

## Chapter 5: A liveable and low-carbon city

### Strategic overview

The Our Manchester Strategy set out the vision for Manchester to 'be in the top flight of world-class cities by 2025' and committed the city to 'playing its full part in limiting the impacts of climate change'. The future success of Manchester is inextricably tied to whether it is a great place to live.

This chapter provides a detailed analysis of the local housing market and how the city is addressing issues by developing a diverse supply of good-quality housing available to rent and buy that is well-designed, energy-efficient, sustainable and affordable to Manchester's diverse residents. By meeting this aim we will encourage more working people and families to stay and live in Manchester, contributing to the city's success.

However, a liveable city is more than this. The Our Manchester Strategy set out a clear ambition for Manchester to become a low-carbon city by playing a full part in limiting the impacts of climate change and being on a path to being zero-carbon by 2050. In 2018, this target was revised with a more challenging

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

This chapter will also focus on some of the Community Safety issues that have a direct and significant impact on residents, visitors and people working in this city. We're working with partners and communities to reduce the amount of crime and antisocial behaviour in the city, to provide safer, attractive and cohesive neighbourhoods.

To secure Manchester's position as an international city, we review the world-class visitor offer provided by a richness of cultural, leisure, events and sports facilities. We're providing better-quality parks and green spaces, and are investing in libraries, culture, sport and events for residents' benefit. Residents are becoming more actively involved in the future of our city through various volunteering

programmes and continued investment into voluntary and community-sector funding.

Manchester is growing and becoming ever-more diverse. We are a welcoming city, and residents have a proud track record of positive integration and respecting one another's cultures, faiths and ways of life. We want Manchester people to be proud of their institutions, their neighbourhood, and their city, which will reflect and celebrate this diversity.

This chapter outlines how progress is being made to achieve these aims, the strategies being used to structure the work, the partnership approaches we're adopting, and the specific indicators that demonstrate where progress is being made.

This is detailed in the following six subsections:

- A diverse supply of good-quality housing affordable to everyone
- Encouraging a low-carbon culture
- Recycling more of our waste, and having clean litter-free neighbourhoods
- Safe and cohesive neighbourhoods

- Improving the quality of parks, green spaces, rivers and canals
- Vibrant neighbourhoods: culture, libraries, leisure, sport and volunteering.

The COVID-19 pandemic has impacted on the delivery of key services and has posed significant challenges to the city's cultural and leisure offer. The closure of sites resulted in the refocusing of libraries and leisure programmes so they could be accessed online, and the Digital Inclusion programme was established to provide residents with devices to access this offer. Temporary improvements to the city's air quality due to fewer vehicles on the road during the pandemic will be supported by the introduction of the Greater Manchester Clean Air Plan and Clean Air Zone to accelerate emission reductions. The generosity of our residents, who stepped up in numerous volunteering roles to provide food and assistance for residents who were isolated or in need, was truly outstanding. The long-term impacts of COVID-19 and the associated measures implemented by the Government to limit the spread of the virus will not be known for some time, but Manchester is a resilient city and our residents are renowned for getting together in times of hardship.

## Analysis of progress

### A diverse supply of good-quality housing affordable to everyone

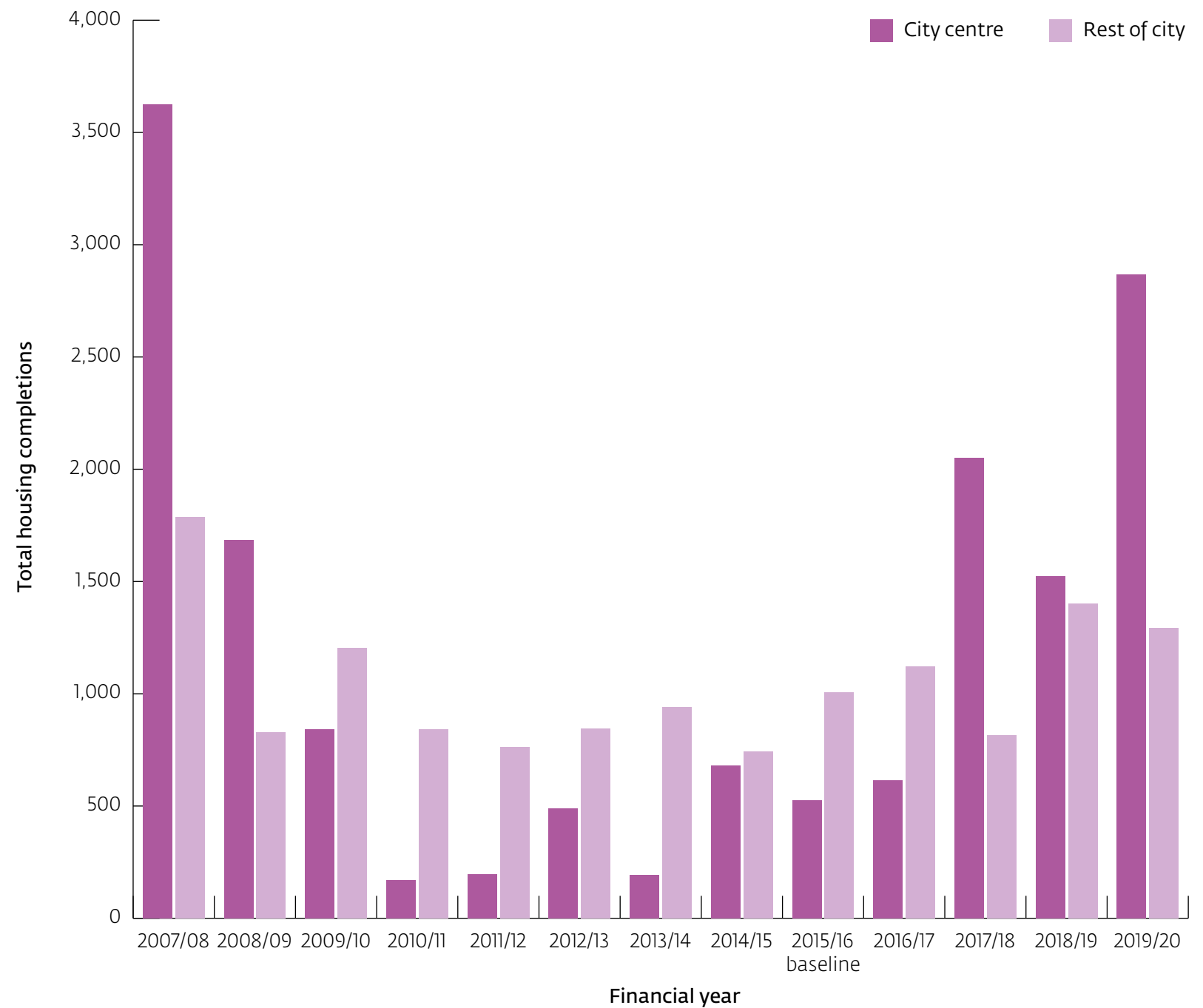
#### Housing development picture

The **Residential Growth Strategy** (2015–2025) sets out the city's approach to providing the right mix of housing for a growing and increasingly diverse population. The Strategy commits to building 32,000 new homes in Manchester between 2015 and 2025, including a minimum of 6,400 new affordable homes.

Manchester's residential pipeline remains in a period of significant delivery, providing thousands of new homes each year for our residents. There are currently over 9,500 new homes under construction, including some 7,800 in the city centre, and there was a record number of cranes – more than eighty – on the skyline in summer 2019.

Figure 5.1 shows that in 2019/20, 4,161 new homes were built (2,869 in the city centre and 1,292 in the rest of the city). This is on top of the 2,927 built in 2018/19, bringing the total new homes built since 2015/16 to 13,219. This puts Manchester at the forefront of the response to the national housing shortage, with more new homes built in the city in 2019/20 than any London borough.

**Figure 5.1:**  
Housing completions 2007/08–2019/20



Source: Manchester City Council tax records (2007/08–2013/14), Manchester City Council Expected Completions List (2014/15–2019/20)

Notable completed developments this year include 496 homes at Deansgate Square (South Tower), which upon completion became the tallest residential building in the UK outside London, and 172 new apartments at Axis Tower (Deansgate Locks). These schemes are beginning to transform the skyline, with signature residential developments reflecting the increasing maturity and attraction of the housing market in the city centre alongside the scale of the city's regeneration ambition.

Outside the city centre, a similarly positive picture is evident, with a number of prominent developments being completed in 2019/20, including family-housing across a number of sites within the Miles Platting PFI (Private Finance Initiative) (over 100 new homes built in 2019/20), and the redevelopment of the former Manchester Metropolitan University St James' Campus in Didsbury (94 new homes). Work also continues on larger family-housing schemes, such as '825 Didsbury' (85 homes) and larger-scale mixed-tenure developments, such as Melland Road in Longsight (131 homes).

While construction slowed following the introduction of the Government's lockdown measures to combat the spread of COVID-19, activity has started to pick up as contractors have started to adopt safe working practices

in line with Government guidelines. As such, while it is likely that timescales will be extended, there remains strong demand for new housing and a dynamic and expansive development pipeline to match.

### Demand for housing is growing

Prior to the outbreak of COVID-19, there was evidence some sites appeared to be taking longer to complete than planned. This was partly due to increased supply chain costs, intense competition, uncertainty relating to the 2019 general election, and the UK's subsequent exit from the EU. However, there is no evidence to support any sense of a slowdown in demand.

Perhaps the most powerful evidence of this is the proportion of long-term empty properties (over six months) in the city, which remains exceptionally low. In March 2020, only 0.56% of homes in the city centre and 0.52% of homes across the rest of the city were empty, despite an increase of over 13,000 new homes in the period from 2015.

Housing demand in Manchester is a result of the continued growth in the resident population of the city, and the city centre in particular. Since 2015, the city centre population has increased by some 20,000, and now stands at

over 72,000.<sup>1</sup> The latest in-house forecasts from the Manchester City Council Forecasting Model (MCCFM) (calculated prior to COVID-19) suggest that Manchester's population will increase by around 48,000 new residents over the next five years. This is in part attributed to the fact that while inward migration from within the EU is declining, the number of people coming to the city from outside the EU has been increasing. Manchester's resident population is discussed in more detail in the 'A thriving and sustainable city' chapter.

### Housing demand is diversifying

Part of the challenge of meeting housing demand relates to the large number of homes taken out of mainstream circulation by the large number of students living in south Manchester, and increasingly within the city centre and the Corridor area in particular. There were 8,800 mainstream properties let to students in Manchester in 2019, representing £12.4million of exempt council tax revenue (including all precepts) in the city, and over £5million in the city centre alone, as per the 2020/21 charging regime. The number of students – particularly foreign students, who are most likely to live in the city centre – has been increasing over recent years. The number

<sup>1</sup> Manchester City Council Forecasting Model (MCCFM) W2020

of Chinese students in particular has increased by almost a third, from 4,487 in 2015/16 to 5,942 in 2018/19. It is currently anticipated there may be a temporary reduction in the number of international students coming to study in Manchester, and indeed the UK, due to the COVID-19 pandemic. However, the scale of this – and subsequent impacts on the student accommodation sector – will not be known until enrolments take place in autumn 2020.

In recent years, the issue of students living in mainstream accommodation has been compounded by the increasing numbers of entire homes advertised for short-term lets on portals such as Airbnb. This fast-emerging trend has taken further accommodation out of the mainstream housing market in locations such as the Northern Quarter and around the Whitworth Street area of the city centre (852 entire homes were listed on Airbnb in the city centre in February 2020).

In March 2020, Airbnb allowed guests to make cancellations with full refunds due to COVID-19 and subsequently restricted UK bookings during lockdown. The long-term impact of these measures (along with other Government lockdown restrictions regarding travel and holidays) on the city's short-term lettings market will become clear later in 2020,

particularly as to whether some properties may switch to the mainstream market in order to secure occupiers.

One implication of short-term lets and students in mainstream housing is that they limit availability for working households. Added to the growth of people living in the city, this has contributed to an ongoing undersupply of housing. Combined, these factors explain why this year's demand for housing in Manchester has been as high as ever, and why the need to maintain supply continues to be a major priority for policy-makers across the city.

#### Increasing the delivery of affordable homes

As part of the Residential Growth Strategy, the city is committed to delivering a minimum of 6,400 new affordable homes between April 2015 and March 2025. In 2019/20, 437 new affordable homes were built, bringing the total delivered since 2015/16 to 1,519, representing circa 25% of the 6,400 by 2025 minimum target. In addition to this, approximately 980 new affordable homes are currently on-site and expected to be delivered by 2022/23.

At the start of the COVID-19 lockdown period in March 2020, construction was paused on many affordable homes, undoubtedly causing some delays to their completion. In recent years, affordable housing completions have been concentrated in north and east Manchester and Wythenshawe. However, over the past year, plans have progressed for affordable housing in more central locations, including a proposal for 66 shared-ownership homes on Store Street by Clarion, and 30 affordable rent homes at Ancoats Dispensary. Due to start on-site this year, Ancoats Dispensary forms part of an agreement between Great Places and Manchester Life Development Company, which in the long-term has the potential to deliver an additional 750 affordable homes.

**Table 5.1:**  
Manchester Affordable Pipeline (2015–2025) <sup>2</sup>

	Social rent*	Affordable rent	Shared ownership	Other**	Total
Affordable completions (2015/16)	34	87	34	–	155
Affordable completions (2016/17)	14	156	84	–	254
Affordable completions (2017/18)	20	180	97	–	297
Affordable completions (2018/19)	56	136	141	5	338
Affordable completions (2019/20)	27	88	131	191	437
Affordable completions (April–August 2020/21)	1	32	5–	38	
Total completions (2015/16–August 2020/21)	152	679	492	196	1,519
Total under construction (September 2020/21–2022/23)	365	142	29	185	983
Total Registered Provider Pipeline (2020/21–2024/25)	09	871	527	49	2,356
Remaining Pipeline***	376	939	1,222	–	2,537
<b>Total</b>	<b>1,802</b>	<b>2,631</b>	<b>2,532</b>	<b>430</b>	<b>7,395</b>

\* Includes all Rent to Buy and discounted market-rent schemes  
\*\* Includes all schemes where a planning application has been submitted / a site has been identified  
\*\*\* Includes all Local Development Vehicle sites

Source: Manchester City Council Expected Completions List

<sup>2</sup> Covering all Government-defined affordable tenures (correct on 5 May 2020)

<sup>3</sup> Including 40 shared ownership homes targeted at the over 55s

Elsewhere, examples of affordable developments where progress is underway include the former Stagecoach Bus Depot in Moss Side, where 72 new Extra Care homes and 70 shared-ownership homes<sup>3</sup> developed by Mosscare St Vincent's (MSV) are expected to be completed over the next two years. The pioneering Russell Road LGBT+ scheme is designed to help support the care needs of Manchester's over-55s, relieving pressure on local health services. In east Manchester, 106 new affordable homes are under construction at Bellamy Court (One Manchester).

As Table 5.1 shows, the number of socially rented homes completed in the city is increasing year on year. A programme of work is underway to identify opportunities across Manchester that are capable of continuing to grow the pipeline of social-rented homes and make a meaningful contribution towards the Residential Growth Strategy target from March 2021 onwards.

This includes continued work with registered providers to aid the delivery of affordable housing, including through the utilisation of land owned by Manchester City Council. Developments identified as delivering significant numbers of social housing include One Manchester's regeneration of the Grey



Mare Lane Estate (188 social-rent homes) and Newton Heath District Centre schemes (circa 200 social-rent homes across four schemes).

However, despite recent progress, significant challenges remain, which will only be exacerbated by the economic impacts of COVID-19. As construction costs have increased (approximately 20% over the past ten years), the average grant per home has decreased (around a third of what might have been provided in 2010). This has heavily constrained the delivery of socially rented homes in Manchester and across the country. A report published by Network Homes<sup>4</sup> last year found that housing associations received an average of £33,600 in grants per unit under the Affordable Homes Programme for the period 2015–18, compared with £102,641 for the period 2008–11. As a result, registered provider partners are increasingly having to rely on borrowing, reserves or cross-subsidy from open-market sales (including shared-ownership sales) to support the development of social housing.

