. Further work is being completed to review our brownfield sites and to establish the safe reuse of these areas to support the future regeneration of the city. Long-term trends show there has been an improvement in the air quality in the city, but some areas remain above the annual limit for NO₂. Work is continuing to address this through the introduction of new 'bus gates' and traffic restrictions, and a new action plan is being developed.

Chapter 6: A connected city

Strategic overview

Manchester's transport network plays a vital role in the lives of people who live and work in the city. Continued improvements to our transport system will support our ambitions to see the city grow in a sustainable and inclusive way and support the environmental wellbeing of the city as a whole. An integrated, attractive and affordable transport network is needed to enable residents to access jobs and improve their health through increasing levels of active travel. Improving Manchester's connectivity – across the city region, the UK and internationally – will make the city an increasingly attractive place for people to live, work, visit and for businesses to invest.

The city's international connections, afforded primarily by the airport, are also key to its success. International connectivity is important to enable the city to function effectively within global networks for both business and leisure. The Our Manchester Strategy emphasises the importance of sustaining and developing international connections to ensure that Manchester is able to use these relationships to support the growth of the city and exert influence on the world stage.

Maintaining and enhancing Manchester's digital infrastructure to ensure high levels of connectivity is critical to supporting the city's ambition to be a leading international city. Fast and reliable digital connectivity is needed not only to sustain and underpin growth across all sectors of the economy, but also to address socioeconomic problems, transform public services and promote social inclusion.

The increased use of everyday digital technology through smartphones and smart meters to measure and deliver real-time information can provide opportunities to pioneer innovative and connected solutions to improve the overall functioning of the city. Super-fast broadband (30 Mbit/s) and, where possible, ultrafast broadband (100 Mbit/s) across the city and the creation of free Wi-Fi zones will extend the many benefits of the city's digital connectivity for all.

As part of its journey to meet these goals and become a connected city, the Our Manchester Strategy has committed that the city will:

→ Develop an integrated, smart and clean transport network that reflects the changing shape of the city and the way people need to move around

- Increase the proportion of cycling and walking journeys and provide improved infrastructure and signing
- Position the city at the centre of first-class networks – locally, nationally and internationally
- Use the momentum created by High Speed 2 (HS2) developments to drive growth and investment
- Work as part of Transport for the North to secure long-term investment to radically improve transport connections across the North
- Capitalise on the increased capacity at the airport and the connectivity and logistics benefits of Airport City to boost the economy
- Create a framework for action as a digital city
- Use digital technology to transform the way we use energy in order to help reduce energy bills and carbon emissions.

However, the digital agenda underpins many of the other actions within the Our Manchester Strategy, including to:

- Collectively improve our health and wellbeing and be more active as adults and children
- Have an integrated, smart and affordable transport system
- Support the growth of established and emerging business sectors
- Improve the resource efficiency, carbon and environmental performance of all business sectors
- Continue to drive economic growth in high-value sectors to retain and attract the best talent
- Be a 100% clean energy city by 2050.

Analysis of progress

Transport

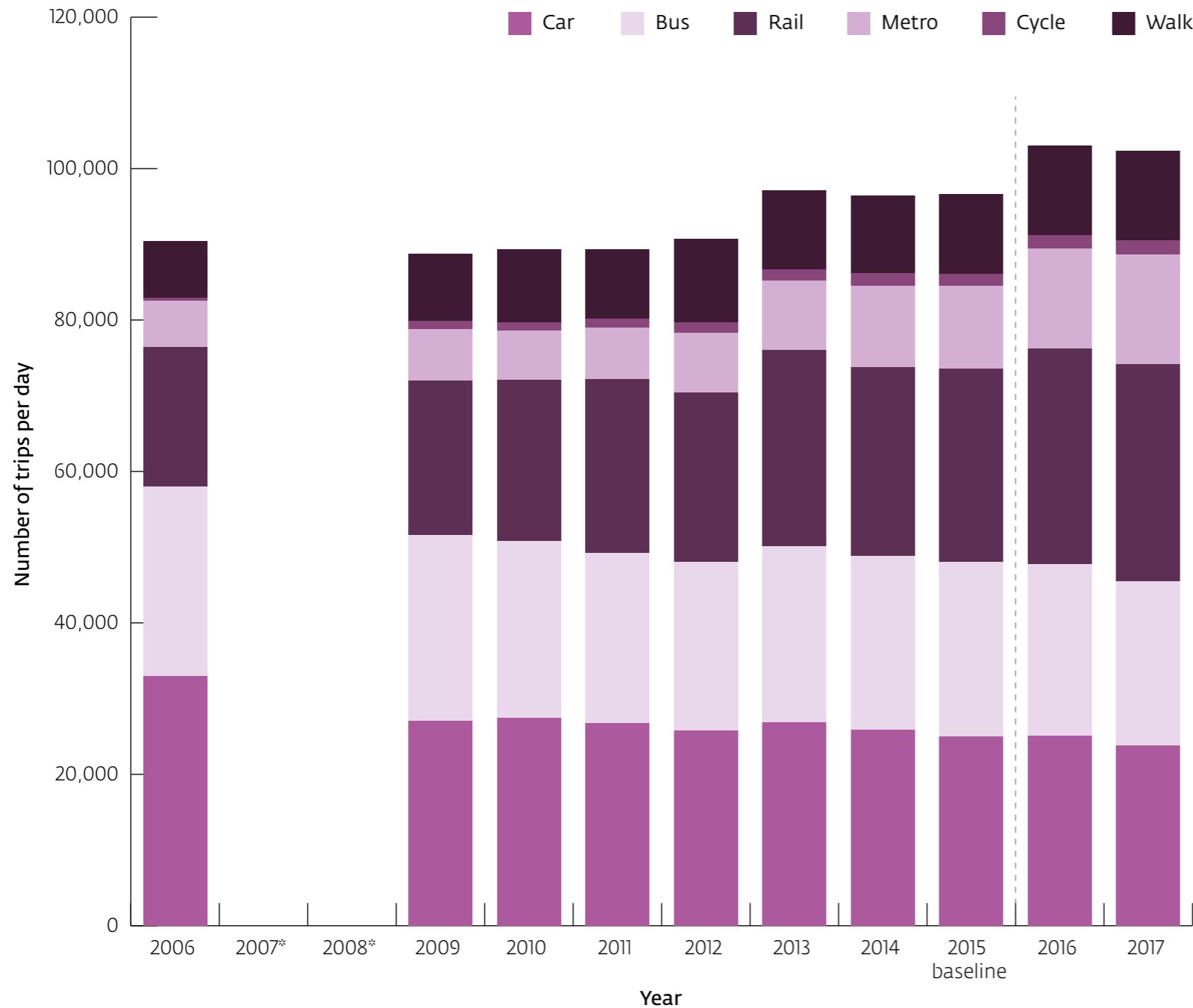
Significant steps were made in the development of Manchester's transport network in 2017 with the final construction stages of major transport schemes; these included the Second City Metrolink Crossing, the opening of the Ordsall Chord, and the bus and cycling infrastructure work on the Oxford Road Corridor and Portland Street. Ongoing increases in demand for travel, particularly into the city centre, illustrate the strong growth in the city's economy and population, as well as the challenge of accommodating further growth on our network. However, the fact that these increases are being met largely by sustainable, non-car modes of transport suggests that progress is being made to reduce the environmental impact of our transport network and make better use of transport infrastructure capacity.

Working collaboratively with Transport for Greater Manchester (TfGM), we are taking a strategic approach to planning our city's transport network. In 2016, residents and businesses were consulted on the **Greater Manchester 2040 Transport Strategy**, which was adopted in 2017. We are continuing this strategic approach with the development of a refreshed City Centre Transport Strategy, which is planned to be published for consultation late in 2018.

Transport demand and travel change

Travel demand has grown significantly in recent years, particularly in the city centre, reflecting increases in the number of jobs and the resident population, discussed in more detail in the 'A thriving and sustainable city' chapter. The number of trips into Manchester city centre in the morning peak has grown by around 1% per year on average since 2006, but most of that growth has taken place since 2012, with an increase of 6% between 2015 and 2017. Trends in trips into the city centre vary across different modes of transport (Figure 6.1).

