

GREATER MANCHESTER COMBINED AUTHORITY

DATE: Friday, 30th July, 2021

TIME: 10.15 am

VENUE: Trafford Town Hall, Talbot Road, Trafford, M32 0TH
(Sat-nav post code M16 0QQ)

SUPPLEMENTAL AGENDA

- 13. **Greater Manchester Homelessness Prevention Strategy** 1 - 58
Report of Salford City Mayor Paul Dennett, Portfolio Leader for Housing, Homelessness and Infrastructure, and GM Mayor Andy Burnham.
- 16. **Cricket in Greater Manchester** 59 - 66
Report of GM Mayor, Andy Burnham.
- 17. **GM Minimum Licensing Standards for Taxi and Private Hire** 67 - 146
Report of GM Mayor, Andy Burnham.
- 22. **Greater Manchester Economic Dashboard -** 147 - 164
Report of GM Mayor, Andy Burnham and Joanne Roney Portfolio Lead Chief Executive for Economy & Business.

Name	Organisation	Political Party
Councillor Neil Emmott	Rochdale	Labour
Councillor Eamonn O'Brien	Bury Council	Labour
GM Mayor Andy Burnham	GMCA	Labour
Councillor David Greenhalgh	Bolton Council	Conservative
Councillor Brenda Warrington	Tameside	Labour
Deputy Mayor Beverley Hughes	GMCA	Labour

BOLTON	MANCHESTER	ROCHDALE	STOCKPORT	TRAFFORD
BURY	OLDHAM	SALFORD	TAMESIDE	WIGAN

Please note that this meeting will be livestreamed via www.greatermanchester-ca.gov.uk, please speak to a Governance Officer before the meeting should you not wish to consent to being included in this recording.

Councillor Richard Leese	Manchester CC	Labour
City Mayor Paul Dennett	Salford City Council	Labour
Councillor Andrew Western	Trafford	Labour
Councillor David Molyneux	Wigan Council	Labour
Councillor Arooj Shah	Oldham Council	Labour
Councillor Elise Wilson	Stockport MBC	Labour

For copies of papers and further information on this meeting please refer to the website www.greatermanchester-ca.gov.uk. Alternatively, contact the following
Governance & Scrutiny Officer: Governance and Scrutiny
✉ sylvia.welsh@greatermanchester-ca.gov.uk

This supplemental agenda was issued on 23.07.21 on behalf of Julie Connor, Secretary to the Greater Manchester Combined Authority, Broadhurst House, 56 Oxford Street, Manchester M1 6EU

Greater Manchester Combined Authority

Date: 30th July 2021

Subject: Greater Manchester Homelessness Prevention Strategy

Report of: Mayor Paul Dennett, Portfolio Holder for Housing, Homelessness and Infrastructure, and Mayor Andy Burnham

PURPOSE OF REPORT:

A commitment to a Greater Manchester Homelessness Prevention Strategy ('the Strategy') was made in 2017 by the incumbent Mayor of Greater Manchester. Its development was delayed due to the Covid-19 pandemic and the commitment was re-made in the 2021 Greater Manchester Mayoral election.

The Strategy has now been through extensive co-production and public consultation and is being brought for approval to the Greater Manchester Combined Authority.

RECOMMENDATIONS:

The GMCA is requested to:

1. Recognise and approve the missions that the strategy sets for homelessness prevention in Greater Manchester.
2. Recognise and approve the principles that are set to guide homelessness prevention activity in Greater Manchester.
3. Recognise and approve the commitment to the development of an accompanying Greater Manchester Homelessness Prevention Action Plan by October 2021 that sets out regional commitments, deliverables and indicators.

CONTACT OFFICERS:

Jane Forrest, Director of Public Service Reform, Greater Manchester Combined Authority

<u>BOLTON</u>	<u>MANCHESTER</u>	<u>ROCHDALE</u>	<u>STOCKPORT</u>	<u>TRAFFORD</u>
<u>BURY</u>	<u>OLDHAM</u>	<u>SALFORD</u>	<u>TAMESIDE</u>	<u>WIGAN</u>

Impacts Questionnaire			
Impact Indicator	Result	Justification/Mitigation	
Equality and Inclusion	G		
Health			
Resilience and Adaptation			
Housing	G		
Economy			
Mobility and Connectivity			
Carbon, Nature and Environment			
Consumption and Production			
Contribution to achieving the GM Carbon Neutral 2038 target			
Further Assessment(s):	N/A		
 Positive impacts overall, whether long or short term.	 Mix of positive and negative impacts. Trade-offs to consider.	 Mostly negative, with at least one positive aspect. Trade-offs to consider.	 Negative impacts overall.

Risk Management:

Legal Considerations:

The Greater Manchester Homelessness Prevention strategy makes no legal commitments. It recognises the statutory decision making of Local Authorities within the Homelessness Reduction Act and other legal frameworks.

Financial Consequences – Revenue:

The Greater Manchester Homelessness Prevention strategy makes no financial commitments.

Financial Consequences – Capital:

The Greater Manchester Homelessness Prevention strategy makes no financial commitments.

Number of attachments to the report: 1

Greater Manchester Homelessness Prevention Strategy

Comments/recommendations from Overview & Scrutiny Committee – N/A

TRACKING/PROCESS		
Does this report relate to a major strategic decision, as set out in the GMCA Constitution		No
EXEMPTION FROM CALL IN		
Are there any aspects in this report which means it should be considered to be exempt from call in by the relevant Scrutiny Committee on the grounds of urgency?		N/A
GM Transport Committee	Overview & Scrutiny Committee	
N/A	N/A	

1.0 STRATEGY OVERVIEW

- 1.1. The Strategy provides a regional framework for the development activity to prevent homelessness in Greater Manchester over the next five years.
- 1.2. The ambition to prevent homelessness for good is newly framed across five missions:
- Mission 1: Everyone can access and sustain a home that is safe, decent, accessible and affordable.
 - Mission 2: Everyone leaves our places of care with a safe place to go.
 - Mission 3: Everyone can access quality advice, advocacy and support to prevent homelessness.
 - Mission 4: People experiencing homelessness have respite, recovery and re-connection support.
 - Mission 5: Homelessness is never an entrenched or repeat experience.
- 1.3. The ways in which all stakeholders must work together to achieve this are framed as principles:
- Principle 1: Working with People; being truly person-centred, reducing and responding to inequalities and trauma.
 - Principle 2: Building Participation; building inclusive participation so that people can participate in decisions that affect their lives and where lived experience is highly valued.
 - Principle 3: Embedding Prevention; reforming public services to deliver genuinely preventative and person-centred support.
- 1.4. The Strategy details further these working principles, drawing attention to critical factors that will enable effective prevention such as trauma informed support and inclusive participation.
- 1.5. All together, these three elements make up the Greater Manchester Homelessness Prevention Mission Plan.

- 1.6. The Strategy captures key priorities for working with national government that will enable homelessness prevention.
- 1.7. An Action Plan will be developed to capture activity and identify key commitments and deliverables from regional stakeholders. It will also set indicators to enable progress towards the missions to be identified.
- 1.8. As far as possible, we will work within our existing resources to deliver the ambition set out in the Strategy, taking opportunities to optimise grant funding, align transformation funding and pool resources using the principles of that have been set out in our model of Unified Public Services.
- 1.9. We recognise that the workforce in GM is our single biggest asset and we will develop an approach to workforce development, building on the ambition to be a Trauma Responsive city-region, as part our action plan that will enable and support frontline staff to embed the ways of working described in the Strategy.

2.0 CO-PRODUCTION AND CONSULTATION

- 2.1. Extensive consultation has been carried out to develop this Strategy. This took the form of a formal online public consultation and a range of engagement and co-production activities.
- 2.2. There was a commitment to co-produce the Strategy with people who have lived experience and/or professional experience of homelessness, and people that represent communities that experience homelessness disproportionately.
- 2.3. This has been enabled through the following key activities:
 - Legislative Theatre programme; the GM Homelessness Action Network undertook a Legislative Theatre process, in which multiple performances creatively explored people's experiences of homelessness, housing and related services. Each performance was followed by a discussion with commissioners and service professionals to break down the challenges presented and identify opportunities for policy change towards preventing homelessness.
 - AVA and Agenda Commission: this explored multiple disadvantage through a gendered lens in Greater Manchester, including local evidence-gathering, co-production and three partnership events involving 150+ participants, 'spotlighting' key areas including domestic abuse, sex work and homelessness.
 - Engagement sessions run by the Greater Manchester Homelessness Action Network; thematic engagement sessions, involving over 200 people.
 - Locality partnership discussions; cross-sector partnerships in each borough engaged with the draft strategy in the early and mid-stages of its development.
- 2.4. The online public consultation saw extensive reach which saw nearly 3,000 page views of the GM Homelessness Prevention Strategy consultation and sub-pages. This equates to 1,778 unique views on the GM Consult digital platform, of which 26% of responses were made by young people between 18-24 years old.

- 2.5. There has been ongoing development with Local Authority officers and engagement with Portfolio Lead Members.

3.0 RECOMMENDATIONS

- 3.1. The GMCA is requested to:

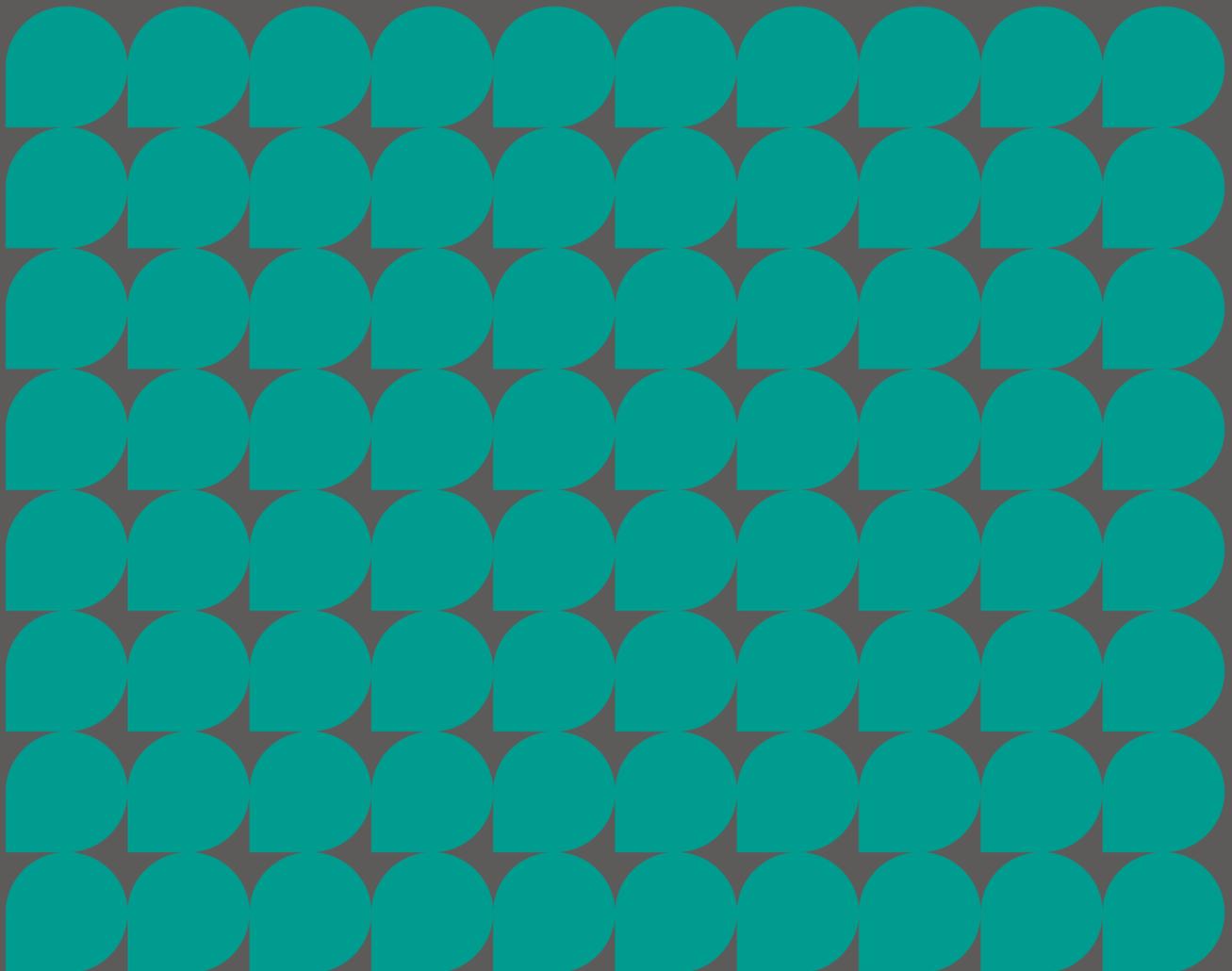
1. Recognise and approve the missions that the strategy sets for homelessness prevention in Greater Manchester.
2. Recognise and approve the principles that are set to guide homelessness prevention activity in Greater Manchester.
3. Recognise and approve the commitment to the development of an accompanying Greater Manchester Homelessness Prevention Action Plan by October 2021 that sets out regional commitments, deliverables and indicators.

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Homelessness Prevention Strategy 2021-2026

Final

July 2021



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Foreword

The response to tackle the rough sleeping crisis in Greater Manchester over the last 4 years has been immense. We have shown the power of working together from the bottom up, learning from through the Greater Manchester Homelessness Action Network and beyond, to do things differently. We have taken a unique Housing First approach and put our resources together to give people the time and space to recover and re-build through A Bed Every Night.

This strategy is about taking the next step and raising our ambition, to not only end rough sleeping but to prevent homelessness for good.

Homelessness should never be acceptable in a fair and just society. Creating the conditions for everyone to have a good job, a good home and good health is at the heart of this challenge. We are committed to creating a more equal Greater Manchester and a key measure of success will be how far we can go to preventing homelessness happening, not just picking up the pieces afterwards. A safe, stable and affordable home protects our health, Covid-19 pandemic has made this clearer than it has ever been. We know that health is central to living a good life, and creating health and wellbeing to prevent homelessness is a key priority.

We have taken the time to develop not only a series of missions but also shared principles that will enable us to achieve meaningful change. We want all partners, organisations and individuals, to commit to these principles and uphold them in their work to prevent homelessness.

Our principle of Prevention commits us all to building strong community responses that do not let people fall through the gaps of siloed services.

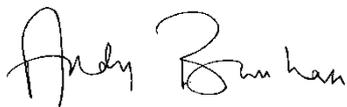
We kick off this strategy at a time of change and extreme challenge for society and for our public services. The Covid-19 pandemic, the clear need to address structural inequalities, and the impacts of climate change frame both the drive and the challenge to prevent homelessness for good.

We will continue to do everything we can in Greater Manchester to build the power and resources we need to do this work. We will need to have a different, stronger partnership with Government, and more co-design and control over areas such as

place based approaches to housing, health and welfare, if we are to drive forward with our vision for Greater Manchester.

We would like to thank the people who have informed this strategy, in particular those with lived experience of homelessness who have shared their stories and given their insight. The scale of the challenge of preventing homelessness is significant, but we are taking a step forward through this strategy in defining our shared missions and how we will work together to achieve them.

An Action Plan will follow on from this strategy, to define city-regional activity and build a process for reviewing and measuring our progress.

A handwritten signature in black ink that reads "Andy Burnham". The signature is written in a cursive, flowing style.

Andy Burnham

Mayor of Greater Manchester

A handwritten signature in blue ink that reads "P. Dennett". The signature is written in a cursive, flowing style.

Paul Dennett

Salford City Mayor and Greater Manchester lead for housing, homelessness and infrastructure

1. Introduction

Why here? Why now?

- 1.1 In Greater Manchester, we have a strong track record of innovation and collective action to tackle homelessness. Our effort is backed by strong political and community desire to end rough sleeping and pioneer new ways of working.
- 1.2 A lot of progress has been made. We have invested in new ways of working through regional programmes, including **A Bed Every Night, Housing First** and the **Social Impact Bond for Entrenched Rough Sleepers**. We have reduced rough sleeping by 57% in four years and have learned more about what is required to prevent homelessness for good.
- 1.3 Our **Greater Manchester Housing Strategy** details regional action to increase social and affordable housing supply, improve access to social housing for those who need it, and to support private rented tenants and more vulnerable households. This strategy should be considered alongside our existing commitments that look at housing market supply and affordability issues fundamental to the homelessness crisis.
- 1.4 We have heard from people all over Greater Manchester about their personal experiences of homelessness and of struggling to live the life that they want. This strategy re-frames homelessness prevention in these terms, enabling people to live the lives they want by focusing on what matters to them and addressing inequalities. This has been captured by the **Greater Manchester Independent Inequalities Commission** as 'good lives for all.'
- 1.5 A safe and affordable home is part of what makes up a good life, but it is not just about home. Meaningful work that pays fairly, access to education and skills development, the ability to live healthily, connectivity (digital and transport), access to care and support, using your voice and participating in what matters to you – all of these things and more make up a 'good life'.

1.6 Health inequalities and their consequences are well documented in Greater Manchester. The Covid-19 pandemic has shown the impact these inequalities have. Our vision for homelessness prevention is aligned squarely with the Greater Manchester Independent Inequalities Commission and Marmot **Build Back Fairer** recommendations.

1.7 The **Greater Manchester Health and Social Care Partnership** recognises the integral role the health and social care system has in reducing inequalities that drive exclusion and homelessness. The Partnership is committed to the ongoing transformation in commissioning, workforce and models of care to reduce inequalities.

1.8 This strategy sets out **why** it is that we must work together; to prevent homelessness wherever and whenever it may be a risk. It also sets out **how** we must work together to achieve this with shared principles. This is the **Greater Manchester Mission to Prevent Homelessness**.

Greater Manchester Mission to Prevent Homelessness

1.9 Greater Manchester aspires to be the best place to grow up, get on, and get old, as stated in the **Greater Manchester Strategy**. Change is needed to make this a reality.

1.10 We will prevent homelessness so that:

- **Mission 1: Everyone can access and sustain a home that is safe, decent, accessible and affordable.**
- **Mission 2: Everyone leaves our places of care with a safe place to go.**
- **Mission 3: Everyone can access quality advice, advocacy and support to prevent homelessness.**
- **Mission 4: People experiencing homelessness have respite, recovery and re-connection support.**
- **Mission 5: Homelessness is never an entrenched or repeat experience.**

1.11 How will we do this? By working together against the following principles:

- **Principle 1: Working with People; being truly person-centred, reducing and responding to inequalities and trauma.**
- **Principle 2: Building Participation; building inclusive participation so that people can participate in decisions that affect their lives and where lived experience is highly valued.**
- **Principle 3: Embedding Prevention; reforming public services to deliver genuinely preventative and person-centred support.**

1.12 The why and how are clear and explored in detail in this strategy. The deliverables, commitments and indicators will be co-produced to form an **Action Plan** by October 2021. Co-production will build on specific policy recommendations have been developed from engagement sessions with **AVA and Agenda** and creative **Legislative Theatre** sessions with people with lived experience of homelessness or working within frontline services (Appendix 1 - Recommendations for Action). We will continue to support the development of these recommendations, alongside deliverables that are committed from across Greater Manchester authorities and public services, so that they can be adopted into the Action Plan.

Delivering change

- 1.13 The devolution arrangement in Greater Manchester is built on a proud history of 'doing things differently' and working in partnership across the city-region.
- 1.14 The Greater Manchester Combined Authority (GMCA) sets goals and shows leadership. Ultimately the vision for preventing homelessness will only be achieved if the whole system is working together for residents. This includes, GMCA, local authorities, health and social care and the wider public sector as well as business and trade unions, the community, faith and voluntary sector, and universities.
- 1.15 We have a plan to reform public services, so they are fit for the 21st Century – the **Greater Manchester Model of Unified Public Services**. When we talk about Greater Manchester public services, we mean all services to the public regardless of sector or funding and including our own citizens' role in them. This strategy builds into the principles and operating model for Unified Public Services.
- 1.16 The shared commitment to participation is critical to ensuring that we work together, especially with people and organisations with direct experience of homelessness and inequalities. These partners can use that knowledge to drive change. The **Greater Manchester Homelessness Action Network** champions this way of working and has been a critical group for the co-production of this strategy.
- 1.17 We recognise that some significant changes are needed for national government that are outside of Greater Manchester's control. We set out our priorities for working with the government to achieve this later in the strategy.
- 1.18 The following sections detail the shared principles of how we will work together to prevent homelessness for good; People, Participation, Prevention.

2. People

Person-Centred

2.1 Preventing homelessness starts with people. We have listened to people from all over Greater Manchester who have experienced homelessness, and people who run faith and community groups, work in frontline services and researchers and academics.

2.2 Everyone agrees that people need to be treated as individuals and their unique situations, aspirations, strengths, and personal challenges need to be recognised to succeed. What matters to people changes throughout their lives and is affected by changing circumstances. People told us what mattered most to them – the importance of family, stability and good work were common themes:

- **"I want to be able to support my children and stop them from going through the things I had to."**
- **"I want to have good work, something that feels good and means I have enough each month."**
- **"I want to be near my mum and be able to support her as she gets old."**
- **"I want to be able to live without fear of being evicted."**
- **"I want to be able to cook for my child and eat the food that we like."**

Quotes adapted from Legislative Theatre forums

2.3 When people are not able to achieve or sustain what matters most to them risks of homelessness can start to appear. For many people in Greater Manchester, this can be relationship breakdown with friends, family or partners, loss of work and poor health. These challenges often combine with a housing market that isn't working for people, where there is a lack of affordable options and little security (see Appendix 2 – Evidence on Homelessness).

- 2.4 In any interaction where a person looks for support, with any aspect of their life, they should be treated as active and equal partners to find solutions that work.
- 2.5 People who have experienced homelessness told us about losing trust and giving up on support because they didn't feel seen or heard. If we recognise any form of support as early homelessness prevention, it must enable choice, control and empowerment in order to be effective. If people do not think they can get the help they need, issues are left to get worse.
- 2.6 Support must be flexible, person-led, non-judgmental, and focused on what matters to the person. We need people to be able to make decisions about their support, focus on what's important to them and feel able to develop their strengths and abilities to reach their goals.
- 2.7 Caseworker or key worker models of support must have the resource to be able to build trusting and respectful relationships to be effective.
- 2.8 Peer mentoring and advocacy approaches are good examples of relationship-based support that can have a real impact. These approaches encourage connections and build trust by working with someone who has been in a similar situation and has similar experiences. Personalised budgets can also support person-led ways of working that focus on people's strengths. Creative and therapeutic methods of engagement – such as art therapy, meaningful group activities, and digital research projects such as **Lockdown LIVES** - can support self-expression and confidence, build connection and community, and serve as methods of participation.
- 2.9 Many people facing homelessness are also digitally excluded and lack access to the technologies, connectivity and skills to get online. This can limit choice, control and empowerment for people, as well as creating barriers to getting the right support and feeling connected. In Greater Manchester digital inclusion is seen as a human right, and we have a bold ambition for the **city region to be 100% digitally enabled**. A focus on digital inclusion and accessible support will ensure the benefits of digital technologies are available to everyone, especially marginalised communities.

- 2.10 We must value community-based support and voluntary, community and faith-based organisations that champion person-centred support. As far as possible, support should be local and rooted in organisations that know and reflect the communities they serve. These organisations need support if they are to provide the early interventions needed to prevent homelessness.
- 2.11 Public services are traditionally structured in siloes and increasingly resourced to support people when they are at the point of crisis or emergency. Too often, assessments, single service offers and legal duties overtake these interactions. We must ensure all interactions enable people to be seen and heard and get the correct information to decide what the next step should be.
- 2.12 The data we collect and the way in which it is managed should support integrated working and prevention. Improving the completeness and quality of current data is a critical first step, as the current picture is imperfect and incomplete.
- 2.13 A group of people with lived experience of homelessness have developed **GMTHINK** principles that highlight the need to balance privacy with telling your story just once to trusted people. Re-working data management and governance to be person-centred is a significant and critical task. We must develop the capabilities needed to achieve cross sector data fusion, analytical and predictive work, supporting infrastructure and training, and strong data ethics.
- 2.14 We will also remain aware of the limitations of just taking a data focused approach which doesn't unpick individual experiences, and risks overlooking those who are not connected to services, especially those from marginalized communities. We will go beyond data, and build on existing participatory and peer research, Legislative Theatre, and community reporting approaches to build a fuller picture and understanding.
- 2.15 Substance misuse and poor mental health are common risk factors of homelessness. Effective treatment and support are critical to preventing people from losing their homes.

- 2.16 The challenges that people face to receive ‘dual diagnosis’ support is a critical area for person-centred improvement. Too often people feel ‘passed between’ mental health and substance misuse services, without having their own priorities listened to. We must improve the design and investment in dual diagnosis services as a critical resource for homelessness prevention.
- 2.17 There are already many great examples of personalised, empowering and coordinated support across Greater Manchester. The **Greater Manchester Housing First Pilot** has key principles that can be adopted more widely. We want this to be happening everywhere.

Addressing Inequalities

- 2.18 People’s ability to achieve and maintain what matters to them is not equal. Being person-centred must come with a deeper recognition and proactive response to how structural inequalities and discrimination impact people’s lives.
- 2.19 Our city region has a proud tradition of standing up for one another and against injustice. All homelessness prevention activity should place tackling inequalities at its heart. We will proactively recognise the barriers created by gender inequality, poverty, insecure immigration status, racism, disability, homophobia and transphobia that put people at greater risk of homelessness
- 2.20 We will support the ambitious recommendations of the Greater Manchester Independent Inequalities Commission to take us to the next level in homelessness prevention and support good lives for all.
- 2.21 In Greater Manchester the following groups at higher risk of homelessness because of the inequalities they face:

People who have:

- **Underlying health conditions, including poor mental health**
- **Low paid and insecure work**
- **A disability**
- **Caring responsibilities**
- **Poor connectivity where they live**

People with experience of:

- **Human trafficking and modern slavery**
- **Childhood trauma**
- **The criminal justice system**
- **Sleeping rough**
- **Sex work**
- **Gender based discrimination**

People who are:

- **Under 35, in particular, care leavers**
- **From ethnic minorities**
- **Lesbian, gay, bisexual, transgender and other sexual orientations and identities**
- **Migrants, asylum seekers, including those who have no recourse to public funds**

2.22 To prevent homelessness, we must consider the cross-cutting nature of people's identities and promote equality.

Trauma Responsive

- 2.23 To effectively support people, public services need to understand how experiences of trauma and adverse environments in childhood and adulthood impact the social outcomes of people, families and the community.
- 2.24 We must understand how internal coping mechanisms used to manage traumatic experiences often present in challenging behaviours and the barriers this creates for people when accessing services. There are two stages to this work – becoming trauma-informed (knowing) and then trauma-responsive (doing).
- 2.25 The impact of unresolved trauma is seen most visibly in people who experience repeat or entrenched homelessness. These people are often experiencing poor mental health, domestic abuse, substance misuse or interaction with the criminal justice system.
- 2.26 Trauma can happen to anyone, but we know that it has a disproportionate impact on women, who experience higher rates of interpersonal violence and abuse. If left unsupported this can have lifelong consequences for both individuals and future generations. A trauma-informed approach must also be a **gender-informed and responsive** approach in order to be an effective support model for survivors at risk of homelessness.
- 2.27 We will understand and reflect that people's **experiences of inequalities and discrimination are traumatic** (e.g. racism, homophobia, transphobia, ableism). We should also acknowledge that systems such as immigration, care and prison can re-traumatise people.
- 2.28 Awareness and response to trauma should be embedded in all approaches to homelessness prevention. We want to mitigate and prevent trauma where it is experienced and co-develop and co-design services that empathise better. This will help people with experience of trauma have a more effective recovery.
- 2.29 Greater Manchester has the ambition to become a trauma responsive city-region. We will align our Greater Manchester Homelessness Prevention

Action Plan to the **Trauma Responsive Greater Manchester Programme**.

This will include embedding the Trauma Responsive Greater Manchester core values of safety, trust, inclusion and empowerment in our action plans. We will build awareness, knowledge and skills across communities and services, and support the development of a citizen-led social movement around trauma.