This, coupled with incentives derived from the Shared Ownership Affordable Homes Programme (SOAHP), explains why the affordable pipeline is increasingly reliant on the development of large numbers of shared ownership and rent-to-buy properties as the

mainstay of affordable housing supply. In 2019/20, 346 new shared-ownership and rent-to-buy homes were completed across Manchester, including 105 rent-to-buy homes at The Clockworks – Princess Road (One Manchester); a further 265 are under construction, including 118 homes (80 shared-ownership/38 rent-to-buy) at Scholars Fields (Wythenshawe Community Housing Group).

The existing delivery platform we have established with registered providers (RPs), whereby the Council uses its land assets alongside land the RPs have acquired in the open market (working in conjunction with Homes England investment programmes), remains key to the delivery of new affordable homes in the city. However, the evidence suggests that this in itself is not enough to meet the growing demand for affordable housing and, importantly, will not deliver a significant increase in the number of socially rented homes in the city.

With this in mind, the Council is continuing to work with new and existing registered provider partners to identify opportunities to help bolster the delivery of affordable homes. Current indications suggest these have the potential to deliver around 700 of the circa 2,500 homes identified as part of the

Remaining Pipeline section in Table 5.1 above. The Council is also looking at developing a new Local Delivery Vehicle (LDV), which has the potential to both increase the quantum and rebalance the delivery of affordable tenures by using Council land assets partly funded through a cross-subsidy mechanism. This would be derived from the delivery of an associated pipeline of market housing for affordable and market-rate rent. Current estimates indicate the potential for the LDV to deliver some 1,800 new, affordable, low-carbon homes in addition to the homes set to be delivered by RPs, helping the city to meet and exceed the existing 6,400 minimum target by 2025.

### Growth in residential lettings

The strength of housing demand in Manchester is no more evident than within the residential lettings market, where rents continued to grow this year, albeit not at the rate they were or as consistently across Manchester's various submarkets as in the past. Over the past year, per-calendar-month rents for two-bed properties grew by 0.1% in the city centre (£983 in 2018/19 to £984 in 2019/20) and 5% elsewhere (£718 in 2018/19 to £754 in 2019/20).

<sup>4</sup> Network Homes, "Why aren't housing associations building more social-rented homes?" (January 2019)

Rents are by no means consistent across Manchester, as wards such as Rusholme and Longsight record a much higher rate of rental inflation (predominantly driven by high levels of international migration) when compared to places such as Didsbury and Chorlton, where the trajectory is far flatter. This reflects a continued demand for more accommodation at lower price points in Manchester. However, a relative lack of supply in these areas is directing an increasing number of residents into poorer-quality housing, either through informal portals such as Gumtree, or through landlords making maximum use of property (including larger family homes let on a per-room basis).

The housing market was reopened by the Government on 13 May 2020, and some of the initial impacts of COVID-19 on future demand and rent levels are beginning to emerge. In the first instance, there is evidence of a spike in the availability of accommodation to rent in the city centre, with more than double the number of properties available to rent between March and May 2020 (circa 2,600) than during the same period in 2019 (circa 1,200). This can be partly attributed to landlords switching properties from the short-term lettings market to the mainstream market in response to diminishing demand for visitor accommodation, as well as declining numbers of students

(particularly international students) active in the rental market. Initial evidence suggests that these increases in supply have led to a slight correction in city centre rents: average two-bed properties are currently £984 per calendar month, 1.7% below the Q3 2019/20 peak.

In September 2020, the Council published a refresh of the Private Rented Sector Strategy. This sets out a series of objectives linked to improving property and management standards and increasing opportunities for low-income households within the private-rented sector.

### Exceptionally diverse city centre lettings market

In the city centre, the market has become polarised between students and working households. Prior to the COVID-19 pandemic, demand from students appeared to be outstripping the supply of purpose-built student accommodation (PBSA), further contributing to inflationary pressures on mainstream housing. A report to the Executive (November 2019)<sup>5</sup> indicated that new-build PBSA could free up more homes in the mainstream market for working households, potentially relieving pressures on rents.

In many ways, PBSA was a precursor to purpose-built build-to-rent (BtR). As the apartment market has matured and diversified, there has been a growing divergence in city centre rents between different products linked to better quality and management standards and a more rounded amenity offer for tenants. BtR is an increasingly large part of the city centre housing market, with circa 5,000 units operational in the city centre in 2019/20 and some 4,000 units under construction. BtR is responding to demand from residents who increasingly view renting as a lifestyle choice in the city centre, and evidence suggests that new BtR blocks are proving to be very popular. For example, the recently completed Burlington House (91 units) was reported as 100% let within three months of being launched.<sup>6</sup>

<sup>5</sup> Consideration of Policy H12: Purpose-Built Student Accommodation Within the Changing Market Context, Executive (13 November 2019)

<sup>6</sup> <https://www.bisnow.com/manchester/news/build-to-rent/manc-resi-102827>



The emergence of BtR is beginning to transform the residential lettings market, with a management and customer experience offer way beyond the traditional buy-to-let (BtL) model associated with the first phase of city centre living. Indeed, it is noticeable that as BtR has begun to outcompete BtL in the city centre, there is evidence that some more traditional landlords have decided to sell up or have switched to short-term lets. Stamp Duty Reforms (the additional 3% Stamp Duty Land Tax on second homes), changes to Mortgage Interest Rate Relief, and increased costs such as the tenant fee ban (June 2019), have also acted to drive the change.<sup>7</sup>

### Options for home ownership and first-time buyers

In recent years, new working households have been increasingly attracted by Manchester's growing economy, employment opportunities and relative affordability compared to other cities. In fact, there is increasing evidence that some of these new residents have opted to move from locations in London and the south east. According to Hamptons (International), 13% of London leavers moved to the north west in 2019 (up from just 1% a decade ago), with a high proportion likely to have moved to Manchester.

This has helped fuel both demand for housing and price inflation in certain parts of the city (it is still too early to measure any impact of COVID-19 on property values<sup>8</sup>). Wards such as Deansgate (8.6% annual price growth) and Ancoats & Beswick (6.2% annual price growth) have seen significant average house price growth – driven in part by the premium on new-build supply, and by buyers with equity drawn from higher value sales elsewhere.

However, there are a number of wards where average house prices have remained relatively low over the longer term and where price inflation is not accelerating at the pace that the press or other national commentators appear to believe. For example, average house prices in Sharston (4.4% growth per annum) and Higher Blackley (2.9% growth per annum) have only marginally increased between 2015/16 and 2019/20. Even Chorlton has only increased by an average of 5.2% per annum, compared to the national average of 10.3% per annum house-price inflation over the same period of time.

Part of the growth is linked to the growing number of homeowners (as opposed to the overall proportion) in the city centre, with some developers directly targeting owner-occupiers in new-build schemes. For example,

Capital & Centric are offering local people the first opportunity to buy in their Crusader Mill development (201 units due to be completed from spring 2020 onwards and available with Help to Buy) by ring-fencing units for owner-occupiers and effectively excluding investors in the first tranche of sales.

However, in recent years rents have continued to rise faster than wages, squeezing prospective buyers in their attempts to save for a deposit. This is compounded by Council research, which found that 58% of new-build and 33% of secondary sales listed in the city centre on Rightmove in November 2019 were targeted specifically at investors and cash buyers. This further limits opportunities for homeowners in the apartment-market-for-sale sector.

<sup>7</sup> From 8 July, the Government introduced a temporary Stamp Duty Land Tax holiday on transactions under £500,000 until the end of March 2021. The impacts of this will continue to be monitored over the coming year

<sup>8</sup> While the housing market reopened in May, HM Land Registry data is released on a two-month lag, so sample sizes remain too small to infer robust conclusions on the impact of COVID-19 on property prices

COVID-19 has no doubt created new difficulties for some prospective buyers, not least lenders temporarily removing many of their mortgage products or requiring larger deposits, which are out of reach of many first-time buyers. Government guidance in place from the end of March until 13 May 2020 advising people to delay moving home, along with the related economic uncertainties, will also have led to many delayed transactions, with some even falling through. With this in mind, more support for prospective homeowners continues to be required in the post-COVID-19 environment.

### Help to Buy (HtB) beginning to impact the city centre sales market

There were 10,012 sales in Manchester in 2019/20 (272 supported by HtB), compared to 10,865 the year before (239 supported by HtB). However, while HtB has enabled many Mancunians to become homeowners in locations outside the city centre, historically it has not supported many new-build city centre apartment sales (10% of HtB sales were in the city centre between 2013/14 and 2017/18). This is largely due to the way development is funded (not least the six-month completion rule applied to buyers in receipt of HtB support) and the link with overseas sales.

Yet over the past year, evidence has emerged of an increasing number of schemes beginning to offer HtB, including One Vesta Street (Manchester Life) and Mount Yard (FEC), which will provide more residents with the opportunity to become homeowners in these new communities on the eastern side of the city centre.

Despite significant levels of new supply, over 70% of the city centre sales market are resales (closer to 90% citywide). This often provides a more affordable option for prospective owner-occupiers who have been able to benefit from record low mortgage rates, up until COVID-19 recently led to the removal of many mortgage products. The resale market also includes a much higher proportion of domestic sales – a demand characteristic that differs greatly from the overseas buyer-led new-build sector.

It is possible that recent changes (2% additional Stamp Duty land tax levy for overseas buyers from April 2021) announced in the 2020 spring budget might dampen demand from foreign buyers. However, the long-term security of UK residential as an international asset class is likely to remain. In addition to this, the continued low valuation of sterling, sustained supply, rental inflation, and the relative affordability of the Manchester market

compared to London (and the strength of yields), will underwrite Manchester's resilience and help to ensure the city remains an attractive location for housing investment in the UK.

### The population of the city centre housing market is maturing

Evidence from the Manchester City Council Forecasting Model suggests that the population of the city centre is maturing, with the number of people aged 35–44 more than doubling over the past five years. The number of families and people with children is also rising, including some 16% more children aged under 15 over the same period. This raises significant questions about how the city centre's still relatively immature housing market can evolve to provide more diverse housing for a demographic beyond the traditional young professional renting household as more owner-occupiers (higher-value buyers as well as first-timers), including older people and families, are opting to stay.

There is evidence that the market is beginning to react to demand from tenant profiles outside the traditional 18–34 age bracket; Urban Splash delivered some 70 new town houses in New Islington in addition to the 43 completed in the first phase in 2016. This development, which benefits from its proximity to a primary school, provides a good

indication of the strength of demand for different housing products, as well as the power of public services investment to drive the expansion of the housing market locally.

Looking forward, as the demand for housing continues to grow and opportunities for large-scale development sites in and around the city centre become harder to find, there are increasing opportunities in new locations close to the city centre. In some instances this involves repurposing existing residential and commercial sites that require significant infrastructure investment, including opportunities within the Northern Gateway and other parts of north Manchester.

Expanding outwards from the city centre, the residential-led Northern Gateway regeneration project has the potential to contribute up to 15,000 new homes over the next 10–15 years, of which 20% will be affordable. The Northern Gateway is the city's biggest opportunity to deliver an ambitious affordable housing plan. A well-planned, place-based approach to development, it will provide a diversity of housing types that reflect the city's changing demographic, including much-needed family homes.

### Encouraging a low-carbon culture Zero-Carbon 2038

The crisis of climate change is unprecedented and is the single biggest challenge faced by the world today. Manchester recognises that this challenge can only be overcome by taking urgent, radical action. To ensure we play our full part in Manchester, we have established a partnership-based approach designed to ensure communities and businesses can be engaged, inspired and supported to act on climate change.

The **Manchester Climate Change Framework 2020–25** was published by the Manchester Climate Change Partnership and Agency in February 2020 and endorsed by Manchester City Council in March 2020, establishing it as the city's high-level climate change strategy for the next five years. The Climate Change Partnership is the city's main mechanism for engaging organisations and residents to act. It has 60 members across ten sectors, with responsibility for over 20% of Manchester's direct CO<sub>2</sub> emissions. Its members also have 'reach' into the remaining 80% through their staff, students, customers, tenants, football fans, theatre-goers, worshippers and others. Partnership members have developed their own bespoke action plans, setting out how they will contribute towards the successful

delivery of the Framework. The Framework is intended to provide the overarching structure for organisations to 'plug-in' their own bespoke plans.

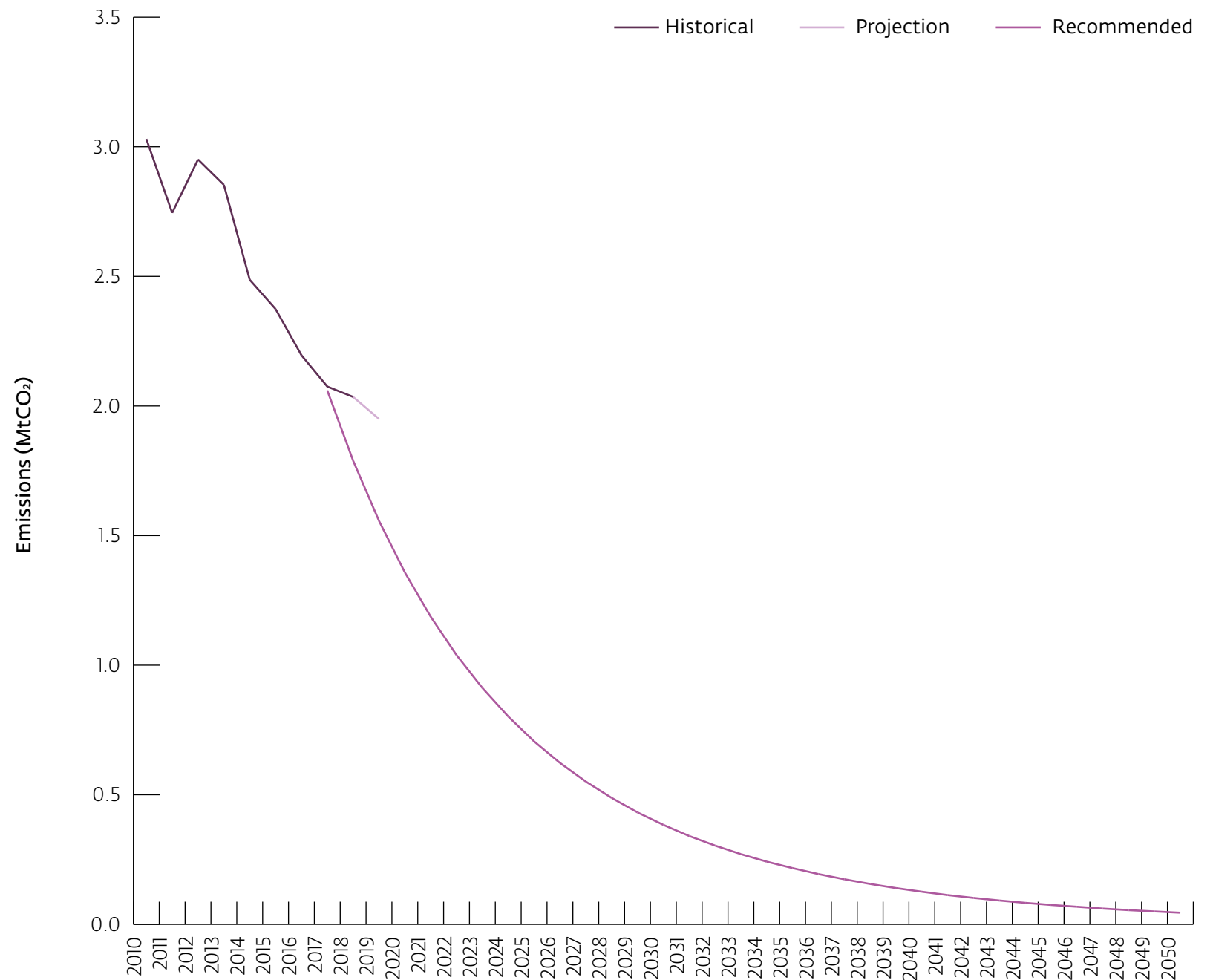
The Framework replaces the 'Manchester: A Certain Future 2010–20' climate change strategy and sets out the aim that 'Manchester will play its full part in limiting the impacts of climate change and create a healthy, green, socially just city where everyone can thrive'. It contains four objectives:

- Staying within our carbon budgets: keeping our direct emissions within a limited carbon budget, taking action on aviation emissions, and addressing our indirect/consumption-based emissions
- Climate adaptation and resilience: to adapt the city's buildings, infrastructure and natural environment to the changing climate, and to increase the climate resilience of our residents and organisations
- Health and wellbeing: to improve the health and wellbeing of everyone in Manchester through actions that also contribute to our objectives for CO<sub>2</sub> reduction and adaptation and resilience, with particular focus on those most in need

→ Inclusive, zero-carbon and climate-resilient economy: to ensure that Manchester establishes an inclusive, zero-carbon and climate-resilient economy where everyone can benefit from playing an active role.