Figure 6.1
Trips into Manchester key centre (7.30–9.30am) by various modes of transport



Between 2015 and 2017, the following trends have been noted in travelling into the city centre:

- **Car travel** has declined by 5%. Car travel's share of city centre trips has fallen from 26% to 23%.
- **Bus travel** has seen the most significant decline, with the number of trips falling by 6%. Bus travel's share of city centre trips has fallen from 24% to 21%.
- **Metrolink and rail** accounted for most of the increase in trips over this period, growing by 32% and 13% respectively. In 2017, Metrolink travel had a 14% share and rail travel had a 28% share of city centre trips.
- **Walking and cycling** have increased by 13% and 15% respectively. Walking has increased its share of trips across the city centre cordon from 11% to 12%, with cycling remaining at a 2% share. Although starting from a low base, cycling trips into the city centre have continued to grow, from 1,648 in 2015 to 1,892 in 2017. Further work is needed to determine how many of these trips are by those parking outside the city centre cordon and walking in as opposed to those who live nearby and walk into the city centre.

Source: Manchester city centre cordon count, TfGM © Crown Copyright 2017. *No data is available for 2007 or 2008.

These changes are likely to have been driven by a range of factors, including:

- **Improvements in public transport**, particularly in the Metrolink network, which has expanded significantly in the past ten years. The decline in bus travel is of concern, but recent investments in Manchester's Bus Priority infrastructure should go some way to reversing this trend in future (see case study).
- **Changing patterns of where people live and work**, with increases in the city centre workforce and population, and more people living in locations where public transport or active travel are an attractive commuting option.
- **Increasing journey times on the road network**, which are likely to have made commuting by car and bus a less attractive option. While car traffic into the city centre has reduced, elevated journey times may be due to increases in construction and infrastructure work in the city centre, alongside the rise of online deliveries, which have added to congestion. TfGM figures show that there have been increases in freight traffic in the past five years, which saw a 10% increase in van and HGV trips into the city centre.

Supporting active travel

There is a strong case to support walking and cycling in Manchester, as an increased share of trips for these active modes has the potential to simultaneously increase the capacity of our transport network and free up space on public transport, which in turn will provide the capacity to support further sustainable growth. In addition, active modes improve the mental and physical health of our residents and reduce our carbon and air-pollution emissions.

Walking and cycling have become significantly more popular in recent years and are beginning to be attractive alternatives to motorised transport for an increasing number of residents. This may partly explain why we are seeing fewer motorised vehicles on Manchester's streets, especially in the city centre; this is helping to make the city more accessible on foot and by bike, and more liveable, improving the feel of our public spaces.

Walking is promoted through a variety of programmes overseen by the Council and TfGM:

- **Maintaining and improving our network** of pavements, crossings, footpaths and street lighting, ensuring that they are in good order, and investing in street cleansing.

- **Using the development management process** to plan places that encourage walking and cycling as much as possible.
- **Travel change programmes**, including Manchester's Walk to School programme.

Cycling is promoted through a variety of programmes undertaken by the Council and TfGM:

- **Cycle parking and facilities:** There has been significant investment in new cycle parking across Manchester, with the Council's Clean City programme funding around 1,000 cycle stands across the city. The CCAG programme has also funded new cycle parking on streets near new cycleways, in addition to new cycling facilities at a number of Manchester's schools.
- **Cycle training:** During 2017/18 TfGM and Living Streets worked with 136 primary schools in Greater Manchester to encourage walking to school, with 21 schools being located in Manchester. Overall active modes of travel increased by an average of 37%, with Manchester schools having an above-average increase of 40%. A comparison with 2016/17 shows an overall increase of 3% in cycle training and a 20% increase in the participation of introductory skills courses,

outlining the growing interest in learning and developing cycling skills throughout Greater Manchester. Based on 2017 training data, Manchester returned the highest participation figure for one-to-one on-road training for a local authority in Greater Manchester, with 100 people registering their interest. Also, almost 140 people attended 28 introductory-course sessions across Manchester at locations such as Manchester Metropolitan University Birley Campus, Alexandra Park, Moss Side, Parrs Wood School, and Ardwick Green Park. In addition, bespoke group training takes place that supports local community groups, employers, and hard-to-reach groups such as refugees, those with learning difficulties, and females within the Asian community. Groups supported recently in Manchester include students from The Manchester College, Talk English, The Manchester Bangladeshi Women's Organisation, St Dunstan's, and Moston Parents group.

→ **Cycle maintenance:** In 2017/18, TfGM delivered 89 maintenance courses within Manchester.

→ **Cyclist awareness:** TfGM's Safe Urban Driving course has been delivered to 721 drivers of commercial vehicles to increase their awareness of cyclists.

→ **Investing in infrastructure:** There have been a number of cycling infrastructure programmes in Greater Manchester in recent years, the most significant of which is the £42million of investment secured through the Government's Cycle City Ambition Grant (CCAG). Within Manchester, a number of major cycleways have already been delivered through this programme, including the flagship Oxford Road/Wilmslow Road Cycleway, which was largely completed during 2016. Initial monitoring indicates that cycle use on Oxford Road/Wilmslow Road shortly after the Wilmslow Road element of the scheme had been completed increased 86% from pre-scheme levels, and levels of use are continuing to increase year on year, now regularly in excess of 4,000 bike trips per day. Design of schemes for the second phase of this programme is ongoing, including the Chorlton Cycleway and a route through the Northern Quarter.

→ TfGM has also recently secured over £1.5million through the Government's Cycle Safety Grant for a major upgrade of the junction of Alan Turing Way and Ashton New Road. This is one of the city's worst cycle casualty hotspots, and TfGM is hoping to deliver the country's first fully segregated Dutch-style junction outside London, eliminating all conflicts between bikes and motor vehicles at the junction. The Council will be working closely with TfGM to bring this scheme forward for delivery in 2018/19.

In partnership with TfGM, a large-scale cycle-hire scheme was introduced for Greater Manchester during 2017, making it easy and affordable to access a bike without having to own one.

