

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 will:

- Provide an overview on how well the Council is achieving its ambition by assessing the progress made in delivering a diverse supply of high-quality housing in clean, safe, attractive and cohesive neighbourhoods
- Look at the work we are doing to improve air quality in the city
- Look at how we are protecting the city for future generations through encouraging the growth of a low-carbon culture, and protecting our communities from a changing climate
- Look at the broad range of facilities we have available across our libraries, culture, sporting, leisure and events offer
- Reflect on how residents are becoming more actively involved in the future of our city through our volunteering programmes.

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. In 2018, this target was revised with a more challenging ambition to becoming zero-carbon by 2038. Other environmental factors also remain a priority for the city. These include developing our green infrastructure, repurposing our contaminated land (a by-product of our industrial heritage), improving air quality, increasing recycling and reducing the amount of waste that goes to landfill, making sure our streets are clean and litter-free, and reducing the amount of fly-tipping.

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 to Manchester's diverse 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 the specific indicators that demonstrate where progress is being made. This is detailed in the following six subsections:

- A diverse supply of good-quality housing affordable to everyone
- Recycling more of our waste, and clean, litter-free neighbourhoods
- Safe and cohesive neighbourhoods
- Improving the quality of parks, green spaces, rivers and canals
- Encouraging a low-carbon culture
- Vibrant neighbourhoods: culture, libraries, leisure, sport and volunteering.

Analysis of progress

A diverse supply of good-quality housing affordable to everyone

Manchester is leading the national response to the shortage of homes across the United Kingdom

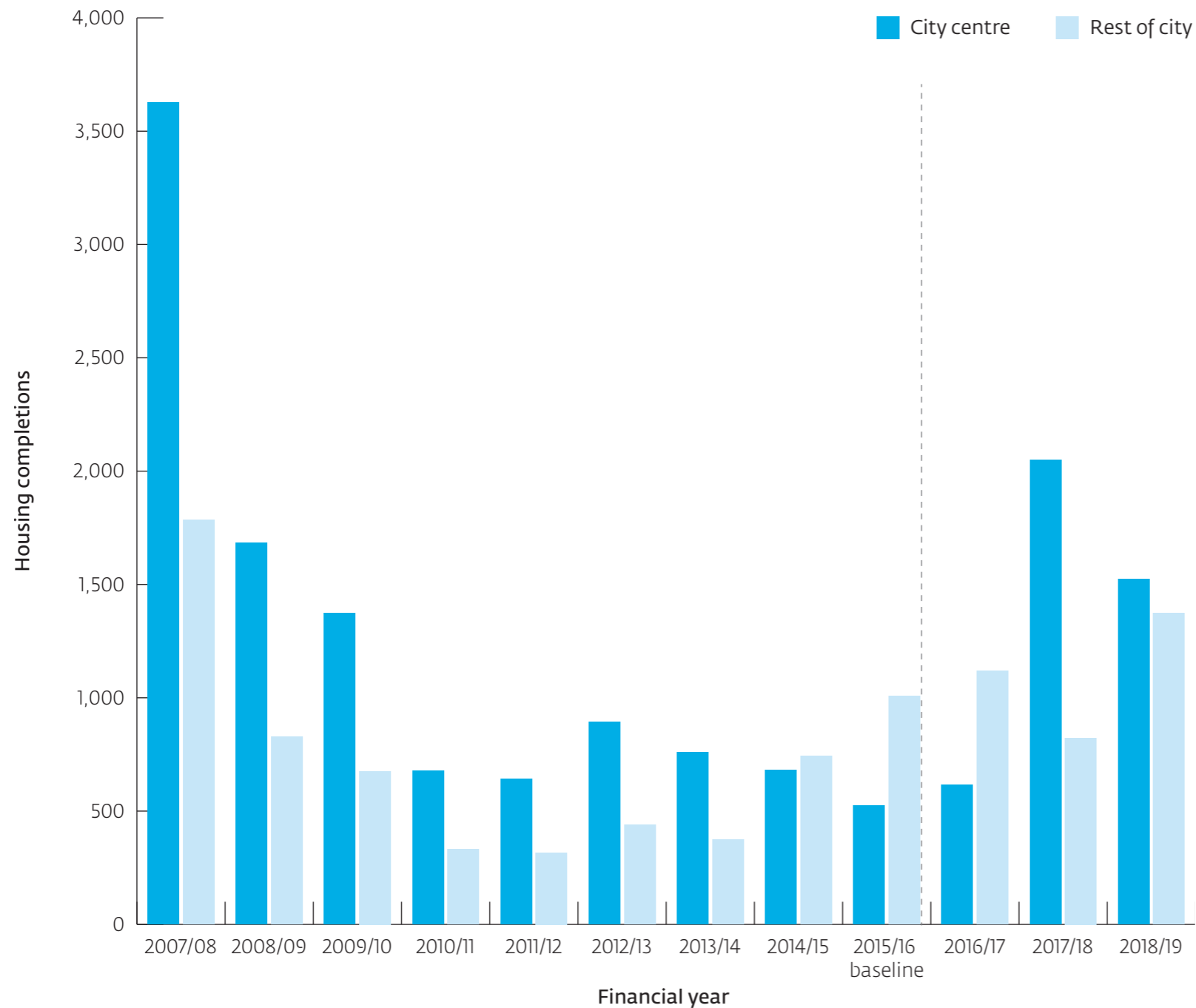
The Residential Growth Strategy (2015–2025) sets out the city's approach to providing the right housing mix for a growing and increasingly diverse population. Fundamental to this are opportunities for home ownership at all price points – including affordable homes for first-time buyers and movers, and more three and four-bed homes for growing families. Against this backdrop and in light of favourable market conditions, the Residential Growth Strategy delivery target is now set at 32,000 new homes between 2015 and 2025 – up from the original 25,000 new homes target set in 2015.

This year in Manchester, there were more cranes across the skyline than ever recorded, including the previous pre-recession construction peak in August 2005. There are currently over 11,000 new homes under construction in Manchester, including some 9,000 in the city centre, more than in any other Core City¹ or individual London borough. These homes are due to be completed over the next two to three years.

As Figure 5.1 shows, the scale and volume of development in the city centre is increasing. This is illustrated by the fact that in the period from 2014/15, Manchester has built over 10,000 new homes, including 2,897 in 2018/19 (made up of 1,524 in the city centre and 1,373 across the rest of the city) – up from 2,865 in 2017/18. Notable examples of recently completed city centre apartment blocks include 350 homes at Deansgate Square (West Tower) and 232 homes at The Trilogy (Ellesmere Street). This represents a massive step change from the period 2010/11–2016/17, when delivery rarely exceeded 1,000–1,500 new homes per year, consisting of predominantly low-density traditional-style houses outside the city centre.

¹ Core Cities include: Manchester, Birmingham, Bristol, Leeds, Liverpool, Newcastle, Nottingham, Sheffield, Glasgow and Cardiff

Figure 5.1:
Housing completions 2007/08–2018/19



Source: Manchester City Council tax records (2007/08–2013/14), Manchester City Council Expected Completions List (2014/15–2018/19)

The significant change in delivery was triggered in no small part by the £300million Greater Manchester Housing Investment Fund and the essential development finance this deal delivered. The Fund continues to play a vital role in supporting the ongoing development of new homes for city centre residents. Further schemes are expected to come forward with the benefit of this investment in the next 12–18 months, including Manchester New Square (351 new homes), Affinity Living at Circle Square (683 new homes), and Deansgate Square (1,508 new homes).

Established partnerships are progressing, including the Manchester Life Development Company (a partnership between Manchester City Council and Abu Dhabi United Group). This completed approximately 500 new homes in 2018/19, including Murrays Mill, 124 homes targeted exclusively at owner-occupiers, and Smiths Yard, a 199-home Build to Rent scheme.

An expanding pipeline of new Build to Rent schemes, typically in single ownership with the same lettings and management company, is providing residents with a growing choice of rental options, especially in the city centre. There were some 3,000 operational Build to

Rent properties across the city centre at the end of 2018/19, and this figure is expected to double by the end of 2019/20. This will result in a more professionalised lettings market, with higher management standards and an enhanced amenity offer, such as a cinema, on-site gyms etc.

Coupled with the for-sale market, all this is helping to significantly increase the scale of new homes delivery across Manchester. Current forecasts suggest that in 2019/20, Manchester may well exceed the 2007/08 peak of 5,412 homes.

Increased supply is the fundamental response to both house price and rental affordability

Despite the strength of the pipeline, evidence from a number of key housing market indicators suggests the city remains undersupplied. The proportion of empty properties remains at record lows – 0.6% in the city centre and 0.55% elsewhere in Manchester.

Although rents continue to grow, new supply has taken some of the energy out of the market over the past 12 months; however, rents for two-bed properties per calendar month have increased by 1.9% in the city centre (£972 in 2017/18 to £990 in 2018/19) and 0.1% elsewhere in the city (£722 in 2017/18 to £723 in 2018/19).

In light of these figures, it is important to note that averages mask variations in rents at the local level, including within certain neighbourhoods in the city centre. For example, rents in Hulme Park/Birley Fields and Oxford Road South are well below the average (£766 and £820 respectively), providing a more affordable entry-level housing choice for residents looking at living in the city centre. Similarly, across north and east Manchester there are large numbers of properties with rents below £600 per calendar month.

An attractive market for home ownership and first-time buyers in Manchester

There is continued evidence of a strong sales market in the city, with 8,296 sales in 2018/19. Demand can be attributed to a combination of new supply, increasing options for prospective buyers, and the growing owner-occupation market – particularly first-time buyers, many of whom have benefited from changes to Stamp Duty Land Tax, following the lifting of the levy on transactions below £300,000.

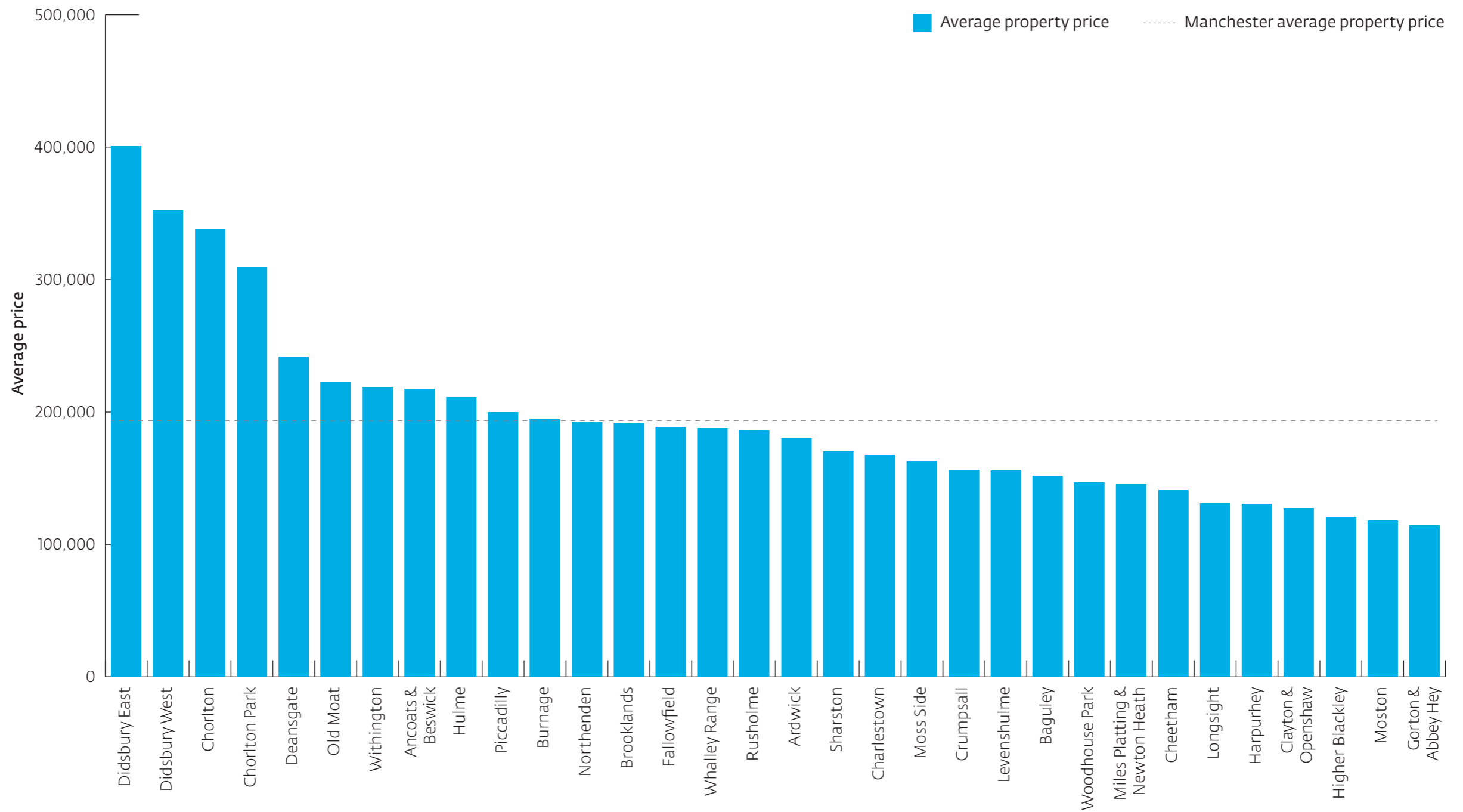
While people are moving to Manchester for jobs, there is evidence that the relationship between average incomes and average sales prices, particularly when compared to London, is also a contributory factor. The average price of a property in Manchester is currently:

→ £209,418 in the city centre (all properties)

→ £194,053 elsewhere in the city (all properties).

Average prices in certain areas can be inflated by a small number of high-value new-build sales in certain developments. For example, the effect of the new-build premium at Eclipse Cavendish Road Didsbury (38 sales over £400,000) or the Former St George's Church in Hulme (15 sales over £300,000) has led to inflate the averages well above the price of resale homes in the same neighbourhood. Indeed, when looking at ward level, average prices in the majority of wards are below the citywide average (see Figure 5.2).