Direct CO<sub>2</sub> emissions come from the energy used in buildings (for heating, lighting, electrical appliances and equipment) and transport. Manchester has set a carbon budget for our direct emissions, a limited amount of CO<sub>2</sub> we ‘spend’ during 2018–2100; this figure is 15million tonnes. Figure 5.2 shows Manchester’s emissions (provisional for 2019) compared to a pathway that evenly distributes the carbon budget over time. Based on the emissions for 2018 and projected emissions for 2019, Manchester is not yet following the recommended pathway, meaning the carbon budget is being used at a faster rate – emissions fell in these years by 2% and 4% respectively, against a target of 13% set out in the Climate Change Framework. To keep within the budget, faster annual reduction rates of 14.8% will now be required from 2020. Further details can be found in the Manchester Climate Change Annual Report 2020.

**Figure 5.2:** Carbon emissions projection 2018 to 2050 based on the 15 MtCO<sub>2</sub> Manchester carbon budget



Source: Tyndall Centre for Climate Change Research

In July 2019, Manchester City Council declared a climate emergency. This declaration recognised the need for the Council and the city as a whole to do more to reduce its carbon emissions and mitigate the negative impacts of climate change; it demonstrated the Council's commitment to be at the forefront of the global response to climate change and to lead by example.

In March 2020, the Council published its **Climate Change Action Plan 2020–2025**, detailing the actions the city needs to take to stay within its carbon budget. The specific commitments the Council is making are:

- Deliver at least a 50% reduction in carbon emissions from its buildings, energy and transport by 2025 (from circa 32,000 tonnes in 2019/20 to circa 16,000 tonnes in 2024/25)
- Report quarterly on progress against the actions in the plan
- Become zero-carbon by 2038 at the latest.

Since the Council declared a climate emergency, changes have been made to the ways in which it works and operates. These include:

- Strengthening the capacity to carry out this work and embedding climate change into decision-making, policies and practice

- Embedding climate change into the next Capital Strategy for the city so that investment decisions are considered in terms of their contribution to reducing carbon reductions. The Council has committed investments totalling £69million
- Increasing the social value weighting in its procurement framework to 30%, including a 10% weighting for environmental impact
- Carrying out extensive building and energy improvements across its estate as part of a phased Buildings Carbon Reduction Plan, which includes the installation of solar PV, boiler replacements, and replacing existing lighting with LED lighting and improved controls
- The street lighting LED replacement programme, which is nearing completion
- The rolling replacement of the Council's operational fleet with electric vehicles, which includes the recent purchase of 27 electric refuse collection vehicles
- Commissioned insight among Manchester residents to understand the views of residents from across the city in relation to climate change

- The Youth Climate Summit held in January 2020, as a follow-up to the event in July 2019. Over 300 young people aged between 9 and 14 attended the events and voiced their opinions on how they and their schools can start to become zero-carbon
- Events in wards that identified ways to engage communities and identified climate-change priorities, which have been incorporated into all ward plans
- Reducing single-use plastics across its estate, markets, parks and events. Manchester Day 2019 was the Council's first sustainable event, followed by the Manchester Christmas Markets.

### Ensuring our communities are environmentally protected

Much of the brownfield land within the city's boundary has a long history that reflects Manchester's industrial heritage. It is now recognised that this land provides a resource and opportunity for the city as part of its ongoing regeneration. An important aim of the Council's Contaminated Land Strategy is to support a strategic approach to regeneration, and to promote and assist with the safe reuse of brownfield sites. Improving brownfield and distressed land across Manchester will make the city a more attractive place to live, work and visit, which will lead to a stronger economy.



Where necessary, and supported by the Neighbourhood Services' Environmental Protection Team, sites identified as requiring detailed assessment can be reviewed and remediated through the planning development process. According to current records, 44 hectares of potentially contaminated land has been remediated under the development control process during the past year (April 2019 to March 2020; data based on validation reports being received and approved). This includes Buildings 5, 6, 7 and 8 on the former BBC site, Oxford Road; the new Gorton Mount Primary School; Beaver Road Academy, Wilmslow Road (on the site of the former Broomhurst Hall of residence); residential developments on Heyland Road, Wythenshawe and Wadeson Road, Brunswick; and the Dakota Hotel on Ducie Street.

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

The Landfill Project Board is led by the Housing and Residential Growth Team; its primary aim is to ensure the successful delivery of the Landfills Project and to bring such sites forward for redevelopment and public realm improvements. This year has seen the formal set up of the group and regular meetings established. Discussions and site investigations have commenced for three former landfill sites in north Manchester.

#### Air quality

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

In 2008, the Government passed the European Ambient Air Quality Directive (2008/EC/50) into UK law. This sets legally binding limits and target values for concentrations of major air pollutants, including nitrogen dioxide (NO<sub>2</sub>) and particulate matter (PM<sub>10</sub> and PM<sub>2.5</sub>).

NO<sub>2</sub> is primarily caused by the combustion of fossil fuels, particularly diesel, in transport. PM<sub>10</sub> and PM<sub>2.5</sub> 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 NO<sub>2</sub> are also sources of PM, and therefore measures to address NO<sub>2</sub> are likely to have some impact on PM levels, however, it should be noted that the replacement of the vehicle fleet with electric vehicles (EVs) may not result in significant improvements in PM, as EVs produce PM from road, tyre and brake wear.

Manchester meets the national legal limits for all its air pollutants, with the exception of the annual limit for NO<sub>2</sub>. However, trends show that there has been an improvement in air quality across the city, but parts of Manchester still remain above the annual limit for NO<sub>2</sub>. As such these areas have been declared Air Quality Management Areas (AQMAs). AQMAs are produced using a combination of monitoring station data and computer modelling.

**Table 5.2:**  
Annual mean concentrations of NO<sub>2</sub> and PM<sub>10</sub> (µg/m<sup>3</sup>)

	Manchester Oxford Road		Manchester Piccadilly Gardens	
	NO <sub>2</sub> (µg/m <sup>3</sup> )	PM <sub>10</sub> (µg/m <sup>3</sup> )	NO <sub>2</sub> (µg/m <sup>3</sup> )	PM <sub>10</sub> (µg/m <sup>3</sup> )
2015 (baseline)	66	28	39	20
2016	66	27	40	20
2017	65	27	36	20
2018	62	30	35	21
2019	59	26	36	20

Source: Air Quality England

There are two permanent monitoring stations in Manchester that monitor NO<sub>2</sub> and PM<sub>10</sub>: Piccadilly Gardens and Oxford Road. Table 5.2 shows NO<sub>2</sub> and PM<sub>10</sub> concentrations monitored by the two city centre locations from 2015. These are part of a network across Greater Manchester, supplemented by NO<sub>2</sub> diffusion tubes in order to give an accurate picture of pollution levels.

The current AQMA was declared by the Greater Manchester Combined Authority (GMCA) in May 2016, and covers a smaller area than previously, but it is still focused on the busiest parts of the road network, including areas where routes converge, such as the city centre. The AQMA continues to be set at a precautionary 35 micrograms of NO<sub>2</sub> per cubic metre of air (µg/m<sup>3</sup>), below the legal annual mean limit of 40µg/m<sup>3</sup>, to reflect modelling uncertainties.

The data presented in Table 5.2 shows that concentrations of NO<sub>2</sub> have fallen at both the Oxford Road and Piccadilly Gardens sites since 2015. NO<sub>2</sub> levels at Piccadilly Gardens do not exceed the legal limit; however, despite the reduction at Oxford Road, the annual concentration there is still above the legal limit.

The legal annual mean limit for PM<sub>10</sub> is 40 µg/m<sup>3</sup>. Table 5.2 demonstrates that concentrations of PM<sub>10</sub> have reduced at the Oxford Road site over recent years and remained stable at Piccadilly Gardens. Neither site exceeded the legal limit for this pollutant.

During the COVID-19 lockdown period from 23 March to June, there was a substantial reduction of NO<sub>2</sub> at all automatic monitoring locations in Manchester, particularly at urban

and roadside locations. Provisional concentrations of NO<sub>2</sub> at the Oxford Road monitoring station were 58% lower than modelled business-as-usual concentrations. This reduction is less than expected based on the observed 70–75% decrease in traffic volumes over lockdown in central Manchester. The University of Manchester has explained that pre-lockdown, clean air masses travelling from the Atlantic meant that pollution levels were largely determined by local emissions (ie. road traffic in Manchester). However, during lockdown, easterly and southerly air masses meant that Manchester was a receptor site for pollution transported from continental Europe and the south of the UK, and a large proportion (up to 60%) of the measured NO<sub>2</sub> cannot be explained by local sources.

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

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

Objectives contained within the plan are being met in Manchester by a range of measures, including the installation of new 'bus gates' on Portland Street and Oxford Road in 2017, planning controls for new developments, taxi-emission controls, a Clean Air Zone strategy, and a new air-quality website [www.cleanairgm.com](http://www.cleanairgm.com). Further details of measures taken under the AQAP are included below:

- Continued with planning development requirements, including impact of air quality and exposure assessments, and mitigation such as electric vehicle charge points (EVC), boiler emissions standards and travel plans
- Summary EVC requirements produced as a working document for Planning and Environmental Protection officers; the Council is working to consolidate this with the Institute of Air Quality Management/ Environmental Protection UK Development and Construction Guidance in order to publish online as a guidance document for developers
- The Council submitted monthly reports to TfGM for the Planning Development cumulative impact database
- Work continued to improve taxi emissions; a consultation exercise on proposals to standardise conditions across Greater Manchester was planned for June 2020, including measures to address engine idling. Further details are available [here](#)
- Green infrastructure: further details provided below in the 'Improving the quality of parks, green spaces, rivers and canals' section
- Delivery and Servicing Plan work and implementation continued; deliveries during off-peak times, load consolidation, and personal deliveries not allowed
- Anti-idling actions continued; school engagement projects undertaken by Council neighbourhood teams, and compliance work carried out by resolving isolated idling incidents informally in accordance with the Council's Enforcement Policy
- The Council's review of essential car users several years ago resulted in a significant reduction in allowances. Council policy was updated during 2018 to promote flexible working, working from home, and locations that result in reduced travel time. Several teams have fleet EVs, and this number is increasing when vehicle lease contracts end
- The Council involved in TfGM consultation over locations for new EVC points
- City centre car parks assessment commenced
- Continued to work with schools over sustainable travel
- Continued to promote air-quality issues and sustainable travel over staff communications, via schools engagement and Manchester University student projects, and to the public via Council web pages. The Council also actively participated in 2019's Clean Air Day/ Week, which included promoting awareness of air pollution and measures the public can take to reduce their own exposure and impacts.

In July 2017, the Government published its **UK plan for tackling roadside nitrogen dioxide concentrations**, which required Manchester, together with the other Greater Manchester local authorities, to produce a new plan to meet roadside NO<sub>2</sub> limits within the shortest possible time. A full business case for the Greater Manchester plan, known as the Clean Air Plan (CAP), has been developed by TfGM with Greater Manchester local authorities. Further information regarding the CAP is available [here](#) and details of the plan and timescales are available in the Neighbourhoods and Environment Scrutiny Committee Report [here](#).

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

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

#### Recycling more of our waste

There is growing momentum among Mancunians to be more ambitious in their effort towards achieving the city’s target to become zero-carbon by 2038. Residents are starting to make the connection between the things they buy and throw away, and there is an increasing recognition that by recycling more and wasting less, everyone can contribute towards achieving this.

Over the past ten years, significant progress has been made across the city in terms of increasing recycling rates and reducing the levels of residual waste. Following the successful delivery of new refuse bins to over 157,000 households in 2016, recycling rates increased significantly. 2017/18 was the first full year of service change; this recycling rate has been maintained in 2018/19 and 2019/20 (provisional figures 2019/20 – see Table 5.3). Refuse from households that received the new

grey bins has decreased by 25%. This led to a cost avoidance of over £8million per year. This work is ongoing and in particular seeks to improve the areas of lowest performance.

The quality of recycling collected across the city remains a concern, particularly the pulpable (card and paper) stream. Low prices and volatilities in both the EU and international paper recycling markets are putting the whole of the UK’s paper recycling sector under strain. This is a consequence of the significantly tighter quality restrictions that have emerged in China and other Asian countries in recent years. In Manchester, some pulpable material contains black bags of rubbish, food and nappies – among other non-recyclable materials. Improving the quality of material collected remains a priority for 2020/21 and beyond.

Table 5.3 shows the amount of residual waste collected from all households has decreased from 519kg per household per year in 2015/16 to 409kg per household per year in 2019/20 (provisional figure). COVID-19 had a significant impact on the levels of refuse produced during late March 2020, and tonnages increased by approximately 30%. Tonnages of bottles and cans increased by approximately 30% as people were consuming more at home in lockdown. This pattern continued through Q1 of 2020/21 and is expected to lead to increased spending on disposal of over £1million by the end of the financial year. The increase in refuse compared to last year started to fall in July as some restrictions were lifted. At the time of writing it is too early to tell with any accuracy what the financial and recycling rate impacts will be by the end of 2020/21, but higher costs and a lower recycling rate are certain.

**Table 5.3:**  
Percentage of household waste recycled – refuse produced per household

	Refuse kg per household per year	Recycling rate	Kerbside organic tonnage	Kerbside dry recycling tonnage
<b>2015/16 baseline</b>	519	32%	24,776	26,213
<b>2016/17</b>	471	36%	29,503	29,643
<b>2017/18</b>	438	39%	30,771	31,045
<b>2018/19</b>	409	40%	30,834	30,971
<b>2019/20 (provisional)</b>	409	40%	30,860	31,520

Source: Waste Data Flow

In 2018/19 and 2019/20, work was undertaken with apartment-style properties to encourage households to recycle more, as recycling rates among this sector have been low, approximately 10% in March 2018. Investment focused on providing more recycling facilities, improved signage and other materials, to make it easier for residents to recycle. Targeted communications and engagement with this sector helped residents to understand what materials can be recycled and why it's important they make the effort to do so. Recycling rates rose to 20% in March 2020 following the implementation of the project.

During 2019/20, projects to improve recycling in areas with passageway containers got underway and will continue into 2020/21. The project involved refurbishing containers and replacing old frames with new locking posts. As recycling from these sites is collected, along with recycling from four-bin households, no data is available to measure any increase in recycling. However, replacement and refurbishment of the recycling infrastructure was needed to maintain site safety and improve cleanliness of the sites.

In response to changes in the international recycling markets, it is more important than ever that the city ensures that domestic recycling

is not contaminated with incorrect materials, particularly in the pulpable (card and paper) stream. Targeted campaigns were carried out during 2019/20, focusing on rounds that had high levels of contamination.

To this end, we are currently replacing all passageway recycling containers with a new-style of container and lid to discourage contamination and encourage positive recycling behaviour. This will be completed in 2020/21. We will also continue to communicate clear 'recycle right' messages to all residents and increase trials of targeted recycling education for residents who persistently contaminate their recycling bins.