Improving our local public-transport network

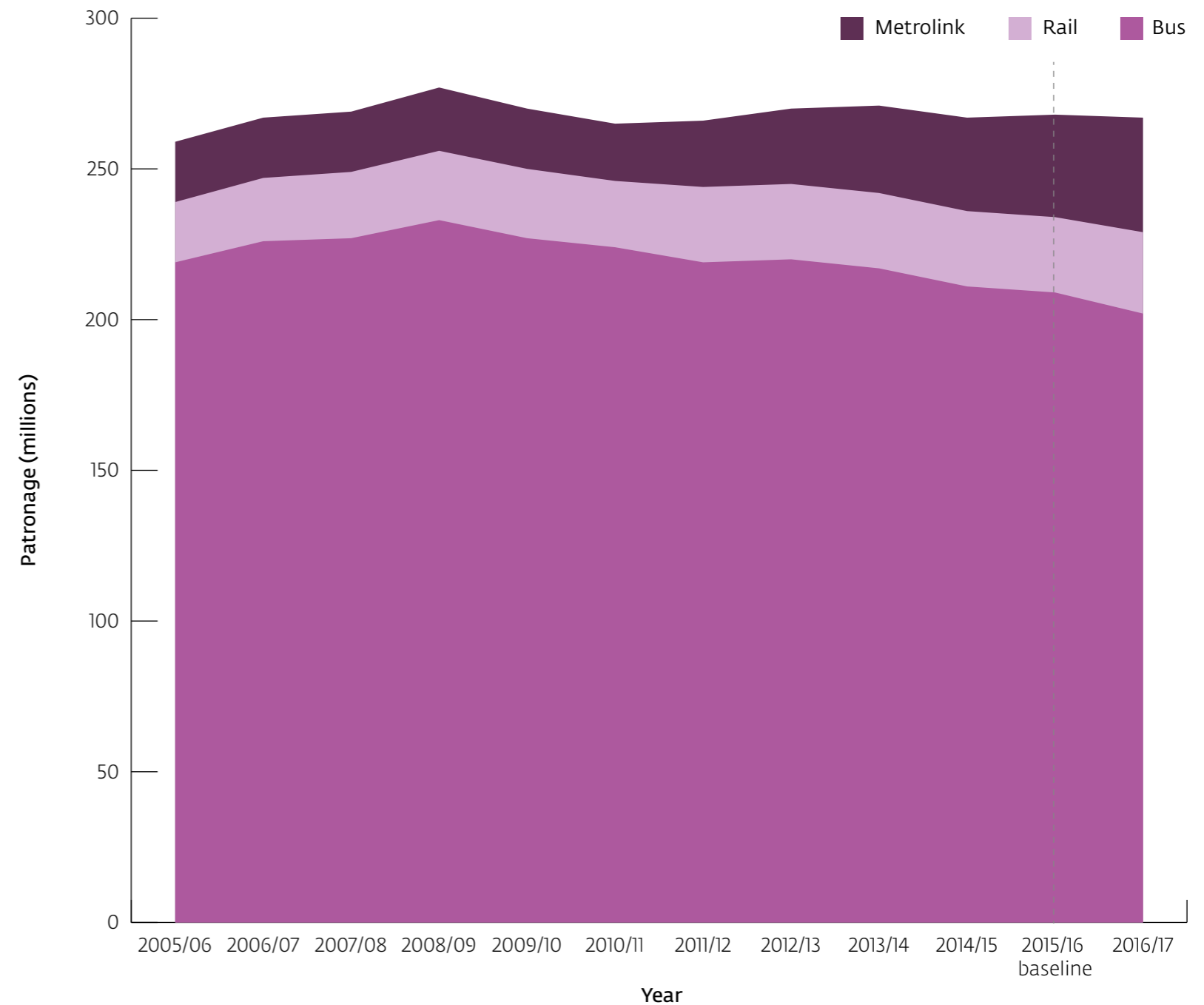
Attractive and affordable local public-transport networks are an essential part of any thriving and growing city. Car ownership in Manchester is lower than average, with only 0.3 cars per person in 2017, compared to the UK average of 0.5 cars per person.¹ This makes it even more vital that we have a reliable public-transport network that connects people to jobs and the places they want to go.

¹ Calculated using Department for Transport vehicle licensing statistics and ONS mid-year population estimates.

Figure 6.2 shows that public-transport patronage across Greater Manchester² was 3% higher in 2016/17 than it was in 2005/06, despite declining for several years after the 2008 financial crisis. Growth has largely been driven by increases in Metrolink and rail patronage, which have increased significantly, while bus patronage has been slowly declining. Measures to support the continued growth of Metrolink and rail travel, and reverse the decline in bus travel, are described below.

TfGM offers a service to assist those looking for work to overcome transport barriers to employment and training. In 2017/18, more than 5,000 free and discounted bus and tram taster tickets were provided for jobseekers to attend interviews or in the first few months of their new employment. Of these, nearly 2,000 were provided for residents from Manchester. Over 600 refurbished bikes have been distributed to jobseekers and apprentices, including 200 in Manchester.

Figure 6.2
Public-transport patronage across Greater Manchester



² Greater Manchester data used because bus patronage data is not available for individual districts.

Source: TfGM © Crown Copyright 2017

Case study: Bus Priority Package

The Bus Priority Package was an extensive five-year investment programme in the Greater Manchester bus network to improve bus connections by creating or improving over 25 miles of infrastructure between Leigh, Atherton, Salford, Middleton, East Didsbury and Manchester. The main objectives of the scheme were to make bus services quicker, more punctual, more reliable and more convenient. The routes and schemes covered include:

- Leigh to Ellenbrook guided busway with links to a new 260-space Park and Ride car park located underneath the M60/M61 motorways. Services run on 21km of segregated bus measures, of which 7.1km, between Leigh and Ellenbrook, is a kerb-guided busway, with the remainder on-highway into the Regional Centre (completed April 2016 with an extension to Oxford Road delivered in April 2017)
- Rochdale Road bus lanes in combination with other highway and pedestrian improvement work (completed 2014)
- Oxford Road/Wilmslow Road sustainable transport corridor, including new bus facilities, segregated cycle lanes, improved pedestrian spaces and better public-transport links, such as making Princess Street two-way and in so doing providing greater opportunities for the provision of cross-city buses (largely completed September 2017).

The Leigh to Ellenbrook busway carried in excess of 2.1million passengers in its first year, which is more than initially envisaged. In year two, this figure increased to 2.6million passengers. Surveys have

shown that of these journeys, 20% were made by people who indicated they have switched from using their car to the bus for all or part of their journey.

The Cross-City Bus Package was officially launched in September 2017 to overcome the issues faced by bus-through routes across the city, including the problems passengers faced in transferring between services, and the costs this entails. These issues include problems of poor-quality and low-level bus infrastructure, as well as priorities that make efficient and convenient bus journeys unreliable and unattractive to deliver from both an operational and passenger perspective. The proposed measures aim to provide infrastructure to enable bus services to be run directly through the city centre, thus improving linkages across the region.

So far, four cross-city routes have been added to the bus network. These are the V1 service from Leigh, the V2 from Atherton, the 18 from Middleton (which all terminate on the Boulevard within the Central Manchester University Hospitals site on Oxford Road), and the 50 service from East Didsbury to MediaCityUK. These services provide improved links to the hospital, universities, and leisure and cultural facilities on Oxford Road from the north of the city, and to Salford Quays from south Manchester.

In addition to the new cross-city routes, the bus priority infrastructure provides improved journey times and reliability for passengers on existing services.

Bus travel is supported by the Council and TfGM in the following ways:

- **Investment in Bus Priority infrastructure** on key corridors into the city centre, including the Leigh Guided Busway, Rochdale Road, and the Oxford Road Corridor (see case study).
- **Quality Bus Partnerships** with bus operators that offer bus users an improved quality of service, reliability and buses with higher vehicle standards.
- **The CityPLAN agreement** between the Council, TfGM and bus operators, which is designed to ensure that bus services entering the city centre are managed to minimise impacts on congestion, safety and the environment.

The Bus Services Act came into force in June 2017, and provides Greater Manchester with powers to reform the local bus market. The Greater Manchester Combined Authority has agreed to prepare an assessment of a proposed franchising scheme in accordance with the Bus Services Act. The necessary preparatory work for the assessment is being undertaken by TfGM, with the overall intention being that the bus reform proposal delivers some of the agreed objectives of the 2040 Transport Strategy for Greater Manchester.

An important step that the legislation requires before any changes can be made is a full public consultation.

The Metrolink network has undergone significant improvements in the past year, with further improvements in development:

- **The Second City Crossing** has been introduced to increase the capacity, flexibility and reliability of all the network's new lines and enable them to maximise operation. The scheme is now complete, connecting St Peter's Square to Victoria Station, and allowing onward travel to Oldham and Rochdale.
- **The Trafford Park extension** will run from the existing Pomona stop through the Trafford Park business area and on to the Trafford Centre. Work has started on the extension and is anticipated to be completed in 2020/21.
- **Airport extension:** Funding has also been agreed to extend the Metrolink to Terminal 2 of Manchester Airport when it is relocated.