Figure 5.2:
Average property price of properties sold during 2018/19



Source: HM Land Registry Price Paid Data © Crown Copyright 2018

In north and east Manchester, the housing market remains accessible, with average prices increasing by 0.4% and 2.1% per year respectively over the past ten years. The average cost of a property in north Manchester in 2018/19 (£123,711) is not much higher than at the beginning of the upturn in 2015/16 (£113,123).

With this in mind it is no surprise that large numbers of Manchester residents can afford to buy homes in the city. Council research shows that in 2017/18 there were 3,846 owner-occupier sales, of which 48% (1,861) were affordable to Manchester residents earning at or below the average income – a significant increase from 41% (or 1,776) in 2016/17.

Although the average Manchester household income is £27,000, incomes across Manchester vary (for example £36,000 in the city centre, and £25,000 in north Manchester). Applying a citywide average income does not account for these variations; however, when local average incomes are appraised, the analysis suggests that the proportion of all sales affordable to owner-occupiers in 2017/18 increases to 51%.

Accounting for low-cost home ownership is helpful because it measures the whole market, including resale properties. In 2017/18, this accounted for some 90% of the sales market across the whole city, and around 70% of the city centre sales market.

Delivering new affordable homes through new development

The updated Residential Growth Strategy commits the city to deliver 20% of all new homes as affordable tenures,² representing a minimum of 6,400 new homes by March 2025. Table 5.1 below sets out the city's current progress towards this target.

Table 5.1:
Manchester's Affordable Housing pipeline (at 15 May 2019)

	Social rent*	Affordable rent	Shared ownership	Other**	Total
Affordable completions (2015/16–2018/19)	124	605	310	5	1,044
Expected completions (2019/20–2020/21)	631	236	623	537	2,027
Total pipeline (2015/16–2020/21)	755	841	933	542	3,071
Indicative pipeline (2020/21–2024/25)	1,000	1,000	1,000	400	3,400
Total	1,755	1,841	1,933	942	6,471
* Includes extra care and learning disability schemes available at social rent					
** Includes all Rent to Buy/purchase and discounted market-rent schemes					

Source: Manchester City Council Expected Completions List

² Government-defined affordable tenures include Social Rent (including extra care and learning disability schemes available at Social Rent), Affordable Rent, Shared Ownership and Rent to Buy

- 1,044 new homes have been built since April 2015 – the majority of which were delivered with investment from the Homes England Shared Ownership and Affordable Homes Programme (AHP).
- A further 2,027 new homes are expected to be delivered by the end of the current programme cycle in March 2021, with 1,127 new homes currently under construction across Manchester.
- From April 2021 onwards, the city has committed to build a minimum of 3,400 more homes, with 1,000 available for Social Rent, 1,000 for Affordable Rent, 1,000 for Shared Ownership and 400 for other tenures, including Rent to Buy and Discounted Market Rent.

Despite growing to circa 30,000 homes, the apartment market in the city centre remains in its infancy. High land values and build costs³ mean development can be marginal. As a result, extracting similar levels of s.106⁴ to London and the south east has at times been difficult to achieve. This in part explains why in recent years the mainstay of affordable housing delivery in the city has come via the AHP. However, as the market evolves, opportunities to grow the affordable pipeline linked to the planning system and s.106 contributions are

increasing. Notable contributions towards affordable housing in 2018/19 include £550,000 at 14–16 Rochdale Road (Beech Properties)⁵ and £450,000 at the Boddingtons Brewery Site (Prosperity UX).

Looking forward, the affordable pipeline from April 2021 is expected to be focused on four Housing Affordability Zones (Central North Manchester, Clayton, Beswick and Wythenshawe Town Centre) where the Council will be using its land assets to create and accelerate new opportunities for development. The Council is also exploring options for new affordable housing in and around the city centre; 19 discounted market-rent apartments were consented to in February 2019 within a larger development on Swan Street in New Cross. Alongside this, in January 2019 Great Places and Manchester Life confirmed a co-operation agreement to identify viable sites for new affordable housing and to collaborate on a ten-year residential master-planning exercise in east Manchester. A first phase of the Northern Gateway will also deliver more than 100 new homes for social rent in Collyhurst.

Unlocking large-scale development sites for market and affordable housing

Significant progress continues to be made towards increasing the supply and diversity of housing across the city. Over 5,500 homes were built during the past two years and a further 15,000 are expected by March 2022. In line with the Local Plan, housing has been delivered on well-connected sites that help reduce the need for travel, promoting walking, cycling and use of public transport. As demand continues to grow and land values increase, the future challenge will be sustaining success by growing and diversifying the city centre market. This will be done by supporting, creating and unlocking further large-scale opportunities for more market and affordable housing in accessible well-connected locations across the city.

³ Manchester is the 22nd-most expensive city in the world and third-most expensive in the UK to build in (Arcadis – International Construction Costs)

⁴ s.106 agreements involve financial contributions to the local authority paid by the developer in order to fund public-realm improvements, new-build affordable housing etc

⁵ Includes a contribution towards public realm at New Cross

The Northern Gateway in the Lower Irk Valley (a joint venture between the Council and Far East Consortium) is a good example. It is ideally located to help meet the exceptionally high housing demand generated by the unprecedented population growth in Cheetham and other neighbouring areas. The area represents a unique opportunity to repurpose and repopulate large areas of brownfield underutilised land on the northern edge of the extended city centre with a view to growing and diversifying the housing offer in a sustainable location close to jobs. This area has the potential to contribute up to 15,000 new homes over a 15 to 20-year period through a phased approach, including new infrastructure investment and place-making.

Diverse Housing Offer

Specialist Extra Care accommodation is an important part of the city's affordable housing offer, providing much valued independent living for older people. In recent years fourteen Extra Care schemes have been completed, are on site or are planned, most of these in conjunction with Registered Providers. One of these projects, led by the Council, will be the UK's first LGBT extracare scheme.

Age-friendly principles are also increasingly being applied to the design of new homes, ensuring accommodation is flexible to meet future needs. This allows residents to stay in their homes for longer, helping to create stable communities.

Another emerging feature of the increasingly diverse housing offer is giving communities the opportunity to design their own homes. The key challenge for communities is accessing affordable land. The Council is considering suitable sites in three locations across the city.

The forward view

The sites currently identified in the short-term pipeline invariably represent the most straightforward development opportunities with few, if any major infrastructure constraints. In contrast, the sites beyond the three-year timeframe will invariably require upfront infrastructure investment (including land remediation, public-realm work, highways access and links to public transport) if the full scale of opportunity in these areas is to be unlocked.

As well as clearing infrastructure hurdles, these sites will also need to respond to the changing demographic and future demand fundamentals in the city. The city centre apartment market is changing – it is no longer a stop-gap for young professionals sharing rented two-bedroom apartments. The population is maturing with more owner-occupiers (higher-value buyers as well as first-timers), including older people moving back into the city centre, and families opting to stay.

With this in mind, the city and its partners have a responsibility to deliver a product that reflects the needs of its changing population, creating opportunities to build new housing and new housing products in areas of highest demand (across the core of the conurbation), affordable to all residents. This means greater product diversity from the current apartment market – possibly towards more dense family housing for sale and rent and the associated services these residents require.

The Council has a major role to play in facilitating future housing growth, alongside partners and investors willing to contribute to the ongoing residential regeneration currently well under way across the city.

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

Recycling more of our waste

The Council is committed to increasing the amount and quality of waste recycled, by providing services that meet the needs of residents. Following the successful delivery of new refuse bins to over 157,000 households between August and October 2016, recycling rates increased significantly. 2017/18 was the first full year of service change, and the recycling rate has been maintained in 2018/19 (provisional figures 2018/19 – see Table 5.2). Refuse from households that received the new grey bins has decreased by 25%, saving over £8million per year.

The amount of residual waste collected from all households has decreased from 519kg per household per year in 2015/16 to 420kg per household per year in 2018/19 (provisional figures – see Table 5.2).

In 2018/19, work was undertaken with apartment-style properties to encourage households to recycle more, as recycling rates among this sector have been low – approximately 10% in March 2018. Investment focused on close engagement with building managers and caretakers who manage communal spaces within apartment buildings to provide more

recycling facilities, improved signage and other materials to make it easier for residents to recycle. Targeted communications and engagement with this sector has helped residents to understand what materials can be recycled and why it is important that they make the effort to do so. Following an exercise in 2017/18 to understand the residual and recycling quantities collected from each apartment building, adjustments were made to ensure there is equity in provision of residual and recycling capacity across property types. As a result of this project, recycling rates rose to approximately 20% in March 2019.

During 2019/20, projects to improve recycling in areas with passageway containers will get under way. A number of approaches are due to be trialled over the summer, and the implementation of successful solutions is expected to take place throughout the year and into 2020/21.

In response to changes in the international recycling markets, it's more important than ever that the city ensures domestic recycling is not contaminated with incorrect materials – particularly in the pulpable (card and paper) stream. Joint projects with the Greater Manchester Combined Authority (GMCA) were delivered during autumn 2018 to encourage residents to recycle right – this focus will continue into 2019/20.

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 tonnage
2015/16 baseline	519	32%	24,776	26,213
2016/17	471	36%	29,503	29,643
2017/18	438	39%	30,771	31,045
2018/19 (provisional figures)	420	40%	30,726	30,930

Source: Waste Data Flow

Becoming a cleaner litter-free city

The standard of street cleanliness in an area makes a significant contribution to the perception of a neighbourhood and impacts on residents' sense of wellbeing. Effective and efficient cleansing services are essential to the creation of successful neighbourhoods. In order to maintain clean streets, it is also important that residents, businesses and visitors to the city are supported and challenged to take responsibility for their surroundings. During 2019/20, smart litter bins will be installed in priority areas of the city centre. These bins are fitted with a solar-powered compactor, which increases the capacity of litter bins and reduces the number of times they need to be emptied.

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. It is a priority of the city to ensure that all waste is disposed of in a regulated manner using kerbside waste collections, the bulky service for large household items, and the Household Waste Recycling Centres, as well as to stop all incidents of fly-tipping from occurring.

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

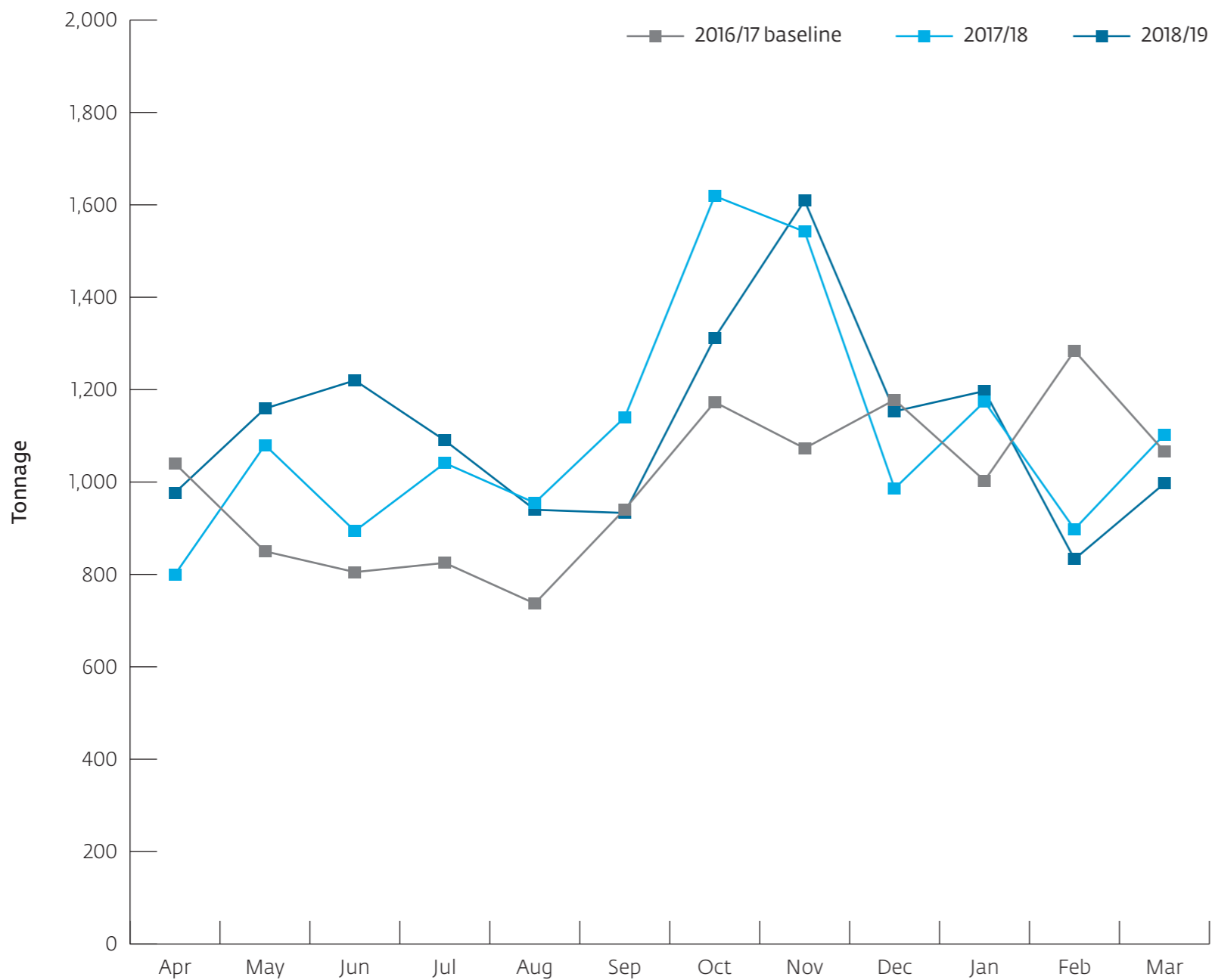
This context demands a service that improves cleanliness, meets expected response times and delivers customer satisfaction, at the same time reducing net spend and continually improving operational efficiency. Meanwhile, neighbourhood teams and compliance staff have been using education and enforcement to reduce littering and increase environmental commitment. The littering enforcement service targets people who drop litter on our streets; in 2018/19, 13,786 Fixed Penalty Notices were issued and there were 679 prosecutions following non-payment of the fine.⁶ In 2018/19, the city also partnered with Keep Britain Tidy to develop the Keep Manchester Tidy campaign. This has delivered focused initiatives to tackle litter in all its forms, including from vehicles, smoking-related litter, on-the-go food packaging, fly-tipping and many more.