3. Participation

- 3.1 We can reduce inequalities and prevent homelessness by giving people choice and control over their lives. People can thrive if they can choose how to interact with services and understand and influence the decisions that affect them. By participating in the decisions that affect them people can ensure resources are allocated fairly to enable good lives for all.
- 3.2 This strategy commits to **building inclusive participation as a means to prevent homelessness**. Using the phrase '**nothing about us without us**' as the mantra and the norm as we work together to prevent homelessness across our city-region.
- 3.3 The following sections explore the democratic structures that we have and inclusive participation that can strengthen them.

Democratic inclusion

- 3.4 Public services are accountable to local, regional and national government.
- 3.5 This strategy notes that **the national government** has the most significant power in preventing homelessness. We suggest in the Prevention section how government can systemically prevent homelessness through national policies that look to both the public and private sectors.
- 3.6 Homeless prevention has a specific meaning within **local authorities'** powers as set out in the **Homelessness Reduction Act 2017**. Statutory responsibilities and associated decisions regarding homelessness and related functions are wholly the responsibility of local authorities and sit within each authority's democratic governance arrangements.

- 3.7 Local government also holds significant powers relevant to preventing homelessness in both the broader sense (education, employment, built environment etc.). This is structured within an elected local authority executive, portfolio holders, and scrutiny panels made up of councillors. It is the job of councillors to make decisions on how and where resources are best used to serve local communities. Public meetings, scrutiny forums and clinics are all vital means of participation with local councillors.
- 3.8 Under our devolved arrangements, the elected Mayor of Greater Manchester and Combined Authority portfolio holders (local authority Leaders) make up the GMCA as a decision-making body. They are directly accountable for some services and statutory functions, impacting homelessness and rough sleeping, including policing, transport, some skills and employment services, and elements of spatial planning.
- 3.9 This forum also wields ‘soft power’ and exerts influence outside of these specific domains through collaborating on shared priorities, using their political profile to lobby for change, and combining resources to take action in areas beyond their direct statutory responsibility. An example of this is the establishment of the A Bed Every Night programme.
- 3.10 The Greater Manchester Health and Social Care Partnership, Clinical Commissioning Groups and NHS Trusts are directly accountable for delivering NHS services in Greater Manchester including additional local responsibilities not available elsewhere in England. They should also ensure their services meet the needs of diverse communities and vulnerable groups, including people experiencing, or at risk of experiencing homelessness.

Inclusive participation

- 3.11 Greater Manchester has a proud history of social participation and has demonstrated that our democratic functions are made more robust and more equal if they have rich forms of participation and social action around them.
- 3.12 Ensuring that the interests of people at risk of homelessness are effectively heard in our democratic structures is critical to ensuring that the resources are

best used to prevent homelessness. The consultation heard that **greater transparency and investment in participation** is needed to make this accessible.

- 3.13 Across Greater Manchester there is emerging good practice around co-production with people with lived experience. People with lived experience can come together to have a voice to shape and influence local work.
- 3.14 We aim to create an **ecosystem of participation** in Greater Manchester. People with lived experience, people with professional expertise, and people representing communities of interest should take meaningful and active roles in designing, commissioning, and delivering public services.
- 3.15 We must resource participatory infrastructure such as forums, networks and community engagement work, paying for and investing in the personal development of those involved.
- 3.16 There are strong examples of existing participatory spaces. **The Greater Manchester Homelessness Action Network** has established one such area and is strengthening place-based participation across the ten boroughs through **locality partnerships**.
- 3.17 Other spaces include **Greater Manchester Citizens**, **Poverty Truth Commission**, and **Greater Manchester Tenants Union**.
- 3.18 We will also develop a **Social Innovation Hub** for Greater Manchester, to be made up of collaborators from public organisations, VCFSE organisations, residents and those with lived experience. This network will help to shine a light on learning, insights and ideas from across Greater Manchester. It will be a creative, and inclusive forum to collaborate on solutions to remove barriers that might stand in the way of homelessness prevention.
- 3.19 Leaders from across our councils and public services must engage with these groups and involve them to adapt decision-making processes to become more inclusive.

- 3.20 Businesses can also support homelessness prevention. Their investments and corporate governance affect us all, most notably regarding resources for land and housebuilding.

Participation through the workforce

- 3.21 People who work in public services should reflect the diverse communities that they serve. To enable this, we must **increase the recruitment, retention and development of people with lived experience**. This means changing our approaches to recruitment, the skills we value, routes into employment and revisiting how we support and develop people from different starting points and backgrounds.
- 3.22 There are good examples of lived experience participation through the workforce in Greater Manchester. Peer advocacy is a means of opening up opportunities to participate for people with lived experience and enables early intervention and meaningful support.
- 3.23 Other models such as **GROW (Getting Real Experience of Work)** Traineeships create paid opportunities for people who have lived experience of homelessness and multiple disadvantages. As well as developing pathways into employment for people and building a peer approach to support, these models can also help us realise our ambitions for an inclusive and diverse workforce across Greater Manchester.
- 3.24 It is essential to recognise the unique perspective that people working in different services have. They often see practical things that could be changed for the better. We will create opportunities for the workforce to be embedded in practice, policy and systems change work.

4. Prevention

Unified services

- 4.1 We already carry out homelessness prevention activity across public services. This activity isn't carried out everywhere consistently and it is too often applied only when someone is in a crisis or emergency.

- 4.2 Homelessness legislation encourages earlier intervention but only allows for statutory duties of support to stretch to a set period of 56 days before the event. The Duty to Refer lacks the strength and depth to ensure joint prevention work across public services.
- 4.3 The ‘typology’ of homelessness prevention that we have used to develop our strategy and its missions demonstrates that this activity must start across the population (universal) and when people access support that may not relate initially to housing insecurity (targeted and crisis).



- 4.4 Greater Manchester has a plan for reforming public services to do this (**Unified Model of Integrated Public Services**). We are committed to improving public services and using this model will help us to prevent homelessness systematically.
- 4.5 This will enable effective early intervention on broader issues that increase homelessness risk such as addiction, financial insecurity and poor health. It will also help us design homelessness specialist services like rough sleeper

outreach and temporary accommodation to be more effective at long term prevention and the avoidance of repeat homelessness.

We are committed to ensuring:

- **Services are geographically aligned to be accessible and joined up within a neighbourhood, serving populations of 30,000 – 50,000.**
- **Leadership and accountability are for place and system, as well as organisation and profession.**
- **There is the look and feel of one workforce functioning together, unrestricted by role titles or organisational boundaries.**
- **Financial resources are shared through joint commissioning at different levels, with a transparent understanding of total public spending.**
- **All strategic plans and programmes of work move in the same direction and towards a common goal of integrated service delivery.**
- **There are formal mechanisms to identify and remove blockages and barriers to reaching our shared goals, and we use devolution to deliver on this.**

One Integrated Neighbourhood

A completely new approach to public service delivery. Breaking down the silos between public services, collaborating on prevention rather than individually picking up the pieces. Promoting a model of public service delivery that is truly preventative, proactive and person-centred.

A single programme of transformation and reform across all disciplines

Further devolution, policy change, new regulatory environment

Supported by place-based pooled budget



Delivering Reform

- 4.6 At the neighbourhood level we will work with communities of 30,000-50,000 people. For each of these areas we should see Integrated Neighbourhood Teams supporting universal and targeted homelessness prevention. Expertise around housing and a range of interrelated issues would be part of the day-to-day work of these teams (see *One Integrated Neighbourhood Function*, page 20).
- 4.7 At a local authority level, the prevention of homelessness at the crisis and emergency levels is a core function of integrated triage, assessment, tasking and coordination. These functions would work closely together and pull on and deploy specialist and targeted support.
- 4.8 This model also enables multi-agency responses for individuals with entrenched complexities, of which homelessness is one. Stakeholders, particularly health and care, should commission and plan so that those experiencing the most harm receive the most attention from across all parts of the system involved in their care.
- 4.9 Beyond the 'operating model' we would expect leadership for homelessness prevention to be fully connected and coordinated with broader work to tackle a range of social issues. The homelessness workforce should work seamlessly with other disciplines beyond their traditional boundaries. The workforce should pool resources across services and communities and come together to understand and address system-level barriers.

Devolution and working with government

- 4.10 Devolution in Greater Manchester influences how we work with the national government. The drivers of homelessness are impacted by economic trends and policy decisions well beyond Greater Manchester. For that reason, we must work with the government to deliver the ambitions we set out here.
- 4.11 There is a solid joint ambition to build on with the government here. There are shared commitments to end rough sleeping and tackle the root causes of homelessness. Some challenges need facing head-on, including national policy, which we believe directly contributes to the homelessness we see in

our city-region. We need a strong partnership with the government, one which allows us to maximise the impact and efficiency of our services on the ground and we need greater flexibility about how we use funding. There should be fair and constructive challenge in both directions, and we will be clear about the specific policy changes we need to see nationally. Homelessness should be considered as the systemic issue it is and not as the siloed responsibility of a single Department or Minister nationally.

We will prioritise:

- **Securing the longer-term, more flexible funding we need to invest in prevention at scale**
- **Boosting housing supply**
- **Changes to welfare policy which drive people into homelessness**
- **Significant changes to asylum and immigration policy that drive people into homelessness, especially the No Recourse to Public Funds policy**
- **Enabling an approach to health that tackles inequality**
- **Reducing homelessness and repeat offending for people in the criminal justice system**

5. The Next Five Years

From Missions to Action

5.1 We all need to work together in partnership to turn the missions and principles in this strategy into visible action and change in our city-region. We all have a role in making this vision a reality.

5.2 The response will need to be wide-ranging. It takes the form of specific projects and programmes, new or emerging technology, campaigning, changes in governance arrangements, and much more. It will depend on partnerships, investment and risk-taking by stakeholders, and not everything will work.

- 5.3 Making this a reality means that we need to change the way we work. This means everybody – people working in services in different organisations, at all levels and types of roles, whether they be paid or voluntary. This cannot be done on our own or by focusing on homelessness in isolation. We need to come together cross-sector to develop our workforce across Greater Manchester, working much more closely with others not usually in our line of sight or part of our day-to-day work.
- 5.4 This will require significant change in the way we do things, changing relationships between those in official positions and citizens as well as between areas of specialism, changing our approaches, but also widening our skills and capabilities beyond our traditional worlds and exploring new roles in our communities.
- 5.5 The GMCA will play a convening role to maintain political and strategic focus. It will support collaboration and investment, highlight good practice and enable accountability by making progress visible to the broader system.
- 5.6 The **GM Homelessness Action Network** will take a key role in further developing the co-produced recommendations from the Legislative Theatre and AVA/Agenda events, engaging with relevant organisations and authorities to identify where and how these can be adopted.
- 5.7 This will support the development of the **Mission Plan** into an **Action Plan** that will capture key areas of activity and progress towards our missions and principles taking place at a regional level. The **Action Plan** will be reviewed every six months.

Greater Manchester Homelessness Prevention Strategy Action Plan

Everyone can access and sustain a home that is safe, decent, accessible and affordable

Everyone leaves our places of care with a safe place to go

Everyone can access quality advice, advocacy and support to prevent homelessness

People experiencing homelessness have respite, recovery and re-connection support

No experience of homelessness is entrenched or repeat

Stakeholders/
Partners

Local Government, National Government, Social Housing Providers, GM Health and Social Care Partnership, Faith, Her Majesty's Prison and Probation Service, GM Police, GMFRS, Educational Settings, Social Investors, Voluntary Community and Social Enterprise Sector, DWP Job Centres, Private Business.

People

- Addressing Inequalities
- Trauma Responsive
- Person-centred
- Person-centred Data

Participation

- Democratic Participation
- Inclusive Participation
- Participation through the Workforce
- Partnerships

Prevention

- Public Service Reform Enablers (Geographical Alignment, Leadership and Accountability, One Workforce, Single Commissioning Function, Programmes, Policy and Delivery and Tackling Barriers and Delivering on Devolution)
- Working with Government

GM Actions and Local Actions against each of the Missions and Principles are to be designed and agreed in collaboration with the GMHAN (Stakeholders/Partners)

5.8 We are working in a changing and innovative environment in Greater Manchester and a wide range of opportunities for change can be identified. Examples include:

- The re-unification of the Community Rehabilitation Company into the National Probation Service and progressive **Justice Devolution** within Greater Manchester.
- The **Tripartite Agreement** between Greater Manchester Housing Providers, Greater Manchester Combined Authority, and Greater Manchester Health and Social Care Partnership, including the improvement and upscaling of wider supported housing and housing related support offer e.g., support with drug dependence to maintain a tenancy
- The configuration of the **Greater Manchester Integrated Care Service (ICS)** with a mandate to look after population health and act on health inequalities
- The adoption of the **Greater Manchester Independent Inequalities Commission** recommendations
- The **Greater Manchester Adult Social Care Transformation Plan** and progress to become a Trauma Informed City Region by 2023
- **The Greater Manchester Changing Futures activities** to address multiple disadvantage
- Operationalising ‘**Homeless Healthcare in GM - Commissioning for Inclusion**’ as approved by the Greater Manchester Joint Commissioning Board
- Development of the **Good Landlord Scheme** and continued development and delivery of the **Greater Manchester Ethical Lettings Agency**
- **GM Data Accelerator** to enable ‘data fusion’ across multiple systems and partners that will allow a sophisticated system to learn, analyse, evaluate and enhance service offers and build Unified Architecture across digital platforms.

- Opportunities to **work with National Government** on policy change and devolution

5.9 Within each of these, and far more, we will work to embed the missions and principles of the strategy and make the impact visible via the Greater Manchester Homelessness Prevention Action Plan.

Locality Action Plans

5.10 Action will also be taken at a locality level across the 10 boroughs and in neighborhoods. The missions and principles within this strategy provide a framework for developing more specific actions and will require local participatory and/or democratic processes to prioritise and adopt them.

5.11 **Local Authority Homelessness Prevention Strategies** should make visible progress against the shared missions and principles.

5.12 Legal accountability falls on local authorities for specific functions to prevent and relieve homelessness under statutory criteria. It will be crucial that local authorities determine how they will take forward and deliver specific actions to implement the shared missions and principles within this strategy where they hold statutory functions and manage this within individual authority's governance arrangements.

6. Appendix 1: Recommendations for Action

A - Progressing Ava and Agenda Recommendations

6.1 These recommendations are aimed at Greater Manchester and local authority decision makers to tackle women's multiple disadvantage. The following recommendations are overarching strategic recommendations that bring together key policy opportunities across Greater Manchester.

Strategic responses:

- GMCA should hold a stronger convening role across Greater Manchester to ensure local systems work for women facing multiple disadvantage. A strengthened process should be able to take a 'helicopter view' of the system response, encourage collaboration and provide a platform for good practice.
- The forthcoming Gender-based Abuse Strategy, Victims Strategy, Homelessness Prevention Strategy, Drugs and Alcohol Strategy and Health and Justice Strategy should set out how the needs of the most disadvantaged women will be met.
- Consideration should be made for those women who may fall out of the remit of these various strategies, including women with No Recourse to Public Funds (NRPF).
- The Women and Girls Equality Panel, and its allies' network, should have meaningful opportunities to input across all GMCA level strategies. GMCA should undertake an audit of borough level strategies and action plans aimed at responding to the needs of women facing multiple disadvantage, including local authority Violence Against Women and Girls and Domestic Abuse strategies. There should be a cross-border protocol establishing a system of local authority co-operation which defines responsibilities for the provision of housing, care and

support services when victims of violence and abuse move between local authority areas.

- GMCA and local authorities should fully involve the specialist women and girl's sector when developing strategies, commissioning services and identifying gaps in service provision. GMCA and local authorities should develop a strategic plan with the specialist women's sector on how to work collaboratively to break down service siloes and offer person centred, holistic support for women from diverse backgrounds. This should recognise an already stretched frontline and provide adequate time and resource for meaningful collaboration and consultation.

Responses to COVID-19:

- Commissioners across Greater Manchester must work with the specialist women's sector at a regional and local level to ensure that the impacts of the pandemic on women facing multiple disadvantage are recognised and responded to. All future strategies and plans need to reflect both the legacy and the lessons of the pandemic, including the Greater Manchester Strategy. This should particularly include low-income women, women involved in sex work or survival sex, homeless women and women with NRPF.

The following recommendations summarise the more detailed recommendations that are made throughout the briefing:

Gender and trauma-informed practice:

- GMCA should lead on the development of a commissioning framework for gender and trauma-informed services and establish a shared approach across all services, including homelessness, health, drugs and alcohol and criminal justice. This should involve commissioning specialist women's services, including specialist services for Black and minoritised, LBT and disabled women, with access for women with NRPF.

- The **GMCA Gender-based Abuse Strategy**, **Health and Justice Strategy** and Homelessness Strategy should outline how training on gender and trauma informed approaches should be developed in consultation with specialist services and women with lived experience and provided to all staff working in services supporting women facing multiple disadvantage.
- Public services across Greater Manchester must ensure staff make trained enquiries about domestic and sexual abuse and respond appropriately with clear pathways into appropriate trauma-informed support. This must be accompanied by data collection on enquiries and responses, to inform the picture of the levels of abuse and help services adapt in response. There should be clear strategic oversight of this process across the city-region so that it is embedded in public service responses and adequate training should be provided from specialists in gendered violence. This must be backed by sufficient funding to make this a reality.
- Local authorities should ring-fence funding to commission specialist gender and trauma informed services and developing trauma informed practice and principles across its work. This should involve commissioning specialist women's services, including specialist services for Black and minoritised, LBT and disabled women, with access for women with NRPF.

Co-production and working with experts by experience:

- Women with lived experience of multiple disadvantage must be centred and their contributions prioritised at all levels of decision making across GMCA to help design and commission services differently, including areas where their experiences are often overlooked, including addiction treatment, criminal justice and homelessness.
- Coproduction must be carried out in a way that is meaningful, by involving women with lived experience from the outset, developing consistency in approach, and supporting those

involved with remuneration and/or through accredited skills and training.

- Local authorities should commission services that prioritise the recruitment, retention and development of staff with lived experience.

Commissioning and funding:

- GMCA should set out clearly in its Gender-based Abuse Strategy, Health and Justice and Homelessness Prevention Strategies commissioning processes and specifications that prioritise long-term funding for specialist women's services to ensure the sustainability of vital organisations. This should also commit to ring-fencing funding for women with NRPF.
- Local authorities should build incentives into commissioning processes to encourage mainstream services to work collaboratively with the specialist women's voluntary sector. Specialist organisations should be fully involved at key stages of the commissioning cycle, in decision making and data collection.
- Commissioners should ensure that services provide disaggregated data on which women are being turned away, and why, to allow robust data collection on service thresholds and provide clarity on local need. GMCA should hold central responsibility for the collation and evaluation of this data

B - Progressing Legislative Theatre Recommendations

6.2 A number of specific policy recommendations have been developed from a series of co-production sessions with people with lived experience of homelessness and those working within frontline services and have directly informed the Strategy.

6.3 The GM Homelessness Action Network undertook a rigorous Legislative Theatre process, in which multiple performances creatively explored people's experiences of homelessness, housing and related services. Each performance was followed by a discussion with commissioners and service

professionals to break down the challenges presented and identify opportunities for policy change towards preventing homelessness.

- 6.4 A GM HAN Legislative Theatre Action Group has been formed to continue to develop these recommendations so that they can be adopted across the right organisations and spatial levels, and within the relevant governance structures. This will support the creation of the Greater Manchester Homelessness Prevention Action Plan.

The recommendations are shown here across the three core commitments of the strategy:

People Priorities

- Tackling inequality – Frontline staff across GM participate in anti-racism training, to understand and address structural racism within systems and services.
- Person centred – GMCA and LAs prioritise recruitment of a diverse, representative, culturally competent workforce, with a more inclusive hiring process.
- Asylum system – Safeguard children in the asylum process and provide access to good-quality legal advice at the beginning of the asylum journey.
- Transition from health – Reorganise commissioning to recognise and improve dual diagnosis services (this is repeated below).
- PRS – Tenants should have recourse to a tenants’ union or other centralised tenant support organisation, for information, support and collective action.
- Trauma responsive – Develop a Good Practice Charter that reinforces trauma-informed practices across Unified Public Services.
- Choice and control – People are informed of any key changes to their support immediately, e.g.; a “no surprises policy”
- Choice and control – Data sharing across health and social care and across GM and LAs (via GM-Think) should prioritise ownership, accuracy, access and transparency.

- Choice and control – Housing First principles to be adopted as universal GM policy.

Participation Priorities

- Lived experience – Employ staff with lived experience within public services, aiming for 50% lived experience across teams. Adopt accessible hiring practices for sustainable jobs, across all levels including managers.
- Community participation – Paid participation and engagement budgets for community consultation on policy and practice. Create dedicated staff roles to support involvement within service organisations.
- Discrimination – Zero tolerance to harassment, discrimination, and violence across council / service staff, including the police force.
- Inclusive participation Commissioning - Reduce procurement thresholds to enable localised support from community organisations and offer informal information sessions for smaller providers to dialogue with commissioners and support their bids.
- Co-Producing commissioning -- Commissioners and service users co-create outcomes and targets together and build feedback loops from service users into annual appraisals.
- Peer advocacy – Develop a team of peer advocates across Unified Public Services. Advocates are paid fairly, have experience accessing services and have the power and independence to identify and inquire into agencies that are not carrying out good practice.

Prevention Priorities

- Integrated working – trauma-informed, human-centred staff training across Unified Public Services to be delivered by people with lived experience/or people who have used those services. Training will emphasise the human impact of accessing services via theatre and other creative, accessible tools.

- Place-based resourcing – Funding for specialist organisations to sustain and expand vital, culturally specific and place-based support, in particular organisations working with and/or led by marginalised communities and strengthen communication between smaller groups and LAs.
- Inclusive health – Normalise and promote dual diagnosis and realign commissioning to support dual diagnosis services.
- Collaborative Commissioning: Commissioners re-design process to encourage bids created collaboratively, with inter-sector stakeholders. Encourage more multi-agency partnerships in commissioned projects.
- Working with Government – Lobbying to change the benefits system so that starting part time work does not detract from benefits.
- Opportunities to enhance income and skills – Offer professional development and personalised learning budgets to support people entering or re-entering workforce. Develop inclusive standards and requirements for workplaces and re-organise hiring panels to include people with lived experience.

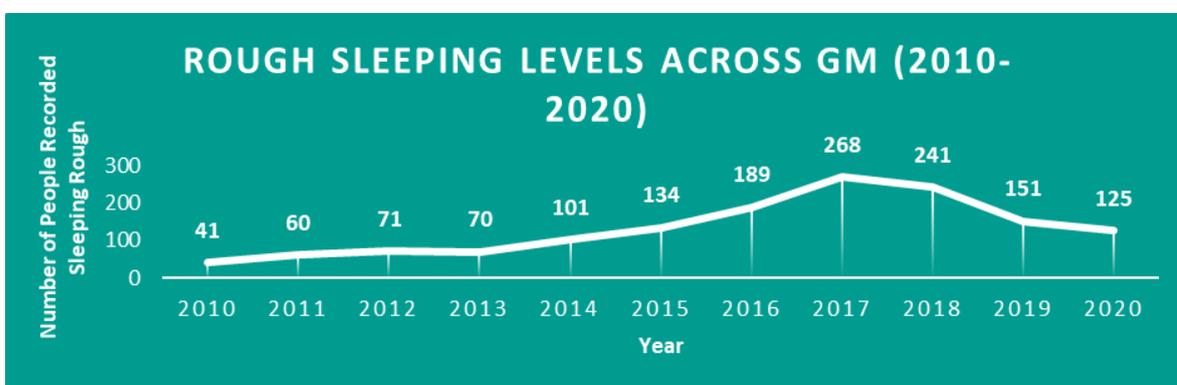
C - Progressing Local Authority Commitments

- Increasing availability and access to quality prevention services before inflection moments of crisis
- Preventing evictions from the Private Rented Sector (PRS) and working with social housing providers on early intervention
- Conducting effective mediation and outreach to prevent the breakdown of relationships and exclusion leading to homelessness
- Joint working with targeted groups, especially at moments of transition such as leaving care or prison
- Working to prevent instances of domestic violence and committing to providing safe housing options to victims to prevent housing instability/homelessness
- Taking person centred and flexible approaches to prevention

- Mitigating the impact of welfare reform and ensure both clients and service providers are made aware of changes and their impact

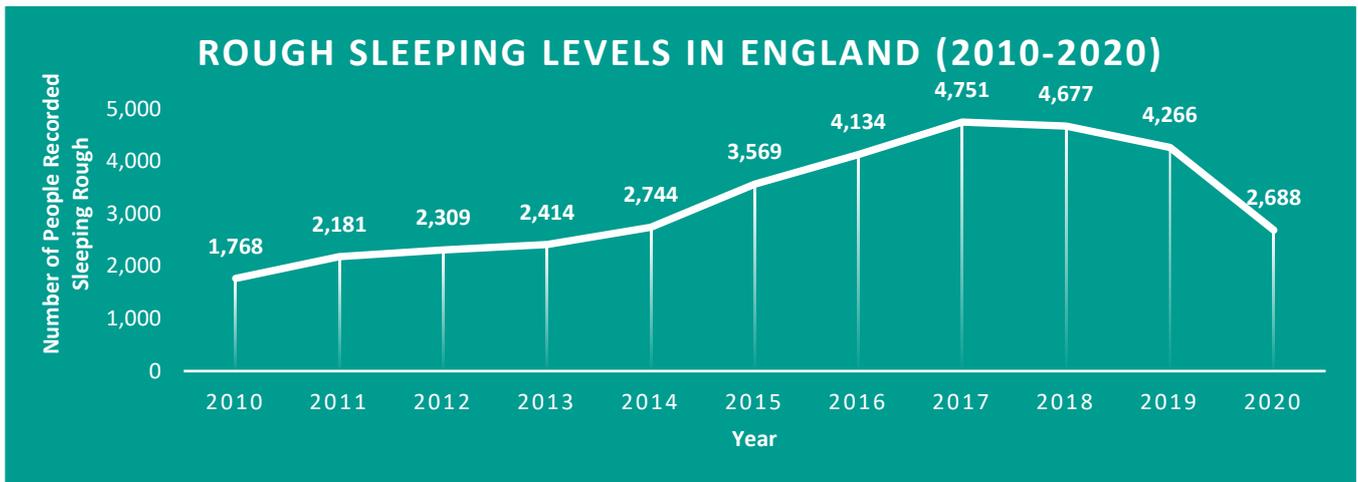
7. Appendix 2 – Evidence on homelessness

- 7.1 This note provides additional information about the data used inform the Strategy and demonstrate key changes across Greater Manchester over the last 10 years.
- 7.2 It then it highlights key information about where data is missing, and the use of non-official statistics. It is intended to provide additional context for the data used, rather than a full explanation of the data's limitations.
- 7.3 From 2010 to 2017, all forms of homelessness in England and in Greater Manchester increased at an alarming rate.
- 7.4 Between 2010 and 2017, the number of people sleeping rough on a single night in Greater Manchester increased dramatically. 41 people were recorded on a single, typical night in Autumn 2010, compared to 268 in 2017 –a 554% increase.