The highway network: management, maintenance and safety

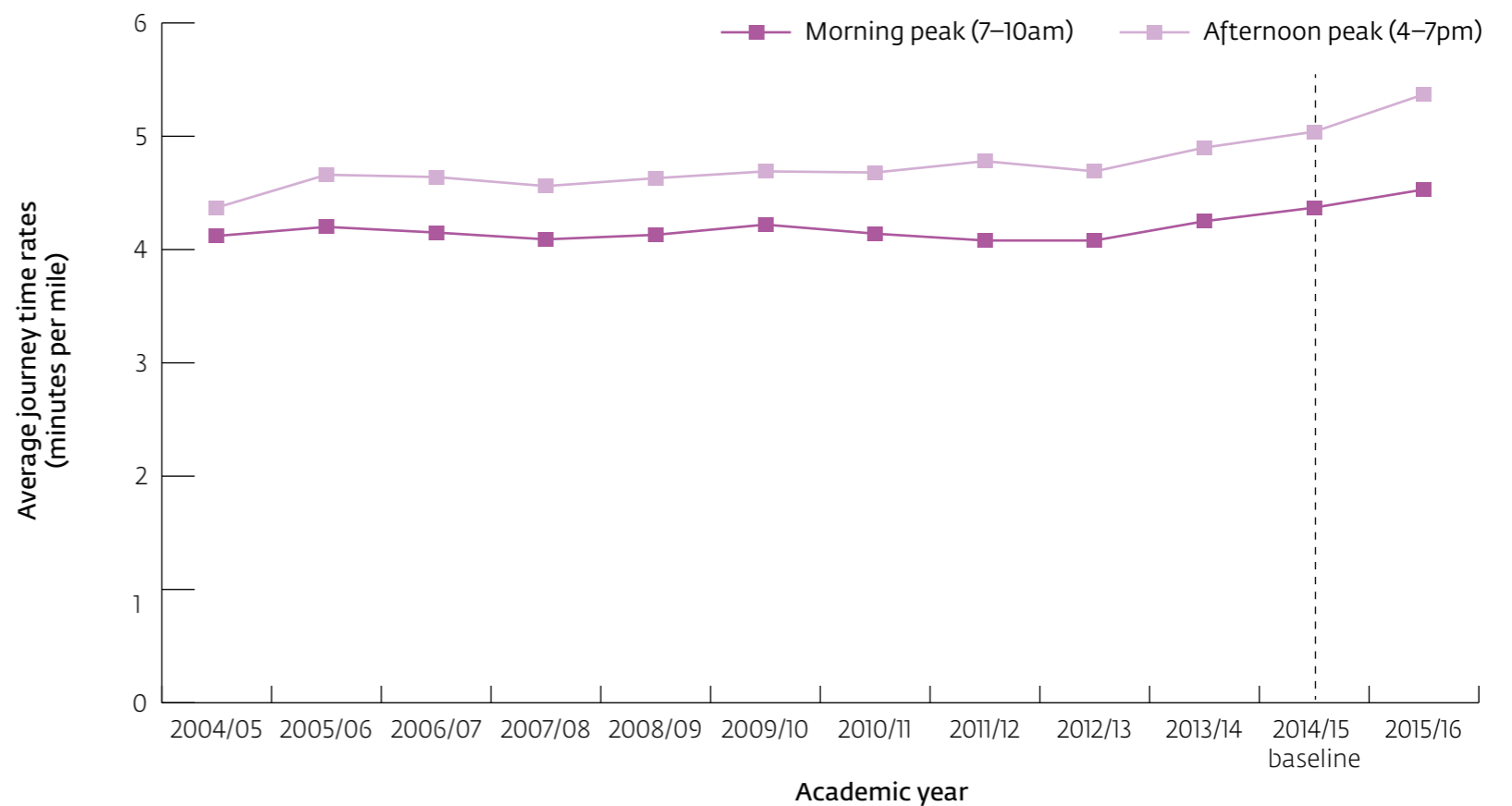
It is essential that Manchester's highway network is well maintained and efficiently managed. This allows our residents to reliably move around by bike, walking, bus and car, and supports our economy and growth by enabling goods and construction vehicles to efficiently access the city. It is recognised that for many,

the car remains an important mode of travel for at least part of a journey, with cars making up over 80% of traffic on Manchester's roads.

Figure 6.3 shows that average journey times on our network of A and B roads have been gradually increasing since 2004/05; the increase is greatest in the afternoon peak.

Figure 6.3

Journey time rates for A and B roads (average minutes per mile)



Source: TfGM © Crown Copyright 2016

In December 2015, the Council's Executive adopted a **Highways Asset Management Policy and Strategy**, setting out the principles by which any future investment will be prioritised. This was used to draft a five-year investment plan (from 2017 to 2022), which was approved by the Executive as part of the 2017–22 budget setting.

The five-year investment plan sets out how £80million investment in Highways would lead to an improvement in the condition of the city's roads and footways. The plan states that future highway maintenance programmes should prioritise interventions according to:

- The importance of any road in supporting economic growth
- The condition rating
- Value for money.

It also states that:

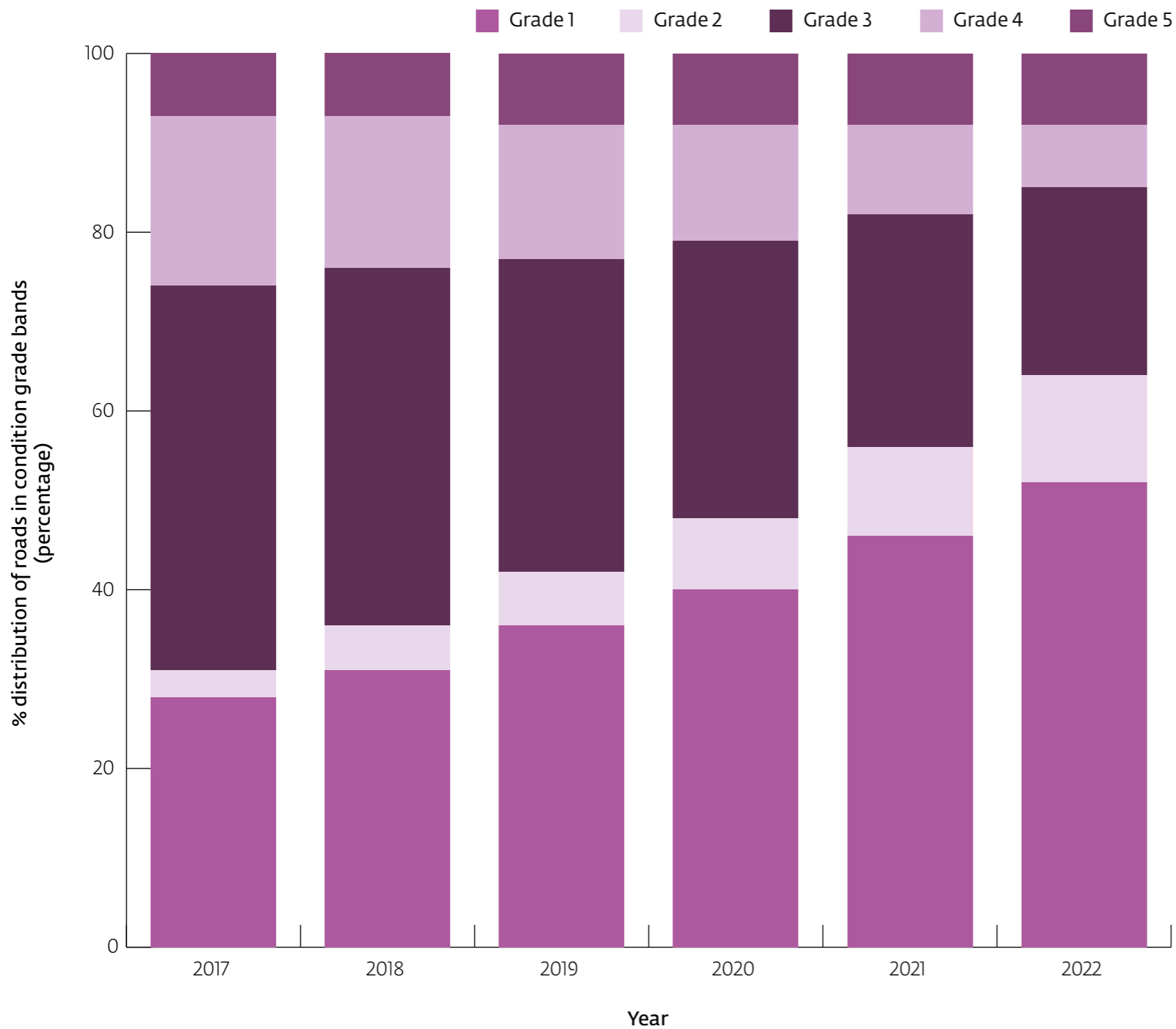
- A programme of preventative work will be adopted, as this will deliver the best value for money and will be prioritised for delivery
- Investment in resurfacing will be targeted in the following priority order: the Key Route Network (KRN), roads of local strategic importance in accessing employment (described as the Community Network), and local roads
- Maintenance work may also be programmed to co-ordinate with other capital projects being carried out in Manchester, which will be cost-effective in terms of delivery and additional value to the project.