The vision of the partnership is for these campaigns to be delivered working with a litter taskforce that comprises businesses in the private sector, the public sector, registered providers, education providers and residents. Since the partnership was launched there has been a marked upturn in active support from residents, schools and businesses to tackle litter. During the month-long Great British Spring Clean campaign from 22 March to 23 April 2019, over 7,000 volunteers supported more than 200 events.

Figure 5.3 illustrates the tonnage of street-cleansing waste collected since 2016/17. 2016/17 data is used as a baseline for the Our Manchester Strategy, as this data is more reliable than ever before due to separate collection teams rather than generic cleansing teams.

⁶ Figures provided are for 3GS only (Littering Enforcement Service), which issues Littering Fixed Penalty Notices on behalf of Manchester City Council

Figure 5.3:
Street-cleansing tonnages 2016/17–2018/19



Source: Weighbridge data – Viridor and Redgate Holdings

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.

The fly-tipping investigation and enforcement team, in partnership with Biffa, continues to work across all 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.

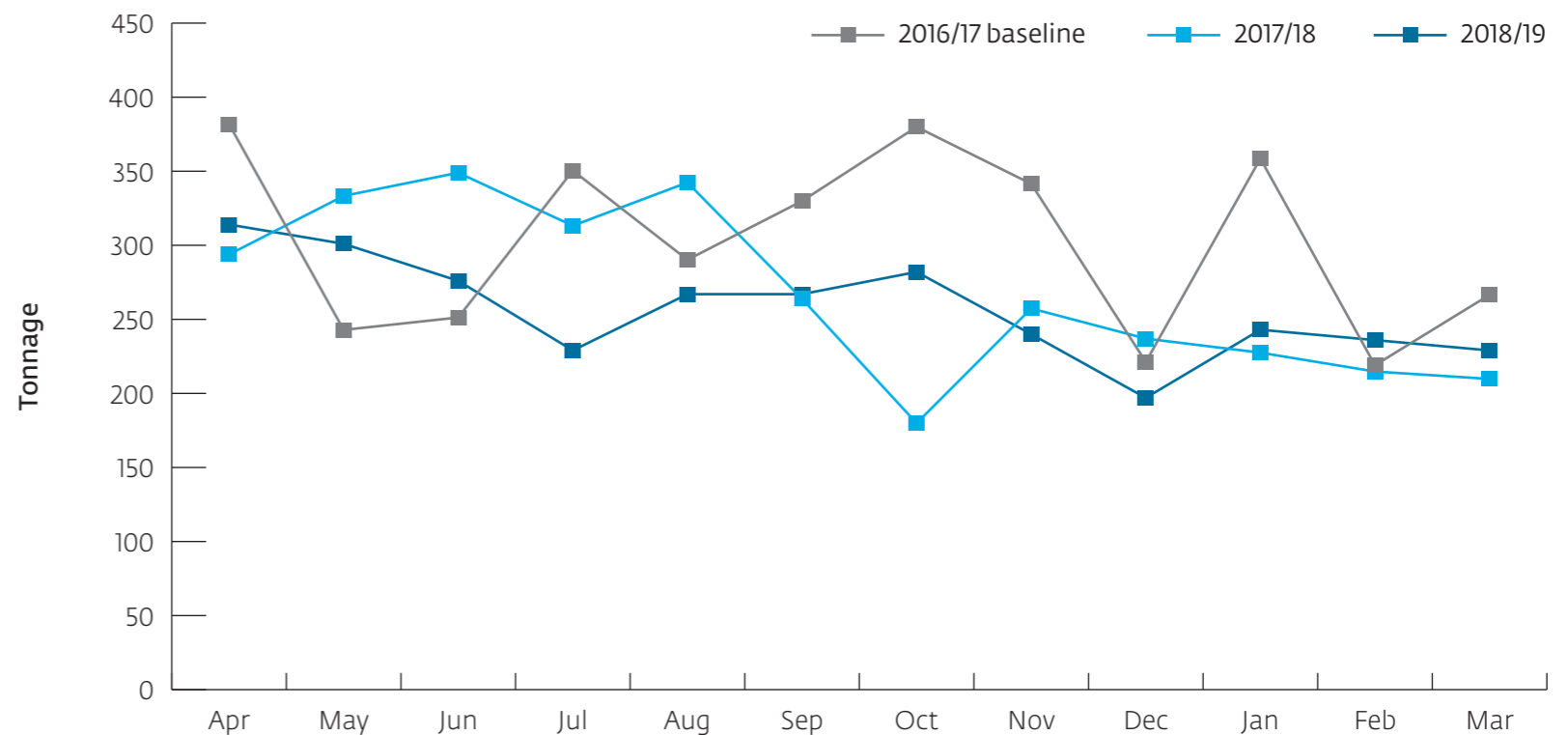
The challenges associated with prosecution mean that other interventions are needed to complement the formal enforcement procedures. These measures, undertaken with our agencies and partners, will aim to ensure overall compliance and reduce the incidents of fly-tipping. They include:

- Regular, intensive monitoring in hotspot areas
- Action days alongside partner agencies and other Council departments 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; for example, 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 256 tonnes per month in 2018/19 – a 15% reduction. 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 was collected with grounds waste or other street-cleansing material, such as litter-bin waste).

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 interventions will the city achieve its aims of reducing the number of incidents.

Figure 5.4:
Fly-tipping tonnages 2016/17–2018/19



Source: Weighbridge data – Redgate Holdings

During 2019/20, the visual environment will continue to be a key priority for the city. To support this area of work, additional funds (£500,000), will be used to tackle hotspots in neighbourhoods blighted by fly-tipping. Examples of planned actions for this year include:

- Continued collaboration with Registered Social Landlords and housing companies
- Focused work with private landlords to ensure tenants understand how they use domestic waste collections and that they dispose of any waste at the end of tenancies responsibly
- Investment in physical interventions and surveillance measures to deter fly-tipping at persistent hotspots – including measures such as additional CCTV cameras, bollards and barriers
- Focused campaign – specific to challenges faced across the city – to be developed in collaboration with Keep Britain Tidy – through the Keep Manchester Tidy partnership
- Additional compliance officers to work with businesses to ensure they are complying with their responsibilities to manage compliant disposal of business waste and ensure they are taking responsibility for litter related to their premises and land

- Continuing to investigate fly-tipping in alleyways and educate and enforce on the perpetrators of alleyway dumping.

Safe and cohesive neighbourhoods

Manchester's Community Safety Partnership (CSP) brings together Manchester City Council, Greater Manchester Police (GMP), offender-management services, Public Health Manchester, Greater Manchester Fire and Rescue Service, housing providers, the Greater Manchester Combined Authority, the universities, and voluntary and community organisations to work together to tackle crime and antisocial behaviour, protect people with vulnerabilities, and change behaviour. Through consultation and local crime and disorder audits, the CSP identifies key local priorities and develops community safety strategies to address these areas.

The current three-year **Community Safety Strategy (2018–2021)** was launched in March 2018 following extensive consultation with Manchester's residents, workers, and visitors. This included a survey that followed the Our Manchester approach and which sought to identify both the priorities for those living and working in Manchester, and ways we can work together with residents and partners to improve community safety across the city. The Strategy contains the following five priorities:

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

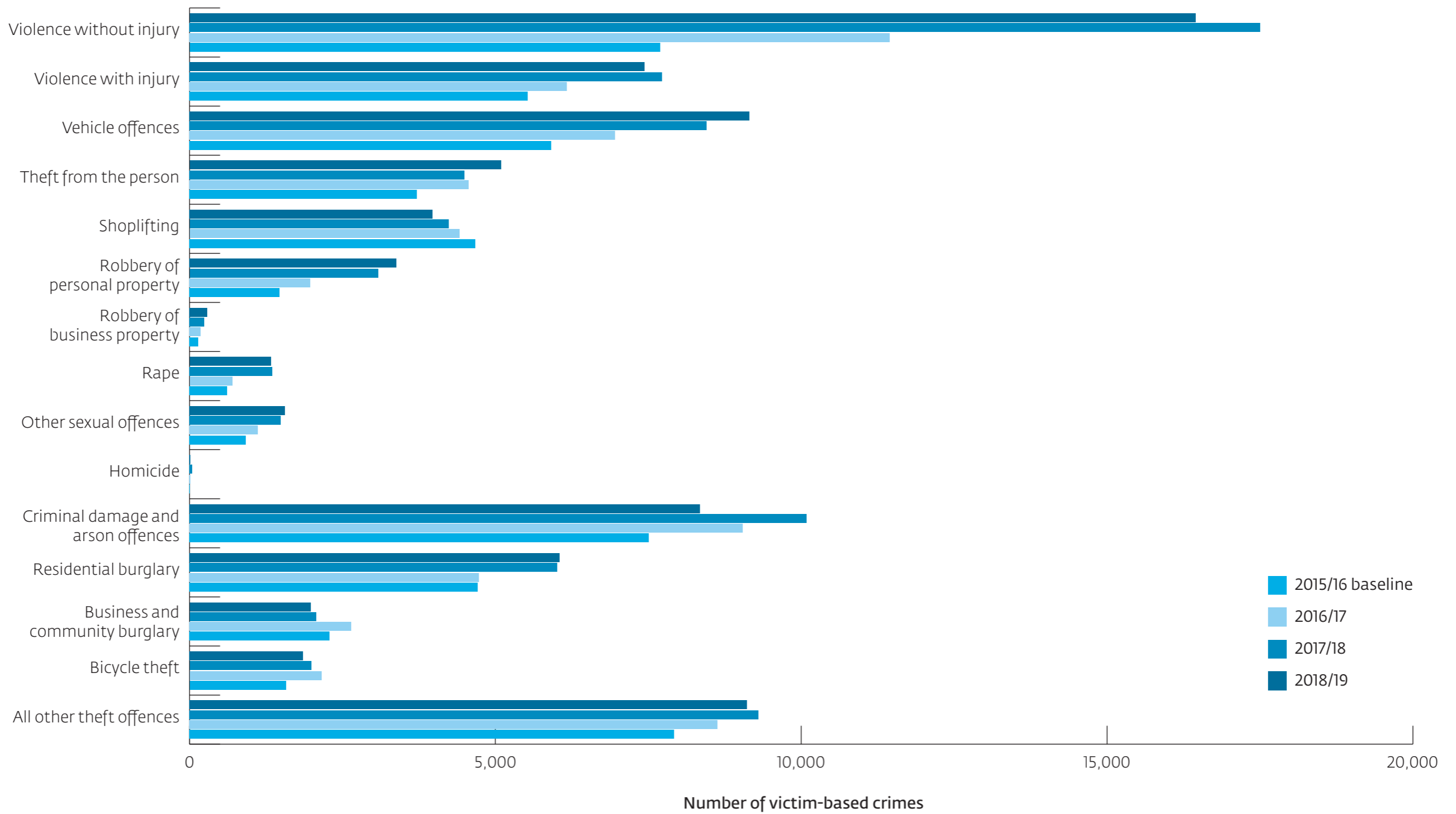
The Strategy and consultation responses can be found at the Making Manchester Safer website **here**.

This section will focus on some of the issues that have a direct and significant impact on people – residents, workers or visitors to the city – and how the CSP addresses these issues.

Victim-based crime

Victim-based crime is a broad category that includes offences of violence against the person (including homicide, violence with injury, and violence without injury), sexual offences (including rape), acquisitive crime (including robbery, burglary, vehicle crime, shoplifting and theft) and criminal damage. Figure 5.5 shows the number of victim-based crime types between 2015/16 and 2018/19.

Figure 5.5:
Victim-based crime in Manchester



Source: GMP Business Intelligence

There has been a national increase in knife-related crime, and this has been mirrored in Manchester. Between January and December 2018 (the latest available national figures), Greater Manchester Police recorded 3,614 offences involving knives or sharp instruments, the second-highest number of knife-related offences among police forces in England and Wales; the Metropolitan Police recorded 14,660 offences. Greater Manchester also had a relatively high rate of knife crime per 1,000 residents, being ranked third behind the City of London and the Metropolitan Police. A relatively high proportion of knife crimes in Greater Manchester were robberies (48% of the total, compared with 43% for the rest of the police force areas in England and Wales).⁷ Greater Manchester Police reviewed their recording of knife or sharp-instrument offences in December 2017. This has revealed that they were undercounting these offences. Following this review, there has been a sharp increase in the number of knife or sharp-instrument offences recorded by Greater Manchester Police in January to December 2018 compared with previous quarters. Previous data has not been revised and the data is therefore not comparable for this force.

Our approach to address knife-related crime includes a universal message of education for young people to discourage them from using knives and raise 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.

Youth Justice have refreshed their programme for young people they are working with, using a restorative approach, and focusing on the impact and consequences of knife crime to prevent young people from carrying bladed weapons.

Partnership meetings take place to share information, review activity, and develop plans. Activity includes working with licensed premises to encourage both prevention measures (such as the use of knife arches and wands) and the use of NiteNet radio to share information between premises, as well as ensuring that premises are reporting to the police when they find weapons.