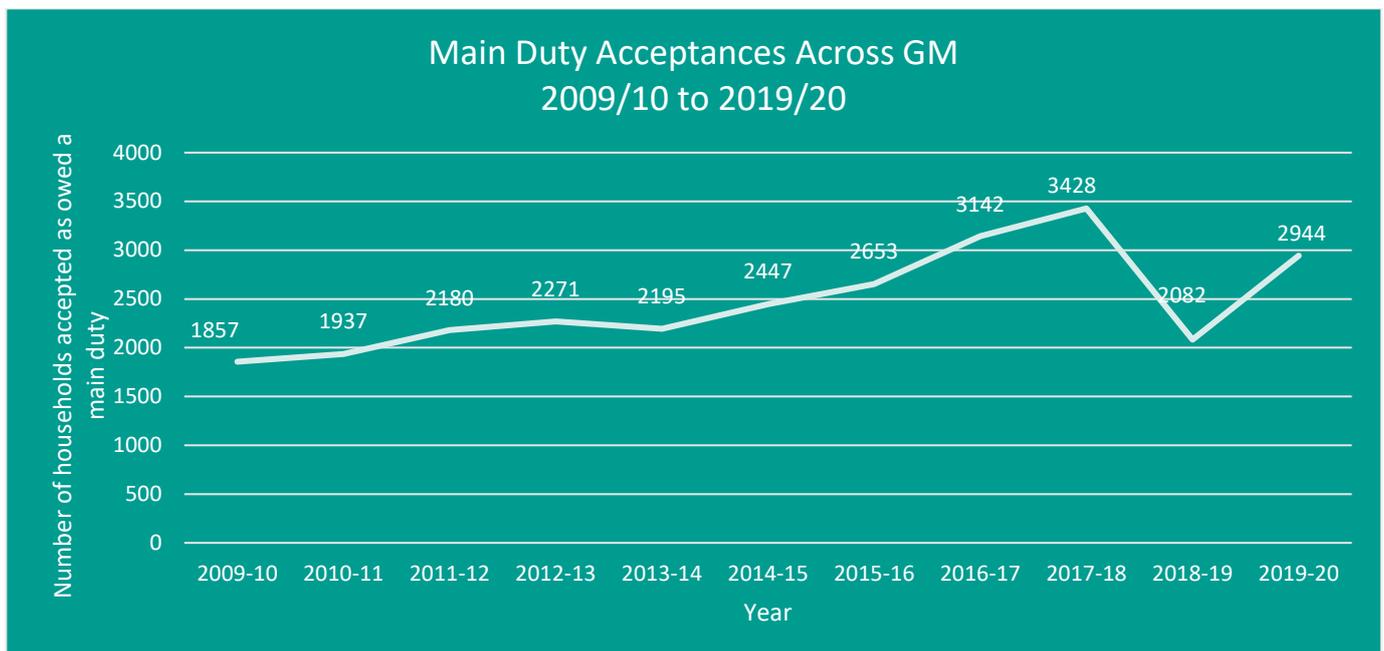


- 7.5 Since 2017 this number has begun to decline, with 125 people recorded as rough sleeping on a single night in Autumn 2020. Whilst this represents a 53% decrease from the 2017 peak, this still three times as high than 2010.
- 7.6 The trend in the level of rough sleeping across Greater Manchester is mirrored at the national level, albeit the rise in homelessness was comparatively much steeper in Greater Manchester. In England as a whole, the number of people recorded as sleeping rough rose 169% from 1,768 in 2010 to a peak of 4,751 in 2017. Since 2017, the number of people recorded

as sleeping rough nationally also fell to 2,688 in 2020. This is a decrease of 43%.



7.7 Homelessness in all forms has increased in Greater Manchester since 2010. In 2009-10, 1,857 applications were accepted by local authorities as a ‘main duty’ of re-housing being owed under provisions of the Housing Acts. This increased by 85% to a peak of 3,428 in the 2017-18 financial year.



7.8 The enactment of the Homelessness Reduction Act 2017 expanded the duties owed by local authorities to those who are homeless (the relief duty) and those at risk of becoming homeless within 56 days (the prevention duty). The drop in main duty acceptances in 2018/19 indicates displacement to these new prevention and relief duties. Despite this change, the steep increase in

main duty acceptances has continued with another significant rise into 2019/20.

- 7.9 Under the new legislation, across Greater Manchester 6,927 households were initially assessed as being owed a prevention duty and 9,673 households as owed a relief duty in 2018-19.¹ In 2019-20 these figures increased by 8% to a total of 17,933 duties owed at initial assessment; 7,569 (42%) prevention duties and 10,364 (58%) relief duties.²

Temporary Accommodation

On the March 31 2020, 3,304 households were in temporary accommodation across Greater Manchester. Of these, 2,089 (63%) were households with children. In total, 4,299 children were in temporary accommodation across Greater Manchester on this date.

Reference: MHCLG Statutory Homelessness: detailed local authority level

Referrals

In 2019/20, 1,377 households across Greater Manchester were assessed as a result of a referral. Of these, 957 (69%) referrals were under the duty to refer.

Hospitals and Adult Secure Estate were the main referrers under this duty, making 258 (19%) and 148 (11%) of all referrals respectively.

Reference: MHCLG Statutory homelessness: detailed local authority-level tables: April 2019 to March 2020.

¹ MHCLG Statutory homelessness: detailed local authority-level tables: April 2018 to March 2019.

² MHCLG Statutory homelessness: detailed local authority-level tables: April 2019 to March 2020, supplemented with quarterly returns.

Outcomes

In 2019-20, across Greater Manchester 51% of prevention and 35% of relief duties were ended successfully, with accommodation secured for 6+ months. This compares to 58% and 40% nationally, which suggests more can still be done to prevent and relieve homelessness before further duties are owed.

Reference: MHCLG Statutory homelessness: detailed local authority-level tables: April 2019 to March 2020, supplemented with quarterly returns.

Additional Information and Data Sources

- 7.10 The data sources used to produce many of the statistics presented in this strategy are presented below.
- 7.11 MHCLG H-CLIC Data - The MHCLG H-CLIC data for 2019/20 is incomplete. At the Greater Manchester level, some information for Wigan is missing from the nationally published statistics. Where the yearly dataset for 2019/20 is used, this means that Wigan is excluded from any statistics.
- 7.12 Where possible, missing information from the 19/20 yearly data has been supplemented with the published quarterly returns, such that only information for Wigan between July and September 2019 is missing from statistics. It is indicated in in-text references when this is the case (see MHCLG Statutory homelessness: detailed local authority-level tables: April 2019 to March 2020, supplemented with quarterly returns).
- 7.13 Population and Ethnicity Data - These population statistics are estimates, based on the 2011 Census, and are not official ONS statistics. They provide a broad view of the GM population by ethnicity but should be treated with caution. As no data was available for Wigan for the breakdown of duties owed by ethnicity, this Local Authority has also been excluded in the population estimate.

- 7.14 **For Rough Sleeping Information:** MHCLG (2021). Annual Rough Sleeping Snapshot in England: autumn 2020 (25/02/2021).
- 7.15 **For Main Duties Owed 2009/10 to 2017/18:** MHCLG (2018). Table 784: Local authorities' actions under the homelessness provisions of the 1985 and 1996 Housing Acts: Financial years 2004/05 to 2017/18 (Revised) (13/12/18).
- 7.16 **For Main, Prevention and Relief Duties Owed 2017-18 Financial Year:** MHCLG (2020). Statutory homelessness: Detailed local authority-level tables: April 2018 to March 2019 (01/10/2020).
- 7.17 **For Information from 2019-2020 Financial Year:** MHCLG (2020). Statutory homelessness: Detailed local authority-level tables: April 2019 to March 2020 (01/10/2020).
- 7.18 Supplemented (where possible) with:
- MHCLG (2020). Statutory homelessness: Detailed local authority-level tables: April to June 2019 (19/03/2020).
 - MHCLG (2020). Statutory homelessness: Detailed local authority-level tables: July to September 2019 (21/05/2020).
 - MHCLG (2020). Statutory homelessness: Detailed local authority-level tables: October to December 2019 (20/08/2020).
 - MHCLG (2020). Statutory homelessness: Detailed local authority-level tables: January to March 2020 (October 2020).
- 7.19 **For GM Population by Ethnicity: ONS (2020).** Population denominators by broad ethnic group and for White British, local authorities in England and Wales: 2019 (26/08/2020).

8. Appendix 3 Greater Manchester Good Practice Case Studies

Everyone can access and sustain a home that is safe, decent, accessible and affordable

Adverse Childhood Experiences

Greater Manchester recognises the need to significantly **develop capability in the workforce** so that we are better at reducing, **preventing and mitigating the consequences of trauma, including Adverse Childhood Experiences**. Research by Public Health Wales reports that the odds of homelessness are increased by 16 times for those who have experienced four or more Adverse Childhood Experiences. Understanding, recognising and being able to appropriately respond to trauma to prevent homelessness is critical. The need for a consistent standard of training in this area across organisation is key and in-line with our one workforce approach.

An e-platform has been secured to provide training with unlimited licenses across health, local authority, VCSE, housing, police and probation to deliver training in trauma responsiveness to all frontline staff. This is currently being rolled out and forms part of the wider Greater Manchester Trauma, Adverse Childhood Experiences and Resilience Delivery Framework.

Integrated neighbourhood teams

Wigan Council has developed a **place-based approach in each of its neighbourhoods** focused around seven 'Service Delivery Footprints'. This enables services to work together in a multiagency environment to **respond holistically** to the needs of individuals, families and the community at earlier stages. This approach works across a range of levels of needs, starting at universal but with a focus on targeted and crisis typologies. Frontline teams have developed **asset-based approach** to working with residents and communities, enabling them to **respond to underlying issues** leading improved relationships and better outcomes.

The full range of services for the public, including the VCSE sector collaborate at a neighbourhood level by working together to **identify and resolve barriers in the system** and using their combined skills to design their response around individual needs and doing the right thing for each person, family or community.

Everyone leaves our places of care with a safe place to go (care, health facility, prison, asylum)

Criminal Justice joint working

The Justice Devolution Memorandum between the Ministry and Justice and GMCA affords us the strategic opportunity to shape probation reform to benefit the lives of Greater Manchester residents and their communities. The National Probation Service has now reunified providing opportunities to enhance the resettlement support offer incorporating learning from the SIB and Housing First programmes.

We have worked with Greater Manchester colleagues across probation, local authority and VCSE to understand how we can create better outcomes for individuals who leave prison with potentially no fixed abode. A new service to support individuals to access accommodation is being co-commissioned which focuses on the transition from custody to the community and provides support for individuals to sustain their accommodation to prevent homelessness and reduce likelihood of reoffending. The service takes into account good practise, innovation and skill within the private and voluntary, community and social enterprise sectors (VCSE) and will provide tailored person centred and strength-based support to achieve sustainable outcomes.

Supporting young people

The Young Persons Prevention Pathfinder is a one-year pilot leading into a multi-year commission aimed at preventing homelessness in young people aged between 18-35 years old. The development of core design principles for the programme has been informed by analysis of data and a partnership approach through discussions with local authorities and engagement with local VCSE organisations.

The principal outcomes for the young people referred to the Pathfinder will be to prevent young people becoming homeless, by interventions (e.g., mediation) to keep them in family homes/current accommodation provision or through accessing and sustaining suitable alternative stable housing.

The ambition for the Pathfinder focuses on learning what works; linking young people into opportunities that are available to them in Greater Manchester such as employment and training

Everyone can access quality advice, advocacy and support to prevent homelessness

An integrated response to helping homeless families

Rochdale Borough Council have a policy of not placing families in temporary accommodation outside of the borough, unless there is a requirement for emergency accommodation. As soon as a family presents as homeless links are immediately made to early help via the Early Help and Safeguarding Hub (EHASH) enabling the early identification of family support if it is required.

The Council's Strategic Housing acts as a triage and first point of contact to check if families are already open at Early Help/Social Care and get an immediate link into the work/issues being presented. The Housing triage officer is also the first point of access for all early help practitioners to ask questions, problem solve and get the right support for families – it's the "one stop shop" for housing issues and means that staff always have access to someone who has up to date knowledge on housing policy. Quick access to the service and has enabled "referrals" made via phone or email and are turned around within 24 hours.

The triage service plays a critical enabling role to broker a solution between different service providers by looks at range of information, data to help clarify or verify information and analyse available options. Strong links between Strategic Housing triage and early help services has led to earlier identification and support put in place that has increased prevention of families becoming homeless.

Access to Legal Advice for Women with No recourse to Public Funds (NRPF)

Manchester City Council Social Services NRPF Team, provide an important safety net for women who are street homeless and initially would not be eligible for housing and homelessness support who have NRPF but are experiencing domestic abuse NRPF and are eligible for the Destitute Domestic Violence Concession and those and.

Whilst offering immediate safe temporary accommodation to women, the team are responsible for referring women directly to an immigration lawyer to support them to regularise their immigration status with a view to resolving their NRPF condition so that they can have access to public services, within usually 10 days.

Whole family support – Early Break

Early break is Children, Young People and Family Charity that works across a number of GM Localities (Bury, Bolton, Rochdale, Salford and Trafford). Working within a “whole family” approach to support children affected primarily by parental substance misuse, emotional and mental health and domestic abuse, they offer emotional and well-being services to children and their families in a trauma-informed way with a key focus on intergenerational substance misuse and criminality. Their Homeless Families+ project has been co-produced and takes a structured child centred approach to working with mothers in prison pre and post release. To meet the needs of mothers, children and families they offer a whole system approach which includes trauma therapy and mental health support.

Women’s Voices

The Women’s Voices Movement brings women together and supports women to raise their voices and influence system change across Manchester and Greater Manchester. The Group has been nurtured and hosted by Inspiring Change Manchester (ICM) and was founded by a group of passionate women from different walks of life who are vocal and proactive about women having a say, getting involved in decisions that matter to them and creating positive system change for women facing multiple disadvantages.

Women-led and co-created with women with lived experience, the group supports women with different life experiences. As well as meeting as women’s groups, they also provide regular 1-2-1 catchups for all the women involved to foster a sense of connection and deepen relationships over time. Women’s Voices provides training and peer support to help women build their confidence and skill set when speaking to other women and decision-makers for peer research, consultations, and other involvement work.

The Women’s Voices Movement has been involved in national, local, and regional consultations on commissioning of women’s services, strategic policy, and plans. They also conduct peer research into women’s lives with specific areas of disadvantage, such as homelessness and domestic abuse. As well as this, they hold key events: bringing decision-makers, services and women together to make positive change for women and girls.

People experiencing homelessness have respite, recovery and reconnection support

Supporting people on the streets

The Street Engagement Hub, Manchester, is a multi-agency service supporting people facing multiple disadvantage who are engaging in street activity. People are able to find consistent and trusted help within their local neighbourhood and where needed they can draw down upon specialist support.

Street activity can include begging, anti-social behaviour, rough sleeping, drug consumption and sex work. The mobile outreach (with a physical) Hub is an inclusive model that supports includes a range of traditional public service responses working together as one team and pooling resources around the individual. This joint service response includes policing, homelessness, drug and alcohol support, voluntary and community responses, immediate medical care, prison and probation, mental health, welfare, social care, and employment.

By offering support to relieve people's immediate needs, focus on safeguarding, and supporting people to get the help they want from services in a coordinated way. This helps people who are in an emergency and need support to recover from repeat homelessness.

Person-centred Support

The Albert Kennedy Trust's mission is to prevent LGBTQ+ Homelessness across Greater Manchester.

Using a person-centred approach with the wishes of young people at the heart of the core they work with partners to secure accommodation and support for young LGBTQ+ people. A trauma-informed approach has enabled them support young lesbian, bi and transwomen the support they are entitled to in an environment that celebrates their LGBTQ+ identities.

Within the last 12 months they have successfully supported 48 young LGBTQ+ women.

Gender Specific Support and Accommodation

The Pandemic Experiences of Migrant Women' highlights the challenges that a woman with NRPF faced when trying to access housing support. During the COVID-19 pandemic a women's hostel was set up in April 2020 and ran for 2½ months specifically for women threatened with homelessness or who were street homeless including women with NRPF.

Case Study

A young European woman approached a local authority homelessness department during the fourth week of the COVID-19 lockdown in Spring 2020, after fleeing domestic abuse in another borough in Greater Manchester. Due to NRPF she referred to the several Local Authority departments was unable to be supported. She paid for a bed and breakfast for two nights with what little money she had on her. When the money ran out, she slept on the streets for two nights. The police found her sleeping on the street and took her to a mixed-sex hostel, who were also not able to accommodate her longer than two nights – due to her immigration status and the NRPF condition. After referrals to five other frontline agencies, she was eventually referred to Safety4Sisters, a frontline feminist Black and minority ethnic majority-led women's charity based in Manchester working with vulnerable migrant women who have experienced gender-based violence. Safety4Sisters knew that she was entitled to be accommodated in the GMCA Covid-19 hostel. Within two hours, she was housed safely in the Covid-19 hostel. The trauma and danger of her sleeping rough for two nights could – with better communications between agencies– have been easily avoided.

This emergency provision was women only, staffed with support workers 24 hours a day, had good security in place, and provided emergency clothing, meals and specific support to women. It highlighted the requirement for specific gender-based accommodation to enable the right support is offered to women, especially those who are fleeing or are survivors of domestic abuse. The learning and good practise from this has enabled Manchester City Council to specifically commission A Bed Every Night (ABEN) provision for women only.

Gender Specific Support and Accommodation

MASH provides non-judgemental support to women who are sex working so they are safer, healthier, and more resilient. The majority of the women MASH work with are working on the streets, are homeless or/and staying in unsafe or insecure housing. They are some of the most marginalised women in Greater Manchester, facing a range of intersecting inequalities.

Despite often having the highest and most complex needs, they often fall through the cracks of mainstream services and face huge barriers to support and opportunities. MASH supports anyone who is sex working and identifies as a woman. Through their expert team of caseworkers, their drop-in centre, their mobile drop-in vehicle and their dedicated sexual health nurse, MASH builds trusted relationships, working with women where they are at, and offering a gender and trauma-responsive approach and environment.

Women tell MASH that without them they wouldn't know where else to turn. Through their engagement with MASH, women take fewer risks, keep themselves safer, access expert support for their physical and emotional health, are supported to access accommodation and have improved self-esteem and resilience.

Safeguarding families

Greater Manchester has come together to review and improve the experience of families in temporary accommodation through a Homeless Families Task and Finish Group. This group is focused on four key areas of activity aimed at reducing harm and supporting family wellbeing. They have been worked up through collective understanding of the experiences and issues that families face in temporary accommodation, with a multi-agency and multi-sector appreciation of risk, responsibility, and opportunity. The activity areas are: Greater Manchester Code of Conduct and Minimum Quality Standards for Hotel Accommodation used as temporary accommodation for families, agreed early help and children's support offer, inclusion health approaches for homeless families, and use of VCSE sector support networks.

No experience of homelessness is entrenched or repeat

Non-conditional support

Housing First is an internationally recognised model based on clear principles of non-conditional and person-centred support. It is a housing led service supporting individuals experiencing multiple disadvantages where types of housing and support has been ineffective at sustaining recovery from homelessness. Individuals have access to intensive support based on 1:7 caseloads and are offered accommodation without usual conditionality. Housing is the first stage of the journey to recovery, not the last.

Housing First brings services together and takes a person-centred approach to support individuals at their pace and on their priorities. This supports individuals to break the cycle of repeat homelessness. Current success shows that 88% of individuals are sustaining their tenancies preventing recurring experiences of homelessness. Moreover, individuals on the programme have gone on to reconnect with their family, reduce substance use and take up voluntary or paid work.

There is no single model of housing and support that is likely to be effective for all individuals experiencing homelessness, however, there are universal learnings from housing as an intervention designed to be trauma informed, strengths based and informed by those with lived experience.

Community and peer support

A KeyRing network offers support through a trained team of staff and volunteers. It builds peer and community support options. The network makes use of existing resources in the area and connects people into them. This means better outcomes for the people they support and better value for money. Each network has nine or more network members (people they support) who live close by.

The KeyRing approach, Oldham, is based on designing services around individuals and communities, their connections, their skills, and their ambitions. They work with people who have experienced homelessness and those who struggle to maintain a tenancy due to physical/mental health problems, addiction, or struggle due to a learning disability. KeyRing connects people with their local community, so that they can be more involved and even better connected. They believe that the more connected a person is with friends, neighbours and other people in their community ensures there are lots of different people who can support you when you need it. This also helps people on their journey from reliance to independence.

No Wrong Door Case Study

Inspiring Change Manchester (ICM) is a Lottery funded multi-agency **learning programme**, supporting people facing **multiple disadvantages** who face repeat and entrenched homelessness. Our No Wrong Door Compact was developed by our lived experience Core Group as a blueprint for our service design and our approach to system change. The compact outlines four basic principles: **Access, Practice, Communication and Expertise**; to shape a more person-centred model for supporting people.

Access: Recognising the importance of creating a safer space and believe peer support and relationships are key for developing non-judgemental, identity informed approaches, which recognises the individual accessing services; their personal wants, needs and experiences. The membership model is not time-limited, designed to stop people dropping out of services then not being able to access support when they are in crisis. We promote flexibility, personalised spending and recognise that whoever comes to us for support, even if we are not the best-fit services, we have a responsibility to support that person to navigate the network, to find and access the right service for them.

Practice: ICM as a multi-agency partnership promotes consistency for members with a shared code of person-centred practice that recognises experiences influence behaviours. We have adopted a whole-person approach, providing support around the individual, designed in psychologically informed and trauma responsive way, with access to personal development, recovery and mental health pathways.

Communication: Language matters and communication needs to be actively inclusive, to ensure support is designed with and not done to. How we share information is important, so people are not forced to repeatedly share their personal stories and history. This resulted in the GM-Think database that allows services to share information safely and sensitively, to support people between our multi-agency networks and to help prevent individuals falling through the gaps in our system. Digital inclusion, recognition of neurodiversity and language barrier are actively promoted when supporting people.

Expertise: By recognising meaningful use of time as a route to recovery, we follow a strength-based approach for engagement and involvement, starting with accessible, creative and active activities for members. By offering adult learning opportunities, volunteering and peer support pathways, GROW traineeships we have successfully supported individuals with lived experience into employment. Professional development, with a focus on action learning and reflective practice is an ongoing commitment.

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Date: Friday 30th July 2021
Subject: Cricket in Greater Manchester
Report of: Andy Burnham, Mayor of Greater Manchester

PURPOSE OF REPORT

This report provides Leaders with an update on the progress of the Cricket Strategy for Greater Manchester and seeks views on a variation to the GMCA’s original agreement for providing funding for the action plan that sits beneath it.

RECOMMENDATIONS:

The GMCA is asked to:

1. Note the progress report on the action plan within the Cricket Strategy.
2. Agree to vary the original terms of the grant to support activity within the Strategy, requiring the in-principle agreement of an Urban Cricket Centre in order to release the GMCA’s funding for each year of the strategy, as described in Section 3 of the report.

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Impacts Questionnaire

Impact Indicator	Result	Justification/Mitigation	Guidance
Equality and Inclusion		Many of the actions within the Cricket Strategy are aimed at communities the Combined Authority and public services more widely often struggle to engage. The Urban Cricket Centres proposals aim to provide high quality facilities in areas that have historically lacked them.	<i>See Equalities Impact Assessment Result</i>
Health		The Cricket Strategy seeks to increase physical activity within the city region, improving residents' health and wellbeing.	
Resilience and Adaptation			
Housing			
Economy			
Mobility and Connectivity			
Carbon, Nature and Environment			<i>See Carbon Assessment Result</i>
Consumption and Production			

Contribution to achieving the Greater Manchester Carbon Neutral 2038 target.	The Strategy seeks to enhance residents' enjoyment of existing green spaces through the provision of new facilities and programmes.
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Carbon Assessment

Overall Score 

Buildings	Result	Justification/Mitigation
New Build residential		
Residential renovation or maintenance		
New Build Commercial/Industrial		
Transport		
Active travel and public transport		
Roads, Parking and Vehicle Access		
Access to amenities		
Vehicle procurement		
Land Use		
Land use		The Strategy seeks to enhance residents' enjoyment of existing green spaces through the provision of new facilities and programmes.

Colour-coded scoring definitions

	Grey: No associated carbon impacts expected for decision.
	High green: In the simple assessment the decision meets the highest standard in terms of practice and awareness.
	Low green: In the simple assessment the decision meets most of the associated best practice with a good level of awareness.
	Brown: In the simple assessment the decision only partially meets associated best practice and/or awareness is lacking, significant room for
	Black: In the simple assessment the decision does not meet best practice and/or there is insufficient awareness of carbon impacts.

Risk Management – N/A

Legal Considerations – The process of including these new conditions within a grant agreement with the cricketing partners will be carried out in consultation with the GMCA Solicitor.

Financial Consequences – Revenue – N/A

Financial Consequences – Capital – see Section 3

Number of attachments included in the report: N/A

BACKGROUND PAPERS:

Cricket in Greater Manchester, report to the Greater Manchester Combined Authority, September 2019

TRACKING/PROCESS		
Does this report relate to a major strategic decision, as set out in the GMCA Constitution		No
EXEMPTION FROM CALL IN		
Are there any aspects in this report which means it should be considered to be exempt from call in by the relevant Scrutiny Committee on the grounds of urgency?		No
GMTC	Overview & Scrutiny Committee	
N/A	Greater Manchester Economy, Business Growth and Skills Overview and Scrutiny Committee	

1. INTRODUCTION

- 1.1 In September 2019, following an approach from the England & Wales Cricket Board (ECB), Lancashire Cricket Club, Chance to Shine (a cricketing charity), Cheshire Cricket Board and GreaterSport, the Combined Authority agreed a partnership and action plan that would use cricket to improve young people's lives and create stronger, healthier communities in Greater Manchester.
- 1.2 As part of this partnership, Leaders agreed a contribution of £600,000 (over three years) from the GMCA, with an additional financial contribution from host districts towards three Urban Cricket Centres, a new concept in sporting and leisure provision. Together, this funding commitment would unlock over £3 million investment from the cricketing organisations.
- 1.3 The GMCA's funding would be used for the cricket programmes within the action plan, which are aimed at widening participation in communities that do not currently have access to high quality, supported sporting activities. These programmes are to be funded on the basis of a 50-50 split between the GMCA and the cricketing organisations.
- 1.4 Importantly, when the action plan was agreed, Leaders specified that the release of the GMCA's funding should be contingent on agreement to develop three urban centres in Greater Manchester.
- 1.5 The advent of the COVID-19 pandemic in March 2020 significantly delayed delivery of the agreed action plan, as communal sporting activities were prohibited, and local authority resources were redirected towards supporting communities through the crisis.
- 1.6 As a result, the programme of activities within the strategy is approximately 12 months behind schedule, however the cricketing organisations believe that many activities within the action plan could commence in September/October 2021, subject to a loosening of COVID-19 restrictions, in line with the Government's roadmap.
- 1.7 As the cricketing organisations begin to plan for September 2021, they are seeking greater clarity on when the agreed funding from the Combined Authority will be made available to them. Whilst one Urban Cricket Centre has now been agreed, they acknowledge that it is now unlikely that agreements for a further two centres will be signed in time for programmes to begin this summer. They have therefore approached the Combined Authority to understand its appetite to vary the conditions it placed on its funding of the partnership.

2. PROGRESS TO DATE

- 2.1 The action plan agreed in 2019 focuses on:

- a) Creating a network of community run cricket facilities that will provide access to cricket in urban, non-traditional settings; and
 - b) Delivering a range of cricket programmes that are focused on providing wide ranging benefits to communities across Greater Manchester. Funding agreed by the GMCA is focussed on this second objective.
- 2.2 Key to the proposition agreed by the Combined Authority was the development of three Urban Cricket Centres, the flagship initiative within the proposed partnership.
- 2.3 As part of the action plan, it was envisaged that these centres would be funded jointly by the ECB and the local authorities within which the facilities were developed. Initial interest in developing an Urban Cricket Centre was expressed by Bolton, Bury, Manchester, Oldham, Rochdale, Salford and Trafford; the ECB has engaged with each of these local authorities to discuss the strategic case for a centre in their locality.
- 2.4 Conversations around the development of these facilities were progressing well prior to the COVID-19 pandemic and an in principle 'Permission to Proceed' is in place with Manchester City Council for an Urban Cricket Centre as part of its £26.2 million re-development of Abraham Moss library and leisure centre. Construction is likely to take place from October 2021 to February 2022, with completion likely to be in March/April 2022.
- 2.5 Following an initial expressions of interest process, the ECB is has entered into discussions shortly with Bury, Rochdale and Oldham councils, with a view to progressing urban centres in all three localities, plus Manchester, exceeding the original plan for just three centres. Approval for two of these centres could be given as soon as August/September this year, with openings expected in the second/third quarter of 2022.
- 2.6 Of the other expressions of interest in an Urban Centre received by the ECB, demographic modelling of Salford City Council's proposal in Walkden did not align with the Board's focus on the South Asian community and Trafford Council are focussing on a long-term redevelopment of Stretford Leisure Centre, which is likely to include a cricket facility developed in partnership with Lancashire County Cricket Club.
- 2.7 When the GMCA agreed its investment in the action plan, it agreed that this investment should be contingent on an agreement between three districts and the ECB to develop three Urban Cricket Centres across Greater Manchester. Whilst one centre has now been agreed in principle, other local authorities have not yet agreed to progress plans in their localities. Without this agreement, no GMCA funding will be released, unless Leaders decide to vary their initial decision.