Following the publication of the **Our Waste, Our Resources: A Strategy for England, Resources and Waste Strategy** in December 2018, four consultations on the proposals detailed within the strategy were released during 2019. These covered Packaging Tax, Extended Producer Responsibility (EPR), Deposit Return Scheme (DRS), and Consistent Collections. A further consultation on more detailed proposals are anticipated in 2020. The outcome of these consultations is key to shaping the next phase of the city's approach to managing waste.

### Becoming a cleaner litter-free city

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

Working together to achieve a cleaner city is vitally important to protecting the local environment in Manchester. In 2019, there was an overwhelming response from residents, young people, businesses and partners to the Great British Spring Clean and Keep Manchester Tidy initiatives, and more volunteers than ever took part in clean-up events. Additional investment in bin infrastructure, fly-tipping prevention, and intervention measures will build resilience for further improvements to be made.

The **Litter Strategy for England**, published in April 2017, set out the Government's ambition to reduce the impact of littering on all aspects of the environment. As part of the strategy, a baseline of performance across England's Strategic Road Network was measured by Keep Britain Tidy (KBT) to understand the



current situation. In September 2019, Defra shared the results of the road cleanliness survey for Manchester, which confirmed streets received a passing grade. The results of the citywide Local Environmental Quality Report show that the street-cleansing regime across the city is effective and standards achieved are acceptable.

Further, surveyors from KBT undertook a Local Environmental Quality study in August 2019. The Manchester survey included 919 assessments of different land types in every ward of the city, including the city centre. The results show that overall Manchester has improved performance compared to 2018, and is performing better than the national survey in litter, detritus and flyposting.

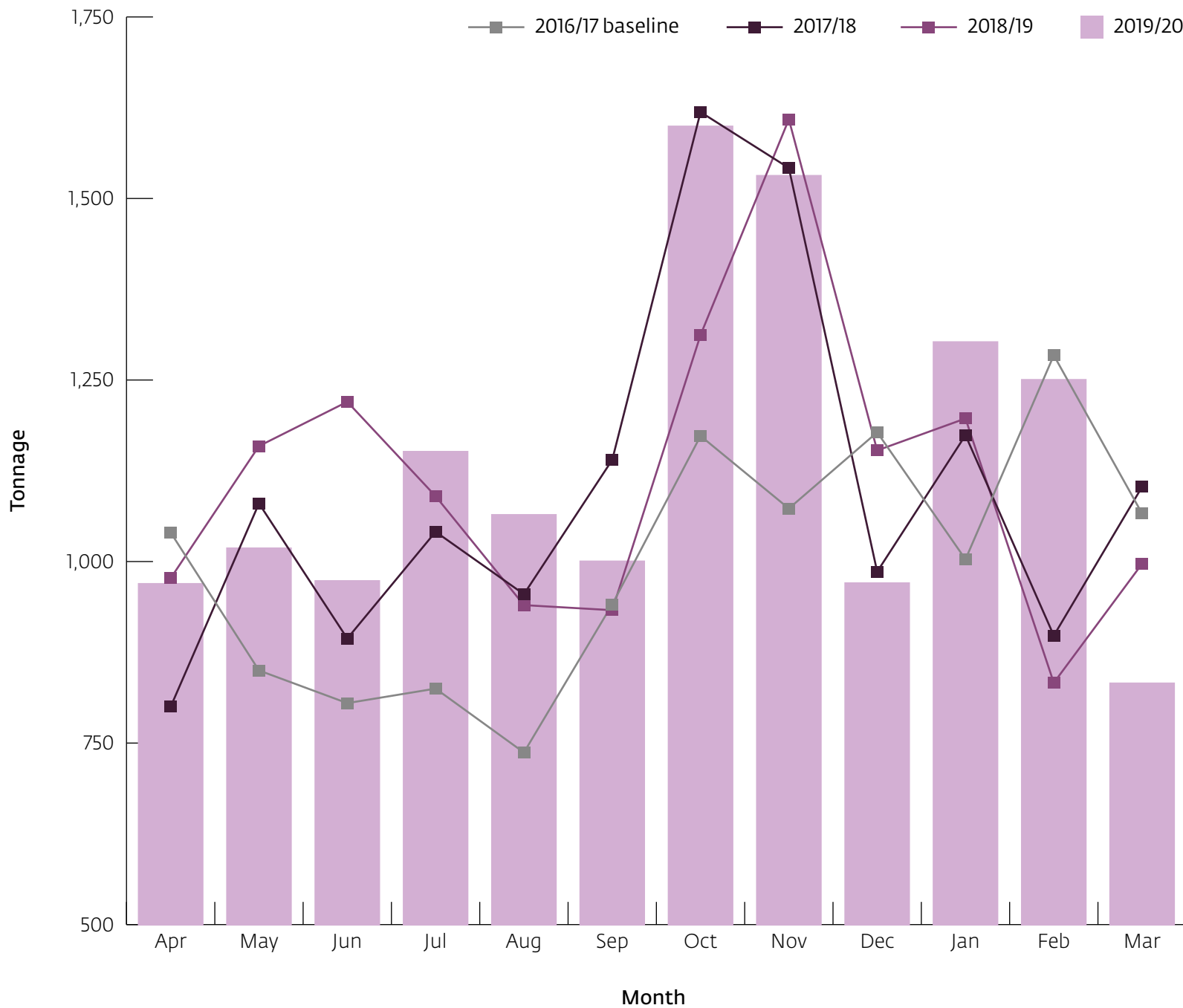
In 2019/20, the city continued to build on its relationship with Keep Britain Tidy by developing the Keep Manchester Tidy partnership. The aim of the partnership is to develop and deliver a range of innovative interventions designed to tackle all forms of litter, including fly-tipping, dog fouling, littering from vehicles, smoking-related litter, on-the-go food packaging, and many more. Keep Manchester Tidy brings together community groups, schools and education providers, businesses, the public sector,

registered providers, residents and individuals, and supports a wide range of collaborative activities, from greening projects to employer-supported volunteering. Since the partnership was launched, there has been a marked upturn in active support from residents, schools and businesses to tackle litter. During the month-long Great British Spring Clean campaign from 22 March to 23 April 2019, over 7,000 volunteers were actively involved in more than 200 litter-picking events. In particular, schools answered the call to get involved; they participated in campaigns, regular litter-picks, litter and recycling assemblies, and were actively involved with Keep Britain Tidy's Eco Schools programme.

During August 2019, 51 solar-powered smart bins were installed in the city centre, and these were fully operational from September 2019. During March 2020, 14,306 bin collections were saved against Biffa's baseline figures, which gave operatives more time to focus on detailed cleansing. Regular independent inspections take place during peak footfall times using the Ni195 monitoring methodology. Under this methodology, scores are assigned using a rating scale of A to D, with minus and plus scores being applied where the standard is slightly above or below the main grade. Grades A and B are adequate,

but grades C and D are unsatisfactory. Live operational monitoring showed that Ni195 B+ scores increased from 15% before installation of the smart bins (May/June 2019) to 51% for March 2020, down from 60% in February 2020.

**Figure 5.3:**  
Street cleansing tonnages 2016/17–2019/20



Source: Weighbridge data: Viridor/Suez and Redgate Holdings

Figure 5.3 illustrates the tonnage of street-cleansing waste collected between 2016/17 and 2019/20. 2016/17 data is used as a baseline for the Our Manchester Strategy, as this data is more reliable than ever before due to separate collection teams rather than generic cleansing teams.

One of Manchester’s key priorities is to ensure that the city is clean and well maintained, and that residents are supported to take pride in and responsibility for their surroundings. Neighbourhood teams and compliance staff continue to use education and enforcement to reduce littering and increase environmental commitment. Within this context it is a priority of the city to ensure that all waste is disposed of in a regulated manner via waste disposal and recycling facilities, and to stop all incidents of fly-tipping from occurring.

As part of the 2019/20 budget-setting process, the Executive approved additional investment to tackle fly-tipping (£500,000). This has been used to fund extra Enforcement Officer posts (officers have been in post since July 2019), undertake a programme of business inspections to ensure appropriate and sufficient arrangements are in place, invest in additional CCTV cameras and target-hardening projects (to design out fly-tipping

hotspots by installing physical measures to deter fly-tippers), and support environmental improvement projects.

Officers continue to work closely with communities and partner agencies to address littering and fly-tipping hotspots through a process of education and enforcement, together with a programme of direct action in partnership with the local community. Guidance is given to local residents and businesses on their environmental responsibilities, and enforcement notices are issued to those who persist in non-compliance. One of the main aims of this work is to deter fly-tipping. Where evidence is found or witnessed by Council enforcement officers, legal action can be taken and prosecutions can be taken forward. If a member of the general public witnesses fly-tipping or gains evidence, they must be willing to give a written statement and agree to attend court if required in order to take a case forward.

Fly-tipping is a criminal offence punishable by a fine of up to £50,000 or 12 months' imprisonment if convicted in a Magistrates' Court. The offence can attract an unlimited fine and up to five years' imprisonment if convicted in a Crown Court. There are also a number of other possible penalties, including fixed-penalty notices and having a vehicle

seized. Householders can be fined up to £400 if they pass their waste to an unlicensed waste carrier who subsequently fly-tips the waste.

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

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

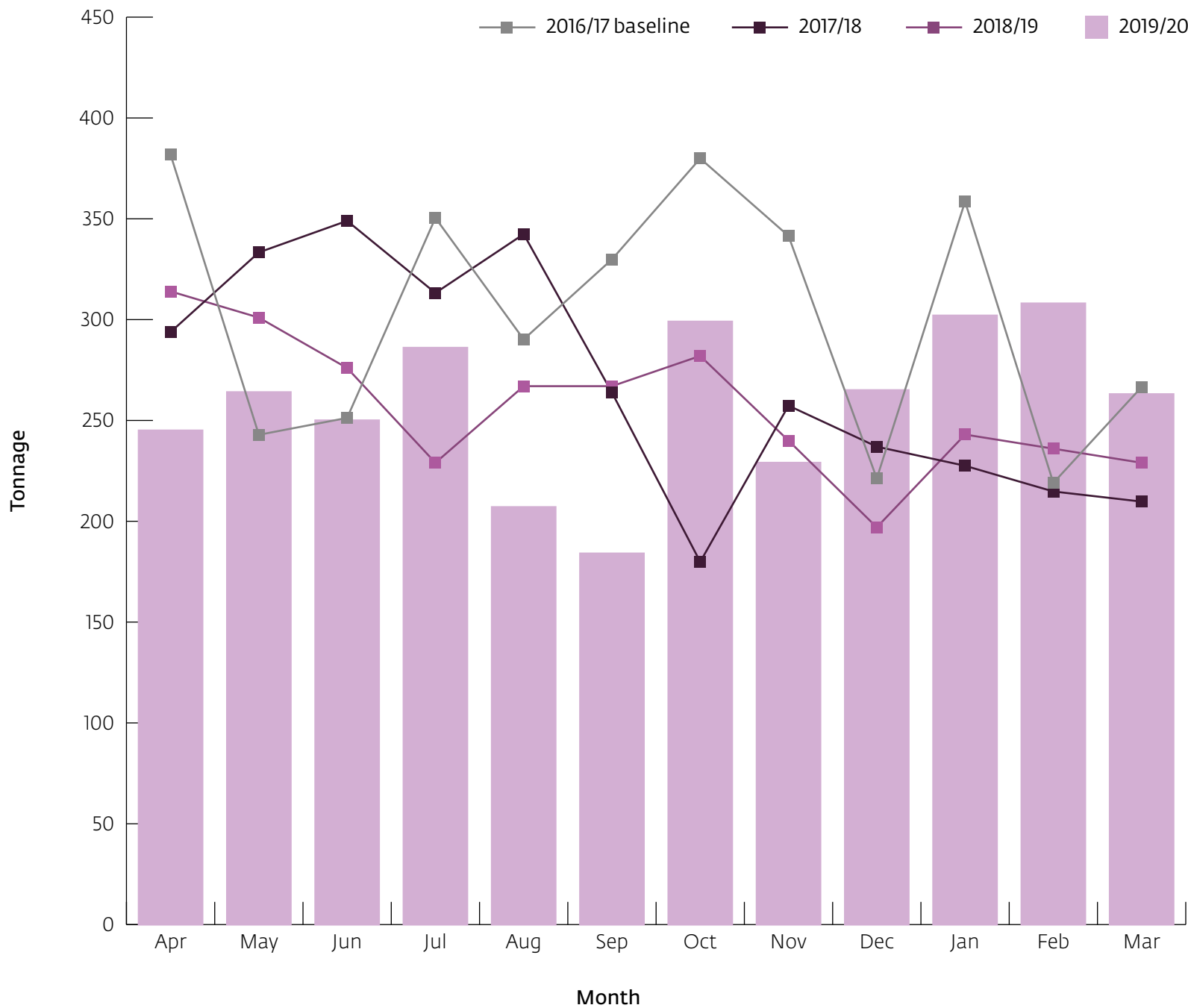
- Regular, intensive monitoring in hotspot areas
- Action days alongside other Council departments and partner agencies, to try to reduce dependency on the Council, encourage greater ownership of areas, and achieve behavioural change

- Advice, education and information given across a wide range of topics, including recycling, tenancy advice, responsible dog ownership, and mediation
- Advisory signage, eg. signs on alley-gates warning against fly-tipping
- Proactive visits to businesses to check they have commercial waste-disposal contracts.

Figure 5.4 shows that fly-tipping tonnages have fallen from an average of 302 tonnes per month in 2016/17 to 259 tonnes per month in 2019/20, a 15% reduction. 2016/17 was the first year we had accurate tonnages on fly-tipping; in previous years, fly-tipping had been collected with ground waste or other street-cleansing material. These tonnage figures give us a baseline so we can monitor progress for the Our Manchester Strategy in future years.

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

**Figure 5.4:**  
Fly-tipping tonnages 2016/17–2019/20



Source: Weighbridge data – Redgate Holdings

During 2020/21, the visual environment will continue to be a key priority for the city. Examples of planned actions for this year include:

- Closer ties and more integrated working with Registered Social Landlords and housing companies
- Increasing the number of businesses, with an obligation to have a designated person responsible for waste management, and a clean premises business plan to include the external areas of the building
- Taking enforcement action against those businesses not willing to take responsibility for litter related to their premises and land
- Continuing to investigate fly-tipping in alleyways, and educating and enforcing the perpetrators of alleyway dumping
- Carrying out target-hardening and beautification work around streets and sites that are persistently plagued by large-scale or professional fly-tipping.

## Safe and cohesive neighbourhoods

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

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

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

The strategy and consultation responses can be found at the Making Manchester Safer website [here](#).

This section will focus on some of the issues that have a direct and significant impact on residents, visitors and people working in this city, and how the CSP addresses these issues. Please note that in July 2019, Greater Manchester Police (GMP) underwent a large IT transformation programme, and further enhancements are planned for the future. One of the elements of this project was the introduction of a new data warehouse, which holds a huge element of historical data from before the new system went live. The implementation of this has been very complex and work is ongoing to improve the data quality within that warehouse. GMP is working hard with its IT suppliers to resolve

this issue, but data is not being shared externally until the information is as accurate as possible. GMP has a wide range of data that covers the whole of Greater Manchester, and this is used internally to help prioritise where the police and partners are required most. This ensures that our communities are not affected by the fact GMP is currently unable to share police data externally. The GMP analysis therefore only includes data up to 2018/19.