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

Addressing violence is not a single-agency issue and violence is usually the culmination of many different issues. Manchester will continue to pursue a strategic co-ordinated approach involving a range of agencies, both statutory and voluntary. A public-health approach to tackling violent crime is currently being developed. This will include the use of both GMP and health data to inform activity.

Domestic violence and abuse

Manchester launched its Domestic Violence and Abuse Strategy in June 2016. The strategy has five 'pledges', which form the basis of work to tackle such abuse. These pledges are:

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

⁷ www.gov.uk/government/statistics/police-recorded-crime-open-data-tables. This definition of knife crime includes the following types of offence: homicide, attempted murder, threats to kill, assault with injury and assault with intent to cause serious harm, robbery, rape and sexual assault

Table 5.3:
Domestic-abuse crimes in Manchester (2015/16–2018/19)

	2015/16 baseline	2016/17	2017/18	2018/19
Violence against the person	3,461	4,118	6,873	6,970
Sexual offences	218	200	302	342
Robbery	21	24	32	28
Theft offences	227	221	433	385
Criminal damage	426	480	762	768
Total	4,353	5,043	8,402	8,493

Source: GMP Business Intelligence

Table 5.3 shows the types and prevalence of domestic-abuse crimes in Manchester recorded since 2015/16. We know that domestic violence is underreported, so part of our approach is to encourage people to report it.

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

Safe and Together, which was launched in October 2017, is a new Children’s Social Care approach to working with families where domestic abuse is an issue. The emphasis is to keep children ‘safe and together’ with the non-offending parent, while intervening with the perpetrator to reduce risk and harm to the child. Over 100 practitioners have to date been

trained in the model, with a further wave of training planned for 2019/20. This approach will deliver better outcomes for children and families through better assessment, working in partnership with the non-offending parent, and better safety planning. Linked to the launch of Safe and Together has been continued investment in delivery of the Bridging to Change behaviour-change programme by commissioned provider Talk Listen Change. This programme, and the Motivation to Change programme that precedes it, have engaged with almost 100 perpetrators and achieved a range of positive outcomes, not just for the perpetrator but also the victim, who benefits from a programme of support that runs concurrent with the perpetrator’s attendance.

The Midwifery Domestic Abuse Support Service (MiDASS) identifies and supports women presenting at maternity services at North Manchester General Hospital and University Hospital of South Manchester who make a disclosure of domestic abuse. Since its inception in 2015, the service has helped 315 victims to access information, support, and services, with referral rates increasing every year. In addition to the provision of direct support for victims, the MiDASS service also delivers a range of domestic-abuse training and workshops to staff at both hospitals. To date, more than 630 staff and students have benefited from such input, improving their knowledge and expertise in recognising and dealing with domestic abuse. MiDASS is delivered in parallel with the Council’s Independent Domestic Violence Advocate provision at St Mary’s Hospital, which provides support for victims and training for staff across all three of the city’s main hospital sites.

Child to parent violence and abuse (CPVA) is the most hidden and one of the most stigmatised forms of family violence. It is also much misunderstood by agencies and professionals. CPVA is also vastly underreported due to the stigma felt by parents. It is an emerging issue in Manchester, with over 11% of the domestic-abuse crimes reported over

the past three years categorised as CPVA. We will be developing approaches to CPVA over the next year and gathering evidence around what works.

Antisocial behaviour

While reported antisocial behaviour saw an 8% reduction from 22,355 incidents between April 2017 and March 2018, to 20,671 incidents between April 2018 and March 2019, there continues to be doubt about the accuracy of these figures. This reduction is partly because more antisocial behaviour-type incidents are now being recorded as crimes instead.

A dedicated city centre antisocial behaviour team was established in September 2017 and is embedded within the wider city centre integrated neighbourhood management team. It has established effective partnership working across teams, including Licensing, Compliance and Out of Hours, the Rough Sleepers Team, Greater Manchester Police, CityCo, Biffa, substance-misuse treatment services, and NCP car parks. Over the next 12 months, the Community Safety Partnership (CSP) will invest in further officers to tackle antisocial behaviour and make neighbourhoods safer.

A CSP vehicle has been used since May 2018. This allows the antisocial behaviour team and partners to engage with rough sleepers and those begging in the city centre and beyond. Officers are also to take direct reports from members of the public wishing to report antisocial behaviour or non-emergency concerns for an individual's welfare. The CSP will continue to use the vehicle to engage with people in a safe environment and at suitable times and places.

Community cohesion

Manchester prides itself on being an inclusive, welcoming and tolerant city. We celebrate our diversity and work hard to build more cohesive communities. We have worked together to strengthen their resilience, instilling confidence and supporting them. In joining together we ensure that those who commit acts aimed at destroying lives and breaking down the fabric of our communities and neighbourhoods will not succeed.

Tackling hate crime is a key priority for the CSP. The **Hate Crime Strategy (2016–2019)**, developed following consultation with stakeholders and partners, identified key priorities. These include supporting victims, preventing hate crime, taking action against perpetrators, and continuing to build cohesive and resilient communities where hate crime and discrimination will not be tolerated.

In recent years, the increase in reporting has been generally seen as a positive trend, as it indicates that victims have more confidence to report hate crimes and incidents to the police, third-party reporting centres, or via the national True Vision website. However, there were increases in xenophobia and hate crime after both the EU Referendum in June 2016 and the Arena terror attack on 22 May 2017. Table 5.4 details the number of hate incidents and hate crimes linked to the monitored strands (2015/16 to 2018/19).

Table 5.4:
Hate incidents and crimes linked to monitored strands (2015/16 to 2018/19)

	2015/16 baseline		2016/17		2017/18*		2018/19*	
	Incidents	Crimes	Incidents	Crimes	Incidents	Crimes	Incidents	Crimes
Race	362	1,288	445	1,575	334	2,211	262	2,112
Religion	86	133	86	201	139	434	61	332
Sexual Orientation	77	154	97	241	56	294	57	447
Disability	18	49	29	49	14	81	25	67
Transgender	12	16	26	23	13	28	25	50
Alternative Subcultures	1	4	0	3	0	3	3	3
Total links to monitored strands	556	1,644	683	2,092	556	3,051	433	3,011
Total hate incidents/crimes	501	1,540	615	1,927	476	2,733	384	2,749
Anti-Semitic	13	42	34	34	17	40	15	50
Islamophobic	60	94	33	85	80	238	24	143

* Excludes crimes reported by victims of the Arena bombing, which are flagged as hate crime (818 reported in 2017/18 and 141 in 2018/19)

Source: GMP Business Intelligence

Hate Crime Awareness Week (HCAW) is now in its seventh year in Manchester, and our first hate-crime strategy was launched in January 2013. Thirty-five events took place during HCAW 2019 to raise awareness of hate crime, encourage reporting, promote community cohesion, and signpost victims to support services. These events included:

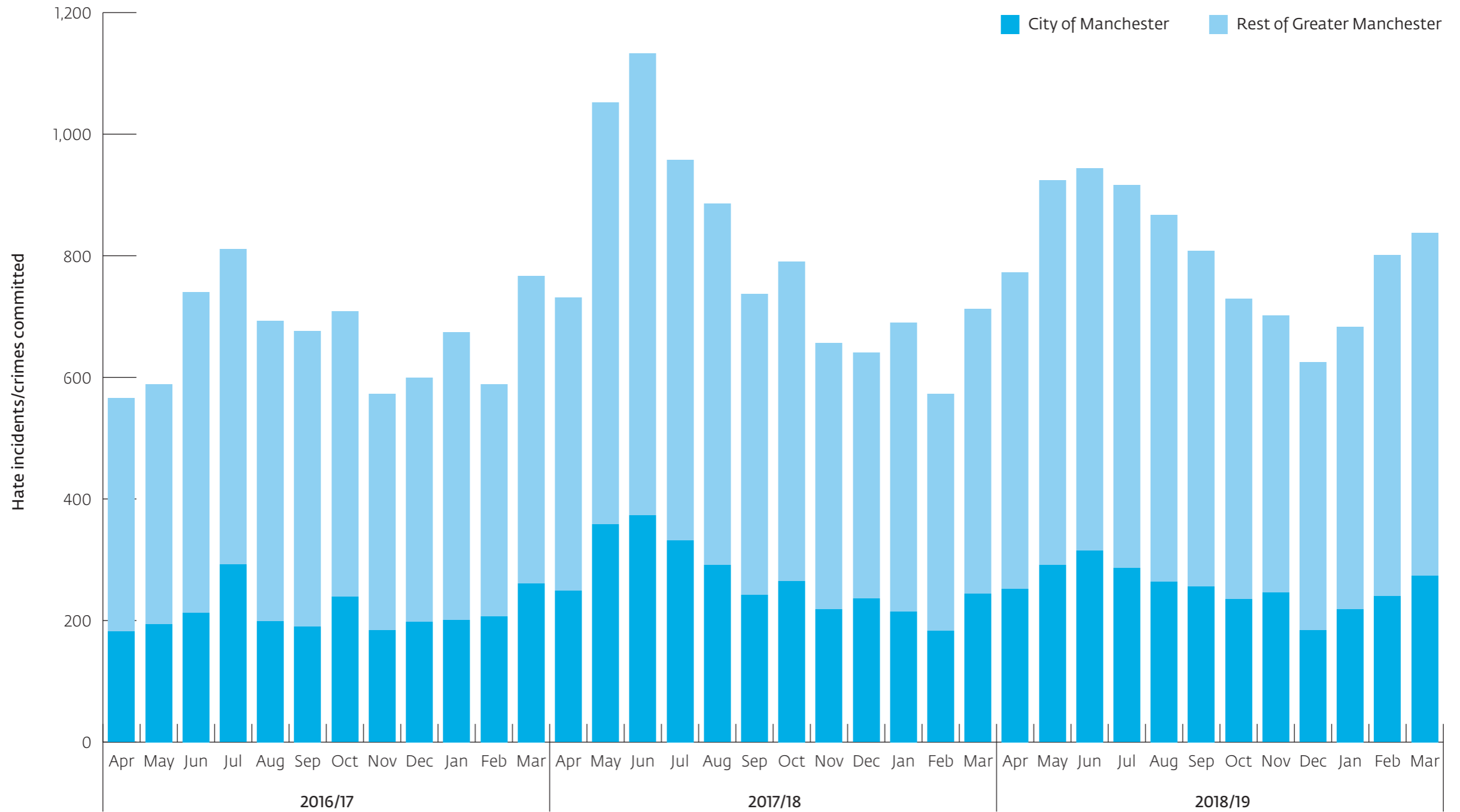
- Northmoor Community Centre – held two events for young people with different nationalities, languages and cultures to discuss perceptions of race hate and how to report it, and to celebrate diversity
- Levenshulme Inspire – held a feast to raise awareness of religious hate crime and encourage relationships between different religious groups and the wider community, with help from Noor Masid Mosque and Levenshulme Methodist Church

- Sudanese Community Association – held an event to raise awareness of hate crime, how to report it and where to seek support
- Out in the City – held an event for LGBT people aged 50 and over, and held discussions around hate crime, focusing on sexual orientation and transgender issues
- Future Directions CIC – hosted an information stand in the foyer of Wythenshawe Forum to raise awareness of disability hate crime. People shared their experiences of hate crime and offered advice and practical tips on how to report it.

A further 25 voluntary, community and faith-based groups were funded to hold events between June and December 2018.

Officers from the CSP continue to hold training around hate crime for front-line officers, and work continues to take place with developing third-party reporting centres. Manchester is also a key partner in the Greater Manchester Police and Crime Steering Group, and the development of a Greater Manchester-wide hate-crime strategy. Figure 5.6 details the number of hate incidents and hate crimes committed in Manchester and Greater Manchester between 2016/17 and 2018/19.

Figure 5.6:
Hate incidents and crimes committed (2016/17 to 2018/19)



Source: GMP Business Intelligence, April 2019

RADEQUAL is Manchester's campaign to build community resilience to prejudice, hate and extremism. The campaign achieves this through empowering and enabling organisations and communities to come together to challenge, connect and champion activities that provide a safe space for people to talk about challenging and current issues. It brings together people from different backgrounds and supports people to learn and counter divisive narratives.

The RADEQUAL campaign, community network and grant programme continues to grow. During 2018/19, five voluntary and community-sector groups received funding through the RADEQUAL Community Grant Programme to create models for delivering community engagement on difficult subjects. Through a series of workshops and events, these groups:

- Built resilience within communities across Manchester, including young people, women and girls, and parents
- Gave young people the confidence and skills to engage in difficult conversations using drama
- Brought hard-to-reach groups together using community connectors
- Provided communities with an increased understanding of vulnerability, isolation and extremism.

We will continue to strengthen the RADEQUAL campaign in Manchester and work with community groups across the city to build the voice of the community network. To find out further information or to get involved in the RADEQUAL campaign click [here](#).

Improving the quality of parks, green spaces, rivers and canals

Improvement and promotion of Green and Blue Infrastructure (GI) is recognised as a vital component of the Our Manchester Strategy. It is key to inspiring a strong sense of citizenship and pride in the city, ensuring that our city is known for its high quality of life. It also helps to improve our health and wellbeing by encouraging more active lifestyles. Its achievement requires collaboration across both the Council and the many external delivery partners – from large national bodies to individuals and small 'Friends of' groups.

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 both the city's largest and only designated Country Park. Manchester has 38 Sites of Biological

Importance (SBI) covering 309 hectares, of which 60% (23) are in active conservation management.

Work on this agenda is co-ordinated through **Manchester's Great Outdoors**, a Green and Blue Infrastructure Strategy for Manchester, which received the prestigious 2018 CIEEM (Council for the Institute of Ecology and Environmental Management) Award.

More than 12,500 trees and 43 community orchards have been planted, and £77million has been invested in Manchester's GI (£30million of which was external funding from partners). Nearly 30 new jobs have been created as a direct result of work on GI, and 7.5km of canal towpaths have been improved; there have also been 1.5km of riverside access improvements, and 4.5km of improvements to brooks and streams.