- 2.3 The action plan, agreed in 2019, seeks to achieve its aims through 10 workstreams. Progress against each of these, and potential for commencement of activities in Summer 2021, is summarised below:

Workstream 1: Install 100 Non-Turf Pitches (NTPs):

- 12 NTPs installed in Bolton in 2019
- 14 NTPs installed in the City of Manchester in 2020/21
- 3 NTPs pending installation in the City of Manchester
- 23 NTP sites now identified and approved in Bury, Stockport, Rochdale and close to the application stage with installation likely to be July 2021
- NTP sites in Trafford identified and awaiting approval (part of the 23 referenced above) with installation likely to be Aug / Sept 2021
- Further discussions are ongoing with Tameside over suitable site locations
- The remaining LAs will be engaged in Q4 of 2021 for 2022 installation
- *Progress on this Workstream will continue irrespective of the early release of revenue funding from GMCA*

Workstream 2: Build 3 Urban Cricket Centres

- Summarised above.

Workstream 3: Deliver 14 new Chance to Shine Street Programmes:

- 5 projects already established with Chance to Shine funding in lieu of receipt of GMCA funding: youth projects in Ashton and Bolton; young adults projects in Manchester and Rochdale; and a girls' youth project in Manchester
- The remaining 9 projects (spanning all GM LAs) could be established in 2021 were GMCA funding made available.
- Given the development of the CTS Primary Schools Programme (Workstream 5) and the increased delivery hours per project, the cricketing partners are seeking agreement to reprofile the original proposals for Chance to Shine programmes (workstreams 3,5 and 7). The increase in delivery hours per project means that the funding for Workstream 5 would now cover 140 schools (fewer than the 20 originally proposed), although each school would be provided with an enhanced programme from the original model. Funding adjustments could be made across the three Workstreams referenced to enhance any one of them depending on the perceived importance of each Workstream to the GMCA.
- Progress on this Workstream relies entirely on the early release of revenue funding from GMCA.

Workstream 4: Deliver the ECB's South Asian Female Activators Programme in partnership with Greater Sport's Volunteer Inspire Programme

- 2019 saw 58 female South Asian activators engaged in Greater Manchester.
- 34 volunteers were signed up to the programme so far in 2020 (29 of whom are South Asian females)
- They will be supporting the sustainable delivery of some of the following programmes in partnership with Lancashire Cricket:
 - 16 Funds 4 Runs programmes
 - 7 (community) Dynamos programmes

- *Progress on this Workstream will continue irrespective of the early release of revenue funding from GMCA.*

Workstream 5: Deliver the Chance to Shine Primary Schools programme to 200 new primary schools

- Delivery would be possible from September 2021 were GMCA funding made available.
- It would be possible to engage circa 50 schools in 2021 and grow to engage the remaining 90 schools in 2022 (140 for the academic year 2021/22) across all LAs.
- Per Workstream 3, delivery of this workstream has been reprofiled.

Workstream 6: Grow the Healthy Hearts Programme to 200 new Primary Schools (linked to Workstream 5)

- Delivery would be possible from September 2021 were GMCA funding made available.
- It would be possible to engage circa 50 schools in 2021 and grow to engage the remaining 90 schools in 2022 (140 for the academic year 2021/22) across all LAs.
- The delivery of the programme will be linked to the CTS Primary Schools programme, the LCF Schools Affiliation programme as well as targeting schools from areas of deprivation to attend workshops at Emirates Old Trafford.

Workstream 7: 20 New Chance to Shine Girl's Secondary School Programmes

- Delivery would be possible from September 2021 were GMCA funding made available.
- It would be possible to engage circa 10 schools in 2021 and grow to engage the remaining 10 schools in 2022 (20 for the academic year 2021/22) across all LAs

Workstream 8: Deliver 30 "Volunteer It Yourself" programmes

- Delivery would be possible from September 2021 were GMCA funding be made available.
- It would be possible to engage circa 10 clubs in 2021 (post cricket season) and grow to engage the remaining 20 clubs in 2022 (pre cricket season) across all LAs

Workstream 9: Support for Our Pass

- 5,000 tickets agreed with GMCA to utilise through the Our Pass scheme and to be made available for the 2022 cricket season (delayed due to the extension of Government restrictions).
- *Progress on this Workstream will continue irrespective of the early release of revenue funding from GMCA.*

Workstream 10: Pilot and launch the "The Hundred" clubs and schools' programme

- This Workstream has been launched as 'Dynamos Cricket' by the ECB. Tied into the new 'The Hundred' competition the initiative is a follow on from the 'All Stars' programmes and will be a mix of activity and competition aimed at 8-11-

year-olds and delivered in 2021 in a variety of club and community settings across all GM districts.

- *Progress on this Workstream will continue irrespective of the early release of revenue funding from GMCA.*

3. VARIATION TO GRANT CONDITIONS

- 3.1 In order to provide the clarity requested by the cricketing organisations, and to enable delivery to commence as soon as possible, the Combined Authority is recommended to amend the terms of the grant originally agreed by the GMCA in September 2019.
- 3.2 In September 2019, the GMCA agreed that the release of Combined Authority funding for the full three years of the project should be contingent on three urban centres being agreed in principle with constituent authorities.
- 3.3 It is recommended that this arrangement is varied, instead requiring that one urban centre is agreed with a constituent authority for the first year's funding (£200,000), another for the second year (£200,000) and a third centre for the final year's funding (£200,000). As one centre has already been agreed in principle, this would allow activities to commence from September 2021 with the release of one third of the overall funding, with opportunity for the remaining centres to be agreed before 2022/23 and 2023/24 respectively.

Greater Manchester Combined Authority

Date: 30 July 2021

Subject: GM Minimum Licensing Standards for Taxi and Private Hire

Report of: Andy Burnham, Mayor of Greater Manchester and Portfolio Lead for Transport; and
Eamonn Boylan , Chief Executive of the GMCA and GM Lead on Minimum Licensing Standards for Taxi and Private Hire

PURPOSE OF REPORT:

To update on the progress made on the development of a set of minimum licensing standards relating to taxi and private hire in Greater Manchester. To outline the recommendations officers will be making for Stage 1 of the standard proposals.

RECOMMENDATIONS:

The GMCA is requested to:

1. Note the progress of the Minimum Licensing Standards workstream and endorse the proposals at Stage 1 of the recommendations.

CONTACT OFFICERS:

Ian Saxon – Director of Operations and Neighbourhoods, Tameside Council - ian.saxon@tameside.gov.uk

John Garforth - Chair of GM Licensing Network - john.garforth@oldham.gov.uk

BOLTON
BURY

MANCHESTER
OLDHAM

ROCHDALE
SALFORD

STOCKPORT
TAMESIDE

TRAFFORD
WIGAN

Equalities Impact, Carbon and Sustainability Assessment:

Results of the [Sustainability Decision Support Tool](#) to be included here:

Legal Considerations:

No legal considerations for GMCA. Legal considerations rest with local authorities.

Financial Consequences – Revenue:

Each of the ten Licensing Authorities have agreed to contribute £5000 towards the development of Minimum Licensing Standards

Financial Consequences – Capital:

N/A

Number of attachments to the report:

Two

Comments/recommendations from Overview & Scrutiny Committee

N/A

BACKGROUND PAPERS:

- 25 June 2021, report to GMCA: MLS Update
- 31 July 2020, report to GMCA: MLS Consultation
- 29 May 2020, report to GMCA: Clean Air Plan Update

TRACKING/PROCESS	
Does this report relate to a major strategic decision, as set out in the GMCA Constitution	No
EXEMPTION FROM CALL IN	
Are there any aspects in this report which means it should be considered to be exempt from call in by the relevant Scrutiny Committee on the grounds of urgency?	n/a
GM Transport Committee	Overview & Scrutiny Committee
n/a	n/a

1. INTRODUCTION/BACKGROUND

- 1.1 In 2018, Greater Manchester's ten local authorities agreed to collectively develop, approve and implement a common set of minimum licensing standards (MLS) for taxi and private hire services. At that time, the primary driver for this work was to ensure public safety and protection, but vehicle age and emission standards in the context of the Clean Air and the decarbonisation agendas are now also major considerations.
- 1.2 The collaborative approach that the MLS represents will ultimately help achieve the vision of a strong, professional and healthy taxi and private hire sector providing safe and high quality services to residents and visitors across the whole of Greater Manchester. This vision sees Taxis and Private Hire as a crucial part of the overall transport offer, that can consistently deliver safe and high-quality services for the public. The proposed MLS, together with funding from the GM Clean Air Plan, will help deliver improved safety, customer focus, higher environmental standards and accessibility.
- 1.3 The GMCA received a progress report on 25 June 2021, summarising the public consultation outcomes and seeking endorsement of an approach to consider the final standards recommendations in two stages; Stage 1 (Drivers, Operators and Local Authorities) and Stage 2 (Vehicles). An outline programme of key project milestones was endorsed as follows:

Activity	Target Date
MLS recommendations report (Stage 1) to Combined Authority seeking endorsement of final recommendations	30 July 2021
MLS recommendations report (Stage 1) taken through District Governance	Sept – Oct 2021
MLS recommendations report (Stage 2) to Combined Authority – seeking endorsement of final recommendations	24 Sept 2021
MLS recommendations report (Stage 2) taken through District Governance	Oct 2021 onwards

- 1.4 This report provides a progress update and final recommendations at Stage 1.

2 STAGE 1 – RECOMMENDATIONS

- 2.1 Appended to this report at **Appendix 1** is the template to be used by districts, which sets out the final recommendations for the 17 standards included at Stage 1 for Drivers, Operators and Local Authorities.
- 2.2 The recommendations were finalised following GM Licensing Managers considering all the consultation feedback both at a GM and district level and further to additional discussions held during consultation summary briefings presented at district level to Members and trade representatives at the end of June 2021. Additional detailed discussions also took place with Members of District Licensing Committees to help officers finalise a set of recommended Standards at Stage 1.
- 2.3 Of the 17 Standards in total proposed at Stage 1; all but 4 of the standards are recommended to be confirmed as proposed. The following 4 standards have been amended in response to the consultation and further discussions as follows:

Standard Proposal	Amendment
Driver Proposed Standard 1: DBS checks and certificates of good conduct	The DBS certificate and checks requirement remains as proposed, but it was considered that there are serious concerns with regards to the lengthy bureaucratic processes involved and the ability to determine the veracity of such documents using current systems. As the burden of the substantial costs of such a requirement would be reflected in the licence fees and the wider risk this presented, it is proposed at this stage that we reflect and engage with government further on this requirement.
Driver Proposed Standard 5: Driving Proficiency Tests (for new drivers only)	It is proposed that this standard is introduced as an outcome where applicable for licence reviews, and that it is introduced both for new and existing drivers in 2022 (in acknowledgement of the significant financial impacts on the trade during the pandemic - allowing time to adjust and recover and reducing the risk of licence holders going elsewhere)
Driver Proposed Standard 7: Dress Code	The appended Dress Code was tweaked in response to the consultation and Members to provide further clarity on what would be deemed acceptable.
Local Authority Proposed Standard 6: Excellence in Licensing Award	Not to be introduced at this time to allow time to reflect on how the scheme would be operated and funded, with further direction from Members.

3 DISTRICT GOVERNANCE

- 3.1 The Stage 1 reports will be formally presented to Committees responsible for Taxi and Private Hire licensing following the Summer recess.

4 CONCLUSION

- 4.1 The vision to produce a collaborative set of minimum standards has evolved over a lengthy process of engagement, proposals and following an extensive public consultation. This report outlines the final recommendations for the 17 Standards for Drivers, Operators and Local Authorities at Stage 1 of the project and seeks the collective support of the Combined Authorities.

5 RECOMMENDATIONS

- 5.1 Note the progress of the Minimum Licensing Standards workstream and endorse the proposals at Stage 1 of the recommendations.

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Greater Manchester Minimum Licensing Standards for Taxi and Private Hire Stage 1 Recommendations Report

Incorporating district data for XXXXXXXX



Greater Manchester Licensing Network

BOLTON
BURY

MANCHESTER
OLDHAM

ROCHDALE
SALFORD

STOCKPORT
TAMESIDE

TRAFFORD
WIGAN

1. Introduction

1.1 Background

Around 2,000 hackney vehicles, approximately 11,500 private hire vehicles and upwards of 18,600 drivers are currently licensed across the ten Greater Manchester Authorities. Whilst there are many similarities in terms of policy standards and licence conditions, there are also significant differences, particularly when it comes to policies relating to the licensing of vehicles, the calculation of licensing fees and the approach to proactive compliance.

In 2018, Greater Manchester's ten local authorities agreed to collectively develop, approve and implement a common set of minimum licensing standards (MLS) for taxi and private hire services.

At that time, the primary driver for this work was to ensure public safety and protection, but vehicle age and emission standards in the context of the Clean Air and the decarbonisation agendas are now also major considerations. In addition, by establishing standards around common livery and colour, MLS is an important mechanism that permits the systematic improvements to taxi and private hire service across Greater Manchester and their visibility.

This approach stands to benefit drivers and the trade more widely as public confidence in a well-regulated and locally licensed taxi and private hire services grows and will contribute directly to better air quality and lower carbon emissions. By establishing and implementing Greater Manchester-wide minimum licensing standards, we can help to ensure that all residents and visitors see these services as safe and reliable, and preferable to those not licensed by Greater Manchester local authorities.

Ultimately the collaborative approach that the MLS represents will help achieve the vision of a strong, professional and healthy taxi and private hire sector providing safe and high quality services to residents and visitors across the whole of Greater Manchester. This vision sees Taxis and Private Hire as a crucial part of the overall transport offer, that can consistently deliver safe and high-quality services for the public. The proposed MLS, together with funding from the GM Clean Air Plan, will help deliver improved safety, customer focus, higher environmental standards and accessibility.

This collaborative approach seeks to establish a basic and common minimum in key areas, whilst allowing Districts to exceed these minimums where they consider this to be appropriate. As licensing is a local authority regulatory function, the Standards have been devised by the GM Licensing Managers Network who work in partnership across Greater Manchester to drive innovation, partnership and change agendas.

MLS is also related to other key Greater Manchester priorities, most notably the GM Clean Air Plan and decarbonisation strategies, hence TfGM has been supporting the development of MLS ensuring it complements wider objectives.

Local reform through MLS can deliver real improvements across Greater Manchester, but the growth of out-of-area operation undermines local licensing, and gives cause for real concern that vehicles and drivers licensed outside our conurbation (but carrying Greater Manchester residents and visitors) may not be regulated to the high standards we expect. In this regard, it is important to recognise that Government reform of taxi and private hire legislation and regulation is urgently required. Further work to press the case to Ministers for reform is a key part of the overall approach.

1.2 Minimum Licensing Standards

The GM MLS were ready to be consulted on when the Department for Transport published Statutory guidance for taxi and private hire licensing authorities in July 2020. The MLS project has had regard for that guidance, which largely mirrors what is already proposed across GM, and reference is made in the report where appropriate.

It should be noted however that the Statutory guidance firmly highlights the past failings of licensing regimes in putting public safety at the forefront of their policies and procedures.

Taxis and Private Hire services are unique in the potential opportunity and risks they present to the travelling public. In no other mode of public transport are passengers as vulnerable or at risk to those who have mal-intent; risks that are increased for children and vulnerable adults. The sector itself is vulnerable to being used for criminal activity such as child sexual exploitation, county lines and other drug dealing/money laundering activity.

The Casey Report (2015) made it clear that weak and ineffective arrangements for taxi and private hire licensing had left children and the public at risk. The Statutory guidance asks authorities to have due regard to reviewing its policies thoroughly and considering good practice in the implementation of robust standards that address the safeguarding of the public and the potential impact of failings in this area.

It is with public safety in mind as our primary duty as Licensing Authorities that the MLS are proposed.

Overall, the GM approach looks to provide:

- the public with safe, visible, accessible and high-quality hackney and private hire services

- the hackney and private hire trades with clarity over what the required standards will be over the long term, and through the GM Clean Air Plan, with unprecedented investment to help renew the fleet
- local authorities with the continued regulatory role in relation to driver, vehicle and operator licensing whilst retaining scope to exceed the MLS as agreed locally by elected members

The MLS are divided into four distinct sections as follows:

Licensed Drivers; including criminal records checks, medical examinations, local knowledge test, English language requirements, driver training including driving proficiency and common licence conditions.

Licensed vehicles; including vehicle emissions, vehicle ages, common vehicle colour and livery, vehicle testing, CCTV, Executive Hire and vehicle design common licence conditions

Licensed private hire operators; including common licence conditions, DBS checks for operators and staff every year, fit and proper criteria for operator applications and common licence conditions.

Local Authority Standards: including application deadlines and targets, GM Enforcement Policy, Licensing Fee Framework, annual councillor training requirements and Officer delegations.

1.3 Due to the breadth of proposals to be considered by Members, and the complexity of the vehicle standards (and their link to the Clean Air Plan), this report seeks to provide Members with detailed consultation feedback and officer recommendations on the Drivers, Operator and Local Authority Standard elements at Stage 1.

1.4 A Stage 2 report outlining the proposed Vehicle Standard recommendations will be provided in the Autumn.

1.5 [Link to the Clean Air Plan](#)

An important element of the overall approach is to provide clarity and long term certainty for vehicle owners, so that they are able to plan the upgrade of their vehicles in a way that meets and contributes positively to GM's Air Quality, Carbon and other environmental obligations.

This will also help ensure that applicants to the Clean Taxi Fund, secured as part of the GM Clean Air Plan, will have a clear understanding of what locally licensed vehicle requirements will be over the longer term, for example in terms

of emissions, age and other criteria, so they can determine the best use of the available funds given their specific circumstances. Note that only those vehicle owners who have licensed their vehicle with one of the GM local licensing authorities will be eligible for Clean Taxi Funds to support upgrade.

As noted above a further report will be prepared outlining final proposals for vehicle standards, as part of Stage Two of the MLS.

2. The Consultation

2.1 A GM wide public consultation took place between 8 October and 3 December 2020. The consultation yielded a total of 1683 responses broken down as follows:

- 1552 via online questionnaire
- 84 paper questionnaires
- 47 via email

The split of respondents was as follows:¹

Respondent Category	Questionnaire*	Letter / email	Total	%
General public	974	25	999	59%
Hackney drivers	221	11	232	14%
Private hire vehicle drivers	350	3	353	21%
Private hire operators	30	2	32	2%
Vehicle leasing companies	10	0	10	1%
Businesses	18	1	19	1%
Representatives	31	5	36	2%
Base	1,634	47	1,681	100%

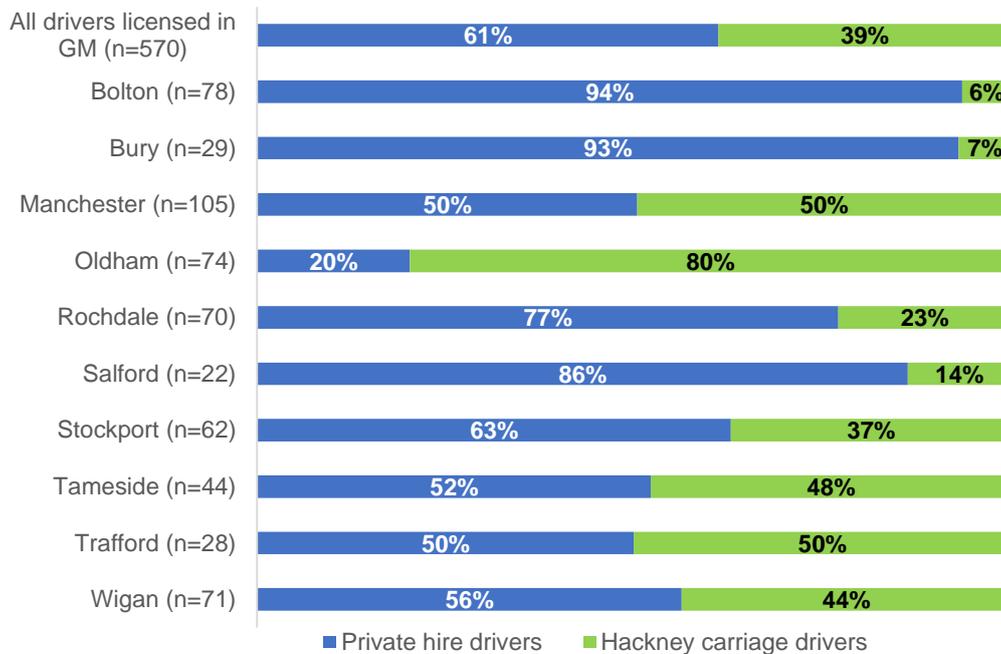
2.2 In addition, and concurrently, a qualitative phase of four online focus groups and 40 in-depth interviews took place to gain greater understanding of stakeholder views on the proposed changes

2.3 For a full breakdown of demographics and to view the complete GM consultation report please visit www.gmtaxistandards.com

¹ Two respondents did not complete the 'respondent type' question.

2.4 The response breakdown for [insert local authority] was as follows:
Insert local response rates summary and table

2.5 The following table provides a comparison of driver trade response levels across each of the 10 districts (with numbers on the left column and split shown between Hackney and Private Hire):



2.6 As Members will see, the response rates were generally low across the board, particularly from members of the trades. This isn't uncommon compared to Officers reflections on previous engagement with the trade. At a GM level, there are enough responses to draw conclusions, however, the number of responses in some sub-groups at district level is small and as such, the data should be treated with caution.

2.7 Across GM there were monthly meetings with trade and union representatives to update and reflect on the work being undertaken. Twelve briefings sessions were held for representatives at GM level in MLS and clean air. There were also twenty five briefing sessions for all trade sectors affection by clean air and at local level a number of local briefings were held and various communication methods used to notify all affected that consultation was underway including emails, newsletters and contact via operator bases.

2.8 It should be noted that the findings of the in-depth interviews and focus groups have been included alongside the findings from the questionnaire, expanding on the findings to provide deeper insight and examples in commentary form. The in-depth interviews enabled those who may be specifically impacted to provide additional detail and specific examples e.g. from a specific business sector.

2.9 The Consultation questionnaire asked for views on each section of standard proposals; Drivers; Vehicles; Operators and Local Authorities. Within each section, respondents were asked two questions:

1. To what extent do you agree or disagree with the proposed minimum licensing standards for [*Drivers/Vehicles/Operators/Local Authorities*] in Greater Manchester?
2. Please use this space to provide any comments relating to the proposals for the minimum licensed standards for [*Drivers/Vehicles/Operators/Local Authorities*]

For question 1 on each section, response options were:

- strongly agree
- agree
- neither agree or disagree
- disagree
- strongly disagree
- don't know

Respondents were then asked a series of other questions to gain further insight into their views on implementation and impact of the proposals, including free text responses to gain more qualitative feedback.

2.10 Copies of the Consultation Questionnaire and accompanying information booklet are available at www.gmtaxistandards.com

3. **SUMMARY FINDINGS**

3.1 The following paragraphs provide summaries of the consultation responses at a GM level. District specific comments and feedback on individual standards are included later in the report in section 4.

3.2 Driver Standards

- Extremely high levels of agreement from members of the public (94%) citing expectations that their safety and experience would improve from the proposals
- Overall agreement with proposals from Trade (Hackney 58% and PH 57%) but substantial proportion did not agree (Hackney 28% and PH 29%)

- Drivers saw the benefit in improving the customer experience but expressed concern at cost implications and felt the dress code was unnecessary.

3.3 Vehicle Standards

- High level of agreement from members of the public (88%)
- Greater overall level of disagreement from Trade (Hackney 69% and PH 63%)
- Trade mostly commented on age policy proposals; disagreeing
- Concerns raised about the charging infrastructure for electric vehicles
- Public liked the proposal of CCTV but concerns raised by the Trade with regards to cost and data privacy
- Comments and disagreement across trade and public with regards to colour policy proposals

3.4 Operator Standards

- Much broader agreement across both members of the public (94% agreed) and Trade (Hackney 67% and PH 65%)
- Main comments were in support of DBS checks for Operator staff, whilst some concern was also raised about cost and frequency
- Members of the public felt proposals could help improve customer service

3.5 Local Authority Standards

- High level of agreement again from members of the public (90%) and the Hackney Trade (72%) but Private Hire trade responses were split with only 51% agreeing
- Many Hackney and PH respondents commented that the licensing fee should be more affordable
- Members of the public were more in support of the licensing award than drivers who did not feel it would be beneficial

4. **RECOMMENDATIONS**

4.1 This section of the report provides further qualitative feedback and officer recommendations for each proposed standard. A separate Equality impact Assessment will be produced before decisions are made.

4.2 Each Standard is set out in individual tables below detailing:

- the proposed Standard and the rationale for the proposal

- the current standard in district
- feedback and comments made in the consultation in relation to the specific standard (both at a GM and local level),
- outline of relevant points, considerations and risks in response to the consultation
- officer recommendation for that proposed standard.

Key: Where the proposed standard is highlighted in blue this reflects that this standard is contained within the Department for Transport’s Statutory Guidance

RAG Rating:

Where the current standard text is highlighted in green this means that this standard is already being met

Where the current standard text is highlighted in amber this means that this standard is already being partially met

Where the current standard text is highlighted in red this means that this standard would be a new standard within that Authority

DRIVER STANDARDS PROPOSALS

Driver Proposed Standard 1	[Insert District] Current standard
<p>Enhanced Criminal Record Checks</p> <p>It is proposed that all drivers will be required to undertake an enhanced disclosure check through the DBS to include barred lists (such as details of unspent convictions and police cautions). Drivers must also register to the DBS Update Service and maintain that registration to enable the licensing authority to routinely check for new information every 6 months as a minimum.</p> <p>NB. If a licence has not been issued within 6 months of DBS certificate issue date, then a further enhanced DBS will</p>	<p><i>Detail current standard and highlight red/amber/green accordingly</i></p>

be required (unless the applicant is registered with the Update Service)

Licensing Authority to ensure sufficient background checks are conducted on applicants who have (from the age of 18) spent 3 continuous months or more living outside of the UK – this includes requiring a certificate of good conduct authenticated by the relevant embassy as necessary.

Reason for Proposal

There is currently no legal requirement for licensing authorities to conduct an Enhanced DBS Check (including barred list) or to conduct interim checks on the Driver's DBS status using the DBS Update Service.

Whilst the GM authorities all currently require the enhanced check, not all require registration with the Update Service in order to facilitate interim checks during the currency of the licence. Without this requirement, the onus is on the driver to self-report any criminal matters to the licensing authority or the Police to advise the licensing authority if they are aware of the driver's occupation.

Further, in 2015, licensing authorities were required by law to issue Driver licences for a standard length of 3 years (unless the authority thinks it is appropriate to issue for a shorter period in the specific circumstances of the individual case). This change meant that drivers who usually had a DBS check at the point of annual renewal, were now not having their DBS status checked (unless the local authority put procedures in place to do so) during the currency of the 3 year licence.

Due to a number of different factors and scenarios (for example, an applicant could provide a certificate that was issued some months ago, or take a number of months to pass a knowledge test, or be referred to a hearing during their application process), and as all application processes vary by authority; it can sometimes be a number of months between the date of issue on the DBS certificate and the date the licence application is then determined. As such, the proposed policy is that the applicant must have a certificate that is less than 6 months old at the point the licence is issued (or be registered with the Update Service so that a check can be made prior to issue).

This standard was proposed to ensure that all GM licensed drivers were being checked proactively, regularly and consistently by the licensing authority; and that the regime was not reliant on third parties reporting matters of concern to the authority. By ensuring that all drivers must register (and remain registered) with the Update Service, those checks can be conducted by the authority at least every 6 months. This in turn provides a greater level of confidence to the travelling public that the driver is being regularly and continuously monitored to ensure they remain a 'fit and proper' person to be transporting members of the public.