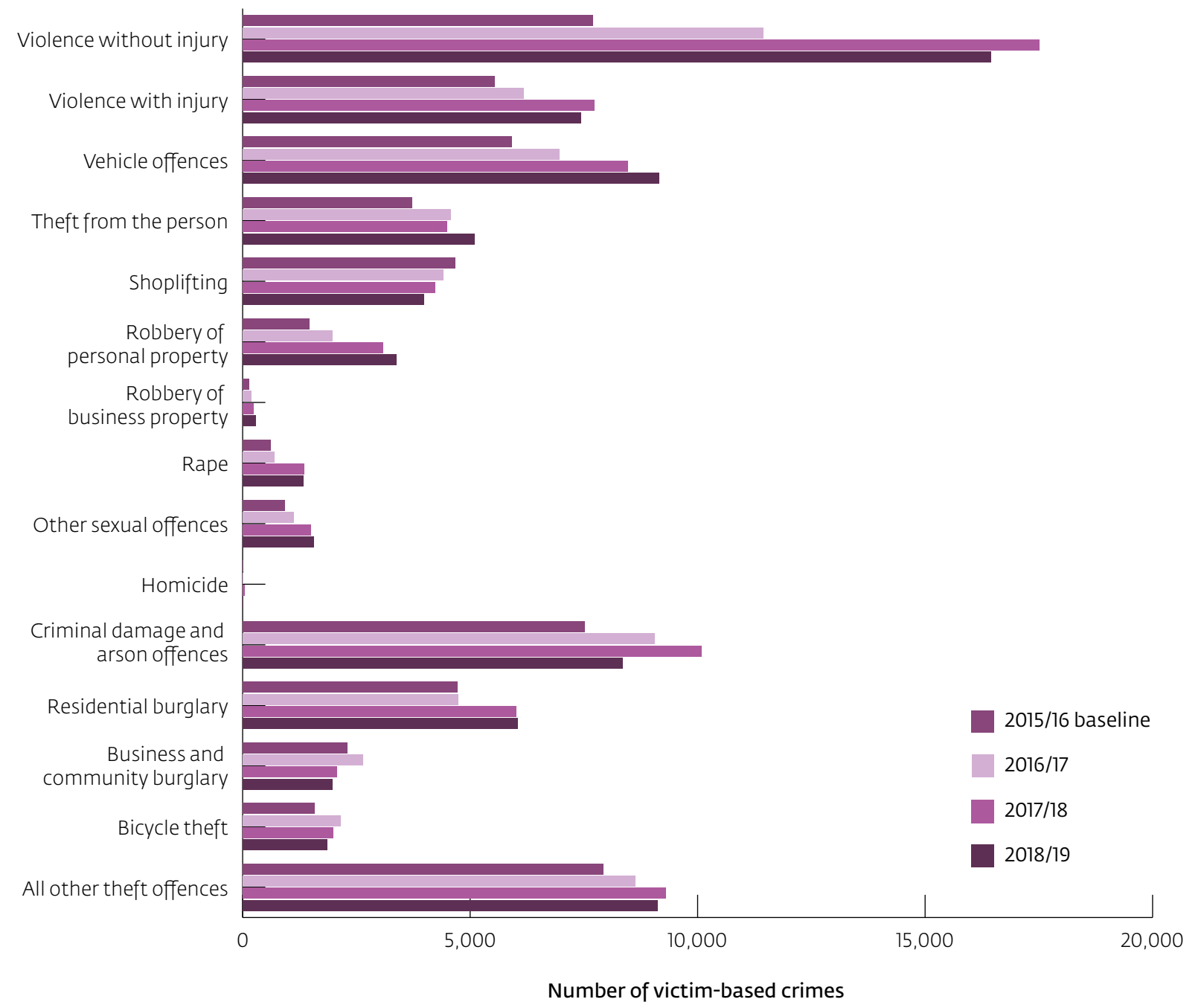
## Victim-based crime

Victim-based crime is a broad category that includes offences of violence against the person (including homicide, violence with injury, and violence without injury), sexual offences (including rape), acquisitive crime (including robbery, burglary, vehicle crime, shoplifting and theft) and criminal damage. Figure 5.5 shows the number of victim-based crime types between 2015/16 and 2018/19. Victim-based crime committed in Manchester and recorded by Greater Manchester Police increased by 39% between 2015/16 and 2018/19. One of the main reasons for this increase was an improvement in the way crime was recorded following a series of Her Majesty's Inspectorate of Constabulary (HMIC) inspections from 2014. In 2016, inspection by GMP led to a sharp increase in recorded crime. Similar increases were seen as a result of the HMIC inspections



across many other police forces. In the case of violence without injury, increases were further influenced by the introduction of some new offences between 2015/16 and 2018/19, particularly that of 'controlling or coercive behaviour in an intimate or a family relationship'.

**Figure 5.5:**  
Victim-based crime in Manchester



Source: GMP Business Intelligence

### Violence offences

Addressing violence is not a single-agency issue. Manchester takes a strategic co-ordinated approach that involves a range of organisations, both statutory and voluntary. This Public Health approach uses a wide range of data (including GMP and health) to inform activity, and links into the work of the wider Greater Manchester Violence Reduction Unit.

A partnership group comprising representatives from GMP, Children's Services, Education, Youth Justice, Community Safety, Manchester University NHS Foundation Trust, Greater Manchester Mental Health Trust, Probation Services, Public Health, Young Manchester, and Youth Strategy was established in 2018 to co-ordinate the response to the issue in Manchester. The key focus of this group has been to:

- Understand the nature and prevalence of violence in Manchester and the whole country
- Identify best practice and provision to reduce violence
- Prioritise actions for partners.

This group reports to the CSP and shares information with the Health and Wellbeing Board, and the Manchester Safeguarding Partnership.

While some activity has been carried out through using existing resources, during 2019/20 the CSP received additional funding from the Greater Manchester Combined Authority (GMCA) to address this issue, and will receive further funding from the GMCA during 2020/21.

Areas of work undertaken include:

- Through schools and alternative education establishments, providing a universal message for children and young people to discourage them from using knives; raising awareness of the consequences of both carrying and using a knife or other bladed weapon
- Targeted work with some young people who may be both victims and perpetrators of knife crime
- Interventions for 18 to 25-year-olds convicted of violent offences and sentenced to Intensive Community Orders
- Providing support and training for trauma-informed practices to work more effectively with children, young people and adults who are engaged in or are victims of violence

- Training staff in speech and language therapy to support young people with communication issues. There is good evidence that improving children's and young people's communication skills improves their emotional wellbeing and reduces the likelihood that poor behaviour becomes their method of communication
- Through Trading Standards, identifying and prosecuting retailers who sell knives or other bladed weapons to children and young people.

Officers from the Council's Antisocial Behaviour Action Team also continue to work closely with GMP as part of Operation Sycamore, the operation established to tackle violent crime.

### Domestic violence and abuse

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

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

A task and finish group has been established to conduct a comprehensive review and refresh of the strategy, which comes to an end in 2020. The review will encompass an assessment of the funding and commissioning for domestic abuse service provision. While the COVID-19 pandemic has had an impact on scheduling the consultation phase of the work, research and analysis continue to inform production of the strategy. It is hoped to complete the review and be ready to launch an updated strategy in the summer of 2021.

Table 5.4 shows the types and prevalence of domestic abuse crimes in Manchester that have been recorded since 2015/16. We know that domestic violence and abuse is underreported, so part of our approach is to encourage people to report it.

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

**Operation Encompass** was launched in Manchester during the 2017/18 academic year. Encompass involves reporting to schools before 9am the following day when a child or young person has been involved in or exposed to a domestic incident. GMP gives information to a 'key adult' within the school who has received training about the Encompass process, domestic violence and abuse, its impact, and the type of support that may be offered in a school setting. The notification allows the school to put support measures in place for the child from when they arrive at school. The swiftness of this notification is key to the operation's success. Since its launch in 2017, Operation Encompass has proven to be welcome by schools and found to be highly beneficial in supporting pupils who may be affected by living with domestic violence and abuse.

**Cut it Out Manchester** is a citywide initiative working with the hair and beauty industry to identify domestic abuse early and offer help. For many women, hairdressers and beauty salons are safe, female-only spaces where they are at ease with the stylist they trust.

**Table 5.4:**  
Domestic abuse crimes in Manchester (2015/16–2018/19)

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

Source: GMP Business Intelligence

Disclosing personal details to professionals who are already skilled and experienced listeners is common within salons. Therefore, they provide an ideal environment for many victims suffering from abuse to confide and be signposted to further support. The salon may also be one of the few places that someone experiencing domestic abuse is allowed to go without their abuser. Training was originally delivered to hair and beauty students at Manchester College, where over 100 students were trained with the aim of supporting them to:

- Develop an understanding of domestic abuse and its impact
- Spot early warning signs
- Be aware of and have a knowledge of support agencies
- Know what to do if a disclosure is made.

A further session was held for salon owners. It is also recognised that men experience domestic abuse, and so barbers are also extended the offer of training.

**Credit Union** Domestic abuse does not always involve physical abuse. Coercive control can include assaults, threats, humiliation and intimidation, which are used to harm or frighten the victim. Those suffering are often

more fearful of what might happen or what has been threatened than they are of a physical attack. Economic and financial abuse limits a victim's choices and their ability to access safety. It can lead to the victim remaining with their abuser for a long time, and so be exposed to greater harm. Such abuse involves controlling the victim's ability to acquire, use and maintain financial resources, and can include:

- Not allowing the victim to be in education or employment
- Limiting their working hours
- Refusing to let them claim benefits
- Insisting that all economic assets (savings, house, etc) are in the abuser's name
- Refusing to let them access a bank account.

The Credit Union is a major provider of financial services in Manchester and has approximately 30,000 members. Last year, the Union granted 28,000 loans totalling £10million. During February 2020, training sessions were delivered to 21 managers and staff of the Credit Union. The aim of this training was to provide Credit Union staff with the knowledge to spot signs of financial and economic abuse, and details of where they can signpost people to for help and support.

### Antisocial behaviour

While reported antisocial behaviour saw an 8% reduction, from 22,355 incidents in 2017/18 to 20,671 incidents in 2018/19, there continue to be challenges about the accuracy of these figures. This reduction is partly because more antisocial behaviour-type incidents are now being recorded as crimes.

A dedicated city centre antisocial behaviour team was established in September 2017. The team is embedded within the wider city centre integrated neighbourhood management team, and has established an effective partnership working across teams that include Licensing, Compliance and Out of Hours, the Rough Sleepers Team, Greater Manchester Police, CityCo, Biffa, substance-misuse treatment services, and NCP car parks.

A Community Safety Partnership vehicle allows the antisocial behaviour team and partners to engage with people sleeping rough and those begging in the city centre and other areas of Manchester. Officers are also able to take direct reports from members of the public wishing to report antisocial behaviour or non-emergency concerns for an individual's welfare. During the past year the vehicle has been used:

- To support a number of partnership operations, including Mander and Valiant, targeting drug dealing in Piccadilly Gardens, and knife crime
- To support days of action and neighbourhood events across Manchester
- As a base for health to undertake vaccinations
- To hold consultations with residents, businesses, and visitors to the city centre.

The vehicle has also been used to take people sleeping rough and/or beggars to the Arc, a multi-agency, one-stop, street-engagement hub.

### Community cohesion

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

Tackling hate crime continues to be a key priority for the CSP. **The Hate Crime Strategy** was developed following consultation with stakeholders and partners. It identifies a number of objectives that include supporting victims, preventing hate crime, taking action against perpetrators, and continuing to build cohesive and resilient communities where hate crime and discrimination will not be tolerated.

Manchester is a key partner in the Greater Manchester Hate Crime Working Group. Over the past year, the Group has developed a Greater Manchester plan to tackle hate crime. A consultation with residents took place during October 2019, seeking their views on hate crime and what was important to them, and over 800 responses were received. A number of focus groups were also held with organisations and groups that do not or cannot respond to online surveys but have views vital to the development of an effective plan. These responses have allowed us to collectively develop a **Greater Manchester-wide hate crime plan**. Launched in October 2020, the plan has involved all ten Greater Manchester local authority areas, and reflects the views and thoughts of residents across the region.

In recent years, the increase in reporting has generally been seen as a positive trend, as it indicated that victims had more confidence to report hate crimes and incidents to the police, third-party reporting centres, or via the national True Vision website. However, increases in xenophobia and hate crime have been experienced since both the EU Referendum in June 2016 and the Arena terror attack on 22 May 2017. Table 5.5 details the number of hate incidents and hate crimes linked to the monitored strands between 2015/16 and 2018/19.



**Table 5.5:**  
Hate incidents and crimes linked to monitored strands (2015/16 to 2018/19)

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

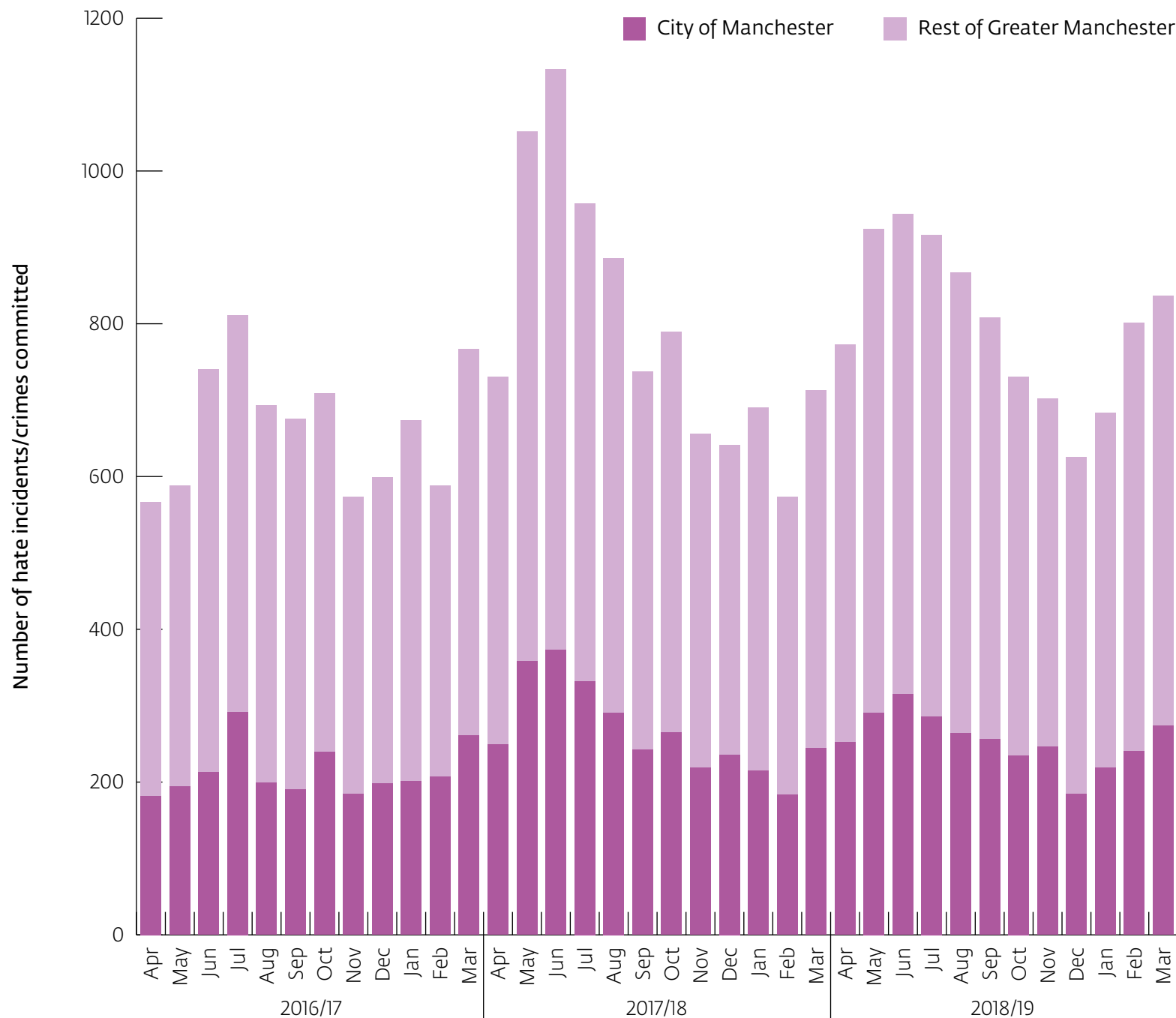
\* excludes crimes reported by victims of the Arena bombing, which are flagged as hate crime (818 reported in 2017/18 and 141 in 2018/19)

Source: GMP Business Intelligence

Hate Crime Awareness Week (HCAW) is now in its eighth year in Manchester, the first week of action coinciding with the launch of our first hate crime strategy in January 2013. During 2019/20, 42 events took place that raised awareness of hate crime, encouraged reporting, promoted community cohesion, and signposted victims to support services. These events included:

- Abraham Moss Warriors – held a community fun day to raise awareness of hate crime, discrimination, and cohesion
- Barlow Road Community Association – delivered a project for young people focused on equality and diversity
- Better Things – held a fun sports day to increase awareness of hate language used in sports
- Gaydio – delivered a project involving people of all ages producing a radio show to educate listeners about LGBT+ issues
- Manchester People First – held an awareness-raising day for people with learning disabilities and their care-givers
- Women’s Voices – hosted workshops focusing on hate crime towards black, Asian, minority ethnic, and refugee women, celebrating the cultural diversity of Manchester.