Practical progress to support strategic aims includes:

- Production of the **Principles of Tree Management** public document, which provides an easy point of reference regarding the Council's practice around tree management, and clarity about where responsibilities lie for trees in public or private ownership

- Significant consultation on the GrowGreen West Gorton development neighbourhood project, where innovative nature-based solutions will be deployed to improve climate resilience. The project architects have designed a series of interconnected green zones
- The Woodland Futures project, led by leading environmental charity City of Trees, which has been awarded a £182,900 National Lottery grant to restore and revitalise three important historic woodlands in Wythenshawe. Over two years, the urban greening project will work in partnership with charity Back on Track and 100 volunteers to connect local communities to the natural heritage on their doorstep. This will provide opportunities for developing skills, confidence and wellbeing
- The successful Greater Manchester bid for £5million from the Urban Innovative Action fund, which the Council was instrumental in winning. This project, IGNITION, will establish innovative funding mechanisms and a pipeline of projects with the aim of increasing urban-green infrastructure across Greater Manchester by 10%; in doing so it will reduce flooding incidents and alleviate heat stress in the future. It will also consider the feasibility of incorporating affordable sustainable urban drainage in schools
- £160million from the Mayor's Transforming Cities funding. This will be allocated over the next five years to develop the Bee Network – linked cycling and walking routes across Greater Manchester. The aim of the network is to promote more sustainable travel choices, with walking and cycling being promoted as the natural choice for shorter journeys
- The Green Trail – this is separate but complementary to the Bee Network and is a walking circuit comprising 14 routes that connect many of the city's parks, woodlands and open spaces; it is the first project of its kind in the UK. The project is being delivered through a partnership of Manchester City Council, City of Trees, the Ramblers Association, Living Streets and TfGM, with funding through TfGM and City of Trees. The aim is to create high-quality walking routes across Manchester that will increase usage of parks and woodlands, encouraging healthier lifestyles
- My Wild City, an exciting four-year partnership between the Wildlife Trust for Lancashire, Manchester and North Merseyside, and Manchester City Council and its partners. Created in 2018, this is the result of a successful funding bid from the Esmee Fairburn Partnership. My Wild City will inspire and engage people to get involved in practical actions in their gardens, parks and key wildlife corridors, to improve the wildlife value of the entire city. Some of the results will feature in a bold new biodiversity strategy and implementation plan to be prepared with increased stakeholder ownership and buy-in supporting the Our Manchester approach to strategy development.

Case Study: Protecting Playgrounds Project

Air pollution is recognised as a serious problem, particularly for schools adjacent to major roads. Four schools in Manchester have been selected to take part in a pioneering clean air scheme. The 'Protecting Playgrounds' project, delivered by Groundwork with funding from the Council and Transport for Greater Manchester, aims to demonstrate how evergreen hedges can be used as a natural shield to reduce the impact of traffic pollution on pupils. The project has been designed by scientists from Lancaster University who believe that it has the potential to transform national policy.

The four schools selected to take part in the trial currently only have railings or mesh fencing between their playgrounds and an adjacent main road. Research has shown that evergreen hedges planted along the fenceline act as a natural filter, absorbing some of the particulate air pollution generated by passing traffic. The project will test the use of instant hedges with different species, density and leaf shape, in a bid to identify the most effective green barrier for school boundaries.

During the trial, which will take place during the Summer and Autumn of 2019, pollution levels will be monitored in both playgrounds and classrooms, to observe what reduction in air pollution levels the hedges help to achieve.

The four selected schools are all located close to main arterial routes within the Greater Manchester Air Quality Management Area (AQMA), which

illustrates the most polluted areas of the city. Monitoring equipment has already been installed at the participating schools, which are:

- Abbott Community Primary, Collyhurst (Rochdale Road)
- Manchester Communication Academy Primary (Rochdale Road)
- St Ambrose RC Primary, Chorlton (Princess Parkway)
- Medlock Primary, Ardwick (A6).

The project will be complemented by 'citizen science' activities, including training pupils to help take monitoring samples and input data; devising cleaner routes to school by having pupils wear mobile monitoring devices, in order to measure their exposure to air pollution as they travel to and from school; plus a public awareness-raising campaign about the effects of airborne pollution.

Barbara Maher, Professor of Environmental Science at Lancaster University, said: "This project has the potential to deliver some of the most ground-breaking and important evidence delivered to date in recognising the importance and value that green infrastructure can play in terms of reducing airborne pollution. It could quite literally be a lifesaver for the children of Manchester and of this country".

Park Strategy

Since the launch of Manchester's Park Strategy in December 2017, work has been ongoing on the strategy, with a focus on embedding the new direction for parks across the Parks Team and the network of Friends of groups, stakeholder groups and partners.

Work has progressed well to develop 15 park plans in the first year, and the next 35 are being identified. Stakeholder workshops have taken place to develop these plans. The workshops have been a true Our Manchester approach, working collaboratively with a wide range of stakeholders and partners across the neighbourhood.

The Wythenshawe Park Strategic Plan has been finalised and presents the park's plan for the next ten years. It has been developed in partnership with a wide range of stakeholders and has been a great example of involving partners in shaping the way forward for Wythenshawe Park.

The Parks Development Programme has invested £20.5million over a four-year period. This funding will improve parks and close the gap between income and expenditure. We are now recruiting to posts that will build in the resources to enable feasibility work to be

carried out; this will identify and steer investment opportunities across Manchester's parks with our strategic and community partners over the next four years. It will also bring together all existing and emerging funding options, such as Section 106,⁸ to add value. This investment will significantly enhance the quality of our parks.

In 2018, there was a significant increase in the quantity of litter removed from Manchester's parks, and a total of 125,000 bags of litter were removed (excluding Heaton Park). As a result of this, in 2019, additional resources have been deployed to ensure that there is sufficient provision at all times. Additional contract support has been put in place at Alexandra Park, Crowcroft Park, Heaton Park, Platt Fields Park, Whitworth Park and Wythenshawe Park for the six summer months. In addition, all the larger parks in the north of the city will have an additional weekend collection service.

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

Manchester City Council is continuing to reduce its reliance on chemical weed treatments within its parks. Alternative weed-control methods are being tried and tested to assess all currently available solutions. Over the past year, 24 parks have been subject to a new approach, where glyphosate-free products and mechanical weed-control methods have been trialled. In 2019, as part of an extended trial, the quantity of glyphosate used across all the city's remaining parks will be further reduced, with future use restricted to spot treatments, and the management of invasive weeds.

Use of new technology to improve services

Sprytar is an augmented reality app that imaginatively brings parks across Greater Manchester to life. Ideal for inquisitive minds, both young and old, Sprytar is smart enough to adapt to the user's interests through the use of augmented reality technology. Using an interactive map of the site, users are kept up to date with upcoming events, and are offered age-specific guided tours and quizzes to reveal unknown landmarks and park facts. Manchester City Council is one of the first councils to implement Sprytar in Wythenshawe, Platt Fields, Heaton Park, Boggart Hole Clough, Whitworth Park and Alexandra Park.

The delivery of a new management system for Manchester's allotment stock, Colony, has been implemented and will deliver a range of benefits. It 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
- report on demographics of allotments and management information.

The first phase of work, Colony Enterprise, has been launched to manage allotments the Council is directly responsible for. Colony Communities will allow the Allotment Societies to access and populate the layer of information that is relevant to their site and plot holders. The final phase of implementation will

integrate our finance systems to ensure ease of invoicing and live feedback on the payment of site fees. There will also be better integration with the Council's website to display information on the availability of plots and allowing people to apply.

Encouraging a low-carbon culture

Zero-Carbon 2038

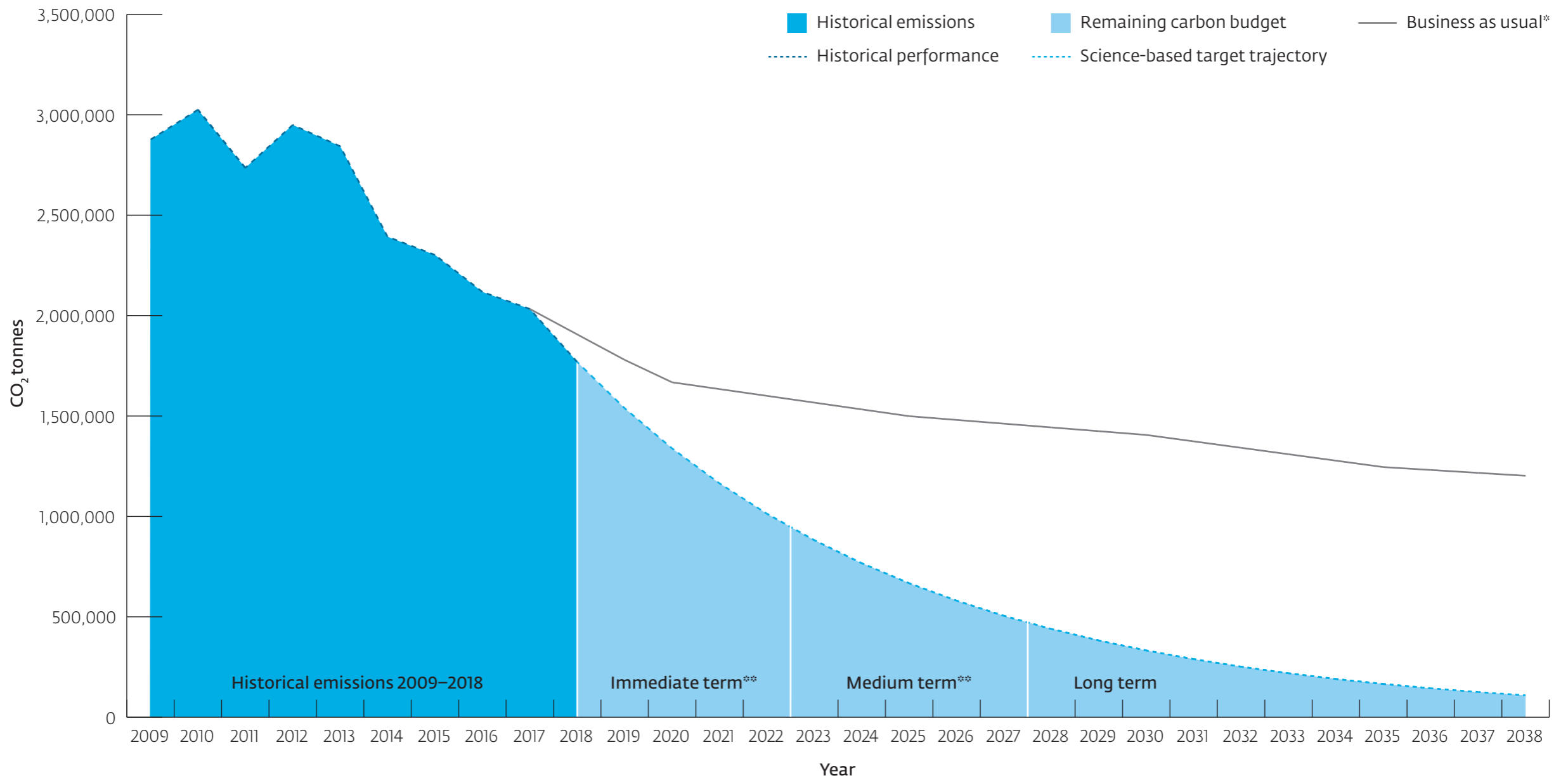
The Our Manchester Strategy sets out the vision for Manchester to 'be in the top flight of world-class cities by 2025' and commits the city to 'playing its full part in limiting the impacts of climate change'.

In 2016, the Council committed that we would be a 100% clean-energy city by 2050. In November 2018, the Manchester Climate Change Board (MCCB) proposed to update the city's carbon-reduction commitment in line with the Paris Agreement, in the context of achieving the Our Manchester objectives. As such, the Council adopted a science-based carbon budget developed by the Tyndall Centre for Climate Change Research and committed the city to becoming zero-carbon by 2038. The Council also approved the proposal to:

- Adopt a carbon budget and emit a maximum of 15million tonnes of CO₂ for the period 2018–2100
- Commit to a 13% year-on-year reduction in citywide CO₂ emissions from 2018 to achieve this carbon budget.

Manchester's carbon budget is broken down into short, medium and long-term allocations. Each carbon budget outlines the emissions not to be exceeded for each period, in order to ensure that Manchester meets its overall emission reduction commitments leading up to 2038. These budgets are front-loaded, with more than 50% of the total reductions required in the short term; this highlights the scale of the challenge ahead. The reductions required for the remaining years to 2038 gradually decrease. This is shown in Figure 5.7.

Figure 5.7:
Manchester Carbon Emissions Pathway



Source: Manchester Climate Change Agency. *Business as usual as defined by Level 1 ambition thresholds within the Anthesis' SCATTER model

** Immediate term and medium term periods align with the third and fourth nationally legislated carbon budget periods (respectively) under the UK Climate Change Act (2008)

Total budget (2018–2100) CO ₂ tonnes	Immediate term (2018–2022) CO ₂ tonnes	Medium term (2023–2027) CO ₂ tonnes	Long term (2028–2037) CO ₂ tonnes
15,187,610	6,928,620	3,593,560	3,046,920

The MCCB, with support from Manchester Climate Change Agency (MCCA), have developed a methodology to assist organisations across the city to develop action plans from 2020 to 2022. The methodology recommended to organisations is as follows:

- Measure emissions
- Set science-based targets
- Explore the 'how'
- Enhance business case
- Develop action plans.

Work has also been carried out to allocate emissions across the city to 60 organisations in Manchester. These organisations produce 20% of the city's emissions; they are members of the MCCB and as such are already committed to act to help achieve the city's ambitious target. These organisations are currently in the process of developing action plans to meet their commitment, which will be published in March 2020. The remaining 80% of emissions are broken down between transport, domestic and non-domestic activities across the city. A huge part of the challenge will be for all residents, businesses and organisations in the city to be engaged in this agenda and for them to be encouraged and supported to play their

full part in reducing emissions. This will require significant changes to current governance arrangements, and investment and resources for delivery.