The DBS cannot access criminal records held overseas (only foreign convictions that are held on the Police National Computer may, subject to disclosure rules, be disclosed). Therefore the DBS check may not provide a complete picture of an individual's criminal record where there have been periods living or working overseas.

Consultation Response

GM level summary:

96 comments were made from general public respondents
29 comments were made from trade respondents

Of the 9 Driver related standards, this standard received the second highest number of comments.

The following table shows a breakdown of the number of comments made for this standard by type of respondent:

STANDARD	General public	Hackney Drivers	PHV Drivers	PHV Operators	Business	Vehicle Leasing Company	Representatives
Enhanced Criminal Records Check (DBS)	96	6	12	1	0	1	9

This table provides more detail on the type of themes that came out in the comments made by respondent type:

Comment Theme	General Public	Hackney Drivers	PHV Drivers	PHV Operators	Business	Vehicle Leasing Company	Representatives
Enhanced DBS should be mandatory	74	6	7	1	0	1	6
DBS check would make passengers feel safer	12	0	0	0	0	0	1
All drivers should not have a criminal background / have enhanced DBS check	5	0	2	0	0	0	1
DBS check every six months is expensive	1	0	3	0	0	0	0
Concern checks don't cover convictions obtained abroad	9	0	1	0	0	0	2
Base	96	6	12	1	0	1	8

Comments made in relation to criminal record checks were very supportive:

“I feel it is appropriate for drivers to have an enhanced criminal record check – it would make me feel a lot safer allowing my disabled daughter (who also has a learning disability) to travel under their care. After all, all staff currently involved in her care have to have one. I feel it is appropriate.” (Public, age 45-54, Bury)

Very few comments were received from the trade, but those that did comment were also supportive of additional checks. All drivers spoken to in qualitative research felt that it was a positive standard which encouraged trust in drivers from users, especially if it is explicit to all users that this is a mandatory standard. The in-depth interviews with users, drivers and operators showed that most respondents assumed this standard was already in place and felt that if it wasn't mandatory then it should be.

[\[Insert Local Authority\] Response:](#)

Insert district specific table from local report and any further relevant district specific comments for this standard

Comments and considerations

The Statutory guidance issued in July 2020 advises that authorities should carry out an Enhanced DBS check including barred lists and require drivers to evidence continuous registration with the Update Service to conduct checks at least every 6 months, and notes the particular high risks to passengers within this industry by the private nature of the mode of travel. The guidance advises that if drivers do not subscribe to the Update Service, they should still be subject to a check (by production of new certificate) every 6 months.

Licensing Authorities should do all they can to minimise the risk to the public and be proactive in doing so. This standard ensures that in addition to the enhanced DBS certificates already required by all 10 authorities, that every authority also requires drivers to be registered with the Update Service and subsequent 6 monthly checks conducted on their DBS status, thereby ensuring consistency on the frequency of proactive checks and ensuring that authorities are not reliant on the honesty of licence holders declaring relevant issues and offences.

This standard also has the added benefit of reducing the cost long term to the licensee as an enhanced DBS certificate costs a minimum of £40 and a new certificate would be required each time the authority wanted to check the status of the licensee's DBS – however registration with the Update service is only £13 per annum, and the licensee need never obtain a further certificate at full cost should their DBS remain clear.

There was overwhelming support from the consultation and strong public safety benefits of this proposed standard, as well as reduced overall costs to the licence holder.

In relation to overseas background checks; due to significant concerns about the current system and the value of conducting these checks against the cost that would be reflected in the licence application fee, Officers will be reflecting further on the current system and engaging with the Government on the best way to conduct such checks going forward and will, if deemed necessary, prepare a further report.

Lead Officer recommendation

To **implement / retain {delete as necessary}** the Standard on DBS certificates and checks as proposed.

To reflect and engage with government further on the requirement for certificates of good conduct overseas and prepare a further report if necessary.

Driver Proposed Standard 2	[Insert District] Current standard
<p>Driver Medical Examinations It is proposed that:</p> <ul style="list-style-type: none"> • Group 2 medical examinations are used to check drivers are medically fit to drive [the same examinations as applied by the Driver and Vehicle Standards Agency (DVSA) for lorry and bus drivers] • That the medical assessment is conducted by a registered GP or registered Doctor who has reviewed the applicant and has access to their full medical history • That the medical certificate is no more than 4 months old on the date the licence is granted • Medical certificates are required minimally (unless otherwise directed by a medical professional) on first application; at age 45; and every 5 years thereafter until the age of 65 when it is required annually 	<p><i>Detail current standard and highlight red/amber/green accordingly</i></p>
<p>Reason for Proposal</p>	

Taxis and private hire vehicles are public transport providers and it is important that the travelling public are assured with regards to the medical fitness of their designated driver. The medical standards for Group 2 drivers are substantially higher than Group 1; not permitting various medical conditions deemed to be too high risk for driving occupations where the driver typically spends lengthy periods of time in the vehicle, has a responsibility to members of the public and need to be able to assist passengers with disabilities.

Currently nine districts require the Group 2 medical assessment standard, but not all have a policy standard that requires the assessment to be made by a GP or Doctor who has access to the applicant's full medical history, or a standard that the medical is no more than 4 months old at the date the licence is granted. This proposal brings all 10 pre-requisites on this element of the licence application process into line, alongside the statutory frequency standard for medical certificates being renewed.

Consultation Response

GM level response:

This proposal perhaps unsurprisingly elicited very few comments as there are only minor changes to current the current policy standard across the board:

17 comments were made from general public respondents

18 comments were made from trade respondents

Of those that did comment, most agreed with the standard.

The following table provides a breakdown of the number of comments by respondent category:

STANDARD	General public	Hackney Drivers	PHV Drivers	PHV Operators	Business	Vehicle Leasing Company	Representatives
Medical Examinations	17	4	5	1	1	0	7

This table breaks those comments down thematically across the respondent categories:

Comment Theme	General Public	Hackney Drivers	PHV Drivers	PHV Operators	Business	Vehicle Leasing Company	Representatives
The cost of the medical is expensive	0	0	2	0	0	0	0
Health check should include being able to	1	0	0	0	1	0	0

handle wheelchair users							
Driver medical examinations are not necessary	5	0	2	0	0	0	0
Agree with medical examination	11	4	1	1	0	0	7
Non-NHS organisations should be allowed to issue medical certification	0	0	0	0	0	0	1
Base	17	4	5	1	1	0	7

Two respondents mentioned that driver’s being physically unable to assist wheelchair users can be an issue, with some driver’s complaining they had a ‘bad back’ or that the chair was too heavy.

A trade association made the following comment:
“Something that is problematic however is the fact that individual licensing authorities have differing standards requirements for DVSA Group 2 medicals. Many ‘forward thinking’ licensing authorities are currently using DVSA medical providers that are approved by the Road Haulage Association (RHA)..... we implore the 10 Unifying TfGM Authorities to immediately utilise these service providers like the RHA does” (Organisation, LPHCA)

[Insert Local Authority] Response:

Insert district specific table from local report and any relevant district specific comments for this standard

Comments and considerations

In the absence of a statutory standard, best practice guidance does advise on the application of the Group 2 standard but remains silent on whether a GP or registered Doctor can conduct the assessment in the absence of the full medical records. From experience and following engagement with the Institute of Licensing and medical professionals, lead officers understand it is important that the GP/Doctor assessing the applicant has access to their full records and not just a summary of the applicant’s medical records which could omit critical information.

The cost of medical assessments is not within the jurisdiction of licensing authorities, but as long as the GP/Doctor has access to the full medical records, authorities do not

otherwise stipulate which GP/Doctor can be used which allows applicant's to search the market for what is most suitable to them at the time. Given the impact on the trade following the pandemic, and reports of ongoing delays accessing medical assessments, officers consider it best not to stipulate specific providers at this time, although this is something that could be considered in the future.

Lead Officers recommendation

To **implement / retain {delete as necessary}** the standard as proposed.

Driver Proposed Standard 3	[Insert District] Current standard
<p>Knowledge Tests It is proposed that applicants undertake a knowledge test. Authorities will be able to determine what is included in their local test but topics covered may include; local area knowledge, local conditions, licensing law, road safety, highway code, numeracy and safeguarding.</p>	<p><i>Detail current standard and highlight red/amber/green accordingly</i></p>
<p>Reason for Proposal</p>	
<p>Local area knowledge has long been considered an important feature and a strategic objective to licence a high-quality fleet of drivers that supports visitors and business growth in the region. This is not just proposed from a customer service perspective; so that passengers are not waiting unnecessarily due to driver confusion about buildings/stations/locations, or so they are not charged unnecessarily if the driver does not take the most direct route. More importantly than that, having sound and sufficient knowledge of the local area is widely considered essential for public safety, as in the worst scenarios, lacking a decent understanding of local routes can lead to passengers being in dangerous or vulnerable locations.</p> <p>All 10 authorities currently require a local knowledge test and this proposal seeks to protect and embed this standard within the suite of common standards.</p>	
<p>Consultation Response</p>	
<p><u>GM level response:</u></p> <p>This standard elicited the second highest number of comments from respondents within the Driver standards section.</p>	

123 comments were made from general public respondents
 47 comments were made from trade respondents

STANDARD	General public	Hackney Drivers	PHV Drivers	PHV Operators	Business	Vehicle Leasing Company	Representatives
Knowledge Test	123	12	22	4	0	2	7

This table breaks those comments down thematically across the respondent categories:

Comment Theme	General Public	Hackney Drivers	PHV Drivers	PHV Operators	Business	Vehicle Leasing Company	Representatives
The local knowledge test is not needed as most people use sat nav	15	5	8	1	0	2	3
The local knowledge test is needed - issue with drivers' poor local knowledge	108	7	9	3	0	0	4
Knowledge test is only required for new drivers	0	0	6	0	0	0	0
Base	123	12	22	4	0	2	7

As the table shows, the most commonly held view was that the knowledge test was needed and that drivers' poor local knowledge was an issue for the general public. Those public respondent cited cost of travel and concerns for safety as the main reasons for their view:

"I have pre-booked taxis within the borough I live in (Oldham) and in Manchester and have found that the driver does not have local knowledge of the borough. As I often travel alone, I find this disconcerting and have found myself anxious on many a journey." (Public, age 35-44, Oldham)

"Knowledge Test: This is very important. One in every three that I have travelled with asks me for directions. When my daughter, with special needs, travels alone and is asked for directions she is unable to do that. This has caused a long unnecessary journey." (Public, age 75+, Oldham)

"Knowledge tests- too often we are asked to provide directions to the location we are travelling or spend minutes at the start of each journey trying to explain. I think a basic understanding of the areas in Greater Manchester is a must." (Public age 25-34, Stockport)

"Knowledge tests should be required every five years to ensure drivers are aware of changes in the Highway Code and reminded of best practice. They should also

be required after a driver is convicted/fined or reported for any breach of the Highway Code or other offence.” (Public, age 65-74, Manchester)

One user respondent in the qualitative focus groups gave this example:

“Driver pulls up at the side of the road to ask me where a certain place was. It wasn’t far away but because of the diversions in place due to roadworks, his sat nav was useless as it wasn’t picking it up or giving him an alternative route. So, I ended up getting in with him and showing him the way as he was struggling, didn’t know the area and his passenger was getting quite irate. I shouldn’t need to do that though. (User, Group 16).

Trade respondents’ comments mostly supported the standard:

“I once had one driver pull up and ask me where Old Trafford was, when working in Trafford. I get you might not know little places, hard to reach, but Old Trafford stands out and is well signposted and this driver was clueless. Had no idea. That’s not good enough in my eyes.” (Hackney Driver, Trafford)

“Now, part of the stipulation for your badge, hackney badge employees, you take the shortest direct route. Unless instructed by the customer. They’ve got Google maps, everything they do is app based, Uber is app based and its app based on Google maps. Google maps is not the shortest, it’s the fastest. If there’s a motorway anywhere near where you’re going or you’re coming from, he’ll jump on it and the customer has to pay, because it’s all done on distance. That is going against the bylaws of the town. The bylaws state that if you’re an operating service it’s got to be shortest, most direct route.” (Hackney Driver, Stockport)

Although 5 Hackney drivers and 8 private hire drivers did not feel the knowledge test was necessary due to the widespread use of Sat Nav technology:

“Knowledge test not essential since today technology can find and direct driver to any destination” (Hackney Driver, Manchester)

“Knowledge tests are not as needed as it once was. Most jobs undertaken via some sort of Sat Nav and many with the journey already mapped out before the customer even enters the vehicle.” (Vehicle lease company, Stockport)

[\[Insert Local Authority\]](#) Response:

Insert district specific table from local report and any relevant district specific comments for this standard

Comments and considerations

Whilst most responses support the standard that is already in place, a minority of respondents disagree citing the use of satellite navigation technology, and this assertion is often made on and off by trade groups to local authorities. There are many examples

of when Sat Nav technology cannot be relied upon, including a well-publicised example that took place in April 2021 in Eccles in Salford, where an ‘out of town’ private hire driver drove a passenger in his vehicle into the Bridgewater Canal, telling the Police he was following his Sat Nav.

It is much more preferable that locally licensed drivers have a sound local knowledge of their area as technology can fail, or signal can be lost, and passengers (who may be children and/or vulnerable) should have the confidence that the driver is able to transport them to their destination regardless of whether they have access to technology or not. In short, Sat Nav should be seen as a supplement to, not a replacement for, local knowledge.

A risk that should be noted, is the cost implication of delivering (whether in house or via a third party) local knowledge tests and therefore ultimately the cost to the applicant. This will generally only apply to new applicants rather than existing licence holders. Whilst other local authorities outside of the region choose not to require this element in their licensing of drivers, this could remain a motivation for drivers to seek their licences elsewhere. As all authorities currently have the standard within their fee structure, it is considered best to retain the standard and continue to make this point to the DfT.

Lead Officers recommendation

To **implement / retain** {delete as necessary} the standard as proposed.

Driver Proposed Standard 4	[Insert District] Current standard
<p>English Language Test</p> <p>It is proposed that new drivers undertake an assessment to ensure they are able to communicate in spoken English and in writing to a standard that is required to fulfil their duties, including in emergency and challenging situations.</p> <p>Whilst the standard is not specified further and will be for authorities to determine, the expectation is that that all authorities have a test requirement that can demonstrate the ability to communicate effectively to:</p> <ul style="list-style-type: none"> - Establish the passenger(s) destination and provide answers to common passenger queries or requests - Be able to provide customers with correct change 	<p><i>Detail current standard and highlight red/amber/green accordingly</i></p>

- Be able to provide a legibly written receipt upon request	
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Reason for Proposal

It is essential in providing a safe experience that licensed drivers are able to communicate effectively with passengers to establish their needs, and provide accurate information with regards to journey time, fare and the operation of the vehicle, and provide legible receipts upon request. It remains a common complaint to authorities that some drivers lack the ability to communicate effectively.

Licensed drivers also have a key role to play in the public transport network, often driving vulnerable individuals (on schools' contracts for example), or visitors who are unfamiliar to the area. It is important that passengers are able to communicate effectively in all situations (particularly in an emergency) with their driver to ensure their needs are met, particularly those with disabilities or additional needs. We also know from various reviews that the sector can play a critical role in the identification of exploitation and criminal activity, including county lines; so drivers must be able to identify and clearly report harm and risk through their understanding of spoken English.

Consultation Response

GM level response:

94 comments were made from general public respondents
39 comments were made from trade respondents

Standard	General public	Hackney Drivers	PHV Drivers	PHV Operators	Business	Vehicle Leasing Company	Representatives
English Language Test	94	13	18	2	0	1	5

This table breaks those comments down thematically across the respondent categories:

Comment Theme	General Public	Hackney Drivers	PHV Drivers	PHV Operators	Business	Vehicle Leasing Company	Representatives
Agree with language requirements	72	10	14	1	0	0	4
The enforcement of language tests will be controversial	3	0	1	0	0	0	0

Only a speaking / listening test is required, writing is not important	11	0	0	0	0	1	2
English and maths test are discriminating people with disabilities who are already a hackney / PHV driver	3	1	0	1	0	0	0
Language requirement is not necessary	7	2	4	0	0	0	0
Base	94	13	18	2	0	1	5

As Members will see, the majority of those who made an additional comment on this standard made positive remarks in support of the proposal:

“I believe that an English test is crucial as many passengers have told me they’ve had drivers who are unable to speak a word of English. Just imagine you’re in a private hire and you tell the driver you have cut yourself. You need a plaster. And the driver tells you he doesn’t understand. There’s many other scenarios I could give you.” (PHV Driver, Manchester)

“Having good communication skills is essential so that the passenger can feel confident and secure, knowing that they have been understood and can understand what the driver is saying to them. I know this because I work with people who have dementia and need this extra care” (Public, age 55-64, Manchester)

However, a small number of comments were made raising concerns about this standard:

“The English language tests. I feel like this will alienate a lot of drivers and tests like these are biased against immigrant taxi drivers. Most councils have these enhanced checks” (Public, age 25-34, Manchester)

“All of the above already exist in my council but it is stupid that someone with a PHD who is of an age where they cannot find their O levels from 50 years ago still has to take an English/Math test because councils currently say if you don’t have GCSE, GCE or equivalent O level you have to take an English test even though English is first language and far superior qualifications have been gained over a career.” (Operator, Bury)

“English language test- since when has this ever been a problem before? I think there are unconscious biases at play here you need to address. Really unfair to suggest current taxi drivers can’t speak or write English. When has this ever been an issue? Speaking a language and writing it are two very different things. I don’t

think you need to be able to write to drive taxis. Having these criteria will exclude those who probably already struggle to get work elsewhere e.g. people with learning disabilities, people whose second language is English. They can speak English but can't write. Really disappointed with these criteria.” (Public, age 35-44, Rochdale)

Aecom noted that there was no significant difference in the number of comments received by district or ethnic origin.

[Insert Local Authority] Response:

Insert district specific table from local report and any relevant district specific comments for this standard

Comments and considerations

Whilst the comments against the standard are few, it is still important to address concerns raised that may be based on misconceptions about the rationale for having a licensed driver fleet proficient in the use of both written and oral English. The primary purpose of licensing is always public safety and it is with this in mind, that most GM authorities already have this requirement in their regime.

Whilst it is understood that the sector does attract newly migrant workers, it is important that users and licensees understand the important role licensed drivers play as a public transport provider and their responsibilities to passengers. Authorities strive to licence a driver fleet that plays an active role in safeguarding matters. As stated in the Statutory Guidance; “A lack of language proficiency could impact on a driver’s ability to understand important documents, such as policies and guidance relating to the protection of children and vulnerable adults. Oral proficiency will also be of relevance in the identification of exploitation through communicating with passengers and their interaction with others”.

A risk that should be noted, is the cost implication of delivering (whether in house or via a third party) language proficiency tests and therefore ultimately the cost to the applicant. Whilst some local authorities outside of the city region choose not to require this element in their licensing of drivers, this could remain a motivation for drivers to seek their licences elsewhere. As most GM authorities currently have this standard already within their fee structure, it is considered best to retain the standard and continue to make this point to the DfT. Officers will be looking at options for joint procurement of providers going forward.

Lead Officers recommendation

To **implement / retain** {delete as necessary} the standard as proposed.

Driver Proposed Standard 5	[Insert District] Current standard																
<p>Driving Proficiency Tests It is proposed that all new drivers will be required to pass a taxi/private hire on-road assessment with a GM approved supplier.</p>	<p><i>Detail current standard and highlight red/amber/green accordingly</i></p>																
Reason for Proposal																	
<p>Driving a licensed vehicle does require additional skills to those assessed in a standard driving test. Taxi and PH driving proficiency tests are conducted by DSA test examiners and require the driver to demonstrate a level of driving skill and ability associated with that of an experienced driver as well as a sound knowledge of the highway code. The test takes into account that drivers have additional road safety responsibilities to their passengers, and the safe conveyance of passengers. Some manoeuvres tested include:</p> <ul style="list-style-type: none"> • Safe turning of the car around in the road • Safe stopping at the side of the road (a safe distance from the kerb and ensuring there are no obstructions for passengers) • A wheelchair exercise (loading/unloading and securing safely) <p>Authorities regularly receive complaints from customers who feel their driver lacked safe driving skills, or sufficient knowledge of the highway code and this proposal seeks to improve the overall quality of driver licensed within the region.</p> <p>Currently half the GM authorities have this requirement in policy, and the proposal is that all new drivers will be required to pass a taxi or private hire on-road assessment with a GM approved supplier (those that currently require have a list of approved suppliers at present).</p> <p>Due to some drivers who have migrated from Europe being able to convert to a UK licence it is highly likely that they will not have been tested against UK standards including the highway code.</p>																	
Consultation Response																	
<p><u>GM level response:</u></p>																	
<p>53 comments were made from general public respondents 28 comments were made from trade respondents</p>																	
<table border="1"> <thead> <tr> <th data-bbox="209 1771 352 1877">Standard</th> <th data-bbox="352 1771 544 1877">General public</th> <th data-bbox="544 1771 687 1877">Hackney Drivers</th> <th data-bbox="687 1771 815 1877">PHV Drivers</th> <th data-bbox="815 1771 975 1877">PHV Operators</th> <th data-bbox="975 1771 1134 1877">Business</th> <th data-bbox="1134 1771 1294 1877">Vehicle Leasing Company</th> <th data-bbox="1294 1771 1453 1877">Representatives</th> </tr> </thead> <tbody> <tr> <td data-bbox="209 1877 352 1982">Driving Proficiency Test</td> <td data-bbox="352 1877 544 1982">53</td> <td data-bbox="544 1877 687 1982">10</td> <td data-bbox="687 1877 815 1982">10</td> <td data-bbox="815 1877 975 1982">3</td> <td data-bbox="975 1877 1134 1982">0</td> <td data-bbox="1134 1877 1294 1982">0</td> <td data-bbox="1294 1877 1453 1982">5</td> </tr> </tbody> </table>		Standard	General public	Hackney Drivers	PHV Drivers	PHV Operators	Business	Vehicle Leasing Company	Representatives	Driving Proficiency Test	53	10	10	3	0	0	5
Standard	General public	Hackney Drivers	PHV Drivers	PHV Operators	Business	Vehicle Leasing Company	Representatives										
Driving Proficiency Test	53	10	10	3	0	0	5										

This table breaks those comments down thematically across the respondent categories:

Comment Theme	General Public	Hackney Drivers	PHV Drivers	PHV Operators	Business	Vehicle Leasing Company	Representatives
Support proficiency tests proposals	39	7	3	1	0	0	5
Proficiency training / test should be live not virtual	3	0	0	1	0	0	0
A driver proficiency test would not serve any purpose for experienced drivers.	6	3	7	1	0	0	0
Driving proficiency should be constantly tested	6	0	0	0	0	0	0
Base	53	10	10	3	0	0	5

This proposal didn't elicit as many comments as other standard, but of those comments made, most were in general support and felt that it should be compulsory.

"Driving proficiency tests - most drivers are ok, but I have come across several that I wonder how they ever passed a driving test. Some have total ignorance e.g. doing a 3 point turn on a busy main road at a blind junction is stupid, this happened to us in a taxi - nearly caused an accident -the taxi driver started shouting at the other innocent drivers calling them stupid." (Public, age 65-74, Trafford)

"Driver proficiency test. Driving standards need to be improved, there are currently many private hire vehicles driven badly, with seemingly little awareness of traffic laws, and a lack of consideration for other road users." (Public, age 35-44, Bury)

"Drivers need to be taught how to drive a Taxi, not just a vehicle. It is a customer service industry. Poor local knowledge and a reliance on technology has severely lowered standards." (Hackney Driver, Wigan)

"Driving proficiency should be constantly tested. Perhaps every 3 years or after complaints on their driving conduct." (Public, age 25-34, Stockport)

"Driving proficiency tests. Applicants must have held a UK licence for a minimum of two years. Foreign and EU countries licences not acceptable to drive a PHV or taxi in the UK. A minimum of 45 minutes' drive on a variety of road types plus several stops to alight as if requested by passengers. A safe reversing manoeuvre and three-point turn. Questions on the highway code, and some road signs. Must demonstrate ability to remain calm and focused whilst being

questioned en route. No serious or dangerous faults allowable.” (Operator, Manchester)

However, some drivers (10 in total) did comment that they did not feel the test was necessary:

“With the use of Sat Nav is the knowledge test a necessity, especially considering most drivers reside within the vicinity. Driver proficiency is just unnecessary especially if a driver has more than 5+ years of driving experience” (PHV Driver, Trafford and outside Greater Manchester)

“Driving proficiency tests not ness just another pain in neck current driving licence enough.” (Hackney Driver, Wigan)

[Insert Local Authority] Response:

Insert district specific table from local report and any relevant district specific comments for this standard

Comments and considerations

As this proposal is for new applicants only, Members have raised that the majority of the existing fleet of over 18,000 GM licensed drivers will not have undertaken this assessment and benefited from the knowledge provided in training. Members also highlighted that such courses should be repeated at intervals (akin to other transport sectors) to realise the benefits for the travelling public, but recognise the additional cost burden this would present to licensees at this challenging time.

However, where a driver’s proficiency is called into question (through complaints, officer observations and/or traffic related offences), a review of the driver’s licence at a licensing hearing, may determine that the driver undertake a relevant proficiency course and assessment.

Fees for these tests average around £100 (for both theory and practical). Again, joint procurement is likely across GM for this policy area.

It is noted that the introduction of this standard across the board at this uncertain time for the trade may also further deter new and renewal applicants to GM authorities; who instead seek to find the easiest and cheapest route to being licensed elsewhere. As well as further risking licensing services cost recovery models; under the current national system, such drivers would continue to work and operate within GM anyway (thereby GM residents and visitors would not benefit from this standard in any event). Again, continued lobbying of government can seek to highlight and address this risk.

Lead Officers recommendation

To implement the standard for new and existing drivers at an agreed date in 2022, and utilise in licence reviews as appropriate with immediate effect.

Driver Proposed Standard 6	[Insert District] Current standard																
<p>Driving Training</p> <p>It is proposed that all authorities require drivers to undertake training in the following areas as a minimum:</p> <ul style="list-style-type: none"> - Safeguarding - Child Sexual Exploitation - Human Trafficking and County Lines - Disability and dementia awareness - Licensing Law 	<p><i>Detail current standard and highlight red/amber/green accordingly</i></p>																
<p>Reason for Proposal</p>																	
<p>The primary purpose of any training required for a licensed driver is to improve public safety. By ensuring that licence holders are aware of important issues related to their occupation as a public transport provider; ensuring they understand their responsibilities, the licensing regulatory regime, the requirements of their licence conditions and what role they play in identifying and reporting safeguarding issues and criminal activity.</p> <p>As front facing services to the public, licensing authorities recognise the significant and positive role that licensees can play in supporting regulators to protect members of the public, by identifying and reporting concerns relating to safeguarding and criminality. Driver training builds on this recognition to ensure licensees are well placed in identifying relevant issues, knowing how to report and in turn supporting the public safety objective.</p>																	
<p>Consultation Response</p>																	
<p><u>GM level response:</u></p> <p>70 comments were made from general public respondents 29 comments were made from trade respondents</p> <table border="1" data-bbox="205 1814 1465 1998"> <thead> <tr> <th>Standard</th> <th>General public</th> <th>Hackney Drivers</th> <th>PHV Drivers</th> <th>PHV Operators</th> <th>Business</th> <th>Vehicle Leasing Company</th> <th>Representatives</th> </tr> </thead> <tbody> <tr> <td>Driver training</td> <td>70</td> <td>9</td> <td>7</td> <td>1</td> <td>2</td> <td>0</td> <td>10</td> </tr> </tbody> </table>		Standard	General public	Hackney Drivers	PHV Drivers	PHV Operators	Business	Vehicle Leasing Company	Representatives	Driver training	70	9	7	1	2	0	10
Standard	General public	Hackney Drivers	PHV Drivers	PHV Operators	Business	Vehicle Leasing Company	Representatives										
Driver training	70	9	7	1	2	0	10										

This table breaks those comments down thematically across the respondent categories:

Comment Theme	General Public	Hackney Drivers	PHV Drivers	PHV Operators	Business	Vehicle Leasing Company	Representatives
Additional training subjects should be included	26	2	2	0	1	0	5
Any Driver Training should be optional	5	5	4	1	0	0	1
Safety needs improving for vulnerable groups	23	0	1	0	0	0	2
Driver behaviour needs improvement	13	0	0	0	1	0	0
Agree with driver training	11	3	0	0	0	0	4
Base	70	9	7	1	2	0	10

Those making comments on this standard were mostly supportive or had additional suggestions to make with regards to improving the training. Safety, vulnerability, disabilities and additional needs were common threads.