**Figure 5.6:**  
Hate incidents and crimes committed in Manchester and Greater Manchester (2015/16–2018/19)



Source: GMP Business Intelligence, April 2019

Figure 5.6 details the number of hate incidents and hate crimes committed in Manchester and Greater Manchester between 2015/16 and 2018/19.

RADEQUAL is Manchester’s campaign to build community resilience to prejudice, hate and extremism. The campaign achieves this through empowering and enabling organisations to come together and develop activities and programmes that challenge, connect and champion. The RADEQUAL campaign, community network and grant programme continue to grow. During 2019/20, five voluntary and community groups received funding to build awareness, skills and resilience to prejudice, hate and extremism, and build capacity.

RADEQUAL reached over 2,200 people during 2019/20 through workshops, education programmes, interactive theatre and arts sessions. It also held other events that:

- Helped young people to explore difficult topics
- Enabled critical thinking and the challenging of harmful attitudes
- Increased feelings of safety and connectivity in the community
- Increased knowledge and experience

- Increased leadership within communities, particularly young people and women
- Reduced divisive and harmful attitudes or behaviours.

We will continue to build upon and strengthen the RADEQUAL campaign and work with groups across Manchester to develop the voice of the community network. The focus for 2020/21 is building community resilience to hateful extremism. For more information about RADEQUAL or to get involved, click [here](#).

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

Improvement and promotion of green and blue Infrastructure (GI) is recognised as a vital component of the Our Manchester Strategy. It is key to inspiring a strong sense of citizenship and pride in the city, ensuring that our city is known for its high quality of life. It helps to improve our health and wellbeing by encouraging more active lifestyles. It also contributes towards the Council's zero-carbon target by capturing carbon within our trees, helping to create attractive walking and cycling routes to reduce reliance on cars, and encouraging sustainable food production.

Work on this agenda is co-ordinated through **Manchester's Great Outdoors**, a Green and Blue Infrastructure Strategy for Manchester, which received the prestigious 2018 CIEEM (Council for the Institute of Ecology and Environmental Management) Award. Its continued successful delivery requires collaboration across both the Council and our many external partners – from large national bodies to individuals and small 'Friends of' groups. The following are just some of the key outcomes that have been delivered across the city.

The Council continues its commitment to conserve, protect and enhance biodiversity wherever it can, in compliance with the Natural Environment and Rural Communities (NERC) Act 2006. Manchester has eight Local Nature Reserves (LNR) covering 392 hectares, of which Heaton Park is both the city's largest and only designated Country Park. We also have 38 Sites of Biological Importance (SBI) covering 309 hectares, of which 60% (23) are in active conservation management. Draft work plans have been produced by Lancashire Wildlife Trust to help improve the management of Sites of Biological Importance within the parks. These identify tasks that can be carried out by volunteers or contractors and set them out in a timetable across the year. To date, they cover Boggart Hole Clough, Rose Hill

Woods, Broadhurst Clough, Painswick Park, and Bank Bridge Meadow; the production of further plans for Blackley Forest, Harpurhey ponds and reservoir, Clayton Vale ponds, Bailey's Wood, Gib Lane and Nan Nook Woods (both in Wythenshawe Park) is programmed for the coming year.

Work has begun on action plans for the Mersey, Medlock, Irk and their tributaries. These are being developed over the next 12 months, funded by the EU Horizon 2020 Research Project, GrowGreen. The action plans will help Manchester adapt to the challenges presented by climate change, using learning from the GrowGreen demonstrator projects about how more permeable, spongier landscapes can help reduce flood risk. The action plans will recognise the unique character of each river valley and the full range of benefits for Manchester. An important part of the project will be to link with existing communities, partners and stakeholders, working in and adjacent to the river valleys to create a vision and direction for multiple partners, helping to establish priorities, co-ordinate activity, and support bids for further funding.

Planting appropriate species in appropriate locations contributes towards improving air quality; it also plays an essential part in

helping our city to become flood and climate-resilient. During 2019/20, 5,604 trees were planted on known schemes, including 2,812 hedge trees.

Linking with the Council's Clean Air priority, the Protecting Playgrounds project has involved the installation of three tregdes (tree hedges) on the boundary of three primary schools located adjacent to main roads. Each tregde is made up of different plant species, and the three sites (plus a fourth as a control) are being monitored to understand the impact of planting on reducing particulate matter. The type of tregde that performs best will be installed in the control school. Air-quality monitoring has taken place in advance of installation in order to gauge the possible impact of planting. It is hoped that learning from the project could be used to deliver replicable demonstrators elsewhere in the city.

The Council is working with partners to increase the amount of open space within developments. Two major regeneration schemes that reflect this are the Northern Gateway and Mayfield. The Northern Gateway initiative is one of the largest and most ambitious programmes of development and regeneration within the UK. The masterplan includes a City River Park and an extensive

network of green and blue infrastructure based around the Irk Valley, just to the north of the city centre. A GI Forum has been established to help guide this long-term regeneration opportunity, and there was a successful bid of £51.6million from the Government's Housing Infrastructure Fund in March 2020. This will allow the initial phase of the planned City River Park to take place, incorporating St Catherine's Wood as part of a network of public open spaces, including improvements along the River Irk and work to improve flood resilience. The site of the former Mayfield goods yard and adjacent land near Piccadilly Station are to be redeveloped to include a 2.4-hectare (six-acre) world-class public park, focused on the River Medlock. The park is to celebrate the site's post-industrial character and will introduce a mix of informal green and natural wild spaces, with different character areas and programmed uses for the public to enjoy. Planning approval was granted in February 2020.

The Woodland Futures project, which began in 2018, led by the environmental charity City of Trees, has now conducted more than sixty sessions with local schools, community volunteers and other charities, carrying out woodland management. Over 370 volunteers have donated 1,395 hours of their time to help

the woods of Wythenshawe. Funded by the National Lottery, the project aims to bring the woodlands back into sustainable management by planting trees and shrubs, clearing and improving footpath routes and entrances, controlling invasive species such as rhododendron, making and installing bird/bat boxes, and introducing native wild flowers.

The IGNITION project commenced through a successful Greater Manchester bid for £5million from the Urban Innovative Action fund, which the Council was instrumental in winning. This project will establish innovative funding mechanisms and a pipeline of projects with the aim of increasing urban-green infrastructure across Greater Manchester by 10%; in doing so it will reduce flooding incidents and alleviate heat stress in the future. It will also consider the feasibility of incorporating affordable sustainable urban drainage in schools.

As part of the Bee Network investment, a set of proposals to enhance the Rochdale Canal towpath has been successful in securing funding for a design scheme to improve surfacing, lighting and access along the Rochdale Canal. The Green Trail – separate, but linked to the Bee Network – is an extensive, accessible network of walking routes that was successfully relaunched in July 2019, with 14

walking routes revisited and rebranded, and maps available freely from the Ramblers association website. The trail has been co-designed with TfGM and officers from the Council, including the parks team; volunteers from the Ramblers association regularly check and monitor the routes for any access issues. The Green Trail is now being jointly promoted through social media, Manchester Active, the Ramblers association and GM Walking.

In June 2019, over 7,000 people attended the first Manchester Festival of Nature (MFoN) in Heaton Park, taking part in activities led by 22 environmental and related organisations. MFoN is a partnership between the Wildlife Trust, Manchester City Council, the RSPB, City of Trees and many other organisations. Its aim is to create a united approach to the conservation of nature in Manchester and to engage people young and old in saving our wildlife.

### Manchester's Park Strategy

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

Work has progressed well: the first 15 park plans were completed in the first year, and the next 35 are being developed. Following the completion of the first set of plans, a review of the template and process took place. Some further training has taken place with the park teams to refine the template and produce a toolkit that sits alongside, the focus being to work collaboratively with a wide range of stakeholders and partners across the neighbourhood.

Key to the delivery of the Wythenshawe Park Strategic Plan – finalised in 2019 and setting out the park's plan for the next ten years – has been the introduction of the project team to take the plan forward. This team is now in place as part of the Parks Development Programme.

The Parks Development Programme is working to invest £12.5million of Council funds over the next four years, with the ambition of attracting total funding of circa £20.5million. This funding will raise standards for parks across Manchester and will close the gap between income and expenditure. We have assembled a small project management team that will enable feasibility work to be carried out; this will identify and steer investment opportunities across Manchester's parks with

our strategic and community partners over the next four years. It will also bring together all existing and emerging funding options, such as Section 106,<sup>9</sup> to add value. This investment will significantly enhance the quality of our parks. In addition, a Parks in Partnership fund will be established, which will enable community partners such as Friends of groups to raise the standard of the parks in collaboration with the team.

In 2019, as in 2018, there was a significant increase in the quantity of litter removed from Manchester's parks, 121,000 bags of litter being removed (excluding Heaton Park). As a result of this, additional resources have continued to be deployed to ensure that there is sufficient collection and removal provision at all times. Additional contract support has been put in place at Alexandra Park, Crowcroft Park, Heaton Park, Platt Fields Park, Whitworth Park and Wythenshawe Park for the six summer months. In addition, higher footfall parks in the north of the city will have an additional weekend collection service as required.

<sup>9</sup> A Section 106 is a legal agreement between an applicant seeking planning permission and the local planning authority, which is used to mitigate the impact of a new home/development on the local community and infrastructure. This money is often used to enhance community facilities such as parks



Manchester City Council has continued to trial a reduced reliance on chemical weed treatments within its parks. Over the past year, the use of all glyphosate-based products has been phased out in parks, with the exception of using glyphosate to control invasive weeds such as Japanese Knotweed. In 2020, the use of alternative weed control trials will continue, with future use restricted to spot treatments and the management of invasive weeds.

#### Use of new technology to improve services

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

A new management system for Manchester's allotment stock, Colony, has been implemented. It will deliver a range of benefits:

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

The first phase of work, Colony Enterprise, has been launched to manage allotments the Council is directly responsible for. Colony Communities will allow the allotment societies to access and populate the layer of information that is relevant to their site and plot-holders. The final phase of implementation will integrate our finance systems to ensure

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

A revolutionary digital and data project committing over £550,000 of investment commenced during 2019; this will transform both the leisure industry and the digital marketplace for sport and physical activity in Manchester. The new platform, due to be launched in 2020, will provide residents with a single digital location to find opportunities to access sport and physical activity, clubs, community groups, volunteering, and events. It will also build on the MCRactive Pay & Play card, which goes from strength to strength, having now signed up an additional 100,000+ users.

### Attractive and vibrant neighbourhoods: culture, libraries, leisure, sport and volunteering

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

COVID-19 has posed significant challenges to our cultural and leisure offer in the city. Throughout the initial lockdown, sites had to close and libraries and leisure programmes were refocused to be accessed online. Online programmes, including 'All sorts to do at home' and a new digital platform were launched. Alongside this the Digital Inclusion programme was established to provide residents with devices to access this offer. As initial lockdown measures were lifted, libraries, galleries, museums and sports facilities were reopened in a phased approach with restricted opening hours and social-distancing measures in place. Services are also now adopting measures to support Track and Trace, along with wearing face masks.

Throughout this period, proactive work has taken place to link funding opportunities to the community groups, organisations and charities that provide much of the grassroots leisure offer in the city. However, continued social-distancing measures, and the anticipated loss of income as a result, pose significant challenges to both the Council's core leisure offer and these groups in the long term.

### An internationally attractive city

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

Table 5.6 provides details of the top-ten most visited attractions in Manchester, compiled from those submitting data to Marketing Manchester for the annual STEAM<sup>10</sup> process. As is shown, our galleries, museums and cultural venues continue to attract substantial numbers of visitors, helping to confirm Manchester's role as the nation's second cultural centre outside London. In 2019, HOME became the top visitor attraction in Manchester, in terms of galleries, museums and cultural attractions.

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

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

Ranking	Attraction	2015 baseline	2016	2017	2018	2019	Admittance (2019)
1	HOME (Greater Manchester Arts Centre Ltd)	619,658	837,621	680,000	650,731	848,033	Free*
2	Manchester Art Gallery	593,169	593,168	641,045	655,490	750,216	Free
3	Science and Industry Museum	695,275	651,473	663,923	704,732	556,267	Free*
4	Manchester Museum	453,970	406,997	521,209	476,759	368,748	Free
5	The Whitworth	400,257	321,269	314,884	359,380	327,871	Free
6	Runway Visitor Park Manchester Airport	360,500	338,450	305,000	307,450	290,013	Free*
7	Manchester Cathedral	153,209	176,704	179,673	173,011	198,461	Free
8	National Football Museum	411,991	481,541	468,129	523,366	179,342	Paid entry
9	People's History Museum	86,595	93,404	104,827	127,800	107,343	Free
10	Breakout Manchester	49,413	61,895	not available	69,223	58,666	Paid entry

Free Free to enter (also including those that are free to enter and invite donations)

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

Paid entry Key elements of the attraction or experience have an entrance fee but some areas could be free to enter

Source: STEAM. Note that HOME opened in April 2015 and the Whitworth reopened in February 2015, so the totals do not reflect a full calendar year. These listings are generated from the attractions submitting data to Marketing Manchester and who have also provided consent to Marketing Manchester for their attraction to be referenced in this listing. Figures collected by Marketing Manchester reflect the requirements for STEAM, measuring activity per calendar year. Libraries that are of significant cultural or historical significance can be included if visitor numbers can be separated between those using the library for general leisure or research purposes to those looking to experience the cultural or historical aspect.

July 2019 saw the seventh Manchester International Festival (MIF), the city's flagship biennial festival of new and original work. The festival plays a significant role in making Manchester a liveable city and a great place to live, work and study.

MIF 2019 was a truly global festival, with artists from the USA, Europe, South America, Canada, Africa, India and the UK, including artists who

live in Manchester. MIF 2019 co-commissioned 21 original world premieres, partnering more than forty-five organisations from around the world. Co-commissioners and touring presentations will take place in partner festivals and venues over the next three years. MIF 2019 attracted over 303,000 attendees, 34% of the audience coming from outside Greater Manchester. Over one million users actively interacted with digital content and

this content reached 199 countries (excluding the UK). The festival received press coverage to the value of £39million (excluding online).

In Manchester, the festival's widening participation work drives local cultural enjoyment and supports positive skills development, health, wellbeing, education and learning outcomes. Creative engagement ran throughout this year's festival from the

opening moments of Bells for Peace – led by three emerging female artists from the city – to its closing event Animals of Manchester, curated with the support of our city’s schoolchildren. More than 5,900 people got involved in MIF’s volunteering and engagement programmes, contributing a total of 15,793 hours in volunteer time between them. There was an increase in the diversity of those who participated in creative-engagement projects, with 27% BAME, 21% with a disability, and 43% under 20 years old. A further 2,531 people from communities that wouldn’t normally attend were given free access to MIF and pre-Factory events through the festival’s dedicated Cultural Connector.

Table 5.7 shows the total number of visits to the city’s main cultural and recreational facilities. Despite the closure of all venues in March 2020 due to the COVID-19 lockdown, visits to leisure facilities and libraries still increased compared to the previous 12 months. Overall, there was still a 2.7% increase in the past year and a 19% increase in visits since 2015/16; the popularity of the events and activities held over the past year has helped to sustain the increase in visits to cultural venues.