It is recognised that in order to reduce the carbon emissions generated by the energy we use, we need to shift away from fossil fuels to renewable sources of energy. The Greater Manchester Infrastructure Framework sets out the challenges for our electricity infrastructure associated with the shift to renewable electricity generation, low-carbon heating and electric vehicles. Through the Greater Manchester Spatial Framework, standards for new buildings and developments will be set; however, we will still need to work to increase renewable energy generation and low-carbon heating in existing homes and buildings across the city. We will continue to work closely with the Greater Manchester Combined Authority to deliver this ambition.

Since its launch in 2012, the Carbon Literacy Programme has been training organisations, employees and students across the city to be carbon-literate. This helps them to understand what action they need to undertake to reduce their carbon footprint and tackle climate change. There are now over 10,000 certified carbon-literate learners.

Thirty arts and culture organisations have been working collaboratively to actively reduce their carbon emissions and promote sustainability across the city. The network is a key partner in the city's climate-change strategy and leader in this field – nationally and internationally. Over the eight years since forming, members of Manchester Arts Sustainability Team (MAST) have made significant reductions in carbon emissions (more than 16%), with a projected 34% total reduction by 2020 and a commitment to planning towards being zero-carbon by 2038. MAST have also taken a broad range of practical environmental actions to engage employees and audiences, including exploring environmental themes in programming, learning and outreach activities, employee beekeeping, community gardening, and much more. MAST are working with the Council and the EU's URBACT programme to deliver C-Change – a two-year project that will share Manchester's good practice with five other cities across Europe. More information can be found [here](#).

In 2016, the Green and Healthy Manchester Partnership was established between Manchester Climate Change Agency (MCCA), local non-Government organisations and National Health Service Manchester. The

partnership has delivered green infrastructure projects in deprived communities, and food-growing projects for citizens with mental-health issues. More information can be found **here**.

Ensuring our communities are protected from climate change

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, 25.5 hectares of potentially contaminated land has been remediated under the development control process during the past year (April 2018 to March 2019, data based on validation reports being received and approved). This includes: the first phase of the redevelopment of the former BBC site (Vita Student accommodation); a large office/

commercial development on part of the Siemens site in Didsbury; the first phase of the Manchester life residential schemes in Ancoats; a large residential scheme on Greenbrow Road, Baguley; the Manchester Business School; and a large residential development on Hardy Lane, Chorlton.

The Environmental Protection Team work closely with other Council departments, such as Corporate Property and Regeneration, to provide project-support technical advice as required. The team also help respond to preplanning enquiries from private consultants and developers for planned developments. Projects they have been involved with and continue to have a role in include the Northern Gateway, HS2 and former landfill sites' redevelopment portfolios.

The work of the city's Contaminated Land Team aims to contribute to the Our Manchester Strategy by:

- Improving brownfield/distressed land across Manchester to make the city a more attractive place to live, work and visit, which is likely to lead to a stronger economy
- Ensuring that residents can access job opportunities and other facilities in a safe and clean environment, enabling everyone to contribute to the success of the city

- Making land safe for both the environment and people; this will improve perceptions of the city, and help to provide new housing and green spaces in neighbourhoods
- Investing in and improving the city's green infrastructure to drive growth.

Air quality

Air pollution is associated with a number of adverse health impacts and is recognised as a contributing factor in the onset of heart disease and cancer. It can affect the most vulnerable in society: children, older people, and those with heart and lung conditions. Overall, the effect that man-made air pollution in the UK has on mortality is estimated to be in the range of 28,000 to 36,000 deaths annually.⁹

The Government passed the European Ambient Air Quality Directive (2008/EC/50) into UK law. This sets legally binding limits and target values for concentrations of major air pollutants, including nitrogen dioxide (NO₂) and particulate matter (PM₁₀ and PM_{2.5}).

⁹ Committee on the Medical Effects of Air Pollutants (COMEAP) 2018

NO₂ is primarily caused by the combustion of fossil fuels, particularly diesel, in transport. PM₁₀ and PM_{2.5} are also linked to the combustion of fossil fuels, as well as from the wear and tear of machinery associated with their use, and dust from construction work. Many of the sources of NO₂ are also sources of particulate matter, and therefore measures to address NO₂, such as the use of electric vehicles, would have some impact on particulate matter levels.

Manchester meets the national legal limits for all air pollutants with the exception of the annual limit for NO₂. Trends show that there has been an improvement in air quality across the city, but parts of Manchester still remain above the annual limit for NO₂. As such these areas have been declared Air Quality Management Areas (AQMAs). AQMAs are produced using a combination of monitoring station data and computer modelling.

There are two permanent monitoring stations in Manchester that monitor NO₂ and PM₁₀: Piccadilly Gardens and Oxford Road. Table 5.8 shows NO₂ and PM₁₀ concentrations monitored by the two city centre locations from 2015. These are part of a network across Greater Manchester, supplemented by temporary diffusion tubes in order to give an accurate picture of pollution levels.

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

The data presented in Table 5.5 shows that recent concentrations of NO₂ have fallen at both the Oxford Road and Manchester Piccadilly sites since 2016. NO₂ levels at Piccadilly do not exceed the legal limit; however, despite the reduction at Oxford Road the annual concentration there is still above the legal limit.

Table 5.5:
Annual mean concentrations of NO₂ and PM₁₀ (µg/m³)

Year	Manchester Oxford Road		Manchester Piccadilly	
	NO ₂ (µg/m ³)	PM ₁₀ (µg/m ³)	NO ₂ (µg/m ³)	PM ₁₀ (µg/m ³)
2015 (baseline)	66	28	39	20
2016	66	27	40	20
2017	65	27	36	20
2018	62	30	35	21

Source: Air Quality England

The legal annual mean limit for PM₁₀ is 40µg/m³. Table 5.8 demonstrates that concentrations of PM₁₀ at both the Oxford Road and Manchester Piccadilly sites remained steady over recent years, with an increase during 2018; however, neither site exceeded the legal limit.

In order to make further progress in tackling poor air quality, Greater Manchester (GM) published an **Air Quality Action Plan 2016–21** (AQAP) in December 2016. The plan is structured around three themes:

- Reducing traffic by encouraging alternative travel modes
- Increasing efficiency by making the most appropriate use of roads and vehicles for different tasks
- Improving vehicles by encouraging less polluting vehicles to be used.

Objectives contained within the plan are being met in Manchester by a range of measures, including the installation of new 'bus gates' on Portland Street and Oxford Road in 2017, planning controls for new developments, taxi-emission controls, a Clean Air Zone feasibility study, and a new air-quality website, www.cleanairgm.com.

In July 2017, the Government published its **UK plan for tackling roadside nitrogen dioxide concentrations**, which required Manchester, together with the other Greater Manchester local authorities, to produce a new plan to meet NO₂ limits within the shortest possible time. An Outline Business Case for the GM plan, known as the Clean Air Plan (CAP), has been developed by TfGM with the Greater Manchester local authorities. Further details of the plan and timescales are available in the Neighbourhoods and Environment Scrutiny Committee Report [here](#).

The CAP is anticipated to contribute to the Our Manchester Strategy by:

- Improving air quality across Greater Manchester, making the city a more attractive place to live, work and visit, and leading to a stronger economy
- Ensuring that residents can access job opportunities and other services in a safe and clean environment, enabling everyone to contribute to the success of the city
- Reducing congestion and air pollution, improving perceptions of the city, and reducing carbon emissions
- Investing in and maintaining the city's transport infrastructure, helping to drive growth.

Further information regarding the CAP is available [here](#).

In addition to the ongoing actions outlined above, the city is required to submit Annual Status Reports (ASR) to DEFRA each year, to demonstrate the progress of the implementation of the measures in the GM AQAP and any resultant air-quality improvements. The most recent ASR is available [here](#).

Vibrant Neighbourhoods: Culture, Libraries, Leisure, Sport and Volunteering

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

An internationally attractive city

Table 5.6 provides details of the top ten most-visited free attractions in Manchester, compiled from those submitting data to Marketing Manchester for the annual STEAM¹⁰ process. As is shown, our galleries, museums and cultural venues continue to attract substantial numbers of visitors, helping to confirm Manchester's role as the nation's second cultural centre outside London. In 2018, the Science and Industry Museum overtook HOME, in terms of galleries, museums and cultural attractions.

¹⁰ Source: STEAM (Scarborough Tourism Economic Activity Monitor), Global Tourism Solutions (UK) Ltd process; based on calendar year visits January to December 2018

Table 5.6:
Top visitor attractions in Greater Manchester that are located in Manchester

	Attraction	2015 baseline	2016	2017	2018	Admittance (2018)
1	Museum of Science and Industry	695,275	651,473	663,923	704,732	Free*
2	Manchester Art Gallery	593,169	593,168	641,045	655,490	Free
3	HOME (Greater Manchester Arts Centre Ltd)**	619,658	837,621	680,000	650,731	Free*
4	National Football Museum	411,991	481,541	468,129	523,366	Free
5	Manchester Museum	453,970	406,997	521,209	476,759	Free*
6	The Whitworth **	400,257	321,269	314,884	359,380	Free*
7	The John Rylands Library	178,453	242,892	284,435	308,820	Free
8	Runway Visitor Park Manchester Airport	360,500	338,450	305,000	307,450	Free
9	Manchester Cathedral	153,209	176,704	179,673	173,011	Free
10	The People's History Museum	86,595	93,404	104,827	127,800	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

Table 5.7:
Number of visits to Manchester City Council's cultural and recreational facilities

	2015/16 baseline	2016/17	2017/18	2018/19	Annual change %
Manchester Art Gallery	519,602	607,809	641,361	731,003	20.3%
Leisure	2,961,586	3,412,284	3,414,605	3,316,172	-2.9%
Libraries	2,801,136	2,917,769	2,955,448	3,227,253	9.2%
of which Central Library	1,480,941	1,474,655	1,580,023	1,891,135	19.7%
Total	6,297,404	6,937,862	7,011,414	7,274,428	3.8%
Parks: attendance at activities and events	509,174	517,352	568,918	702,592	23.5%

Source: Manchester City Council

The construction programme for The Factory, a new nationally and internationally important centre for arts and culture, continues apace. When The Factory opens, Manchester International Festival will commission and present a world-class, year-round cultural programme. It is expected to add £1.1 billion to the city's economy over a decade and create 1,500 jobs, but the construction phase is already bringing benefits to people from across Manchester. Further details about The Factory are included in the 'A thriving and sustainable city' chapter.

Table 5.7 shows the total number of visits to the city's main cultural and recreational facilities. Overall, there has been a 15.5% increase in visits since 2015/16; the popularity of the events and activities held over the past year has helped to sustain the increase in visits to cultural venues.

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

Manchester Art Gallery continues to build on the success of previous years, and the number of people using the gallery increases every year. It is now the most visited museum or gallery in Manchester. The gallery welcomed 731,003 visitors in 2018/19. This continues the increase in visitor numbers in recent years. Visitor numbers are up 20% from 2017/18 (641,361), and 41% from 2015/16 (519,602).

Manchester's bid to join UNESCO's worldwide Creative Cities network as a City of Literature was successful. This partnership involves the Council, the city's universities, Manchester Literature Festival, and the city's writers, publishers and literary organisations. It is already proving to be a great opportunity to celebrate all the things that make our city such a dynamic, diverse and inspiring place for the written and spoken word. Plans for new co-commissions, festivals and community-engagement projects are in development. The city has joined others, including Baghdad, Dublin, Edinburgh, Barcelona, Prague, Melbourne and Reykjavik in the global network.

Manchester is the lead city for the international UNESCO network's International Mother Language Day. In February 2018, an exciting programme of events was delivered across the city to celebrate Manchester's cultural and

linguistic diversity – over 200 languages are spoken in the city. The celebrations included a Multi-language Mushaira hosted by The Manchester Writing School (Manchester Metropolitan University), Emma Martin (Stanley Grove Primary School) and Longsight Library. It was a lively and interactive poetry performance, where people were invited to share poetry on the theme of food in any language of their choice. During the day, Longsight, North City and Wythenshawe Forum Libraries also hosted poetry workshops; the 12 schools that participated explored the themes of food, language and culture through poetry.

Events bring people to the city, provide attractions for residents, and ensure that the city's name is profiled in the national and international media. Events in Manchester play a significant role in the context of destination-planning, enhancing and linking tourism and commerce. This includes utilising events as image-makers, economic impact-generators and tourist attractions, as well as shaping and contributing to the development of local communities and businesses.

In the past 12 months, Manchester partnered 37 event organisations to deliver or facilitate 60 calendar events, attracting more than

1.3million people across 168 days of live events. The Council funded or facilitated a programme of sports, cultural and community events attracting 800,000 people, providing a platform for more than 1,600 volunteering opportunities and a showcase for over 10,000 athletes, artists and performers. The programme had the new addition of the internationally renowned Phynova Six Day Cycling. The event was hosted at the HSBC (UK) National Cycling Centre and featured some of the biggest names in track cycling.

In addition, commercial event partners have directly funded major festivals and events in the city's licensed parks and public spaces that have attracted over 500,000 additional attendees.

Investing in our facilities; recognising our strengths

Manchester continues to invest in its libraries across the city. In the past 12 months, we have replaced all our customer printing facilities. Newton Heath Library benefited from an attractive external makeover. Visits to Withington Library have increased significantly since reopening in October 2018 after a full refurbishment. As part of this refurbishment, Withington Library became the first library in the city where Open Plus technology was

introduced. In addition to the usual hours when libraries are staffed, customers can now access the library during extended opening hours when the library is not staffed by using their library card and entering a PIN. This has increased opening hours at Withington by 21 hours per week. Forum Library in Wythenshawe also benefited from a significant internal makeover, and the introduction of Open Plus, which has again extended opening hours by 21 hours per week. In the next 12 months, Open Plus will be introduced at a number of other libraries in the city.