The KRN includes the main routes in Manchester and totals approximately 143km, which is about 10% of the total road network. Providing a degree of focus on these routes will have the most strategic impact, particularly in supporting Manchester's growth priorities. The Community Network comprises a total road length of approximately 459km. This makes up about 33% of the local road network and includes roads that are important to local neighbourhoods.

The 2017 highways condition survey helped highlight the speed at which the network was deteriorating. The condition of the network is classified on a scale from grade 1 (good) to 5 (poor). The overall percentage (by area) of our roads rated as condition grade 4 or 5 increased from 19% in 2016 to 25% in 2017. Without the investment contained in the strategy it was expected that the network's rate of deterioration would accelerate.

Following the first year's investment it is anticipated that the next survey will show an improvement in the overall network. The effect of the five-year programme has been modelled and shows how the investment will increase the proportion of the network rated as either grade 1 or grade 2 to over 60% by 2022 (Figure 6.4).

Figure 6.4
Modelled effect of the five-year investment programme on road condition (April 2018 model)



The first year's funding for 2017/18 has seen a range of maintenance schemes across various programme areas. The value of completed work includes:

- £4.3million of road resurfacing schemes
- £3.4million of preventative maintenance schemes
- £0.5million of footway maintenance schemes
- £1.7million of patching and repair works
- £1.1million of drainage repairs.

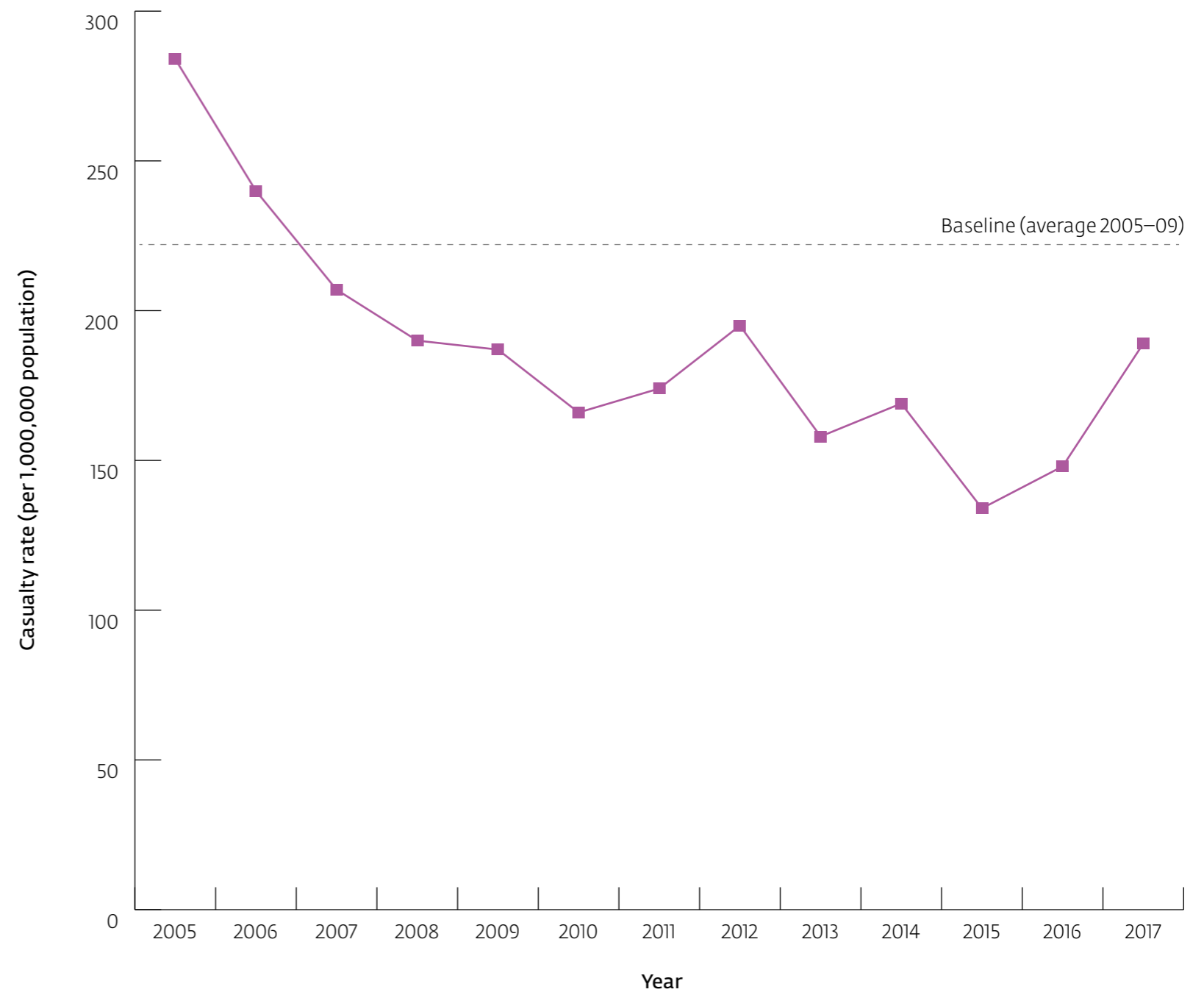
A separate scanner condition survey was also carried out on Manchester's KRN network in 2017. This survey showed there was 3% improvement in the condition of the strategic roads based on the Road Condition Index (RCI). This is largely down to the work completed in 2016/17 to resurface several of our major routes, such as Stockport Road and Hyde Road, which were funded by a successful Department for Transport (DfT) Challenge Fund Bid.

Source: Manchester City Council

The Council works in close partnership with TfGM and Greater Manchester Police to improve the safety of our highway network, including investment in infrastructure to reduce accidents, and targeted enforcement operations to prevent dangerous driving. The data shown in Figure 6.5 suggests that road safety in Manchester was moving in the right direction, with a 53% decrease in the rate of people being killed or seriously injured on our roads between 2005 and 2015. However, between 2015 and 2017 there has been a marked increase of 41%. The number of accidents in 2017 is still below the baseline figure, which is based upon an average of the five years 2005 to 2009.

We are investigating why there has been an increase in the number of people being killed or seriously injured on our roads. This is a trend that has been mirrored across Greater Manchester and nationally, and may partly be due to changes in the way injuries are recorded.

Figure 6.5
Killed or seriously injured casualty rate on roads (per 1,000,000 population)



Source: TfGM © Crown Copyright 2017

In 2012, the Council embarked on a programme of making non-major residential streets 20mph zones to help reduce speeds and improve road safety. This was piloted across central, south and east Manchester, and an evaluation carried out by the Council in 2016/17 suggested that the impacts of the first phase of the scheme have been smaller than anticipated. Further investment in 20mph zones has been paused while a Council review of road-safety policy is carried out to understand how our budget can provide the best value for money in delivering the most significant safety improvements.

Innovation in our transport system

Manchester has always been an innovative city at the cutting edge of science and industry. There are a number of ways in which Manchester is continuing to channel this spirit of innovation into the development of its transport system to make it smarter, cleaner and more efficient:

→ **CityVerve** is Manchester's 'Internet of Things' demonstrator, where buildings, vehicles, bus stops and a range of other things along the Oxford Road Corridor will gather data to help the Council and its partners to improve the experience of people living and working in the area.

→ **Car Clubs** allow residents to choose to not own a car, encouraging more walking, cycling and use of public transport rather than using the car. Manchester's Car Club currently has over 1,700 members. The Council is supporting TfGM to develop plans to expand Car Club provision in Manchester.