“Driver training to make drivers aware of peoples disabilities that should be obvious and treated as such. Basic driver courtesy of exiting the vehicle and assisting passenger with alighting the vehicle and also to any baggage that may be carried.” (Public, age 55-64, Tameside)

“Knowledge tests should also include the use of facilities and technology within vehicles as they relate to disabled people. This is absolutely crucial and should include the use of ramps and the level of gradient which should be as shallow as possible, how to provide assistance to disabled passengers to access the vehicle, how to secure passengers within the vehicle, including all types of wheelchairs and scooters and non-standards cycles, sometimes used by disabled people and provision of information to passengers about the licensing information of the drivers and vehicle.” (Organisation, Manchester Disabled People’s Access Group)

“In driver training it should include training regarding impact on pedestrians of pavement parking.” (Public, age 35-44, Stockport)

“Driver training regarding vulnerable road users such as cyclists. I’m nearly hit daily by taxi drivers in Manchester while commuting.” (Public, age 25-34, Manchester)

“I was just going to say that disability covers so many different impairments and people can have multiple impairments, some of which are not obvious, as well as mental health and all these may be challenging for the driver. The driver’s mental health should also be identified in there. It is also important to do training around

speech impediments as a lot of drivers could identify somebody as drunk so yes, I think driver training is very important.” (User, Group 1)

Amongst trade respondents, comments were very low again but those that did comment mostly felt the training should be optional:

“I really don’t think there is any need for existing drivers to have driver training, when you have been driving a taxi for a number of years, and dealing with challenging road users, and the safety of your passengers, as you do as a professional driver, and the longer you have done this profession, I really don’t think there is any need for any other driver training, it would be a waste of resources.” (Hackney Driver, Wigan)

“It is waste of time to do all this on regular basis, people have been driving for years and they do not need any more training for driving a taxi, all they need is a driving licence and good record as a citizen.” (Hackney Driver, Oldham)

Other comments made on the standard were:

“Pretty much, yeah, I think they do like a day’s training when you apply for a new badge, but they didn’t apply it to existing badge holders, so I think now if you were applying you have to do like a half a day course of some kind. But when they brought it in, they didn’t apply it to existing badge holders who have never done it. (PHV Driver, Rochdale)

“We’ve never heard of it. So, none of my drivers have had child safeguarding training. I’ve never had it. Yet in the new minimum standards proposals I’m supposed to be doing a DBS every single year, because I’m an operator.” (Operator, Trafford)

“The whole strategy for driver training should be centred around motivation to do well at the job and each training experience should leave a driver feeling positive and valued. Spending that bit extra finance if needed will be well worth it if these outcomes can be achieved. To raise standards in private hire in Greater Manchester I implore you to use the carrot as well as the stick. If drivers are attending training, whatever the subject, it can be made an enjoyable and attractive experience.” (Councillor, area not provided)

[Insert Local Authority] Response:

Insert district specific table from local report and any relevant district specific comments for this standard

Comments and considerations

Most of the GM authorities already require driver training for all new applicants, and some have retrospectively delivered safeguarding training to their existing drivers. The proposal seeks to ensure a fully consistent approach for new applicants, embedding the key

elements of safeguarding, exploitation and disability awareness into the requirements for a licensed driver in the region.

Whilst there is inevitably a cost associated to this requirement (whether delivered in house or by a third party provider), for most authorities it wouldn't be additional to their current costs which already include this standard. There is again the risk that it may deter some applicants, but the risk of not requiring this training is considered to be much more significant to the travelling public. If delivered in house, this can be provided at a lower cost than some external courses on the market. The proposal did not elicit many comments from respondents and the majority made were in support.

Authorities are at liberty to consider if and how they may wish to introduce the standard for existing licence holders.

Lead Officers recommendation

To **implement / retain** {delete as necessary} the standard as proposed.

Driver Proposed Standard 7	[Insert District] Current standard
<p>Dress Code It is proposed that a dress code is introduced to promote an improved and positive image of the licensed trade across the region. A proposed code is attached as Appendix 1</p>	<p><i>Detail current standard and highlight red/amber/green accordingly</i></p>
<p>Reason for Proposal</p>	
<p>Licensing Authorities receive numerous complaints annually with regards to driver dress standards and related personal hygiene. In the worst examples, passengers have reported that drivers wearing shorts have had their private parts on display.</p> <p>Authorities are striving to achieve a higher standard of licensed driver fleet, and positive driver image for resident and visitor passengers is part of that standard of professionalism we aim to achieve. It is merely about drivers considering and reflecting on what they wear as a licensed driver and not about uniform.</p>	
<p>Consultation Response</p>	
<p><u>GM level response:</u></p> <p>102 comments were made from general public respondents</p>	

91 comments were made from trade respondents

Standard	General public	Hackney Drivers	PHV Drivers	PHV Operators	Business	Vehicle Leasing Company	Representatives
Dress Code	102	27	49	4	0	1	10

This table breaks those comments down thematically across the respondent categories:

Comment Theme	General Public	Hackney Drivers	PHV Drivers	PHV Operators	Business	Vehicle Leasing Company	Representatives
Agree with dress code	21	2	2	1	0	0	2
A designated uniform is uncomfortable to drive in all day	9	9	8	0	0	0	3
Disagree with a uniform (dress code)	70	17	39	2	0	1	5
Cultural / religious attire should be permitted	2	0	0	0	0	0	0
Dress code should be decided by the firm	1	0	0	1	0	0	0
Base	102	27	49	4	0	1	10

This proposal received a relatively high number of comments compared to some of the other standards. The majority of those that made comments (among both public and trade) disagreed with the idea of a 'uniform' stating it wasn't necessary or was uncomfortable. Comments made included:

"Dress code as we are self-employed it is up to us what we wear as long as it is appropriate and not offensive" (PHV Driver, Tameside)

"I don't think there is need to change the dress code as long as the driver is dressed appropriately." (Hackney Driver, Manchester)

"I am worried about dress code because we the private hire drive or hackney drivers spend many hours sitting and driving so we wear a dress who we feel comfortable if there is dress code, I am afraid it can make us uncomfortable." (PHV Driver, Manchester)

"Dress code is very subjective and could put pressure on drivers who are already scrutinised and looked down on by the general public." (Public, age 25-34, Bolton)

"I don't really think dress code is that important. Taxi drivers should be allowed to wear whatever they want as long as it isn't offensive or inflammatory." (Public, age 18-24, Bury)

“Agree with all proposal except for Dress Code, which will have little benefit to the public.” (Organisation, Brandlesholme Community Centre)

“I couldn’t care less what my driver wears, if I’m honest. as long as it’s not kind of, they look like they’ve just rolled out of bed, kind of thing.” (User, Group 15)

38 of the trade respondents that commented and disagreed with the proposal were from an Asian background.

Other comments received included:

“Dress code; would make drivers look professional to visitors to the area plus I would be more confident in the driver.” (Public, age 55-64, Manchester)

“Well, I support the dress code. I think it’s broad enough, so if somebody’s wearing jeans it’s not a big issue, but if their personal hygiene is not good, then it would be an issue, so yeah.” (User, Group 1)

“It’s illegal to drive a private hire vehicle wearing shorts which are not below the knee. So, they’ve got to be knee length shorts. I know the licensing laws, it’s illegal to drive a taxi in flipflops. Yeah, half these drivers wouldn’t know, I’ve told drivers that in the past, being a manager, I’ve pulled people in saying you can’t wear that. You’re not meant to wear a football shirt when you’re driving a private hire vehicle either.” (Operator, Trafford)

[Insert Local Authority] Response:

Insert district specific table from local report and any relevant district specific comments for this standard

Comments and considerations

Some of the comments elicited in the response suggest the respondents did not refer to the Appendix in the accompanying information booklet that outlined the proposed dress code, as there is reference to disagreeing with a ‘uniform’ and some respondents seem to be under the impression the dress code is prescriptive.

On the contrary, the outline dress code proposed does not seek to introduce a uniform or be overly prescriptive, but instead simply aims to make clear both for drivers and compliance officers what is deemed acceptable and what isn’t in a broad sense, to provide consistency across the board whilst respecting, for example, religious dress.

Therefore despite the fact that most of the comments made were in general disagreement with this standard, it is considered the concerns raised by those respondents are already addressed by the broad way in which the dress code is already proposed. Having said that, alterations to the draft dress code are proposed in response to provide even further flexibility on what would be deemed as acceptable as follows:

***shirts can include t-shirt or polo shirt**
***tracksuits to be removed from the list of unacceptable sportswear (tracksuits will be acceptable as long as they adhere to the other conditions i.e. don't contain words or graphics that could be deemed as offensive, and clean, free from holes, rips or other damage)**

Dress code policies are not unique in GM and a number of Authorities already have them.

Lead Officers recommendation

To **implement / retain** {delete as necessary} the standard as proposed.

Driver Proposed Standard 8	[Insert District] Current standard														
<p>Drug and Alcohol Testing It is proposed that a policy is developed to introduce testing for drivers based on complaints or intelligence received.</p>	<p>N/A No such policy currently exists in any district</p>														
<p>Reason for Proposal</p>															
<p>Driving under the influence of drugs and/or alcohol poses a significant risk to the public and other road users. Other driving professions undergo testing in this regard and following discussions, the GM authorities felt this was an important policy area to consult upon in principle at this stage.</p> <p>It should be noted that Greater Manchester Police already act on concerns observed in the course of their general engagement with road users at large, but that this proposal will strengthen partnership working and ensure that any intelligence relating to substance misuse by licensees is acted upon consistently across GM as per the policy.</p>															
<p>Consultation Response</p>															
<p><u>GM level response:</u></p> <p>31 comments were made from general public respondents 18 comments were made from trade respondents</p>															
<p>Standard</p>	<table border="1"> <thead> <tr> <th data-bbox="327 1854 518 1915">General public</th> <th data-bbox="518 1854 662 1915">Hackney Drivers</th> <th data-bbox="662 1854 805 1915">PHV Drivers</th> <th data-bbox="805 1854 981 1915">PHV Operators</th> <th data-bbox="981 1854 1141 1915">Business</th> <th data-bbox="1141 1854 1300 1962">Vehicle Leasing Company</th> <th data-bbox="1300 1854 1482 1915">Representatives</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	General public	Hackney Drivers	PHV Drivers	PHV Operators	Business	Vehicle Leasing Company	Representatives							
General public	Hackney Drivers	PHV Drivers	PHV Operators	Business	Vehicle Leasing Company	Representatives									

Drug and Alcohol Testing	31	7	5	0	0	0	6
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This table breaks those comments down thematically across the respondent categories:

Comment Theme	General Public	Hackney Drivers	PHV Drivers	PHV Operators	Business	Vehicle Leasing Company	Representatives
Agree Drivers should be regularly tested for drugs and alcohol	29	6	3	0	0	0	5
Disagree with drug and alcohol testing	0	1	1	0	0	0	1
Concern about abuse of the system	2	0	1	0	0	0	0
Base	31	7	5	0	0	0	6

Few comments were received about this proposal in principle, but those that did comment were mostly in favour of the standard:

“These are all good subjects. The drivers already go through these checks. The only one that is new is drink and drugs test which should be necessary and a must. A very good and positive step.” (PHV Driver, Bury)

“I agree with all these points. For a woman getting into a vehicle with someone she does not know is very risky and some people have taken advantage of women when they could perhaps be travelling home late at night. Taxi drivers should not have a criminal background and should be regularly tested for drugs and alcohol as they are providing a public service.” (Public, age 55-64, Trafford)

The small number of negative views however raised concerns that the proposal was duplication of existing arrangements and about possible abuse of the system:

“Drivers are already subject to drug and alcohol testing by the police. It is not acceptable for the trades to be subject to LA roadside drug and alcohol checks.” (Hackney Driver, Manchester)

“Drug and alcohol testing- DISAGREE the GM hackney trade is already subject to such testing by GMP.” (Unite the Union - Manchester Hackney Carriage)

“Drug and alcohol testing - what are the circumstances when this will be enforced? I hope it will not be just at the whim of a customer that makes a complaint, there would need to be clear guidance or policy.” (Public, age 35-44, Manchester)

“Drugs and alcohol testing for drivers, it's a good idea but can be open to abuse if only on complaint or anonymous report by people and passengers who have a personal issue with a driver due to other reasons can use this as a tool to

abuse and cause unnecessary problem for that driver so I don't agree with this proposal as bus drivers/tram drivers don't get tested." (PHV Driver, Manchester)

During the qualitative in-depth interviews a handful of users expressed surprise the standard wasn't already in place, but also suggested it may be difficult to enforce:

"I'm quite shocked that the drug and alcohol one isn't in place. Because that makes you kind of question whether or not, well should I be questioning now (the driver's behaviour) when I get in the taxi." (User, Group 2)

"It seems sensible to have a consistent policy in place for all involved, know what the process is for complaining etc." (User, Group 2)

"I think it's more problematic around drug testing. because, you know, it's difficult enough to know whether somebody's been taking certain kinds of drugs and you know, I mean there's so many different effects of different kinds of drugs that can produce inappropriate behaviour of dangerous behaviour, but I think the police have difficulty in themselves, you know, if you're on amphetamines, you know, that could have a bad effect, not just cannabis. It's not just cannabis these days, is it, it's other things." (User, Group 1)

Some drivers were open to increased monitoring and policing of this amongst drivers, but felt it was difficult when there are drivers from outside of the region.

"If they brought back spot checks and just did, you know, I'd imagine drug and alcohol might be police rather than council, but if they just did a pull over at the side of the road, breathalysed you and did whatever you have to do for a drugs test, I think it'd be quite, you know, if they do it random or like you said, if the customer reports a driver thinking they smell alcohol and followed it up. Yeah, but I think the only problem is, a lady was once saying to me she wanted to make a complaint and I said, it was an out of area town, you know, I'll use the example of Wolverhampton again, this lady, you know, they're working in Trafford, so she contacted Trafford Council only to find that it was Wolverhampton she had to contact." (PHV Driver, Trafford)

Most drivers and operators felt this was a positive step and would encourage it to be monitored whilst a fair and clear process could be introduced.

[\[Insert Local Authority\] Response:](#)

Insert district specific table from local report and any relevant district specific comments for this standard

Comments and considerations

This is an area that licensing authorities and Members have considered due to general feedback from members of the public and complaints concerning drivers who may be using or under the influence of drugs whilst driving.

Other driving professions such as train, bus and HGV drivers already undergo regular drug and alcohol testing as part of the annual medical examination as well as random testing, and there is a clear argument that due to the public safety responsibility of licensed drivers there should be a similar policy in place.

The Statutory guidance issued last year does not refer directly to random or targeted testing of existing fleet but does suggest that authorities should consider requiring new applicants who have had previous convictions for drugs related offences (that are outside of the conviction policy guidelines and therefore is eligible to be considered for a licence), to undergo drugs testing for a period at their own expense to demonstrate that they are not using controlled drugs.

Any such policy would have to ensure it complied with HSE and ICO guidance on risk and data collection, and consider the following issues:

- How testing will be targeted ensuring fairness and transparency
- Frequency of testing
- Who will deliver the testing
- How data will be collected and held

Lead Officers recommendation

To develop a full policy proposal to be brought back to Members in 2022.

Driver Proposed Standard 9	[Insert District] Current standard
<p>Private Hire Driver Licence Conditions A set of proposed licence conditions for Private Hire Drivers are set out at Appendix 2. The conditions cover a comprehensive set of expectations with regards to driver behaviour, including customer service and requirements on reporting.</p>	<p><i>Detail current standard and highlight red/amber/green accordingly</i></p>
<p>Reason for Proposal</p>	
<p>Each local authority already has licence conditions for their private hire drivers, but they vary across the conurbation. The Licensing Managers Group reviewed their own conditions and collectively proposed a set of updated and revised conditions, with an enhanced focus on the expectations on drivers with regards to dealing with passengers, assisting those with disabilities and proactively reporting relevant matters to the licensing authority.</p> <p>Specific new conditions were also proposed to tackle and deter the high volume of private hire drivers and vehicles (mirrored in the proposed Private Hire Operator and Vehicle licence conditions) seen in busier districts and town centres. Recent years have seen a</p>	

proliferation of private hire drivers and vehicles at these locations as technological advances and business models mean that private hire vehicles can now be booked 'almost instantly'. Whilst legislation still makes a clear distinction between Hackney Carriages that can be hailed for immediate hire on the street, and private hire vehicles that still require that a pre-booking to be made via a licensed Operator; the general public often have no awareness of the difference or requisite process ... as such we now often have an environment where private hire drivers plot and circle around busier locations pre-empting demand, but also taking advantage of the often chaotic conditions created by high levels of congestion and confusion as passengers just want to get home. Pre-pandemic, the private hire sector saw high levels of over supply with numerous operators and drivers competing for the same finite business; an environment in itself creating an impetus for illegally plying (drivers offering fares outside of the booking process to undercut competitors) and often creating unsafe driving conditions in heavily pedestrianised and congested areas as private hire vehicles often double park and stop and wait in contravention of traffic orders in order to get as close as possible to prospective customers. In addition, the high volume of plotting and circling around districts and town centres creates more unnecessary emissions.

Without substantial proactive compliance, private hire drivers can be present in busier areas, appearing available for hire, and effectively plying their trade as such. This has had a significant impact on the Hackney Trade in recent years who (in most districts) pay a premium for purpose built accessible vehicles and the ability to ply their trade on ranks (depending on the authority's fee model, costs associated with providing for the Hackney rank provision and marshalling can be added to the costs used to calculate the relevant fee). Many less scrupulous drivers take advantage of this environment, illegally plying for hire and picking up un-booked fares. Furthermore, in busier areas and particularly busy night-time economies, this also creates an environment where drivers with ill intent or unlicensed drivers are more easily able to pick up vulnerable people.

In the absence of national legislative reform on this issue, the proposed conditions seek to help alleviate some of the harm and risk caused by this behaviour, by requiring drivers who do not have a booking to plot or wait away from busy and high footfall locations and away from designated ranks. It has been previously determined that it is not possible to require private hire drivers and vehicles to return to base on completion of a job, and authorities recognise that private hire operators will reasonably wish to ensure that their customer base are better serviced by having drivers and vehicles available in fairly close proximity to expected demand.

Consultation Response

GM level response:

5 comments were made from general public respondents
 4 comments were made from trade respondents

Standard	General public	Hackney Drivers	PHV Drivers	PHV Operators	Business	Vehicle Leasing Company	Representatives
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Private Hire driver conditions	5	1	2	0	0	0	1
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This table breaks those comments down thematically across the respondent categories:

Comment Theme	General Public	Hackney Drivers	PHV Drivers	PHV Operators	Business	Vehicle Leasing Company	Representatives
Agree with PHV conditions	3	1	0	0	0	0	1
It is unfair to standardise hackney and PHV drivers but have their work classified differently	2	0	2	0	0	0	0
Other	25	2	4	1	1	0	1
Comments about CAP	1	1	2	0	0	0	1
Base	31	4	8	1	1	0	3

Very few comments were received about the proposed Private Hire licence conditions.

One organisation feared if conditions were too onerous then drivers would leave Greater Manchester.

*“Private hire driver conditions - AGREE but fear that if PHV driver standards are too restrictive they will shop elsewhere under cross-border legislation.”
(Unite the Union -Manchester Hackney Carriage)*

“All of these changes are welcome, however there needs to be parity between taxis and private hire vehicles. It is unfair to standardise them but have their work be classified differently. I pay more in a Hackney cab and they can use the bus lane, however whilst in a private hire they cannot charge waiting time but cannot use the bus lane. There needs to be standardisation across the travel industry. Private hire taxi drivers should be allowed to use bus lanes in the same way as in other cities such as Sheffield.” (Public, age 25-34, Salford)

[Insert Local Authority] Response:

Insert district specific table from local report and any relevant district specific comments for this standard

Comments and considerations

There is a risk as raised by one respondent that stricter conditions will motivate private hire drivers to get licensed outside of GM but continue to work in the area anyway. This is the case for many of these proposals as identified at the beginning of the report, and will require strong representations to be made to government to highlight this risk to authorities seeking to raise the bar in taxi and private hire licensing.

Many of the licence conditions proposed already exist in one form or another across the conurbation with regards to driver conduct and administrative responsibilities. It is considered that those that don't already exist are critical to assisting authorities tackle the negative impacts of sub-contracting.

Lead Officers recommendation

To **implement / retain** {delete as necessary} the standard as proposed.

OPERATOR STANDARDS

Operator Proposed Standard 1	[Insert District] Current standard
<p>Private Hire Operator Licence Conditions A set of proposed licence conditions for Private Hire Operators are set out at Appendix 3. The conditions set out expectation and responsibilities with regards to how records should be kept in relation to booking, vehicle and drivers working for their company.</p>	<p><i>Detail current standard and highlight red/amber/green accordingly</i></p>
<p>Reason for Proposal</p>	
<p>Each local authority already has licence conditions for their private hire operators, but they vary across the conurbation. The Licensing Managers Group reviewed their own conditions and collectively proposed a set of updated and revised conditions, with an enhanced focus on the expectations on Operators with regards to records and staff vetting.</p> <p>Specific new conditions were also proposed to make it clearer and easier for licensing authorities to scrutinise records and bookings that have been sub-contracted. Due to the high level of bookings being subcontracted, local standards have been undermined and the travelling public lack awareness of the implications for their safety. The proposed</p>	

conditions require operators to make it clear to passengers which authority the vehicle and driver they are dispatching is licensed by.

Consultation Response

GM level response:

Less than a fifth of respondents in each category chose to comment on the Operator standard proposals (19% of member of the public, 12% of Hackney respondents and 11% or PHV respondents). Those that provided a comment gave a significant number of general comments:

Standard	General public	Hackney Drivers	PHV Drivers	PHV Operators	Business	Vehicle Leasing Company	Representatives
General Comments	80	13	17	6	0	1	4

This table breaks those comments down thematically across the respondent categories:

General Comment on Operator Standards	General Public	Hackney Drivers	PHV Drivers	PHV Operators	Business	Vehicle Leasing Company	Representatives
Agree with the proposals (general)	67	8	6	3	0	1	4
Disagree with the proposals (general)	3	3	6	0	0	0	0
Concerns of illegal activities	8	2	0	2	0	0	0
Proposals are already in place	3	1	5	1	0	0	0
Base	80	13	17	6	0	1	4

Almost half of all comments received gave a general comment about proposal and the response was varied:

General public: generally expressed agreement with the proposed standard:

“These are important measures to make sure every journey is safer for everyone.” (Public, age 25-34, Bolton)

Hackney drivers: generally expressed agreement with the proposed standard, however, three disagreed:

“I believe that this is a good idea which will help to protect the public and make them feel safe to know and should be their right as a minimum” (Hackney Driver, Tameside)

PHV drivers: expressed a very mixed view with six giving a positive comment and six a negative one about the proposed standard.

“Because either a driver or operator we all are providing public service and we all should go through same procedure.” (PHV Driver, Oldham)

“They already keep records of bookings, driver and vehicles details.” (PHV Driver, Oldham)

Concern about illegal activities: There was some concerns raised by hackney drivers (n=2) and members of the public (n=8) with the current enforcement and emphasised the need for this to be addressed.

“A severe crackdown on non-complying drivers/operators will need to be carried out as I think the requirements will be extremely onerous to them and illegal companies will be set up” (Public, age 55-64, Bolton)

“Too many stories of taxi drivers getting a licence then 3 drivers driving the vehicle on same licence. It’s not fair or safe” (Hackney Driver, Wigan)

This table shows the breakdown of responses where comments were made specifically about the licence conditions showing only 9 members of the trades commented on the conditions:

Standard	General public	Hackney Drivers	PHV Drivers	PHV Operators	Business	Vehicle Leasing Company	Representatives
Common licence conditions	39	1	7	1	0	0	0

The following are a selection of the concerns raised in the comments about conditions:

“Please can it be considered to make it compulsory to allow guide dogs and other assistance dogs in all vehicles and that a text or similar system should be installed to help deaf or hearing-impaired people communicate.” (Public, age 45-54, Salford)

“The drivers cancelling jobs should be controlled, I’ve been stranded at work a number of times when taxi companies cancel the jobs after accepting it!” (Public, age 35-44, Manchester)

“Common licence conditions: Answering phone calls courteously, clearly, providing relevant information asked for by the user. Providing taxi when called for, not absconding / avoiding a call / not having a taxi that does not show up.

Clear information about fares and timeframe - time of arrival, approximate time to destination. Criminal record checks: same as before, further protection of female passengers, especially in Rochdale area.” (Public, age 25-34, Rochdale)

“With the advent of technology, it should be simple of the driver to be able to give a cost of the journey before it begins. This creates transparency for all and stops differing fares for the same journey.” (Public, age 35-44, Bolton)

“Please bring some kind of checks where all local authorities should be able to check/monitor the way work gets distributed as many drivers don't get same work but when it comes to radio money everyone pays same but some get more work in terms of favouritism.” (PHV Driver, Bury)

“I've had a few racist remarks made to me by taxi drivers in Manchester, the operators don't take complaints seriously. Drivers should have to have ID visible at all times and operators should be required to have some complaints process which can be reviewed by Greater Manchester councils.” (Public, age 25-34, Salford)

[Insert Local Authority] Response:

Insert district specific table from local report and any relevant district specific comments for this standard

Comments and considerations

There was no strong opposition to any individual licence conditions or them as a whole, with the vast majority of those that responded supporting the proposal. Members of the public overwhelmingly agreed with the Operators standards in general. A number of the concerns made in the comments fall outside the remit of the proposed standard (it is already compulsory in law for example for drivers to allow assistance dogs to be carried in the vehicle unless the vehicle is exempt, or the way Operators distribute work to their employees), but overall there was a keenness that Operators should be more robustly monitored and scrutinised through effective compliance, which begins with clear and robust licence conditions.

As with the private hire driver licence conditions, there is a risk that stricter conditions will motivate private hire operators to simply obtain Operator licences in other authorities and use drivers and vehicles licensed by those authorities to fulfil bookings taken by the Operator based within GM. This is the case for many of these proposals as identified at the beginning of the report and will require strong representations to be made to government to highlight this risk to authorities seeking to raise the bar in taxi and private hire licensing.

Many of the licence conditions proposed already exist in one form or another across the conurbation.

Lead Officers recommendation
To implement the standard as proposed.

Operator Proposed Standard 2	[Insert District] Current standard
<p>Criminal Record Checks for Operators and Staff</p> <p>To introduce a condition on the Operator licence requiring operators and their staff (paid or unpaid) who have access to bookings to be DBS checked annually to ensure that only safe and suitable people have access to operator records.</p>	<p><i>Detail current standard and highlight red/amber/green accordingly</i></p>

Reason for Proposal
<p>It has been an identified gap in the licensing regime for a while that Operator staff are not required to be vetted in any way in relation to their character and criminal record.</p> <p>The Statutory Guidance makes it clear that although Operators and their staff have minimal if any direct contact with passengers, licensing authorities should be assured that those granted Operator licences and their staff, also pose no threat to the public and have no links to serious criminal activity. For example, an Operator base dispatcher decides which driver to send to a user, a position that could be exploited by those seeking to exploit children and vulnerable adults. As licensing authorities we must be satisfied that these individuals (as well as drivers) are safe and suitable individuals to have access to such information and opportunity. The guidance goes on to specifically state:</p> <p>“Operators should be required to evidence that they have had sight of a basic DBS check on all individuals listed on their register of booking and dispatch staff”.</p> <p>It also goes on to state:</p> <p>“Operators may outsource booking and dispatch functions, but they cannot pass on the obligation to protect children and vulnerable adults. Operators should be required to evidence that comparable protections are applied by the company to which they outsource these functions.”</p> <p>Whilst the guidance does not go wider than those staff, the GM MLS proposes that all staff employed either in a paid or unpaid capacity should be subject to these checks. As practitioners we are aware of the opportunity that any staff member within an Operator company has access to sensitive or personal information that could be misused to take</p>

advantage of or exploit passengers or their possessions, and consider it reasonable to require Operators to ensure their staff have the basic DBS check at least annually.