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

The Manchester Cultural Impact Survey gathers data from cultural organisations in the city to create an annual picture of the economic and social impact of the sector. The

survey is open for any cultural organisations in the city to complete, but it is a requirement for organisations funded by the Council's Strategic Cultural Investments and Cultural Partnership Agreement grants.

Thirty-seven organisations, including all the city's major cultural institutions, completed the survey, providing information about activity during 2017/18. Headline findings are that the participating organisations:

- Generated an estimated £137.2million in Gross Value Added (GVA) for the city; £13.7million of this is the estimated impact from Manchester Art Gallery – an increase of 1.5% on the previous year
- Employed Manchester residents as just under half of their workforce (43%)
- Engaged 4,410 volunteers, who collectively volunteered 219,706 hours at a value of £3.2million
- Reached 4.5million people as audience members through just under 10,000 productions and commissions
- Engaged 633,814 participants in cultural and creative activity, with some activity taking place in every ward across the city

- Engaged 120 out of 201 Manchester schools, representing 60% of all schools. Schools in every ward of the city provided cultural participation opportunities for their pupils.

This impact was further made tangible through the inaugural Manchester Culture Awards, which took place in November 2018. Nearly 300 nominations were received, providing fantastic examples of cultural and creative activity across 12 award categories. These included the promotion of arts and health, equality and diversity, talent and leadership, as well as young creative and the best in artistic events, exhibitions and performances of the year.

Manchester Cultural Organisation's work has also gained national recognition. Examples include:

- The Men's Room received a Queen's Award for Voluntary Service, recognising their work empowering young men in crisis through creativity to overcome disadvantage and achieve their full potential
- The Royal Exchange Theatre won in four categories at the national UK Theatre Awards

- Cilla Baynes, as founder and Director of Community Arts North West, was awarded the Inspiring Change Award at the WOW – Women in the Creative Industries Awards
- The Edge, theatre for participation, were the proud winners of Local Food Hero in the 2018 Observer Food Monthly Awards for their café The Dressing Room, which is a dedicated catering and restaurant training facility for adults with learning disabilities.

Activity for all residents

In addition to general visits to our venues, the Council provides a wide range of activities, events and educational sessions for residents. These events may vary in size, scale and purpose, but they all contribute to our residents being active and engaged in their communities, helping them to develop new skills, or improving their health and wellbeing.

Table 5.8 shows a significant 98% increase in attendance in terms of activities, events and educational sessions, with all areas of the service showing an increase. The hugely popular Bee in the City is one of the factors for this increase. Moreover, engagement with schools is increasing through all services, which is a reason for this increase.

Table 5.8:

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

	2015/16	2016/17	2017/18	2018/19	Annual change %
Manchester Art Gallery	126,724	126,445	158,301	180,764	14%
Sport, Leisure and Parks	1,747,955	1,351,999	1,201,304	2,726,019	127%
Libraries	136,926	182,864	231,382	235,648	2%
Total	2,011,605	1,661,308	1,590,987	3,142,431	98%

Source: Manchester City Council

Widening access to and participation in culture, leisure and libraries is a key priority for the Council and its partners. As part of finding out more about how residents spend their leisure time, and what would make it easier for them to get involved, we held conversations with 200 people at venues, events, shopping centres and markets.

We followed the Our Manchester approach to design open discussion and used simple graphics to stimulate, but not direct, conversations. This has been a collaborative approach with leisure, libraries, Manchester Art Gallery and a number of voluntary-sector and community partners. Some of the findings so far include the largest proportion (29%) found out about events through social media or the internet, although 27% still mainly used printed media – local newspapers, posters and flyers for

information. The main activities mentioned were Sport & Leisure (24%) and Culture Audience (22%). In terms of improvements the more relevant activities had the highest response (25%); specific activities included more for young people, more music events and workshops, and taster days. We will continue to hold conversations with residents and update the data with new responses. This larger dataset will make conclusions more robust, and show changes in trends over time. We will also engage more internal and external partners to deliver this approach, bringing people together to reflect on and respond to the findings in relation to service developments.

2018 saw Manchester’s cultural sector continue to develop other positive areas of collaboration to increase the impact on key priorities for the city and address the gaps in opportunity and

diversity apparent in the sector. Engagement leads from over twenty of the city's major cultural organisations are piloting a new online platform to help map and plan participatory and school-engagement activity more equitably across Manchester's 32 wards. Development of the platform has been supported by Manchester Council's Performance and Intelligence Team. The platform functions as a planning tool to ensure that cultural organisations can take a more strategic approach to engaging in areas of the city that are currently underserved. Moving forward it will also provide greater intelligence and knowledge about existing neighbourhood assets and potential beneficiaries; it will also support access to better information for residents about activities happening in their neighbourhood.

The MCRactive membership scheme enables discounted access to Council-owned sport and leisure facilities across the city. Residents who enrol receive a MCRactive card and receive a discount of up to 30%. The scheme saw 90,000 members join in its first year. The digital project set to support this scheme is currently out to tender, and the contract award is scheduled for June 2019. The project will see the creation of:

- a website, user portal and standardised booking system for Council and private sports and leisure services
- a central data depository of all information on MCRactive members, including the physical activity they undertake
- a new system that uses incentives and rewards to encourage physical activities of MCRactive members
- an application that monitors the physical activity undertaken by residents in the city's parks and outside spaces.

The city's library service is thriving. Visits to libraries and engagements with the various aspects of the service increased again in 2018/19. There were over 3.2million visits to libraries across the city; this was a 9% increase compared to the previous 12 months, with 1.8 million of these visits being to Central Library. Book-lending also increased by 8%, with ebooks and e-audiobooks increasing the most.

Central Library celebrated its five-year anniversary since reopening following a major transformation programme. It continued to be the most visited cultural building in the city, attracting a diverse range of residents and visitors from outside the city. Part of the

transformation vision was for the library to be an inclusive space, appealing to families, children and young people, aspiring entrepreneurs and visitors to the city, as well as traditional library visitors.

Five years on, Central Library's cultural programme, Library Live, exists as a busy and diverse cultural programme for everyone to enjoy. Along with smaller-scale gigs, spoken-word events and visual-art exhibitions, there are larger events where activities take over the whole building.

Highlights of the programme include There is a Light That Never Goes Out, Bobbins, and The Ministry of Lost and Found.

- **There is a Light That Never Goes Out:** This was a photographic celebration of Manchester's rock-music history was the library's most visited exhibition. It had 40,000 visitors in its four months. Presented by Rockarchive.com, it was a unique exhibition by the UK's leading music photographers to honour Manchester's music heritage. From the rise of punk, Factory Records, The Hacienda, the Madchester years and beyond, this exhibition was a retrospective of Manchester's huge influence and continuing importance on the rock-music scene.

- **Bobbins:** This was a fantastic multimedia exhibition dedicated to Manchester's most unique artist – Chris Sievey, aka Frank Sidebottom, and attracted people from across the country. The exhibition that took over the Archives+ exhibition area highlighted the best of the Frank Sidebottom/Chris Sievey archive recently deposited in Manchester. The material was featured in the new critically acclaimed documentary film, *Being Frank: The Chris Sievey Story*. As a result of this exhibition, the North West Film Archive pods situated in the library were used for the highest amount of times ever.
- **The Ministry of Lost and Found:** was a new commission with Z-arts and Manchester Art Gallery, which transformed Central Library with characters from a secret government ministry. It was a family Saturday Spectacular event where children (aged 0–11) and their families were invited to explore their creativity, make noise and have fun. In the months leading up to the event, artists tested ideas and engaged with families from a number of neighbourhood libraries, and at a special consultation day at Manchester Art Gallery. The event was attended by approximately 3,000 people. Films about this event and others can be found on the Library Live website www.librarylive.co.uk/media/

In addition, Central Library has hosted a range of popular events, including Silent Discos and 2084: a 1984-inspired Immersive Theatre Production. We have hosted Manchester Literature Festival and Manchester Science festival events. High-profile authors, including Simon Armitage, Alexander McCall-Smith, Jackie Kay and Dani Dyer, have all appeared at sell-out talks and book launches.

Following the growth of the Library Live programme, the model is now being piloted at three branch libraries with a programme called Creative Spaces. Some sixty organisations and groups were consulted about the concept and value of neighbourhood libraries as Creative Spaces. This shaped a programme that engaged key community contacts through arts-training sessions, community projects and three festival-style music and arts events, all titled *This Vibrant Thing*. Among the 100 young people who participated in activities leading up to *This Vibrant Thing*, most were new to the libraries. They reported a wide range of positive outcomes: developing confidence, feeling more empowered, able to have a voice in their community, and gaining creative leadership and volunteering skills.

Across the city, our neighbourhood libraries – including our six community partnership libraries – are venues in the heart of the community. They are community hubs that play a significant role in helping to address deprivation and inequality within our communities. Libraries are the primary community venue for residents to access IT, and offer training, support and assistance to residents. This is done through staff, volunteers and partner organisations, for example Citizens Advice Manchester, which offers highly popular weekly digital-advice sessions at an increasing number of libraries across the city. Using libraries improves residents' health and wellbeing by combating loneliness and social isolation, as well as providing a quiet place to study and read. We support customers with reading for pleasure and literacy, and the level of book-borrowing is increasing.

We have received funding from The Ministry of Housing, Communities and Local Government's Controlling Migration Fund in a joint project with Oldham Libraries and Bolton Libraries. This initiative will result in increased engagement with asylum seekers and refugees, and an increased understanding from the wider community. As part of this project, by the end of 2019, four of our libraries will become Libraries of Sanctuary, as part of the City of

Sanctuary movement, which aims to increase community cohesion, and understanding of the lives of asylum seekers and refugees.

Holiday hunger is a recognised problem in areas of high deprivation. During school summer holidays, free school meals are not available, and children can face an increased risk of malnutrition and related health/developmental problems. Manchester Libraries' highly successful Read and Feed initiative tackled holiday hunger and increased engagement with the Summer Reading Challenge. Read and Feed ran at Fallowfield Library (Place at Platt Lane), Gorton Library and North City Library.

We have received £500,000 over three years from the British Library to be the north west hub of the Unlocking the UK's Sound Heritage project. This project will digitally preserve and make available thousands of at-risk sound recordings. Many of these recordings are oral histories that provide a fascinating insight into the lives of residents of Manchester and the north west, increasing awareness and pride in our communities. We will improve access by making it easier for people to find and listen to audio archives, engage the public in audio archives through events and activities, and provide opportunities for residents to volunteer as part of the project.

Manchester Art Gallery's artistic and public programmes are driven by the needs of the people of the city and the strategic priorities of Manchester City Council and Art Council England. The gallery collaborates across the city as part of the Manchester Museums Partnership, with a focus on the development of new approaches to education, health and diversity.

The gallery prioritises the vital role of creativity in driving and shaping a better society for everyone, and builds on its origins as the original 'useful museum' that's been at the centre of the city's cultural life for almost 200 years. From its origin as the Royal Manchester Institution for the Promotion of Literature, Science and the Arts, the gallery has been a proud part of Manchester since 1882.

With its founding principles as an educational institution, founded by artists and the business community, the gallery is free and open to all people as a place of civic thinking and public imagination, promoting art as a tool to achieve social change.

Of particular note this year is the sharp growth of participation in events and activities. There were 180,764 engagements delivered through Manchester Art Gallery's learning programme in 2018/19. These included schools and college

groups, gallery tours, evening Lates events, family/early years workshops, and activities for adults, such as Philosophy Café, Streetwise Opera and mindfulness sessions. This engagement represents an increase of 14% compared to the previous year, and demonstrates a significant trend in the gallery's role of providing accessible public programmes and services that increase the quality of life, health and outlook of all Manchester residents.

Our research data shows the gallery is increasing the diversity of audiences. In 2018/19, 19% of all visits to the gallery were made by people from a minority ethnic background. This proportion has increased from 11% in 2015/16. Although this reflects the impact of work undertaken to diversify the gallery's programmes and audiences, it should be noted that changes have been made to improve the quality of the recorded data, so caution must be taken when comparing the two years. The increase is partly due to diversifying the public and exhibitions programme, and providing new platforms for artists from diverse backgrounds. Specific projects that have driven this increase in diversity include the New North and South, a large-scale programme of exhibitions and activities focused on South Asian contemporary art

with partners across the North of England and city-based organisations throughout South Asia. This international and cross-community initiative has led to a richer programme that is more relevant and meaningful to a wider range of people.

This strategy of diversification has also allowed the gallery to open up and use its collections in ways that connect with residents' lives. The collaboration with the Black Artists and Modernism research project created 'Speech Acts: Reflection-Imagination-Repetition', an exhibition that looked at works by artists who had been previously overlooked and are now more current than ever. Equally, the exhibition project with Sonia Boyce brought a wide range of people together to re-present works of art in the city's art collection in a new light, addressing issues of race, gender and class.

The role of Manchester Art Gallery as a free public space in which people congregate at the heart of the city has been at the centre of thinking and programmes. 'Martin Parr: Return to Manchester' celebrated the complexity and breadth of life across the city, while our ongoing work with The University of Manchester and Archives+ in developing and hosting the Manchester Together Archive (the public spontaneous memorial to the 2017

Manchester Arena terrorist attack) reaffirmed the role of the gallery as a place of personal reflection and civic togetherness. The exhibition 'And Breathe' broke new ground in working with different groups to use the collection actively to support mental-health programmes, bringing this work to centre stage in the gallery spaces, while 'Objectified' – a collaboration with the Museum of Homelessness – worked directly with those affected to expose the hidden causes of homelessness.

Although a new emphasis on the social role of art has underpinned much of the work, exhibitions such as 'Leonardo, a Life in Drawing' and 'Nordic Craft and Design' have also drawn large numbers to connect with a vision of art that is embedded in all aspects of daily life.