→ **Autonomous vehicles:** A consortium including the Council and TfGM recently secured funding to trial a driverless electric shuttle service at Manchester Airport and trial the use of autonomous vehicles between Stockport Train Station and Manchester Airport. The project will help to reduce the congestion, air-quality and climate-change impact of Manchester Airport and deliver a novel and improved passenger experience, helping to boost Manchester's reputation as a leader in technology and transport innovation.

Protecting our environment

Our transport system is a major source of emissions; it damages our health by polluting the air we breathe and contributes to dangerous climate change. Reductions in these emissions are subject to both UK and EU targets, and measures are being taken by the Government at a UK level, but Manchester is playing an important role in introducing local measures to accelerate these reductions:

→ **Active travel and public transport:** Through measures to reduce car dependence and promote low-emission public transport and zero-emission walking and cycling, we are supporting reductions in harmful emissions.

→ **Low-emission buses:** The level of emissions from Greater Manchester's buses is continuing to improve, mainly through an increase in the proportion of the bus fleet that complies to the latest European standards.

→ **Electric vehicle recharging network:** Increasing the use of electric vehicles is a key way in which we can reduce our carbon and air-pollution emissions. This is currently supported by provision of the Greater Manchester Electric Vehicles (GMEV) public recharging network. The GMEV network went live in July 2013, with GMEV membership growing from a very low base to 2,009 members by March 2018. The network attracts an average of 50 new members a month and is also well utilised, with over 4,000 individual charging sessions registered each month from February 2017. The Council is working with TfGM to develop plans to expand the network to support a range of vehicles, including taxis.

Connectivity beyond the city

To realise our ambitions for economic growth and prosperity, Manchester must have world-class connections within the UK and internationally. Manchester is already a well-connected city, with three major train stations and the only two-runway airport outside the south east of England. This connectivity is continuing to improve rapidly through major investments in our rail infrastructure, and growth in passengers and routes at our airport.

Rail connectivity is being supported through a number of schemes and programmes:

- **The Ordsall Chord** links Piccadilly and Victoria stations, transforming the connectivity of the city and Manchester Airport by allowing more routes from the North. Work has now been completed, and the Ordsall Chord opened in December 2017.
- **High Speed 2:** The second phase of the High Speed 2 line, connecting Manchester and the Airport with Birmingham and London, was approved in November 2016. The route will approach Manchester through a ten-mile tunnel, emerging at Ardwick, where the line will continue to its terminus at Manchester Piccadilly. It is planned that a major new station will be constructed in the vicinity of

Piccadilly, alongside regeneration of the surrounding areas. A further station is planned to serve Manchester Airport. Completion of the scheme is expected in 2033.

- **Northern Powerhouse Rail:** Plans for high-speed rail links connecting Manchester to the cities of the North of England are being developed by Transport for the North (TfN). Manchester City Council has been a leading partner in developing proposals to make TfN the UK's first statutory subnational transport body. These proposals were submitted to the Government in October 2016 and accepted in March 2017.

Improvements to our major road network are vital to ensure we manage traffic jams and allow efficient travel into and across the region.

- **M60:** During 2016, work commenced to improve the M60 by making it a smart motorway between junction 8 of the M60 and junction 20 of the M62. Smart motorways allow active traffic management, using variable speed limits and running in the hard shoulder to create freer-flowing traffic with less congestion. The M60 carries a significant volume of traffic, supporting local travel within Greater Manchester, national travel between Merseyside and Yorkshire, as well as international freight

routes from the region's ports and airports. These improvements are expected to be completed in 2018.

- **Future investments:** Further improvements to the region's major roads are being actively considered by the Department for Transport, Highways England, and Transport for the North, including capacity improvements for the north west quadrant of the M60, and the potential for a tunnel under the Peak District to enhance connectivity between Manchester and Sheffield.

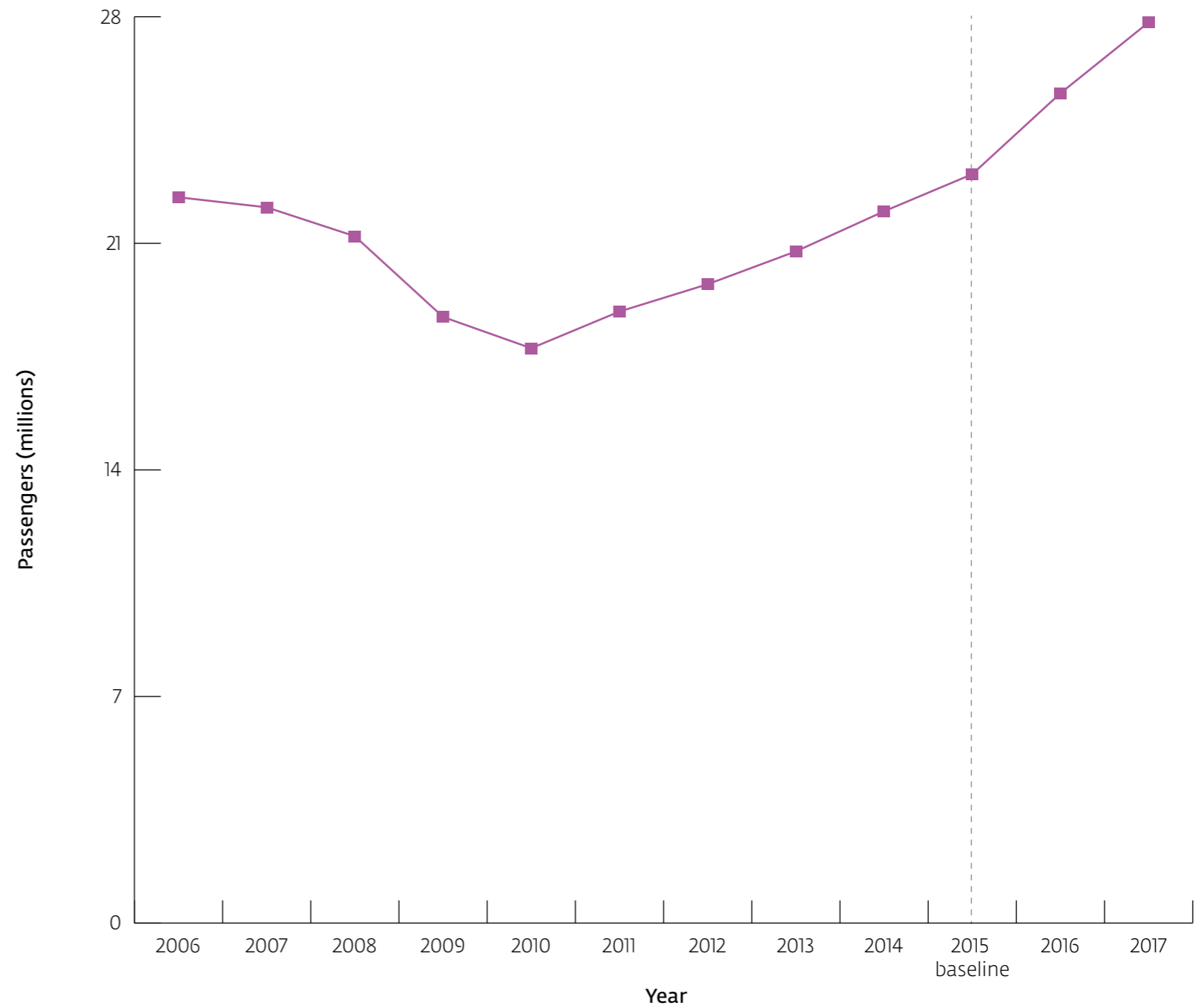
International and national connections

International connections continue to improve through investments at Manchester Airport:

- **Passenger numbers** at Manchester Airport have seen very strong growth in recent years. Between 2015 and 2017 there was a 20% increase, resulting in a figure of 27.8million passengers annually (see Figure 6.6), which beats the prerecession peak to attract the highest number of passengers since the Airport opened in 1938.
- **Transformation programme:** Announced in 2015, Manchester Airport is undertaking a £1billion transformation programme to its terminals and facilities over the next ten years.

→ **New routes:** In addition to attracting record passenger numbers, the Airport has recently launched two major new international routes to Beijing and San Francisco.