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

	2015/16 baseline	2016/17	2017/18	2018/19	2019/20	Annual change %
<b>Manchester Art Gallery</b>	519,602	607,809	641,361	731,003	652,015	-10.8%
<b>Leisure</b>	2,961,586	3,412,284	3,414,605	3,316,172	3,453,601	4.1%
<b>Libraries</b>	2,801,136	2,917,769	2,955,448	3,230,647	3,366,070	4.2%
<b>of which Central Library</b>	1,480,941	1,474,655	1,580,023	1,891,135	2,016,788	6.6%
<b>Total</b>	<b>6,297,404</b>	<b>6,937,862</b>	<b>7,011,414</b>	<b>7,277,822</b>	<b>7,471,686</b>	<b>2.7%</b>
<b>Parks attendance at activities and events</b>	509,174	517,352	570,097	732,259	537,867	-26.5%

Source: Manchester City Council

Manchester Art Gallery (MAG) welcomed 750,216 visitors in the calendar year 2019, making it the most visited museum or gallery in Manchester last year. This represents a continuation of the upward trend in visiting seen at MAG in recent years. To put the scale of the gallery’s reach into some context, visits to Manchester Art Gallery now account for 15% of all visits to cultural organisations in the city. Put another way, one in every seven visits to cultural institutions in Manchester last year was at Manchester Art Gallery. Visits were down in the first quarter of 2020, due largely to building work and the gallery closure on 18 March as a result of COVID-19. This pulled the final visitor figures for the financial year

down to 652,015 (10% less than the previous financial year, but still 25% higher than the baseline year 2015).

Manchester’s cultural organisations have gained national and international recognition. Examples include:

- Company Chameleon won the Greater Manchester Award at the One Dance UK National Dance Awards. The award recognises the company’s significant impact on dance in the region.

- Edward Gregson won the 2019 Ivor Novello Composer Award – Amateur or Young Performer – for his work, *The Salamander* and *the Moonraker*, which premiered featuring the Hallé Children’s Choir and conductor Stephen Bell.
- Contact Theatre’s co-commission with *Ten Stories High*, “I told my Mum I was going on an RE Trip...” was selected for the 2019 Hot Docs Canadian International Documentary Festival in Toronto – one of the largest and most prestigious documentary festivals in the world.
- Singer-songwriter Maisie Murray, whose musical journey has been supported by Brighter Sound’s Sing City project, won the 2019 Youth Music Awards Breakthrough Award.

The Council’s investment in events is differentiated between those that are aimed principally at supporting our communities and animating the city, and those that generate significant economic value and profile for the city through the development of the visitor economy.

The ambition is to provide a diverse, balanced and benefits-driven annual programme of activity that is driven by partnerships and builds

on Manchester’s strengths and distinctiveness. This effectively promotes the city as a top tourism and events destination, ensuring that residents benefit from the hosting of events and that they are engaged, feeling a strong sense of citizenship and pride in the city.

From an events perspective, our reputation as a world-class sports city continued to be built on and strengthened. In the past 12 months, Manchester partnered 55 event organisations to deliver or facilitate 63 events in public spaces or on our highways, attracting more than 1.4million people across 200 days of live events.

The core annual events programme was enhanced by the hosting of the 2019 World Taekwondo Championships, the 2020 Para Powerlifting World Cup, and the final stage of the prestigious Ovo Energy Tour Of Britain cycling event raced through the heart of Deansgate for the first time in 15 years. Thousands more engaged in the Let’s Ride Manchester event in September. The success of the Tour of Britain demonstrated the strength of collaboration with partners, bringing all ten Greater Manchester boroughs together to host a major sporting event for the first time. The globally successful Great Manchester Run engaged over 27,000 runners in May 2019.

The inaugural Lightopia festival continued to promote Heaton Park as one of the UK’s premier major event destinations. The city centre public spaces were brought to life by one-off homecoming concerts for Noel Gallagher and the Courteeners, and the 2019 ICC Cricket World Cup Fanzone.

On the back of a successful home 2019 Cricket World Cup, which connected local businesses to opportunities for trade with India, a Greater Manchester-wide investment programme became involved in non-turf cricket facilities, alongside its wider work with schools. As a result, 16 new non-turf wickets will soon be installed across 13 sites in Manchester, as well as programmes such as Wickets, Last Man Standing and Chance to Shine. World Cup live sites were also provided across the city, and the new Breaking Boundaries programme was introduced, offering funding to deliver cricket projects that bring communities together. As a result of these initiatives, major events volunteering across the city has never been stronger, with more than 7,200 volunteers (344 additions) delivering an average of 2,483 hours per year.



### Investing in our facilities; recognising our strengths

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

The Manchester Cultural Impact Survey gathers data from cultural organisations in the city to create an annual picture of the economic impact of the sector and its reach across residents, schools and communities. The survey is open for any cultural organisations in the city to complete, but it is a requirement for organisations funded by the Council's Strategic Cultural Investments and Cultural Partnership Agreement grants. While this report focuses on 2019/20, the most recent Cultural Impact Survey information is about activity during 2018/19, as it is collected at the end of each financial year.

Forty organisations completed the survey for 2018/19. Most of the city's major cultural institutions provided information, although there was no Manchester International Festival (which is biannual) during this period. Headline results are that the participating organisations:

- Generated an estimated £137million in Gross Value Added (GVA) for the city
- Employed Manchester residents as over one third of their workforce (37%)
- Engaged 2,796 volunteers, including board members, who collectively volunteered 129,160 hours at a value of £1.75million
- Generated a collective footfall of 4.3million in venues
- Reached 3.4million people as audience members through 9,500 productions and commissions
- Engaged just under 3.75million people with almost 2,000 digital productions made in Manchester
- Reached audiences of 480,000 on tour outside of the city, including overseas
- Engaged 185,943 participants in cultural and creative activity, with some activity taking place in every ward across the city

- Engaged 148 (83%) of 178 Manchester schools. Schools in every ward of the city provided cultural participation opportunities for their pupils.

This impact was further made tangible through the second Manchester Culture Awards, which took place in November 2019. Over 300 nominations were received, providing fantastic examples of cultural and creative activity across 13 award categories. These included the promotion of arts and health, equality and diversity, education, talent and leadership, as well as the young creative and the best in artistic events, exhibitions and performances of the year.

The Capital Strategy for Manchester's leisure facilities is to develop a sustainable sport and leisure asset base over the next 20 years. Great strides were made during 2019/20 to deliver against the capital programme. Projects have included the refurbishment of Moss Side Leisure Centre and delivery of multiple small capital projects, including the refurbishment of Active Lifestyles Centre 3G football pitches (renamed Denmark Road Sports Centre), Belle Vue Leisure Centre health and fitness provision, North City Family and Fitness Centre, The Range Sports Complex 3G football pitches, and development of a new interactive football

facility at Platt Fields Park. The combined projects equate to a total of £9.685million capital investment to improve and enhance our leisure and park facilities.

Manchester is currently building The Factory, a world-class cultural space in the heart of the city. One of the biggest developments of its kind in Europe, The Factory will be the permanent home for MIF. It will present a year-round programme, featuring artists from around the world, as well as providing jobs and training opportunities for people from across the city. Because of the significant impact The Factory will have on the economy, this is discussed in more detail in the 'A thriving and sustainable city' chapter.

**Culture, libraries and leisure activity to benefit all residents; celebrating diversity and communities**

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

**Table 5.8:** Number of attendances at activities, events and educational sessions through Manchester City Council cultural and recreational facilities

	2015/16	2016/17	2017/18	2018/19	2019/20	Annual change %
<b>Manchester Art Gallery</b>	126,724	126,445	158,301	180,764	140,889	-22%
<b>Sport, leisure and parks</b>	1,747,955	1,351,999	1,201,304	1,232,377	832,396	-32%
<b>Libraries</b>	136,926	182,864	231,382	235,648	222,831	-6%
<b>Total</b>	<b>2,011,605</b>	<b>1,661,308</b>	<b>1,590,987</b>	<b>1,648,953</b>	<b>1,196,116</b>	<b>-27%</b>

Source: Manchester City Council

Table 5.8 shows a significant 27% decrease in attendance in terms of activities, events and educational sessions. The impact of the COVID-19 lockdown is a significant factor in this decrease, plus the unprecedented high level of activity in the previous year due to the Bee In The City initiative

Widening access to and participation in culture, leisure and libraries is a key priority for the Council and its partners.

HOME, Manchester's centre for contemporary theatre, film, art and music, held an ambitious open-submission exhibition, Manchester Open. Anyone could enter, of any skill level or age from across Greater Manchester. After receiving over 2,000 entries, 543 artworks by 451 artists were exhibited in HOME's prestigious gallery

space and throughout the venue. Manchester Open was the most successful exhibition in HOME's history, with more than 32,000 people attending. Although it had to close early due to the coronavirus outbreak, HOME provided many ways to continue to enjoy the work of the Manchester Open artists online.

Of particular significance was the participation of many local groups, supported by HOME's Community and Outreach Producer, who might otherwise have hesitated about sending in work. Embracing nursing homes, rehabilitation units, refugee groups and support networks, artist studios and hobbyists, as well as those using art to satisfy their complex emotional needs, the diversity and creative talent of people living in Greater Manchester was given a democratic space to shine.

Winners across five categories, including one for artists over the age of 50 and a People's Choice Award, received a prize of £2,000 each and artist development support from the city's Castlefield Gallery.

Other Transmissions: Conversations with Outsider Art was a creative collaboration by a group of six Manchester artists, with and without learning disabilities. Original artwork in multimedia, sound, performance and drawing was developed in initial response to the Musgrave Kinley Outsider Art Collection (MKOAC), housed at the Whitworth. This was the latest exhibition to evolve from artist residency and touring project Conversations Series II, led by Manchester's Venture Arts in collaboration with the Whitworth and Castlefield Gallery. Artists expanded on themes of labelling, categorisation, the power dynamics of the art world, and the meaning of collaboration. The partnership, which advocates a fairer and more inclusive art world, opening up new dialogues about art and who it is for, won the 2019 Manchester Culture Award for Inspiring Innovation.

The Manchester Cultural Education Partnership (MCEP) was launched in early March 2019, following an extensive period of consultation and engagement. The MCEP comprises

practitioners from across the education, cultural, youth and business sectors to ensure children and young people have the widest possible access to meaningful, high-quality cultural experiences. Children and young people are key partners themselves, with growing input and influence across the partnership's work through the Youth Voice group. The partnership is committed to ensuring it champions creativity across the curriculum – inside and outside the school setting. This will enhance learning and develop skills, helping Manchester's children and young people's future employability and resilience. During the launch week, 13 projects in schools and cultural venues explored the value of creativity to learning, involving history, science through music, maths, English, and history through song and dance. MCEP is the first time that Manchester – home to many internationally renowned cultural organisations and events – has formalised a citywide commitment to working in this way.

Manchester was granted City of Literature status by UNESCO in 2018. That year saw the organisation, funded through a tripartite agreement with The University of Manchester and Manchester Metropolitan University, become an official organisation and appoint its trustees, chair and team of three paid staff.

A co-ordinated activity programme included the International Mother Language Day celebrations on 21 February, when thousands of people attended events at libraries across the city, Manchester Museum, Elizabeth Gaskell's House, and other venues.

In May 2019, the Made in Manchester poem was launched. Inspired by Councillor Rahman and the poet Zahid Hussain, Made in Manchester is a live collaborative poem. It currently features 64 languages, co-authored by Manchester residents. The inspirational work is housed at Central Library and is showcased in a **short video**. The poem, supported by Read Manchester, highlights the unity of Manchester and will continue to grow when it is relocated to the new Manchester Poetry Library in 2020.

The city's library service thrived in 2019/20 with visits to libraries increasing again, despite visits in March 2020 being minimal due to COVID-19. There were nearly 3.4million visits to libraries across the city; this was a 4.4% increase compared to the previous 12 months. Visits to Central Library exceeded two million for the first time, making it the most visited public library in the United Kingdom. Book-lending also increased by 2%, with ebooks and e-audiobooks increasing the most. Libraries

closed in March 2020, but use of libraries continued through virtual activities and online resources. The use of ebooks, audiobooks, e-magazines and e-newspapers increased by some 60%.

It is six years since Central Library reopened following a major transformation programme. As well as being the busiest public library in the country, it continues to be the most visited cultural building in the city, attracting a diverse range of residents, and visitors from outside the city. Part of the transformation vision was for the library to be an inclusive space, appealing to families, children and young people, aspiring entrepreneurs and visitors to the city, as well as traditional library visitors.

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

→ Peterloo Commemorations from June to August 2019: the library featured exhibitions, talks, workshops and replica Peterloo flags. Visitors came from across the world to engage with these commemorations

→ Brighter Sounds' premier of an international Library Live co-commission 'Both Sides Now' with original music composed by Laura Campbell (UK) and Mari Sainio (Finland) inspired by Manchester libraries

→ Made In Manchester Multilingual poem displayed near the entrance of Central Library on screens, showing the poem in its original language and the English translation.

In addition, Central Library has hosted a range of popular events, including Silent Discos, Drag Queen Storytimes, 2084 immersive theatre experience, and the second large-scale family event, The Ministry of Lost and Found. The library has also hosted Manchester Literature Festival and Manchester Animation festival events. Recent author talks have included Poet Laureate Simon Armitage, Speaker of the House of Commons John Bercow, TV chef Tom Kerridge, children's author Jacqueline Wilson, Channel 4 News presenter Cathy Newman, Pulitzer Prize-winning author Colson Whitehead, and singer/songwriter Billy Bragg.

Creative Spaces at Longsight, Wythenshawe Forum and North City Library is the sister neighbourhood programme to Library Live. It is driven by the library staff teams, working

closely with local arts and cultural providers to deliver new work that enables library users and local communities to access, contribute to, and participate in high-quality, world-class cultural activities. 2,600 adults and 1,550 children and young people attended Creative Spaces activity during 2019/20, with the majority living close (within 3–8 miles) to the branch they visited. The programme is successfully reaching its target audiences of families with children (47%), new and lapsed (last visit over six months ago) library visitors (50%), existing library members (50%), and young people (25%).

2019/20 saw the successful delivery of the first of a four-year Creative Space programme partnering with Manchester Literature Festival, Brighter Sound, Manchester International Festival, and Big Imaginations Children's Theatre. A young Manchester community interest company, Creative City, supported the libraries to engage young people through youth leadership projects. This resulted in creative events, and many of the community-led, creative community groups that meet at the Creative Spaces libraries contributed to the programme. Feedback from audiences and participants indicates that they found the programme fun, inspiring and inclusive. More than 90% agree that the activity generated



pride in the city and helped to make it a better place to live, getting people involved in their community, culture and creativity.

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

Libraries have received funding from the Ministry of Housing, Communities and Local Government's Controlling Migration Fund in a joint project with Oldham Libraries and Bolton. This initiative will result in increased engagement

with asylum seekers and refugees, and an increased understanding from the wider community. As part of this project, by the end of 2020, four of our libraries will become Libraries of Sanctuary, as part of the City of Sanctuary movement, with the aim of increasing community cohesion, and understanding the lives of asylum seekers and refugees.

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

We have received £500,000 over three years from the British Library to be the north west hub of the Unlocking the UK's Sound Heritage project. The project, which runs until 2022, will digitally preserve and make available thousands of at-risk sound recordings. Many of these recordings are oral histories that provide a fascinating insight into the lives of residents in Manchester and the north west, increasing awareness and pride in our

communities. We will improve access by making it easier for people to find and listen to audio archives, engage the public in audio archives through events and activities, and provide opportunities for residents to volunteer as part of the project.

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

The gallery prioritises the role of culture in shaping social change, and builds on its origins as the original 'useful museum' that's been at the centre of the city's cultural life for almost 200 years. By revisiting its founding principles as an educational institution, created by artists and the business community, its aim is to support the city and its people to grow with creativity, imagination, health and productivity.