Consultation Response

GM level response:

A fair number of comments were made by members of the public in relation to this proposal alongside 40 comments from trade respondents:

Standard	General public	Hackney Drivers	PHV Drivers	PHV Operators	Business	Vehicle Leasing Company	Representatives
Criminal record checks for operators and staff	76	13	16	6	0	2	3

This table breaks those comments down thematically across the respondent categories:

Comment Theme	General Public	Hackney Drivers	PHV Drivers	PHV Operators	Business	Vehicle Leasing Company	Representatives
Agree with all operators and staff having criminal record checks	59	9	8	1	0	0	1
Agree because operators hold a lot of private information	3	0	0	0	0	0	1
The operator should not need DBS check	8	2	2	3	0	1	0
Concerns about data protection with DBS checks / amount of details operators keep	3	0	3	0	0	1	0
DBS checks should be less frequent / less than annually	2	2	3	2	0	0	1
DBS checks should be more frequent / every 6 months	2	0	1	0	0	0	0
Base	76	13	16	6	0	2	3

Most comments expressed agreement with the proposed checks:

“Don’t have an issue with operators having CRB checks done.” (Operator, Rochdale)

“Anyone who has close dealings from the public should have a criminal record check, including the people mentioned here. Also, checks must be made to make sure the person who is the driving licence holder is actually the person who took the test.” (Public, age 65-74, Salford)

“Criminal record check for all operators and their staff should be mandatory every six months, and enforcement checking conducting frequently” (Public, age 55-64, Bolton)

“Ensures a level playing field across private hire drivers and operators as there are many who currently don’t have to go through the same processes as drivers yet they play an equally as important role especially with regards to having DBS checks. It would also be better for the authority to implement annual enhanced DBS checks, similar to what is used by healthcare professionals - this will help maintain the integrity of drivers and whittle out any drivers who don’t conform to their licence conditions.” (PHV Driver, Bolton)

“Criminal records checks for operators are crucial and should be taken more seriously. Operators have access to sensitive information and making sure that information doesn’t fall in the wrong hands is paramount for the safety of the public.” (Public, age 25-34, Bolton)

A relatively small number (8 members of the public and 8 trade respondents) were in disagreement with the checks on operator staff:

“I see no reason for a DBS check to be mandatory for call handlers. Only drivers need any sort of check.” (Public, age 18-24, location not provided)

“Why should staff in the office be required to have DBS checks. It’s a private business and by law we are allowed to employ anyone who is hard working and will be good on the phones. Is everyone working in hotels or shops have a DBS check. In our society, if one has served their time, then they are allowed to interact with normal society Staff in the office have to adhere to strict data protection laws and GDPR so this is again an extra burden on small businesses with extra costs. Why don’t you check Uber and see who their directors and staff are. They have been charged with data breaches and you have given them operators licence again and again. So, this is a totally draconian measure in our opinion.” (Operator, Rochdale)

“Criminal record checks for staff working in a taxi base, so if there was conviction a long time ago for fighting or ex ex etc. is it fair for them not to get a job as a phone staff.” (Hackney Driver, Bolton)

Some comments expressed concern about the frequency of check and suggested a lack of understanding about the DBS Update Service facilitating frequent checks online simply using the certificate number (without the requirement to apply for a new certificate each time):

“DBS checks every year would be impossible to monitor and control for large firms, no other industry does this.” (Public, age 55-64, Bolton)

“DBS checks every year? This is ridiculous. Even teachers only have 1 DBS throughout their professional career, providing they do not have a break for longer than 3 months. Some schools actually do a 3 yearly DBS, but it is not needed by law or a requirement. Why do you think it’s a good idea for operators to require a yearly DBS?” (Operator, Trafford)

[Insert Local Authority] Response:

Insert district specific table from local report and any relevant district specific comments for this standard

Comments and considerations

Whilst most respondents were supportive, those that weren’t seemed to lack understanding of the specific risks within the sector.

There will be additional cost burdens to Operators and their staff to carry out these checks initially, but once conducted an annual DBS Update fee can be utilised to reduce the annual cost to £13 per individual. Given the serious risks identified to children and vulnerable adults, this is considered to be a relatively low cost to mitigate the risk as a responsible employer within the industry.

Whilst it could be considered further risk to impose stricter requirements on GM Operators, driving them to turn to other authorities, this risk is relatively low considering the recommendation in the statutory guidance is for all local authorities to require checks be conducted by their licensed Operators. The rationale for these checks is clearly made and supported in principle by the DfT’s latest guidance.

Lead Officers recommendation

To **implement / retain {delete as necessary}** the standard as proposed.

LOCAL AUTHORITY STANDARDS

Local Authority Proposed Standard 1

[Insert District] Current standard

Timescales for applications

It is proposed that authorities ensure processes are in place to allow customer licence holders to submit renewal applications up to 8 weeks prior to licence expiry; and to ensure that once any application has been determined, the licence will be issued to the customer within a maximum of 5 working days.

Detail current standard and highlight red/amber/green accordingly

Reason for Proposal

Licensing Authority processes and related timescales can understandably prompt complaints from licence holders when backlogs or delays are encountered within the licensing service. By setting some minimum standards to ensure a better customer service for licence holders and new applicants, authorities will also need to ensure that their relevant services are efficient and adequately resourced to provide value for money.

Consultation ResponseGM level response:

Very few comments were received about this standard across the board:

Standard	General public	Hackney Drivers	PHV Drivers	PHV Operators	Business	Vehicle Leasing Company	Representatives
Timescales for applications	5	0	13	0	0	0	3

This table breaks those comments down thematically across the respondent categories:

Comment Theme	General Public	Hackney Drivers	PHV Drivers	PHV Operators	Business	Vehicle Leasing Company	Representatives
Timescale for application should be less than 8 weeks	3	0	4	0	0	0	3
More or no time restrictions for application	0	0	6	0	0	0	0
Time scale needs improvement	2	0	3	0	0	0	0

Comments noted that there are other issues related to the application process that can affect adherence to timescales:

Six PHV drivers felt extra time should be allowed due to potential delays outside of their control such as DBS checks

“Things take an age when waiting for things like DBS checks, medicals etc at no fault of the applicant, I think licences should be granted on long term renewal applicants of good character and in no way should he be suspended from earning a living. But if an applicant has lied about convictions etc his badge should be revoked and the driver be deemed untrustworthy to be a license [sic] holder.” (PHV Driver, Wigan)

Three PHV drivers and two members of the public felt there were issues outside their control that affected the time taken to approve their application which negatively impacted their ability to work.

“The applications are not a problem getting them in to the Licensing department within eight weeks. The problem is the DBS checks coming back in time which is not always the case and if they do not arrive on time the drivers cannot work. This is unacceptable this is our livelihood and cannot sit at home without work and no other income to feed our families. The drivers should be given extensions in these cases.” (PHV Driver, Oldham)

“Timescales got applications is definitely one that needs overhauling. Covid has delayed applications which should never happen as plans should be in place for all eventualities of this stops a drivers from providing for his/her family.” (Public, age not provided, Bolton)

[Insert Local Authority] Response:

Insert district specific table from local report and any relevant district specific comments for this standard

Comments and considerations

The few comments that were made tended to reference delays with DBS checks, which would be minimised on renewals if drivers register and stay registered to the DBS Update service (DBS checks are online and instant if registered).

There is little risk to authorities in introducing this standard, and in a commercially competitive market, every benefit to outlining a minimum best practice for this element of the administration process to deter applicants seeking out authorities who have invested in efficient business systems and resources to deliver a timely service to customers.

As licence fees should be calculated to cover the reasonable costs of this administration service, these standards are not affected by wider council budget constraints.

Lead Officers recommendation

To **implement / retain {delete as necessary}** the standard as proposed.

Local Authority Proposed Standard 2	[Insert District] Current standard								
<p>An agreed common enforcement approach It is proposed that a common enforcement approach is developed and adopted to ensure that standards are adhered to in practice.</p>	<p>N/A as the proposal is for all 10 authorities to work together to develop a new framework.</p>								
Reason for Proposal									
<p>Licence holders often refer officers to the fact that different decisions can be taken by different authorities when it comes to conduct and breach of licence matters. For any of these standards to be meaningful, it is important that they are implemented fairly and consistently both in decisions by officers and Members when reviewing licences at hearings.</p> <p>Some authorities also take a much more proactive approach to monitoring and ensuring that licence policies and conditions are adhered to in practice, a further disparity also often highlighted by licensees who comment about the lack of frequency of on street checks in some areas compared to others. Risks associated with taxi and private hire licensing are not informed by the size of fleet or size of district. The most common and serious risks (for example drivers or vehicle licence holders allowing unlicensed individuals to drive their vehicle or use their badge) exist regardless of geographical or other factors. Passengers travelling in vehicles licensed by one authority should be able to expect that the same level of proactive checks are conducted if they get in a vehicle licensed by a neighbouring authority.</p>									
Consultation Response									
<p><u>GM level response:</u></p> <p>Very few comments were made about the proposed common enforcement approach.</p>									
<table border="1"> <tr> <td>Standard</td> <td>General public</td> <td>Hackney Drivers</td> <td>PHV Drivers</td> <td>PHV Operators</td> <td>Business</td> <td>Vehicle Leasing Company</td> <td>Representatives</td> </tr> </table>	Standard	General public	Hackney Drivers	PHV Drivers	PHV Operators	Business	Vehicle Leasing Company	Representatives	
Standard	General public	Hackney Drivers	PHV Drivers	PHV Operators	Business	Vehicle Leasing Company	Representatives		

Common Enforcement Approach	6	2	2	0	0	0	3
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This table breaks those comments down thematically across the respondent categories:

Comment Theme	General Public	Hackney Drivers	PHV Drivers	PHV Operators	Business	Vehicle Leasing Company	Representatives
Different licensing fee for different Local Authorities	3	2	0	0	0	0	0
One fee across the county / General Agreement	0	0	3	1	0	0	2
Licensing fee is very costly, and it should be affordable	2	6	9	0	1	0	1
Base	5	7	12	1	1	0	3

Those that commented, noted the benefits of a standard approach across Greater Manchester:

“Strongly agree. The need for common enforcement is of paramount importance given taxi drivers will operate across the GM boroughs. Councillors of course need training for this, though I would have thought these kind of approvals would be better suited to council officers than political members.” (Public, age 25-34, Salford)

Just one representative and one member of the public expressed concern:

“Enforcement Approach Each district has its own demands and as such some districts have little or no 'out of office enforcement'. How will this be addressed to ensure Manchester drivers are not the only drivers being subjected to full compliance.” (Organisation, Anonymous)

[Insert Local Authority] Response:

Insert district specific table from local report and any relevant district specific comments for this standard

Comments and considerations

Whilst few comments were received, one highlighted above makes a particularly pertinent point; to ensure the integrity of MLS we need to avoid a scenario where private hire drivers consider it more preferable to choose to be licensed by any particular authority within the

conurbation on the basis that they conduct relatively few proactive checks compared to other authorities.

Considering that the level of compliance resource attributed to the licensing regime can be funded through the licence fees and ultimately affects and determines the licence fee, implementing this standard should also help ensure that the fees are more even and comparable across the board.

Lead Officers recommendation

To implement the standard as proposed.

Local Authority Proposed Standard 3	[Insert District] Current standard
<p>A Common Fee Setting Framework It is proposed that a common methodology for setting the costs and calculating the taxi and private hire fees is agreed and adopted</p>	<p>N/A as the proposal is for all 10 authorities to work together to agree a common framework.</p>

Reason for Proposal

Alongside standardised administration processes and a common enforcement approach, adopting an agreed common methodology for setting the costs and calculating the licence fees will ensure fairness and parity across all 10 authorities. Currently there are various models in use, and alongside variance in standards, this provides a fairly wide variance in fees currently. It is important to ensure the integrity of the proposed standards work as a whole, and that authorities are consistent in their approach to fees so as not to undermine each other and to deter the very problem we are lobbying government to address.

Consultation Response

GM level response:

A total of 29 comments were made about the proposed common fee setting framework.

Standard	General public	Hackney Drivers	PHV Drivers	PHV Operators	Business	Vehicle Leasing Company	Representatives
Licensing Fees	5	7	12	1	1	0	3

This table breaks those comments down thematically across the respondent categories:

Comment Theme	General Public	Hackney Drivers	PHV Drivers	PHV Operators	Business	Vehicle Leasing Company	Representatives
Different licensing fee for different Local Authorities	3	2	0	0	0	0	0
One fee across the county / General Agreement	0	0	3	1	0	0	2
Licensing fee is very costly, and it should be affordable	2	6	9	0	1	0	1
Base	5	7	12	1	1	0	3

A few hackney (n=6) and PHV (n=9) drivers felt the licensing fee is very costly and needed to be made more affordable for drivers.

“Licensing fees should be reduced because mostly all forms are online so less manpower needed to process applications.” (PHV Driver, Bolton)

“Licensing fees are already high for vehicles to be plated in Manchester...that is why a lot of private hire drivers have gone to different councils and got their vehicles plated” (Hackney Driver, Manchester)

A handful of conflicting comments were received with some suggesting licensing fees should be different for different local authorities (2 hackney drivers).

“I don’t agree with licensing fees being the same across Greater Manchester as different areas will have different costs to run these departments but I think the discount we receive in Wigan for compliant vehicles should stay in place and also the fees should come down as admin is cut through doing more online.” (Hackney Driver, Wigan)

“Licensing fees should be same as they are all over the country, why there is such a big difference! hope someone can bother to look that massive difference!” (PHV Driver, Oldham)

Whereas three PHV drivers and two representatives thought licensing fees should be same across the country.

[Insert Local Authority] Response:

Insert district specific table from local report and any relevant district specific comments for this standard

Comments and considerations

This proposal is not about having a 'common fee' as this is impossible with different service models having different direct processing costs and overheads; but it is important that the fees are calculated in a fair, consistent and transparent way.

As taxi and private hire licence fees are set on a cost recovery basis, there is no risk to local authority budgets.

Lead Officers recommendation

To implement the standard as proposed.

Local Authority Proposed Standard 4	[Insert District] Current standard
<p>Councillor Training Most Councillors already receive training, but this proposal ensures that this is embedded as a consistent standard and confirms that those with responsibility for taxi and private hire licensing, receive relevant training prior to sitting on any hearing panels.</p>	<p><i>Detail current standard and highlight red/amber/green accordingly</i></p>

Reason for Proposal

This proposal seeks to ensure consistency of practice and the application of relevant safe and suitable / conviction policies, as well as a fairer system for licence holders who can be more assured of consistent decisions across the conurbation.

Consultation Response

GM level response:

Once again, a relatively small number of comments were made about this standard:

Standard	General public	Hackney Drivers	PHV Drivers	PHV Operators	Business	Vehicle Leasing Company	Representatives
Councillor Training	19	1	5	2	0	0	6

This table breaks those comments down thematically across the respondent categories:

Comment Theme	General Public	Hackney Drivers	PHV Drivers	PHV Operators	Business	Vehicle Leasing Company	Representatives
General Agreement regarding councillor training	15	1	3	1	0	0	4
Additional subject suggestions for councillor training	2	0	0	1	0	0	1
Customer service provided by the councils needs improvement	3	0	3	2	0	0	1
Base	19	1	5	2	0	0	6

Fifteen members of the public, one hackney and five PHV drivers expressed general agreement with this standard.

“Councillor Training Should be mandatory and also standardised to ensure consistency. Also, useful if Councillors from other areas were involved to avoid any problems with approving or refusing drivers.” (Councillor / Elected official, Stockport)

A comment was received suggesting how the training could be made more useful for councillors.

“The training councillors receive should include training in 'what would a fair hearing look like', 'what would an unfair hearing look like'. Training should not just be focussed on 'we will train councillors in licensing policy matters they will likely not know about'. Process is important as it is people attending who may need to lose their licence.” (Councillor / Elected official, area not known)

Some additional comments made were:

“Councillor training? great idea. Could we also have child safeguard training and wheelchair access training? I'm fed up of seeing manual wheelchairs, pushed in sideways and not restrained in black cabs. If we had Enforcement, this bad practise may of been reduced.” (Operator, Trafford)

“Training the councillors is a good idea but they should have the right attitude and must treat drivers with respect and value the taxi trade.” (PHV Driver, Oldham)

[Insert Local Authority] Response:

Insert district specific table from local report and any relevant district specific comments for this standard

Comments and considerations
The few comments that were made supported the proposal and/or made suggestions for other service improvements.
Lead Officers recommendation
To implement / retain {delete as necessary} the standard as proposed.

Local Authority Proposed Standard 5	[Insert District] Current standard								
Delegated powers for Licensing Managers It is proposed that appropriate delegated decision making powers will be in place for Licensing Managers and Heads of Service to suspend or revoke licences on the grounds of public safety when an urgent need arises.	<i>Detail current standard and highlight red/amber/green accordingly</i>								
Reason for Proposal									
There are currently variances in the delegation schemes for suspension and revocation powers across the conurbation, meaning that if an immediate risk is identified with a driver, that driver could find themselves suspended or revoked by a Senior Officer with immediate effect that same day by one authority, but if licensed by another within GM, could wait several days (and therefore continue driving under that authority's licence) for a Committee to be convened to consider the same decision whether to suspend or revoke. This provides an imbalance for public safety and this proposal seeks to address that by ensuring consistency for the travelling public.									
Consultation Response									
<u>GM level response:</u> Extremely few comments were made with regards to this proposal:									
<table border="1"> <tr> <td>Standard</td> <td>General public</td> <td>Hackney Drivers</td> <td>PHV Drivers</td> <td>PHV Operators</td> <td>Business</td> <td>Vehicle Leasing Company</td> <td>Representatives</td> </tr> </table>	Standard	General public	Hackney Drivers	PHV Drivers	PHV Operators	Business	Vehicle Leasing Company	Representatives	
Standard	General public	Hackney Drivers	PHV Drivers	PHV Operators	Business	Vehicle Leasing Company	Representatives		

Appropriate delegated power for Licensing Managers	3	3	7	3	0	0	2
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This table breaks those comments down thematically across the respondent categories:

Comment Theme	General Public	Hackney Drivers	PHV Drivers	PHV Operators	Business	Vehicle Leasing Company	Representatives
Disagreement with appropriate delegated powers for Licensing Managers.	1	3	7	2	0	0	0
General Agreement - delegated powers	1	0	0	0	0	0	1
Concern Regarding the abuse of delegated power	1	0	0	2	0	0	1
Base	3	3	7	3	0	0	2

Those comments that were made, expressed concern:

“Revoke licence power must be in hand of committee or licensing cabinet member. At least drivers should have properly investigated before his licence revoked.” (PHV Driver, Rochdale)

“Appropriate delegated powers for Licensing Managers: thorough training and monitoring needed for this to ensure this is not open to abuse.” (Operator, Wigan)

[\[Insert Local Authority\] Response:](#)

Insert district specific table from local report and any relevant district specific comments for this standard

Comments and considerations

Any decisions taken by an appropriate level Officer needs to be reasonable, evidence and risk based and just. All decisions are open to appeal and Officers must be satisfied that any decision made can resist such challenge.

Only very minimal concern was raised in response to this proposal, and it should be noted there is a much more significant risk to the public if a driver who has been identified as posing an immediate risk, is not suspended or revoked in a timely manner.

Lead Officers recommendation

To **implement / retain** {delete as necessary} the standard as proposed.

Local Authority Proposed Standard 6	[Insert District] Current standard																
<p>Excellence in Licensing Award It is proposed that a scheme is introduced to allow members of the public to nominate drivers and companies who they wish to be considered for an ‘Excellence in Licensing award’.</p>	<p><i>Detail current standard and highlight red/amber/green accordingly</i></p>																
Reason for Proposal																	
<p>Whilst the majority of the proposed standards are rightly concerned with matters of public safety and mitigating identified risks within the industry, this proposal seeks to recognise that the majority of licence holders are compliant, safe and suitable individuals, many of whom take pride in their work and seek to provide a safe, comfortable and quality customer service to their passengers. The scheme seeks to award these individuals and encourage all in the industry to strive to deliver excellence at all times.</p>																	
Consultation Response																	
<p><u>GM level response:</u></p>																	
<p>Of all the Local Authority Standards, this proposal had the highest number of comments, whilst still remaining low in relativity to the wider consultation.</p>																	
<table border="1"> <thead> <tr> <th data-bbox="209 1704 416 1809">Standard</th> <th data-bbox="416 1704 555 1809">General public</th> <th data-bbox="555 1704 694 1809">Hackney Drivers</th> <th data-bbox="694 1704 810 1809">PHV Drivers</th> <th data-bbox="810 1704 975 1809">PHV Operators</th> <th data-bbox="975 1704 1129 1809">Business</th> <th data-bbox="1129 1704 1289 1809">Vehicle Leasing Company</th> <th data-bbox="1289 1704 1453 1809">Representatives</th> </tr> </thead> <tbody> <tr> <td data-bbox="209 1809 416 1921">Excellence in Licensing Award</td> <td data-bbox="416 1809 555 1921">27</td> <td data-bbox="555 1809 694 1921">4</td> <td data-bbox="694 1809 810 1921">3</td> <td data-bbox="810 1809 975 1921">0</td> <td data-bbox="975 1809 1129 1921">0</td> <td data-bbox="1129 1809 1289 1921">0</td> <td data-bbox="1289 1809 1453 1921">1</td> </tr> </tbody> </table>		Standard	General public	Hackney Drivers	PHV Drivers	PHV Operators	Business	Vehicle Leasing Company	Representatives	Excellence in Licensing Award	27	4	3	0	0	0	1
Standard	General public	Hackney Drivers	PHV Drivers	PHV Operators	Business	Vehicle Leasing Company	Representatives										
Excellence in Licensing Award	27	4	3	0	0	0	1										

This table breaks those comments down thematically across the respondent categories:

Comment Theme	General Public	Hackney Drivers	PHV Drivers	PHV Operators	Business	Vehicle Leasing Company	Representatives
Concern about the authenticity of the award	8	0	1	0	0	0	0
It is a good idea to appreciate drivers	14	1	0	0	0	0	1
Doesn't think as a good idea, i.e. waste of time and money	6	3	3	0	0	0	0
Base	27	4	3	0	0	0	1

Members of the public commented far more than the trade here, and were generally positive and keen to show appreciation of drivers:

“An excellent approach, and one we very much welcome, it is about time there was some way to publicly reward the drivers or indeed operators for the service they provide, so anything that encourages such approaches is very highly encouraged and supported.” (Organisation, National Private Hire and Taxi Organisation)

“I think the Excellence in Licensing Award is a really good incentive for hard working and compliment drivers / operators, much like the Best Bar None awards for licensed premises.” (Public, age 35-44, Trafford)

A small number of concerns were expressed as follows:

“The award is a good idea but larger firms such as metro in Bolton only need to ask all their passengers to put them forward and would win every time.” (Public, age 55-64, Bolton)

“An excellence award seems to be one that can so easily be abused, even down to the point where a driver may say, “Vote for me and you get £1.00 off the fare.” Disagree strongly with this suggestion.” (Public, age 65-74, location not provided)

“Excellence in Licensing award. I think this is a BAD idea! A recent innovation at the firm I work for is a star rating and comment from the passenger about the driver. Passengers are leaving 1-star ratings and making crappy comments out of spite for any perceived slight. (differing opinions on Brexit between driver and passenger? This may result in a 1-star rating and "a racist" in the comments option). At the 5-star end of the ratings, drivers may pick up a passenger who happens to be a mate of his or her. The passenger will be lush in the comment option about what a wonderful experience was. If drivers wish to go above and beyond what is expected of them - great, just be humble about it.” (PHV Driver, Wigan)

"I always give good customer service I don't need a meaningless award to make me do it." (Hackney Driver, Trafford)

[Insert Local Authority] Response:

Insert district specific table from local report and any relevant district specific comments for this standard

Comments and considerations

Whilst the detail of how this scheme would be implemented needs to be developed (including how the scheme would be funded), in principle most of the comments supported the idea, whilst accepting there were some concerns expressed.

Lead Officers recommendation

To reflect on how a scheme would be operated, funded and be seen to be fair and take direction from Members about developing a scheme further.

5. Timescales for Implementation

- 5.1 It is proposed that all the standards that are recommended to implemented, are done so by 30th November 2021 for a go live date of 1st December 2021.

6. Conclusion

- 6.1 The 'golden thread' of licensing is that of public protection. We have seen from the consultation that the public are overwhelmingly in support of the additional safeguards and protection that this project can deliver. As well as the local policy strengthening that minimum licensing standards will bring across Greater Manchester it delivers on the implementation of the statutory standards on safeguarding that the Government have introduced.
- 6.2 The vision of Greater Manchester is to continue to work closely together, influence policy change and support the licensed trade by delivering on its promise to provide financial support to move to greener vehicles. This is the start of a journey to continue to deliver excellence in licensing regulation in Greater Manchester. However, we cannot underestimate the challenges the trade continues to face and the balance we must strike in continuing to support the trade whilst safeguarding the public; delivering a licensing regime that offers safe journeys in safe licensed vehicles, driven by safe licensed drivers. We will continue to work with the hackney and private hire trade to provide that ever

important support and guidance whilst ensuring that public protection is at the forefront of our considerations.

Appendix 1

Licensed Drivers Dress Code

The purpose of the dress code is to set a standard that provides a positive image of the licensed hackney carriage and private hire trade in Greater Manchester, promoting public and driver safety.

Dress Standard

- All clothing worn by those working as private hire or hackney carriage drivers must be in good condition and the driver must keep good standards of personal hygiene.
- As a minimum standard whilst working a licensed driver, males should wear trousers and a shirt/t-shirt or polo shirt which has a full body and short/long sleeves. Knee length shorts are acceptable. Exceptions related to faith or disability are accepted.
- As a minimum standard whilst working as a licensed driver, females should wear trousers, or a knee length skirt or dress, and a shirt/blouse/t-shirt or polo shirt which have a full body and a short/long sleeve. Knee length shorts are also acceptable. Exceptions related to faith or disability are accepted.
- Footwear whilst working as a licensed driver shall fit (i.e. be secure) around the toe and heel.

Examples of unacceptable standard of dress

- Clothing that is not kept in a clean condition, free from holes, rips or other damage.
- Words or graphics on any clothing that is of an offensive or suggestive nature which might offend.

- Sportswear e.g. football/rugby kits including team shirts or beachwear (tracksuits are accepted)
- Sandals with no heel straps, flip flops or any other footwear not secure around the heel.
- The wearing of any hood or any other type of clothing that may obscure the driver's vision or their identity.

Uniforms

The Council recognises the positive image that uniforms can create. This dress code does not require a licensed driver to wear a distinct uniform. The Council acknowledges that many private hire and hackney carriage companies do require licensed drivers to wear appropriate corporate branded uniform and this is a practice that the Council would encourage licensed drivers to support.

Appendix 2

PRIVATE HIRE DRIVER CONDITIONS

The licensee shall at all times comply with the provisions of Part II of the Local Government (Miscellaneous Provisions) Act 1976 and the conditions hereinafter provided.

Definitions

In this licence:

"the Act" means the Local Government (Miscellaneous Provisions) Act 1976.

"the Council" means xxxx Council

"the Operator" means a person holding a licence to operate private hire vehicles issued pursuant to Section 55 of the Act.

"private hire vehicle" has the same meaning as in Section 80 of the Act.

"the proprietor" has the same meaning as in Section 80 of the Act.

"the meter" means any device for calculating the fare to be charged in respect of any journey in a private hire vehicle by reference to the distance travelled or time elapsed since the start of the journey or a combination of both.

"authorised officer" has the same meaning as in section 80 of the Act.

"licensee" means the person who holds the private hire drivers' licence.