Figure 6.6
Number of passengers travelling through Manchester Airport



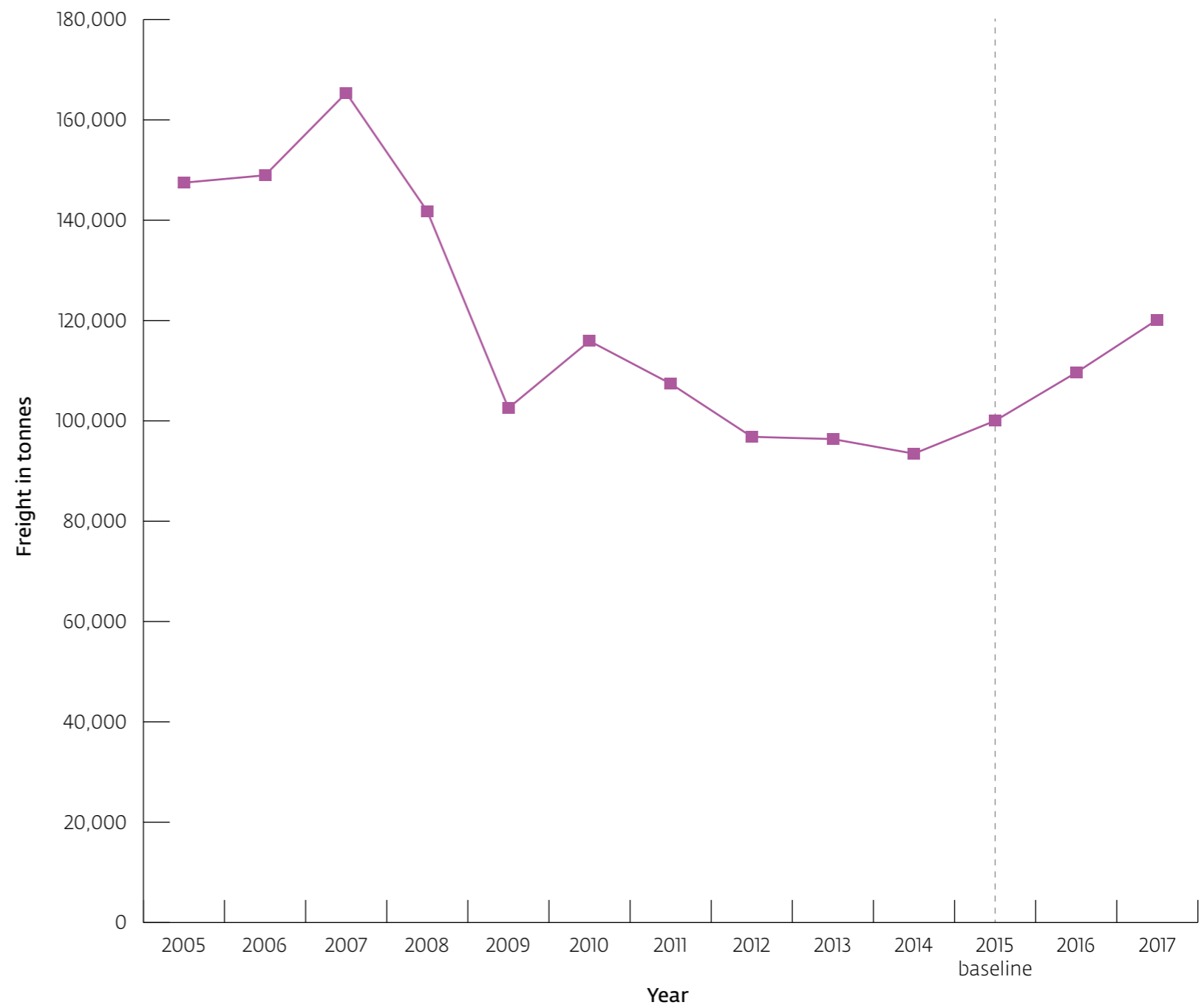
Source: Civil Aviation Authority © Crown Copyright 2017

Freight

Manchester Airport also includes a dedicated cargo freight facility at World Freight Terminal, which provides a base for 50 freight-forwarding firms. The largest freight markets are North America and the Far East, with imports representing 55–60% of the cargo volume. Figure 6.7 shows that a significant decline in freight tonnage was experienced between 2007 and 2009. This was mainly as a result of the global recession and a spike in oil prices. Following the recession, the industry has shown signs of recovery and ongoing growth.

Manchester’s thriving visitor economy is discussed in more detail in the ‘A thriving and sustainable city’ chapter.

Figure 6.7
Amount of freight through Manchester Airport

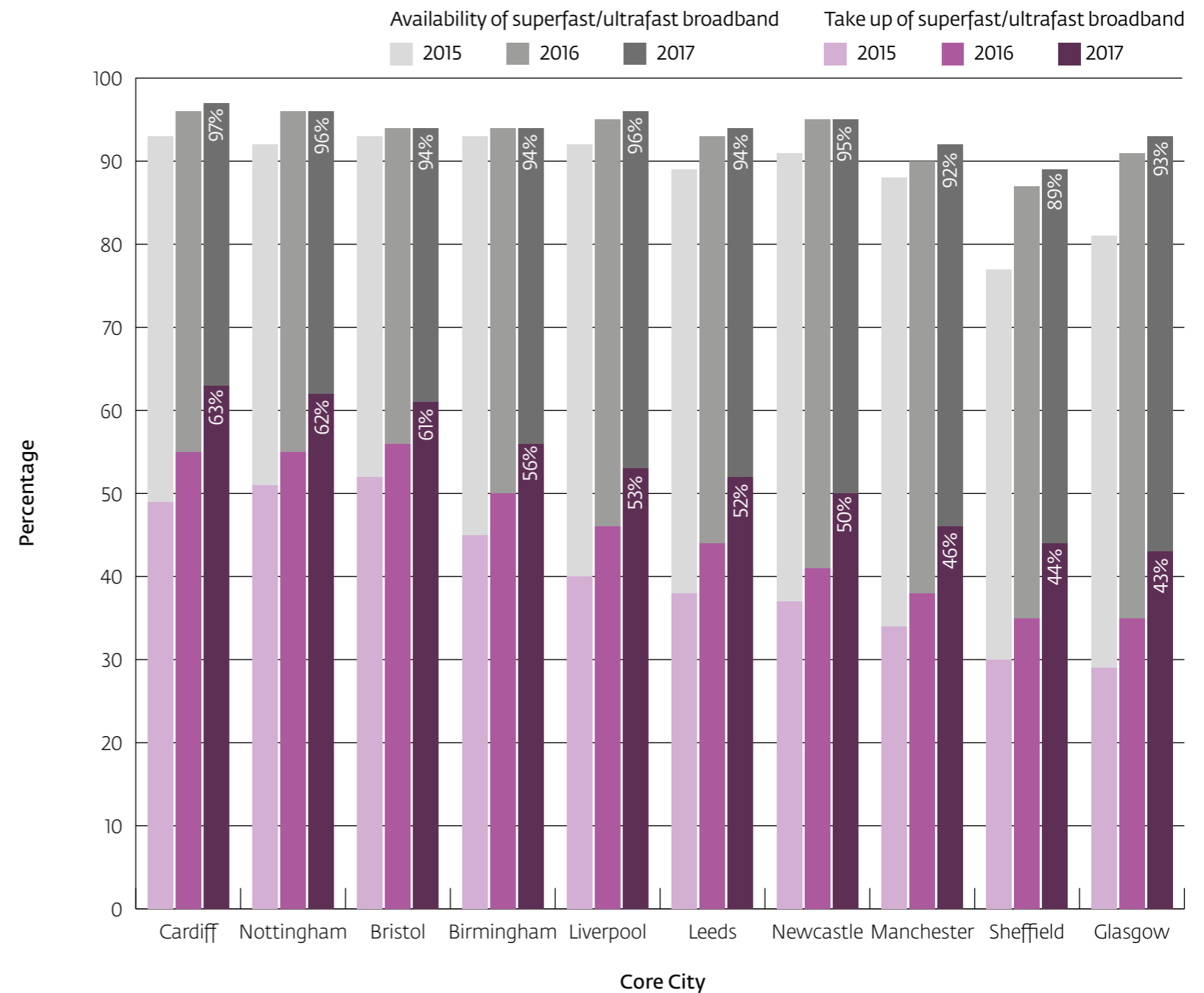


Source: Civil Aviation Authority © Crown Copyright 2017

Digital connectivity

Manchester is continuing to make progress in improving the coverage of digital connectivity for both residential and small and medium-sized enterprise (SME) premises throughout the city. Figure 6.8 shows that the availability of superfast/ultrafast broadband (over 30 Mbits/s) to residential and SME premises rose from 88% in 2015 to 92% in 2017. During the same time, the take up of superfast/ultrafast broadband by residential and SME premises increased from 34% in 2015 to 46% in 2017. Average download speeds have also improved in this period by 12.6 Mbits/s (2015: 28.6Mbits/s; 2017: 41.2 Mbits/s). In addition, the number of connections in the city with the capacity to receive over 300 Mbits/s has increased from five in 2016 to 241 in 2017.³