Manchester continues to make successful gains in the fight against physical inactivity levels, and there has been a significant increase in the number of people being active, reported for a third consecutive year through the Active Lives Survey. This has placed Manchester first across Greater Manchester for physical activity levels and third compared to other Core Cities across the country. The Active Lives Survey results are discussed in more detail in the 'A progressive and equitable' chapter.

The Active Lifestyle Programme continues to deliver good-quality health and physical activities, targeting areas of the city with the most acute health problems. It has the role and responsibility for developing activity programmes for all within a community, and provides a structure to enable lifelong participation in an active lifestyle. The programme had 5,964 participants between January 2018 and December 2018.

Sport England investment for the Local Delivery Pilot across Greater Manchester will see Manchester directly benefit from £1.5million of funding to help people to be active in communities. As well as this, an ambitious programme of work to improve heart and mental-health outcomes in Manchester, Winning Hearts and Minds (WHM), is being launched in north Manchester. Within the WHM programme, our Tackling Inactivity Initiative (TII) is enabling the design, development and delivery of new approaches to tackling physical inactivity in two specific neighbourhoods of north Manchester, Cheetham and Collyhurst, with a view to improving the health outcomes of participants.

The Council has awarded a new £18million leisure contract for the operation of 19 leisure facilities. The contract is for the next nine years and this investment will see a single operator deliver high-quality leisure provision through the community leisure centres and world-class sports facilities. Continuing with the investment strategy we are investing £18million into a new Abraham Moss Leisure Centre.

The Government announced that its Soft Drinks Industry Levy would come into force in 2018 as part of a strategy to promote the benefits of a healthy lifestyle among young people. Manchester's Physical Education, School Sport and Physical Activity (PESSPA) network supports schools to effectively manage sport funding, working collaboratively to deliver a wealth of activity to our schools to promote a healthy culture among young people. In the last academic year it supported 135 primary schools, and in the main this investment has been spent by schools in the following areas: 1) Continued Professional Development (CPD); 2) School Swimming; 3) Extra-curricular Activities; and 4) School Competition used to improve the provision of physical education and sport.

As a consequence of this funding, in the academic year 2017/18:

- 79% of pupils achieved 25-metre national curriculum pass rate in school swimming
- 85% of schools delivered additional extra-curricular activities
- 65 schools hosted 120 targeted health activities
- 133 schools signed up to school games and accessing levels of school competition
- 89% invested in external coaching
- 87% of schools published PESSPA plans on school website
- 74% of schools invested in CPD, resulting in some 270 teachers receiving training.

The Active Schools programme continues to deliver high-quality swimming teaching in 151 schools, supporting over 7,500 pupils to become water-confident each year. Schools are now required to report progress to the Government. In 2017/18, 45% of pupils taking part in the programme were able to use a recognised stroke and 63% could perform a self-rescue. The Active Schools programme delivered more than 10,000 multisports

sessions, working with Manchester sports clubs and national governing bodies to support every child to access the sporting pathways.

Active Streets is a citywide local-neighbourhood-focused Manchester concept, which seeks to activate residential streets by bringing residents and a range of agencies and Council departments together, including Sport and Leisure, Neighbourhoods and Waste Management. Residents have the opportunity to see their streets transformed into 'community safety zones'. Once closed, the street becomes a safe and traffic-free zone with pop-up sports and an active space where the whole community regardless of age and ability can take part in a number of activities together.

Together, agencies and departments are delivering outstanding community cohesion, social value and wellbeing for local residents at street level. Each event is themed around the community's needs, from fly-tipping to waste management education. Working to the Our Manchester Strategy, new community assets are created in the form of community-equipment sheds, so that residents can continue to hold their own Active Streets-style events as and when required. Active Streets was introduced citywide in spring 2019.

Increasing volunteering across the city

A key target of the Our Manchester Strategy continues to be increasing volunteering across the city; thousands of residents continue to volunteer, giving time back to their neighbourhood. Residents do so for many different reasons – giving something back, making a difference to the people/area around them, developing new skills to help with employment/career aspirations, building confidence, improving health and wellbeing, and making new friends. The contributions are incredibly varied and include: running a sports club; supporting sports competitions or other events to take place (eg. National Championships, Manchester Day Parade); supporting activities in libraries, archives and galleries; being part of a Friends group in parks, green spaces and allotments; leading clean-ups, recycling, or In Bloom activities in the heart of neighbourhoods; and keeping neighbourhoods safe through Neighbourhood Watch or test purchasing for Trading Standards. The level of residents' commitment to their neighbourhoods is a clear demonstration of the Our Manchester approach.

Volunteering numbers and hours provided are increasing. Over the past 12 months, the number of residents who volunteered was over 6,400 in leisure and events, and 120 in galleries. They worked for nearly 16,000 hours in leisure and events and over 4,000 hours in galleries.

Libraries offer a wide variety of opportunities for people to volunteer in a range of different roles: in their neighbourhoods, supporting events, or supporting the heritage of the city through working with archives. In 2018/19, 421 volunteers supported the work of libraries – an increase of 19% compared to 2017/18. The volunteers provided 23,476 hours – an increase of 11% compared to 2017/18.

Volunteering in parks has increased, helping us to provide clean and attractive parks and green spaces, and we have managed to increase the amount of unsupervised work done by volunteers. For example, the Friends of Wythenshawe Park successfully delivered two large-scale clean-ups as part of the Great British Clean-Up campaign in April.

To continue to increase the number of volunteers in the service and to make it easier for residents to get involved in their neighbourhood, work has been completed on expanding the Manchester Volunteer Inspire Programme (MCRVIP). The MCRVIP website, which went live in June 2019, has brought all Manchester City Council neighbourhood volunteering opportunities into one place. It includes volunteer opportunities in sports, leisure, events, green spaces (parks, allotments, woodlands, river valleys), libraries, galleries, culture and neighbourhoods (waste, recycling, clean-ups, community safety). The programme will enable us to increase the number of volunteers supporting their neighbourhood and the city in the future.

The Council also launched an Employer Supported Volunteering Policy in 2017, giving each member of staff three days' volunteering leave. Since its inception, 378 people have taken volunteering leave, and 3,264 hours of volunteering leave have been taken, showing that a culture of volunteering is building and becoming more embedded across the organisation.

Outside Manchester City Council, 6,722 Manchester residents have also registered with the Voluntary Centre Manchester (VCM), 3,215 referred directly to Manchester voluntary and community and social enterprise (VCSE) organisations as volunteers, and 2,300 Manchester residents have attended induction sessions.

Now in its second year, the Our Manchester Voluntary and Community Sector (OMVCS) Grant Programme reflects the continuing commitment of working with the voluntary and community sector to find new ways of reaching communities that remain untouched by Manchester's success.

The programme has helped to provide stability for groups and enabled some to more easily apply for further funding. One funded group was successfully funded for a recent project and reported that funders 'know that with some longer term funding in place we are a sustainable organisation that is worth investing in'. Over the first three-quarters of the programme, funded organisations accounted for 2,146 volunteers contributing 124,273 hours of time, and they have brought £1,785,176 of additional funding into Manchester.

The governance and management structure established to support this fund and build relationships with the VCSE sector continues to work to do this across a number of areas, both geographic and thematic. Working closely with partners, an inquiry panel made up of voluntary and public-sector partners is looking into how we work together to strengthen the VCSE sector in north Manchester. The recommendations are due to be published in the summer and will be used to inform future strategy and investment.

Further focused work is planned to support black, Asian and minority ethnic groups and communities to build on what is working well, supporting existing and new relationships to build capacity across the city.

Manchester Health and Care Commissioning is investing £2.165million into the Our Manchester grant programme for the delivery of the Population Health Targeted Fund in 2019. This targeted fund builds on the aim of the OMVCS programme. In particular, the targeted fund will focus on two priorities set out in the Manchester Population Health Plan 2018–2027:

- Improving outcomes in the first 1,000 days of a child's life
- Creating an age-friendly city that promotes good health and wellbeing for people in middle and later life.

Co-design work around the first priority and the development of the prospectus, guidance and communications for this fund is currently taking place, and the fund is expected to be launched in October 2019.

Case Study: Bringing services together for people in places

The three Neighbourhood Teams (North, Central, and South) have responsibility for the management and development of the neighbourhood areas in Manchester, and work with services delivered at a local level to respond to the needs of different places. They identify those local needs by listening to councillors and resident groups, and by analysing information from a range of Council services and partner organisations. They work in partnership with the citywide services to ensure strategies and plans reflect local needs, and also work with funders to ensure resources are secured to address place priorities.

The Neighbourhood Teams support local elected members in leading the delivery of the Council's priorities. They are the lead contacts for members and are responsible for developing Ward Plans and chairing the 32 Ward Co-ordination groups. Neighbourhood teams manage the Neighbourhood Investment Fund process – in the past year, £640,000 was allocated to hundreds of community groups across the city to help deliver local projects.

Neighbourhood Teams are flexible in their approach and collaborate across wards to ensure our response to local challenges is co-ordinated and effective. For example, across south Manchester the teams have co-ordinated work with the universities and colleagues across the Neighbourhoods Service to deal with student-related issues that cross several wards. This makes a significant contribution to meeting our waste and recycling targets and keeping our neighbourhoods clean.

Neighbourhood Teams take responsibility for co-ordinating the work of a wide range of partner organisations at a local level. These include key stakeholders, such as Greater Manchester Police; Fire and Rescue Service; housing providers; the universities; and a range of health organisations, including Manchester Local Care Organisation.

Neighbourhood Teams will play a significant role in the delivery of Bringing Services Together for People in Places. They will bring together the 'team in a place' – key representatives from Greater Manchester Police, Health and Social Care, Early Help, Housing, and Work and Skills – to drive forward shared priorities in a place. This closer, more aligned way of working is designed to support the removal of barriers and blockers that exist across the system. In particular, it will connect the role of the universal offer in any given neighbourhood (services that can be accessed by everyone) to those who would benefit the most. This work is aimed at improving outcomes and strengthening relationships with and between residents of the city; it will also help to deliver our Industrial Strategy, our Family Poverty Strategy, and the Population Health Plan.

The work of the Neighbourhood Teams in leading activation and engagement with the voluntary and community sector and local businesses is critical to developing capacity within neighbourhoods and securing long-term behaviour change. This helps to reduce demand on key services and to increase the levels of participation and ownership of neighbourhoods. The teams promote volunteering, and work with other services to increase the use of community assets (libraries, leisure centres, parks, and community centres).

Conclusion

It is clear that significant progress has been made to increase the supply and diversity of housing across the city, with 11,000 new homes currently under construction. However, considering the estimated population growth for the city, new housing is still a priority. The updated Residential Growth Strategy has increased our targets for new homes to 32,000 by 2025, 6,400 of which must be affordable. Work is continuing with developers, investors, the Greater Manchester Combined Authority and the Government to ensure that the local housing market meets the needs of the city's residents. As demand continues to grow and land values increase, it will be a challenge to sustain success by growing and diversifying the market – supporting, creating and unlocking further large-scale opportunities in accessible and well-connected locations across the city.

There has been another improvement in household recycling with indicative 2018/19 recycling rates reaching 40% across the city. This remains a priority in 2019/20. Further work, building on the learning from the apartment blocks, is being progressed to make similar improvements with passageway containers. One of Manchester's priorities

remains to ensure the city is clean and well maintained; work will continue to Keep Manchester Tidy, new smart litter bins will be installed, and we will invest more to target those who persistently fly-tip.

For crime and antisocial behaviour, it has been 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. Through the Community Safety Partnership, Manchester City Council continues to work with other public sector bodies, universities, Greater Manchester Police, businesses and communities to develop new initiatives to tackle crime and antisocial behaviour. However, we also need to continue to change offenders' behaviour and address the issues that may inhibit offenders from changing their behaviour, such as education, employment, substance misuse, life skills, and accommodation. Tackling Hate Crime also remains a key priority and we have reached 45 third-party reporting centres. Manchester takes pride in being an inclusive, welcoming and tolerant city; we celebrate our diversity and work together to strengthen the resilience of our communities.

In 2018, the Green and Blue Infrastructure Strategy for Manchester received the prestigious CIEEM Award (Council for the Institute of Ecology and Environmental Management) in recognition of our work. Significant investment has led to improvements across community orchards, canal towpaths, riverside access, parks and green spaces. The Council remains committed to using technology to improve efficiency and provide new and innovative ways for residents to engage with parks.

Manchester has strengthened its commitment to tackle climate change by revising its zero-carbon target from 2050 to 2038. Working with partners, organisations, employees and students there are now over 10,000 carbon-literate learners in the city. 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. In 2018/19, 25.5 hectares of potentially contaminated land has been remediated and a number of large-scale building projects are under way. 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. These have been declared Air Quality Management Areas using a combination of monitoring station data and computer

modelling. Work is continuing to address this through the 'bus gates' implemented in 2017, planning controls for new developments, and taxi emission controls.

The sports and cultural offer provides Manchester with an international profile, attracting an increasing number of visitors to the city, which contributes to our vibrant visitor economy providing income for our retail, food, drink and hotel sectors. We continue to invest in our venues and services at a neighbourhood level, maintaining high-quality local facilities and services. We support residents' health and wellbeing, and build capacity within neighbourhoods. Visits to the city's parks, libraries, galleries and recreational facilities continue to grow. Our Widening Participation Programme is starting to gain momentum, with significant improvements in cultural engagement, the successful implementation of the MCRactive card, and the launch of Libraries Open Plus.

Volunteering is having a massive impact and going from strength to strength. The expansion of MCRVIP to cover more volunteering opportunities at a neighbourhood level will make volunteering even easier, improving the quality of lives of residents and communities.

The OMVCS programme continues to provide a real opportunity to shape and strengthen our relationship with Manchester's VCSE sector and how we make best use of Council resources to invest in the sector to support Manchester residents. Investing in VCSE sector organisations is a key mechanism for growing stronger individuals, families and neighbourhoods, and for supporting our communities of place, interest and identity.