Participation in events and activities has remained high – there were 148,155 engagements delivered through Manchester Art Gallery's learning programme in 2019/20. These



included schools and college groups, gallery tours, evening Lates events, family/early years workshops, and activities for adults, such as Philosophy Café, Streetwise Opera, and mindfulness sessions.

Research data shows the gallery is increasing the diversity of audiences. Last year, 19% of all visits to the gallery were made by people from a minority ethnic background. This proportion has increased from 9% in 2016, showing the impact of ongoing work at the gallery to diversify the public programme and provide new platforms for artists from diverse backgrounds, and opening up and using the collections in ways that connect with residents' lives. An example of this is 'Martin Parr: Return to Manchester', which celebrates the complexity and breadth of life across the city, presenting a selection of photographs taken in and around Manchester over his 45-year career, including a new body of work looking at the diversity of people living in our city today.

The ongoing work with The University of Manchester and Archives+ in developing and hosting the Manchester Together Archive (the public-spontaneous memorial to the 2017 Manchester Arena terrorist attack) reaffirmed the role of the gallery as a place of personal reflection and civic togetherness.

'School of Integration' – a new commission with leading Cuban artist and activist Tania Bruguera for Manchester International Festival 2019 – reimagined the gallery as a place for integration of all people and acknowledged the city's cosmopolitanism as one of its greatest strengths. One hundred and four immigrants from 53 countries, who've made Manchester their home, provided lessons in a wide range of subjects, including languages, culture, politics, history and food. These were not only instructional lessons, but something more personal and vivid. Every teacher passed on their own knowledge to anyone interested in developing new skills – resulting in a new kind of shared-learning experience.

'Get Together and Get Things Done' – part of the citywide programme to commemorate the bicentenary of the Peterloo Massacre – explored with people the wider theme of the crowd through international historical and contemporary art and group activity. This demonstrated how an exhibition and an art gallery can be shaped by the crowds that use them.

'Out of the Crate: Investigating the Sculpture Collection' looks behind the scenes of the sculpture collection. Part-exhibition, part-research space, it delves into the untapped history of the collection and is an opportunity to investigate sculpture through access to stored collections and archival material, and by unlocking hidden stories in collaboration with two constituent groups – Making Conversation and Burnage Boys (from Burnage Academy).

'Trading Station: How hot drinks shape our lives' traces the history of how hot drinks arrived in the UK, revealing their global histories, connections to slavery and colonisation, and contemporary ethical issues. Spanning four centuries and including silver, porcelain, glass, fashion, lighting, prints and painting, the exhibition uncovers hidden histories and asks challenging questions. At its heart is a gathering space for visitors and groups to use to encourage new conversations and action on how we can live together in a better way.

## Case study: Peterloo 2019

Peterloo 2019 was a commemorative programme organised by Manchester Histories to mark the bicentenary of the **Peterloo Massacre**, one of the most important episodes in the history of Manchester. The regional and national significance of the anniversary provided an enormous opportunity to engage residents and reach wider audiences through arts, culture and heritage activities.

From the very beginning, Manchester Histories recognised that Peterloo 2019 needed to be a 'people's project' to embody the programme themes of protest, democracy, and freedom of speech. The programme was co-created over a four-year period by a wealth of cultural and community partners. This includes the project's Public Steering Group of close to 100 members of the public, which meets quarterly to discuss event ideas and to be consulted about the programme.

Between June and September 2019, over 180 events and activities were presented by 46 cultural partners and 50 community groups. These included Manchester Art Gallery, Manchester Libraries, Manchester International Festival, the People's History Museum, The John Rylands Library, Manchester Metropolitan University, The University of Manchester, Manchester Craft & Design Centre, and library and archive services across Greater Manchester. Thirty Peterloo Ambassador volunteers from across Greater Manchester, some of whom had never volunteered before, were provided with training to support the festival.

These events sought to:

- Create a fitting, meaningful and high-profile response that reflects the significance of the event 200 years ago
- Raise the profile of the Peterloo Massacre as a key historic event of local and national importance
- Challenge people to assess the democratic processes today.

Manchester's Central Library was the festival hub for activity and an information point. The performance and Archives+ spaces were used for a wide range of events, attracting new audiences, as well as bringing Peterloo to the attention of library customers and visitors. It also provided a central and accessible space for people to put on their own events and activities supported by the event programme's Open Call model of engagement. This meant a host of different groups had the opportunity to use the spaces – often for the first time – to have their say, perform, debate and acquire knowledge about the Peterloo Massacre and the world we live in today.

A major outdoor performance event, *From the Crowd*, with an audience and participants totalling 5,000, marked the day of the 200th anniversary of the Peterloo Massacre. It included the Reading of the Names, a moving tribute to those who were killed. The event was commissioned by Manchester City Council and Arts Council England, and was supported and produced by Manchester Histories, Brighter Sound and Walk the Plank.

Partnership working was key to the success of the Peterloo 2019 programme. Manchester Histories brought together people from different organisations and sectors with multiple skills, resources, connections, understandings and organisational cultures, and provided the opportunity to view and understand ideas from different perspectives.

Our city's unique leisure facility portfolio is also busier than ever, with over 3.4million visits, an increase of 192,000, more than 85% of which were made by Mancunians. The popular Free Swimming initiative, which welcomes more than 10,000 residents aged under 17 and over 60 into our pools every year, was successfully extended to include weekend access for Manchester's youth.

The Education Swimming programme maintained its successful attainment record in the academic year 2018/19, reaching the largest number of participation levels recorded, with over 9,500 pupils accessing swimming from 150 schools. More pupils across Manchester are becoming more water-confident by the time they finish primary school, in line with National Curriculum guidance. Pass rates across Manchester include:

- 79% of pupils achieved 25 metres national curriculum pass rate in school swimming
- Significant increase in using a recognised stroke, with 52% of pupils attaining this in comparison to 45% the year before
- Significant increase in using a range of safe self-rescue skills: 68%, compared to 63% the year before.

MCRactive was established as the country's first formalised strategic collaboration between Sport England, health services and a local authority to join up decision-making on all publicly funded sport and physical activity commissioning and delivery at a local level. Responsible for driving sport and physical activity across our city and inspiring everyone to lead a more active and healthier lifestyles, **MCRactive** successfully launched a ten-year strategy in June 2019.

Significant progress has been made in partnering with the Manchester Local Care Organisation (MLCO) and Manchester Health and Care Commissioning (MHCC), laying the foundations for future transition and collaboration. Along with vital support secured from other key sport and health partners, over £2.8million was committed to undertake engagement pilots that will revolutionise our communities' relationship with physical activity. These included hosting non-traditional partnerships, through the Active Ageing, Winning Heart & Minds and Local Pilot programmes, with a focus on addressing health inequalities in north Manchester. These key health partners have worked closely with MCRactive to trial the power of a premier league football brand, using the recognition of Manchester City Football Club. This has included using the

'fantom band' – the world's first football smartband, worn on the wrist to receive news and interact with the club – to drive health check-up attendance targeting of residents aged 40+ from the M11 postcode area who are currently doing less than thirty minutes per week of moderate-intensity exercise. With a target to increase activity levels of those currently inactive, the scheme has proved extremely successful, and nearly 100 participants from the hardest-to-reach groups have already engaged with the programme.

The Active Streets initiative was delivered across neighbourhoods, demonstrating real social value in action with donated skips, and bringing together a range of services, including waste and recycling, street cleansing and sport. Closing off 14 streets in 12 wards, with nearly 600 adults and children enjoying activities from snakes & ladders to table tennis and swing ball, the initiative has left a lasting resource for continued delivery by residents.

MCRactive, in partnership with the Active Communities Network (ACN), set up The Next Generation project, with the aim to upskill young people (14–19) via the Sports Leaders programme (Level 1 or 2) and provide volunteering opportunities to gain work experience in the sport and youth sector. Over the past year,

four courses have taken place across east Manchester. These have resulted in more than forty young people being upskilled and now volunteering in their local communities, such as local sports clubs or sports-based youth programmes. As a result of the project's success, MCRActive is now implementing a citywide project working alongside ACN and other partners.

### Increasing volunteering across the city

The role of the Voluntary, Community and Social Enterprise (VCSE) sector in supporting and reaching local people remains as vital as ever. Since the 2016 launch of the **Our Manchester Strategy**, up to March 2020, 8,648 Manchester residents had registered with Volunteer Centre Manchester, 3,994 had referred directly to Manchester VCSE organisations as volunteers, and 2,858 Manchester residents attended induction sessions.

The Manchester Volunteer Inspire Programme (MCRVIP) website was launched in June 2019 and further supports volunteering in the city by bringing all Council neighbourhood volunteering opportunities into one place. Up to March 2020 – ten months after its launch – 129 new providers had advertised 228 volunteering opportunities throughout libraries and galleries, parks and green spaces,

neighbourhoods and parks; 1,498 volunteers registered, of whom approximately 50% were from BAME backgrounds. The average age of volunteers was 29.

Under the Council's Employer Supported Volunteering scheme, 711 employees have taken a total of 7,032 hours of volunteering leave since the scheme was launched in October 2017. 441 individuals used volunteering leave during 2019/20, including 299 employees who had never done so previously.

It is worth noting that the COVID-19 pandemic has impacted the figures we can report this year, but we know that numbers don't tell the whole story of the many VCSE staff and volunteers delivering support to residents. We are proud of how the sector responded with courage, creativity, and community spirit in an environment of great restriction and uncertainty. The COVID-19 community volunteering scheme was launched on 20 March, and up to 9 October 3,637 volunteers had registered with the scheme.<sup>11</sup> This city is very grateful to everyone who supported their neighbours and communities, whether it was recorded in the numbers or not.

In addition to the Council volunteering activity, the Our Manchester Voluntary and Community Sector (OMVCS) Grants programme funds 63 voluntary groups and organisations. At the heart of the OMVCS programme is a governance and management structure established to support the fund and strengthen relationships with the VCSE. In the first three quarters of year 2, these organisations supported 191,891 people, with 7,887 volunteers contributing 131,419 hours of time. These organisations brought in £5.2million of additional funding to the city.

The Council continues to invest in its relationship with the VCSE sector through its investment in VCSE infrastructure support citywide. The new integrated Manchester City Council and Manchester Health and Care Commissioning (MHCC) VCSE infrastructure service was procured in July 2019, following a process of consultation and co-design. The contract was awarded to Manchester Community Central (the previous contract holders) and began in October 2019.

<sup>11</sup> Manchester Community Central

July 2019 also saw the publication of a report looking at how to develop a stronger, more vibrant and thriving VCSE in north Manchester. The report contains 22 recommendations, and under the name North Manchester Together a working group is overseeing the implementation of these recommendations. The executive summary of the report can be accessed [here](#). This will include an assisted grants programme where groups and organisations will be offered development support from a mentor to access a small cash grant to deliver activity that benefits north Manchester residents.

Work with BAME voluntary and community organisations and leaders has progressed, aiming to develop public sector approaches, relationships and work across the city. Many workshops have taken place, with the sector shaping the discussion. This will lead to a range of ideas being tested and fed into the co-design of the next OMVCS general funding round.

The Population Health Targeted Fund, in partnership with Manchester Health and Care Commissioning (MHCC), has been developed and was launched in April 2020. £2.1million of MHCC funding has been invested in VCS partnerships and organisations to

deliver activities to improve outcomes in the first 1,000 days of a child's life, and to support older people to be as healthy as they can be.

The Neighbourhood Investment Fund (NIF) is also available to communities for events or activities focusing on making neighbourhoods better places to live. In 2019/20, £640,000 was awarded (£20,000 per ward) to 452 projects across the city, with a variety of purposes and aims. These included supporting established or new community groups in delivering local projects and getting ideas off the ground, activities focused on encouraging groups of residents back into employment or training, projects helping to improve the environment and increase recycling, and other events/activities that are important to neighbourhood and citywide priorities.

## Conclusion

Overall, the city continues to perform well. There is significant progress being made to increase the supply and diversity of housing across the city, putting Manchester at the forefront of the response to the national housing shortage. However, housing demand remains due to the continuing population growth of the city. Opportunities are being explored to meet this demand, such as the

potential development of a new Local Delivery Vehicle, as well as ensuring we meet the needs of more diverse residents, such as older people and families opting to live in the city centre.

The city continues to deliver against the climate emergency, and in March 2020 the Council published its Climate Change Action Plan 2020–2025, which details the actions the city needs to take to stay within its carbon budget.

Further work is being completed to review our brownfield sites and to establish the safe reuse of these areas to support the future regeneration of the city. Long-term trends show there has been an improvement in the air quality in the city, but some areas remain above the annual limit for NO<sub>2</sub>, and these have been declared Air Quality Management Areas.

Household recycling remains good, with indicative 2019/20 recycling rates maintaining 40% across the city. Projects to increase recycling within apartment blocks are showing improvements, and work with passageway containers is underway and will continue into 2020/21.



One of Manchester's priorities remains to ensure the city is clean and well maintained; research shows that Manchester is improving through the work with Keep Manchester Tidy, the Great British Spring Clean, new smart litter bins installed in the city centre, and increased investment to target those who persistently fly-tip.

Through the Community Safety Partnership, Manchester City Council continues to work with other public sector bodies, Greater Manchester Police, universities, businesses and communities to develop new initiatives to tackle crime and antisocial behaviour. In 2019 an extensive consultation received more than 800 responses and contributed to a new Greater Manchester plan to tackle hate crime.

Work continues on the Green and Blue Infrastructure Strategy, and a number of new park plans are being developed. Additional new major development schemes, such as Mayfield and the Northern Gateway, both have extensive plans for open spaces to be developed or improved.

The sports, events and cultural offer provides Manchester with an international profile that attracts an increasing number of visitors to the city. This contributes to our vibrant visitor

economy and provides income for our retail, food, drink and hotel sectors. We continue to invest in our venues and services at a neighbourhood level, maintaining high-quality local facilities and services that support residents' health and wellbeing. Visits to the city's parks, libraries, galleries and recreational facilities continue to grow, and our Widening Participation Programme continues to engage more diverse residents in the various programmes.

Residents offering their time for free (volunteering) to make a difference where they live, work and play is having a massive impact and going from strength to strength. The expansion of MCRVIP, to cover many more volunteering opportunities at a neighbourhood level, went live in June 2019, making volunteering even easier and improving the quality of lives of residents and communities.

The OMVCS programme continues to provide a real opportunity to shape and strengthen our relationship with the VCSE sector. It also helps us to make best use of Council resources to invest in Manchester's VCSE sector to support Manchester residents. July 2019 saw the publication of a report looking at how to develop a stronger, more vibrant and thriving VCSE in north Manchester. Work with BAME organisations has progressed, and outcomes

from this will lead to a range of ideas being tested and fed into the co-design of the next OMVCS general funding round.

Before concluding the chapter, it is important to recognise all the positive work that has been done over the past 12 months; however, we must also note that throughout the chapter there have been references to COVID-19. The pandemic emerged in early 2020 and resulted in a national lockdown in March. This has inevitably had an impact on the delivery of key services during this period, as well as the availability of data and analysis used to inform this report. Some of the immediate impacts worthy of note are increases in residual waste, as more people stayed at home; however, there was less demand from street cleansing. Usage of parks has significantly increased, as residents are taking their free time and exercise in our local public spaces, but this has resulted in an increase in littering. The air quality has temporarily improved because of fewer vehicles on the road. Most importantly, all the resilience and generosity of our residents who stepped up in numerous volunteering roles to support others was truly outstanding.

It is also anticipated that COVID-19 and the associated measures implemented by the Government to limit the spread of the virus

will have far-reaching consequences for the future of Manchester, the UK, and indeed the world. At the time of writing, the situation is rapidly evolving and many of these long-term impacts will not be known for some time. However, Manchester is a resilient city with a strong identity, sense of place, neighbourhoods and communities; most importantly of all, our residents are renowned for getting together in times of hardship. Because of this, we are confident Manchester will remain a highly attractive place in which people want to live, work and study.