Figure 6.8
Core Cities digital connectivity comparison (residential and SME premises)



³ All data is taken from the Connected Nations Reports published by Ofcom for 2015, 2016, and 2017

Source: Ofcom 2015, 2016 and 2017 Connected Nations Report

In comparison with the achievements of other Core Cities,⁴ Manchester's record is a mixed one. In terms of the availability of superfast/ultrafast broadband to residential and SME premises, only Sheffield has a worse rate; four cities (Cardiff, Liverpool, Newcastle, and Nottingham) have rates of 95% or above. Comparisons of take-up rates of superfast/ultrafast broadband by residential and SME premises are also disappointing, with Manchester's rate only higher than Sheffield and Glasgow. However, the increase in the number of connections able to receive over 300 Mbits, from five in 2016 to 241 in 2017, has placed Manchester among the top half of the Core Cities.

There is a need to increase broadband coverage in Manchester at a faster pace to secure the city's status as a leading digital centre. However, the growth over the past year in the number of connections with the capacity to receive over 300 Mbits/s shows progress is beginning to be made. It is hoped this will be enhanced by the announcement in February 2018 by Openreach – the firm that manages the UK's broadband infrastructure – that Manchester is to be one of eight cities it is targeting in its plans to accelerate the delivery of fibre connections direct to premises. This is expected to increase internet speeds from 24 Mbits/s to 100 Mbits/s.

In addition, the Greater Manchester Combined Authority successfully made a bid to the Government's Local Full Fibre Network Challenge Funding, a £190million fund to stimulate commercial investment in full-fibre networks. This will have a transformational impact by encouraging further fibre investment to the significant benefit of Greater Manchester residents, businesses and organisations, and will enable public services across the region to benefit from future-proofed fibre connectivity and support innovation in public services.

Preparations have begun for the development of a new digital strategy for the city. It is proposed that this will be developed so that it aligns with and is complementary to the Greater Manchester Digital Strategy. It will be a cross-cutting digital framework that captures the challenges and opportunities that Manchester faces in its quest to become an international digital city.

In order to ensure that the new digital strategy provides a framework that meets the digital needs of the whole city, it will be developed in collaboration with partners and other key stakeholders. This will help to identify who is best placed individually and collectively to implement and deliver the aims of the strategy and drive the city to meet its digital potential.

Efforts to lead the way in the field of digital innovation and the use of technology to work in more connected and transformative ways have been enhanced by several recent developments. Manchester Science Partnerships has launched a £2million tech incubator at the Manchester Technology Centre within the Circle Square development on Oxford Road; this is expected to create up to 2,000 jobs over the next decade. Providing space for around 130 people, the incubator will provide business start-ups with a package of business-support services, including access to finance, talent and market advice provided by delivery partners, such as Manchester Digital and Sharp Futures. Start-ups to be supported will include those working in areas such as artificial intelligence, data analytics, cyber security, cloud technologies, digital health, the Internet of Things and Smart Cities technology.

⁴ Birmingham, Bristol, Cardiff, Glasgow, Leeds, Liverpool, Newcastle, Nottingham, and Sheffield

Manchester is home to CityVerve, the Internet of Things smart city demonstrator based at the Bright Building on Manchester Science Park. It is delivered by a consortium of 21 technology partners, including global companies such as Cisco and Siemens, alongside SMEs, public bodies and universities. It continues to produce innovations in health, energy, environment and transport. This work, which aims to overhaul and devise new ways for cities to deliver services to their citizens through smart technology, is being adopted and piloted in Manchester, and will hopefully have a global impact. Recent developments include digital wayfinding with the 'Buzzin' app, which was piloted at the Manchester Christmas Markets and Pride 2017, and 'PlaceCal', a location-based calendar of local and community events to tackle social isolation and loneliness in Moss Side and Hulme.

In addition, through the European-funded Triangulum project, Manchester is partnering with the cities of Eindhoven and Stavanger to develop smart, low-carbon and energy-saving solutions that will reduce costs, reduce energy consumption and improve air quality. The project will run until January 2020 and so far has led to the provision of free cargo bikes for any organisation on the Oxford Road Corridor for last-mile deliveries, and increased use of electric vehicles in the fleets of the universities,

as well as informing potential provision of them for Council use. The project also enables Manchester to share and disseminate its experiences and findings with its partner cities, while also learning from them.

Conclusion

Through 2017, Manchester continued to see improvements to connectivity across the city and beyond, helping to make it easier for our residents to seamlessly travel for work and leisure and for the city's business base to grow and take advantage of opportunities across a wide geography.

Improvements to the city's transport infrastructure enable growth to be accommodated sustainably. Investment in the tram network, in particular the completion of the Second City Crossing, has seen improvements to services and reliability. The completion of the Oxford Road Corridor for bus and cycle priority has supported the growth of sustainable modes of travel, with up to 5,000 cyclists now using the route daily.

Growth of the city's international connections has also been very strong. Airport passenger numbers were higher in 2017 than in any other year, with new routes providing connections

to China (Beijing) and the United States (San Francisco). The ongoing growth of the Airport is being supported by a programme of work that will completely redevelop terminal facilities, and this work is now underway.

The growing levels of traffic in the city clearly present challenges, and there is a particular concern over the increase in accidents on Manchester's roads. While there are a number of reasons for the increased recordings of accidents, a review of potential road-safety interventions may also be appropriate.

Manchester continues to attract established firms and to be a magnet for entrepreneurs who are confident in the supportive environment the city has created. This means the city is at the forefront of work to research, pilot and implement the use of digital technology to transform connectivity and how the city functions. The innovative solutions being developed by the facilities associated with Manchester Science Partnerships along the Oxford Road Corridor and elsewhere in the city have been groundbreaking; this work will need properly nurturing to ensure its potential transformative impact is realised.

The recent opening of the £2million tech incubator at Manchester Technology Centre within the Circle Square development demonstrates the city's commitment to supporting the growth and potential of the sector. It is also encouraging that work is beginning on the development of a new digital strategy for Manchester that will provide the city with the ability to constantly adapt to the fast-changing developments and new technology available within the sector. This will need to provide a clear framework through which the city can continue to enhance its position as a leading tech business hub, remain at the cutting edge of digital technology, transform public services, and improve wellbeing.

However, the city's credentials as an aspiring global digital city and the continuing strength of the digital and tech sector are threatened by the rates of availability and take-up of superfast/ultrafast broadband by residential and SME premises; this, although improving, is still lower than many other major UK cities. While work in this area is ongoing, a particular challenge regarding the provision of digital infrastructure is ensuring that all residents can access it both physically and financially. Not only is it necessary to improve connectivity throughout all the city's neighbourhoods, but it is also essential to ensure this provision is affordable so that all residents have the ability and the digital devices to be able to access it. It is important that the new digital strategy does not ignore this issue, as only when it is addressed will digital exclusion be reduced and inclusive growth be supported, enabling all residents to benefit fully from living in a truly connected city.