"hirer" means the customer that has made the booking, who could also be the passenger

“passenger” means the person(s) travelling in the booked vehicle. For the avoidance of doubt, all children (including babies) count as individual passengers.

‘Sexual Activity’ includes but not limited to touching, kissing, inappropriate comments or conversation or propositioning.

“Owner” means a person to whom any lost property belongs to

“Drivers badge” has the same meaning as in Section 80 of the Act.

Words importing the masculine gender such as "he" and "him" shall include the feminine gender and be construed accordingly.

Where any condition below requires the Licensee to communicate with the Council, all communication must be to the Council’s Licensing Department unless otherwise stated. Reference to the Council’s email address means the email address of the Council’s Licensing Department.

1. Licence Administration

- 1.1 The licensee shall notify the Council in writing of any change of their address and contact details during the period of the licence within 7 days of such change taking place.
- 1.2 The licensee shall notify the Council in writing within 7 days of commencing work with a private hire operator.
- 1.3 The licensee shall notify the Council in writing within 7 days of any subsequent change of operator.
- 1.4 The licensee shall provide a copy of his private hire driver's licence with the Operator through which the Private Hire Vehicle is being used.
- 1.5 The licensee shall ensure that relevant documentation (including DBS certificate/status, Medical Certificate, and right to work documentation) required by the Council to assess their fit and proper status, is kept up to date and remains ‘valid’ in line with the Council’s policies.
- 1.6 For the duration of the licence, the licensee shall attend (as required) and pay the reasonable administration charge or fee attached to any requirement for training or to produce a relevant certificate (i.e. new medical certificate), assessment, validation check or other administration process.
- 1.7 The licensee will register and remain registered with the DBS Update Service to enable the Council to undertake regular checks of the DBS certificate status as necessary.

2. Convictions and Suitability Matters

- 2.1 The licensee shall notify the Council immediately in writing (or in any case within 24 hours) if they are subject to any of the following:

- arrest or criminal investigation,
- summons,
- charge,
- conviction,
- formal/simple caution,
- fixed penalty or speed awareness course,
- criminal court order,
- criminal behaviour order or anti-social behaviour injunction,
- domestic violence related order,
- warning or bind over
- any matter of restorative justice

and shall provide such further information about the circumstances as the Council may require.

3 Notifications of Medical Conditions

- 3.1 The licensee shall notify the Council of any newly diagnosed or change to a current medical condition which may restrict their entitlement to a driver's licence requiring a DVSA Group 2 medical standard. Notification must be sent to the Council's email address immediately (or in any case within 48 hours) of the relevant diagnosis or change to medical condition.
- 3.2 The licensee shall at any time (or at such intervals as the Council may reasonably require) produce a certificate in the form prescribed by the Council signed by an appropriate Doctor/Consultant who has access to the driver's full medical records to the effect that he/she is or continues to be fit to be a driver of a private hire vehicle.

4 Driver Badge

- 4.1 The licensee shall at all times when driving a private hire vehicle wear the driver's badge issued to them by the Council so that it is plainly and distinctly visible and show it to any passenger(s) if requested.
- 4.2 The badge shall be returned to the Council immediately upon request by an Authorised Officer (i.e. the licence is suspended, revoked or becomes invalid for any reason).
- 4.3 The licensee must wear any lanyard, clip or holder issued to them by the Council.

5 Driver Conduct and Dealing with Passengers

- 5.1 The licensee shall behave and drive in a civil, professional and responsible manner to passengers, other road users, members of the public Council officers and other agencies.

- 5.2 The licensee shall comply with any reasonable request made by an Authorised Officer, Testing Mechanic or Police Officer. The licensee will also comply with any reasonable request of the passenger regarding their comfort during the journey (e.g. heating/ventilation).
- 5.3 The licensee shall, unless delayed or prevented by some sufficient cause, punctually attend with the private hire vehicle at the appointed time and place as required by the operator booking or as instructed by an Authorised Officer.
- 5.4 The licensee shall stop or park the private hire vehicle considerately and legally (not in contravention of any road traffic orders) and shall switch off the engine if required to wait (no idling).
- 5.5 The licensee shall not use the vehicle's horn to attract customer attention. The horn must only be used in an emergency.
- 5.6 The licensee shall comply with the Council's Licensed Drivers Dress Code.
- 5.7 The licensee shall provide reasonable assistance to passengers as required by the hirer (e.g. mobility assistance and loading/unloading luggage). The licensee shall not provide mobility assistance to passengers by physically touching without consent to do so.
- 5.8 The licensee shall ensure that luggage (including shopping and other large objects) are safely and properly secured in the vehicle.
- 5.9 The licensee and passengers are not permitted to smoke in the vehicle. The licensee also must not:
 - a) vape or use an e-cigarette in the vehicle
 - b) drink or eat whilst driving
 - c) use any hand held device whilst driving or allow themselves to be distracted in any other way
 - d) display any moving images or have any form of visual display screen fitted to the licensed vehicle other than satellite navigation
 - e) conduct lengthy telephone conversations whilst driving passengers
 - f) play a radio or sound reproducing instrument or equipment in the vehicle (other than for communicating with the operator) without the express permission of the passenger(s)
 - g) cause or permit the noise emitted from any radio or sound reproducing instrument or equipment in the private hire vehicle to cause nuisance or annoyance to any person
- 5.10 The licensee when hired shall, (subject to any directions given by the passenger), take the shortest route bearing in mind likely traffic problems and known diversions and explain to the passenger any diversion from the most direct route. Alternative routes must be discussed with the passengers before being taken.
- 5.11 The licensee shall at all times when a vehicle is hired take all reasonable steps to ensure the safety of the passengers within, entering or alighting from the vehicle.
- 5.12 The licensee shall report immediately to the operator any incident of concern including accidents where hurt or distress has been caused, customer disputes or passenger conduct concerns.

- 5.13 The licensee shall be vigilant regarding vulnerable passengers and safeguarding concerns when carrying out his duties and shall report any concerns immediately or in any event within 24 hours in accordance with Council guidance.
- 5.14 The licensee shall report (on the conclusion of the booking) to the operator any complaints a passenger/member of the public has made to the licensee regarding their conduct or the conduct of other personnel/drivers.
- 5.15 The licensee shall not engage in any sexual related activity in a licensed vehicle, even if consensual.
- 5.16 The licensee shall not, except with the express consent of the hirer/passenger or approved ride share journey, carry any person (other than the hirer/passenger) in the private hire vehicle.
- 5.17 The licensee shall not carry a greater number of passengers than is prescribed on the vehicle licence and shall not allow any unaccompanied child to be carried in the front seat of the vehicle.
- 5.18 The licensee will ensure that the vehicle is clean for passengers and the plate clearly visible at all times he is on control of the vehicle.
- 5.19 The licensee will ensure that he is aware of all the workings and mechanics of the vehicles before undertaking bookings.
- 5.20 The licensee shall report any accidents involving a licensed vehicle they are driving within 72 hours to the Licensing Department and must comply with any requests thereafter by an Authorised Officer.
- 5.21 The licensee shall ensure that a daily vehicle check log has been completed (either by himself or the vehicle proprietor) at the beginning of each shift. The checks to be carried out are as follows:
- lights and indicators
 - tyre condition, pressures and tread
 - Wipers, washers and washer fluid levels
 - Cleanliness inside and out
 - Bodywork – no dents or sharp edges
 - Licence plates present and fixed in accordance with these conditions
 - Any internal discs on display and facing inwards so customers can see
 - Door and bonnet stickers on display
 - Tariff sheet on display
 - Horn in working order

The licensee shall ensure a record of the above information is kept in the vehicle at all times and will ensure the information is available to an Authorised Officer upon request.

6 Assistance Dogs

- 6.1 The Licensee shall carry a disabled passenger's assistance dog with the passenger. The licensee will follow the advice of the passenger as to the exact position and location for the assistance dog to travel, to best suit their needs.

- 6.2 Where the licensee has been granted a medical exemption so as to exempt them from any requirement under the Equality Act 2010; the notice of exemption must be displayed in the vehicle so that it is visible by fixing it in an easily accessible place (for example on the dashboard) or as prescribed by the Council.
- 6.3 The licensee must notify their operator of any medical exemption they hold in relation to the requirements under the Equality Act 2010.

7 Fares

- 7.1 If the vehicle is fitted with a meter the licensee shall ensure it is always visible. The licensee shall ensure it is not cancelled or concealed until the passenger has paid the fare.
- 7.2 The licensee shall ensure a copy of the current fare table is always displayed and visible in the vehicle.
- 7.3 The licensee shall not demand from any passenger a fare in excess of that previously agreed or if the vehicle is fitted with a meter the fare shown on the face of the taximeter.
- 7.4 The licensee shall, if requested by the passenger, provide a written receipt for the fare paid.

8 Conduct relating to illegally plying or standing for hire

- 8.1 The licensee shall ensure that the passenger(s) entering the vehicle is/are the correct person(s) for whom the vehicle has been pre-booked.
- 8.2 The licensee must take precautions against behaviour that may be deemed to be standing or plying for hire, by not plotting or waiting without a booking:
- a) in high footfall /high visible locations
 - b) outside busy venues/businesses or in close proximity to events
 - c) at the front or back of designated hackney ranks
 - d) in groups or lines that present as a 'rank'
 - e) in contravention of road traffic orders
- 8.3 The licensee shall not while driving or in charge of a private hire vehicle:
- (a) Tout or solicit any person to hire or be carried for hire in any private hire vehicle.
 - (b) Cause or allow any other person to tout or solicit any person to hire or be carried for hire in any private hire vehicle.
 - (c) Offer any Private Hire vehicle for immediate public hire (whether the journey was undertaken or not)
 - (d) Accept, or consider accepting, an offer for the immediate hire of that vehicle, including any such hire that is then communicated to the Operator to be recorded on the Operator's booking system. For the avoidance of doubt, bookings can only be undertaken when first communicated to the licensee by the operator.

9. Responsibility for lost property

- 9.1 The driver must immediately after the end of every hiring or as soon as is practical thereafter, search the vehicle for any property which may have been accidentally left there.
- 9.2 If any property accidentally left in a private hire vehicle is found by or handed to the licensee then all reasonable steps must be taken to return the property to its rightful owner. If the property cannot be returned to the owner, then the property should be reported to the Operator through whom the passenger booked the vehicle at the earliest opportunity and handed to the Operator as soon as is practical and in any case within 24 hours of the property being found.

APPENDIX 3

PROPOSED PRIVATE HIRE OPERATOR CONDITIONS

The Operator shall at all times comply with the provisions of Part II of the local Government (Miscellaneous Provisions) Act 1976 and the conditions hereinafter provided.

1. Definitions

For a legal definition of these terms, see the Local Government (Miscellaneous Provisions) Act 1976. You can get a copy online.

"Authorised Officer" any Officer of the Council authorised in writing for the purposes of the Local Government (Miscellaneous Provisions) Act 1976

"The Council" means (*insert name of Council*)

"The Operator / PHO" a person who makes provisions for the invitation and acceptance of bookings/hiring for a Private Hire Vehicle.

"The Private Hire Vehicle" a motor vehicle constructed to seat fewer than nine passengers, other than a hackney carriage or public service vehicle which is provided for hire with the services of a driver for the purpose of carrying passengers

"District" means the area within the Licensing Authority boundary

Words importing the masculine or feminine gender such as 'his' and 'her' shall include a company and be construed accordingly.

Reference to the Council's email address means the email address for the Council's Licensing Department.

Where any condition below requires the Licensee to communicate with the Council, unless otherwise stipulated, all communication must be to the Council's Licensing Department.

2. Premises & Equipment

- 2.1 The Operator shall obtain any necessary planning permission required for his/her premises and shall comply with any conditions imposed.
- 2.2 The Operator shall provide adequate communication facilities and staff to provide an efficient service to the public using the operator's facilities.
- 2.3 The Operator's premises shall be kept clean and tidy, and adequately heated, ventilated and lit.
- 2.4 The Operator shall ensure that any waiting area for the use of prospective hirers shall be provided with adequate and comfortable seating.
- 2.5 The Operator's radio/electrical equipment where installed shall be regularly maintained in good working condition and any defects shall be repaired promptly.
- 2.6 The Operator shall at no time cause or permit any audio equipment to be a source of nuisance, annoyance or interference to any other person. In addition, all reasonable precautions are to be taken to ensure that activities within the Operator's office and from licensed vehicles do not create a nuisance to others.
- 2.7 The Operator shall obtain and maintain in force at all times a public liability insurance policy in respect of his/her premises and produce the same to an Authorised Officer or Constable on request.
- 2.8 The Operator must display the following at their premises at all times:
 - a) A copy of the current Operator licence
 - b) A schedule of fares
 - c) A notice which provides information on how to complain to the Licensing Authority including email and phone number
 - d) A copy of the public liability insurance policy certificate

The above shall be displayed in a prominent position, where the public have access and, where it can be easily read.

- 2.9 If the Operator has a website and/or uses Application based technology to attract bookings, the notices listed at 2.8 above must also be available to view on the relevant web pages or application menu.
- 2.10 The Operator shall now allow their Licensed Operator Premises to be used to conduct business relating to another non (*insert name of Council*) Licensed Operator.

3. Booking Fares

- 3.1 When accepting the hiring, the Operator shall, unless prevented by some sufficient cause, ensure that a licensed private hire vehicle attends at the appointed time and place.
- 3.2 When accepting the hiring, the Operator shall, if requested by the person making the booking, specify the fare or the rate of the fare for the journey to be undertaken and, in every case, the Operator shall immediately enter all the details of the hiring legibly as required, by Condition 3.3.
- 3.3 The records of hiring accepted by the Operator as required under Section 56 of the Local Government (Miscellaneous Provisions) Act 1976, shall contain the following detail:
- Time and date booking received (using 24-hour clock)
 - Name and contact details (phone number or address) of person making the booking
 - How the booking was made e.g. Telephone/Online etc
 - Time and detailed pick up location
 - Specific destination (the use of the term 'as directed' or similar term should only be used exceptionally).
 - ID of dispatched driver (i.e. name and call sign)
 - ID of dispatched vehicle (Licence/fleet number)
 - ID of person taking booking (excludes electronic bookings)
 - Any special requirements e.g. wheelchair accessible or disability assistance
 - Details of any subcontracting to or from another PHO (Inc. any other Operator owned by the Operator subject to these conditions)
 - Any fare quoted at time of booking, if requested by the person making the booking.
- 3.4 The Operator shall not allow drivers to pass a booking on to the Operator on the passenger's behalf and will take all reasonable steps to ensure their drivers are aware that such practice is illegal.
- 3.5 Where a booking is sub-contracted the customer must be so advised and informed as to the sub-contracted Operator who will be undertaking the booking.
- 3.6 If a non - *(insert name of Council)* licensed driver and vehicle are being dispatched to fulfil the booking, the Operator must communicate to the person making the booking (whether via telephone, automated booking or booking App) the following message:
- The driver and vehicle you are about to book are not licensed by (insert name of Council) to (insert name of Council) standards and (insert name of Council) Council are not empowered to take licensing action in the event of a complaint. Your driver and vehicles are licensed by {insert name of Council} and customers will have to deal with that authority in the event of a complaint.*
- 3.7 The despatch, by an Operator, of a passenger carrying vehicle (PCV) and the use of a public service vehicle (PSV), such as a minibus, is not permitted without the express consent of the hirer.

- 3.8 Where the hirer is being given the option of one of the above mentioned vehicles being despatched, they should be notified that the driver is subject to different checks than a private hire driver and are not required to have an enhanced DBS check.
- 3.9 The Operator must advise the authority of booking system it uses, and advise in writing when the booking system is changed. The operator must demonstrate the operation of the system to an authorised officer upon request. Only the confirmed booking system (whether that be an electronic or manual system) can be used to record journeys taken for and carried out by vehicles licensed by (*insert name of Council*) (or a Public Services Vehicle, operating under a licence from the Vehicle and Operator Services Agency).

4. Record Keeping & Responsibility

- 4.1 The Operator must keep detailed, up to date, records of every driver and vehicle operated by him (whether licensed as private hire or hackney carriage) and no matter which Council licensed the driver/vehicle. The records must include:
- a) Name and home address of the driver
 - b) The dates the driver commenced fulfilling bookings from the PHO and the date the driver ceased taking bookings from the PHO (where applicable).
 - c) A copy of the driver's current private hire or hackney carriage driver licence including the expiry date of that licence and that Licensing Authority that issued it.
 - d) Name and home address of the proprietor of every vehicle
 - e) A copy of the current vehicle licence including expiry date, the licensing authority that issued it.
 - f) The date the vehicle was first used by the PHO to fulfil bookings and the date the PHO ceased using the vehicle to fulfil bookings (where applicable)
 - g) The vehicle registration number
 - h) A list of unique radio/call sign allocated to the driver and vehicle
 - i) A copy of the valid insurance in place for the driver and vehicle
- 4.2 The Operator must ensure that booking records are:
- a) Kept electronically
 - b) Are available for immediate inspection by an Authorised Officer or Police Officer
 - c) Able to be printed onto paper or downloaded in an electronic format
 - d) Continuous and chronological
 - e) Not capable of retrospective alteration or amendment

- f) Kept as one set of records. Cash and credit account bookings can be separately identified but must not be in separate sets of records. The name of the person compiling the records must be detailed on the records.
 - g) Are clear, intelligible, kept in English and retained for a minimum of 12 months from the date of the last entry or for such other period as required by an Authorised Officer.
- 4.3 The Operator must retain records for a minimum period of 12 months and make available any GPS data and any voice recording system for inspection upon request by an Authorised Officer or Police Officer.
- 4.4 The Operator must implement a robust system to ensure that drivers and/or vehicles do not operate when their licence or insurance has expired. This must be documented and approved by an Authorised Officer.
- 4.5 The Operator must conduct a check of the Council's public register before allowing a driver to carry out bookings.
- 4.6 The Operator must take all reasonable steps to ensure that its drivers and vehicles, when plotting or waiting without bookings around the district, do not do so:
- a) in high footfall / high visible locations
 - b) outside busy venues/businesses or in close proximity to events
 - c) at the front or back of designated hackney ranks
 - d) in groups or lines that present as a 'rank'
 - e) in contravention of road traffic orders

Operators will upon request by an Authorised Officer or Police Officer demonstrate how they monitor and control this behaviour.

- 4.7 The Operator must have an approved process in place to ensure that the individual carrying out a booking is the licensed driver they have employed for this purpose.
- 4.8 The Operator will ensure registration with the Information Commissioner's Office for Data Controller, CCTV and other relevant purposes. Where the Operator is exempt from registration with the Information Commissioner's Office, they will notify the Council within 7 days of the commencement of these conditions.
- 4.9 Where the Operator agrees sub-contracting arrangements with other non-*(insert name of Council)* licensed Operators, it must have due regard for the comparative licensing policies and standards of the relevant licensing authority their partner Operator is subject to, and take steps not to undermine the Council's licensing standards which have been set in the interests of promoting high levels of public safety.

5. Complaints

- 5.1 The Operator must notify the Council immediately by email (or in any case within 24 hours) of any complaints, police enquiries or notification of convictions involving any driver that is registered to carry out bookings for the operator which relates to matters of a sexual nature, dishonesty, indecency, violence or threats of violence, equality or drugs. The Operator is required to provide at the time of notification to the council the identity of the driver involved and the nature of the complaint/enquiry including the

complainant's details. This notification to the Council must take place regardless of whether the Operator ceases any contractual arrangement with the driver.

- 5.2 The Operator must record every complaint received against its service (against any driver operated by him, including those licensed by other authorities carrying out a sub-contracted booking on the Operator's behalf) and, if unable to resolve the complaint within 7 days (from the date of the complaint) the Operator must provide the complainant with the relevant Licensing Authority contact details within 10 days (from the date of complaint).
- 5.3 Where a complaint not covered by section 5.1 above is received against a driver and it remains unresolved after 7 days (from the date of complaint), the operator must notify the Council within 10 days (from the date of complaint). The Operator is required to provide at the time of notification, the identity of the driver involved, the nature of the complaint/enquiry including the complainant's details.
- 5.4 The Operator must provide a report every six months to the council detailing all complaints received (including against drivers carrying out sub-contracted bookings) and action taken. The report should be provided no later than one month after the end of the reporting period. The Operator must keep all records for at least 12 months.

6. Convictions and Staff Vetting

6.1 The licensee shall notify the Council immediately in writing (or in any case within 24 hours) if they are subject to any of the following:

- arrest or criminal investigation,
- summons,
- charge,
- conviction,
- formal/simple caution,
- fixed penalty,
- criminal court order,
- criminal behaviour order or anti-social behaviour injunction,
- domestic violence related order,
- warning or bind over
- any matter of restorative justice

and shall provide such further information about the circumstances as the Council may require.

- 6.2 The Operator must keep up to date records of all individuals working in any capacity (paid or unpaid) and who have access to booking records for the business as follows:
- Full Name
 - Address
 - Date of Birth
 - Contact details (phone and email)
 - DBS issue date and certificate number
 - Start and finish dates of employment
 - Job Title
- 6.3 The Operator must ensure that all individuals (non-drivers) working in any capacity and have access to booking records (paid or unpaid) have obtained a basic DBS Certificate from the Disclosure and Baring Service before commencing employment. The DBS certificate must be dated within one month before the commencement of employment.
- 6.4 The Operator must ensure that DBS checks are carried out for all existing staff (paid or unpaid) within one month of the commencement of these conditions.
- 6.5 The employee should be registered with the DBS Update Service to enable the Operator to conduct regular checks (six monthly as a minimum) of the individual's DBS status.
- 6.6 The Operator must have a policy compatible with the Council's suitability policy or adopt the Council's suitability policy and implement this policy in relation to the recruitment of all staff (paid or unpaid) and the recruitment of ex-offenders. This must be produced upon request.
- 6.7 The Operator must be able to evidence that they have had sight of a basic DBS by maintaining a register. The register should be a 'living document' that maintains records of all those in those employed for at least 12 months, being the duration of how long booking records are to be kept and allows cross referencing between the two records. A record that the operator has had sight of a basic DBS check certificate (although the certificate itself should not be retained) should be retained for the duration that the individual remains on the register. Should an employee cease to be on the register and later re-entered, a new basic DBS certificate should be requested and sight of this recorded.
- 6.8 Operators may outsource booking and dispatch functions, but they cannot pass on the obligation to protect children and vulnerable adults. Operators should be required to evidence that comparable protections are applied by the company to which they outsource these functions.

7. Advertisements

- 7.1 The Operator shall not cause or permit to be displayed in, on or from his/her premises or to be published in relation to the Operator's business any sign, notice or

advertisement which consists of or includes the words “Taxi” whether in the singular or plural or the words “For Hire” or any other word or words of similar meaning or appearance whether alone or as part of another word or phrase or any other word or words likely to cause a person to believe that any vehicle operated by him/her is a hackney carriage.

- 7.2 All advertisements by the Operator should first be approved by the Council to ensure they comply with conditions and do not breach the Codes of Practice of the Advertising Standards Authority or those of the Portman Group relating to alcohol advertising.
- 7.3 The Operator must not dispatch any vehicle that has been licensed by another Authority, which uses, displays or exhibits any literature, documentation, advertising or which displays any signage associated to the Private Hire Operator or the Council which suggests, indicates, misleads or might lead to a misunderstanding that the vehicle is licensed by this Council.

8. Notifications and Licence Administration

- 8.1 For the duration of the licence, the licensee shall pay the reasonable administration charge or fee attached to any requirement to attend training, or produce a relevant certificate, assessment, validation check or other administration or notification process.
- 8.2 The Licensee shall notify the Council in writing within 14 days of any transfer of ownership of the vehicle. The notice will include the name, address and contact details of the new owner.
- 8.3 The Licensee shall give notice in writing to the Council of any change of his address or contact details (including email address) during the period of the licence within 7 days of such change taking place.

9. Duty to Co-operate

- 9.1 The Operator and his/her staff shall co-operate fully with any Local Authority Authorised Officer or Police Officer in respect of any enquiries or investigations carried out relating to drivers or vehicles currently connected to the business or formerly connected to the business.
- 9.2 The operator will provide the Council with details of appropriate members of staff (whether at the base or via telephone) to be contactable during the times of operation (day or night) in relation to compliance/enforcement related matters. Where the aforementioned contact details change, the Operator shall inform the Council of the new contact details within 24 hours.
- 9.3 The Operator shall grant access to the licensed premises to any Local Authority Authorised Officer or Police Officer upon request.

10. Lost Property

- 10.1 The Operator must keep a record of lost property that is handed to him by drivers or passengers. The record must include the date the item is handed to the Operator, details of where it was found and a description of the property. The log must always

be available for inspection by an Authorised Officer or Police Officer and any information entered onto the record must be kept for a period of 12 months from the date of entry.

- 10.2 Any lost property held by the Operator must be stored securely by him for 6 months after it was found.

11. Operator Policies

- 11.1 Operators are required to adopt, implement, review, update as is necessary and submit to the Council the following policies:

- Safeguarding Policy
- Customer Service and Complaints Policy which includes conduct of drivers and the timeframe for responding to complaints
- Equality Policy (Equality Act 2010) including disability awareness and the carrying of assistance animals.
- Data Protection Policy
- Recruitment / Suitability Policy

12 Training

- 12.1 Operators should ensure that they have attended any licensing training required by the Council on within one month of a licence being granted or as otherwise directed by the Council.
- 12.2 The Operator must ensure that training is provided to relevant staff (paid or unpaid) on licensing law, Licensing policy, the policies listed at paragraph 11.1 and how and when to accept bookings. This training must be undertaken within one month of the commencement of these conditions or employment and thereafter, at least every two years. The Operator must keep a record of the aforementioned training which has been signed by the operator and the member of staff.

Greater Manchester Combined Authority

Date: 30 July 2021

Subject: Greater Manchester Economic Dashboard and Economy Portfolio Update

Report of: Councillor Elise Wilson, Portfolio Lead for Economy & Business and Joanne Roney, Portfolio Lead Chief Executive for Economy & Business

PURPOSE OF REPORT:

To provide GMCA with the latest version of the Greater Manchester Economic Resilience Dashboard. And an overview of activity related to the Greater Manchester Local Industrial Strategy and the Economy portfolio.

RECOMMENDATIONS:

That the GMCA note and comment on the latest update of the Greater Manchester Economic Resilience Dashboard and response, including delivery of the Local Industrial Strategy and Greater Manchester Economic Vision.

CONTACT OFFICERS:

Simon Nokes, Executive Director Policy & Strategy, GMCA
Simon.nokes@greatermanchester-ca.gov.uk

BOLTON
BURY

MANCHESTER
OLDHAM

ROCHDALE
SALFORD

STOCKPORT
TAMESIDE

TRAFFORD
WIGAN

Equalities Impact, Carbon and Sustainability Assessment:

Impact Indicator	Result	Justification/Mitigation
Equality and Inclusion		
Health	N/A	
Resilience and Adaptation	N/A	
Housing		
Economy		
Mobility and Connectivity		
Carbon, Nature and Environment		
Consumption and Production		
Contribution to achieving the Greater Manchester Carbon Neutral 2038 target.		

No direct impacts arising from this report.

Risk Management:

None

Legal Considerations:

None

Financial Consequences – Revenue:

None

Financial Consequences – Capital:

None

Number of attachments to the report:1

Comments/recommendations from Overview & Scrutiny Committee

None

TRACKING/PROCESS	
Does this report relate to a major strategic decision, as set out in the GMCA Constitution?	No
EXEMPTION FROM CALL IN	
Are there any aspects in this report which means it should be considered to be exempt from call in by the relevant Scrutiny Committee on the grounds of urgency?	
GM Transport Committee	
Overview & Scrutiny Committee	

1. BACKGROUND

1.1 This report sets out the latest indicators for the Greater Manchester economy, captured in the GM Economic Resilience Dashboard, to understand how the C-19 pandemic, EU-exit and other factors are affecting the trajectory and resilience of the city-region's economy. It also summarises the latest responses to those insights, as the GMCA, Greater Manchester Local Enterprise Partnership (GM LEP) and other partners across the public, private and voluntary, community and social enterprise sectors continue to drive the recovery from C-19 and the longer term ambitions as set out in the Greater Manchester Local Industrial Strategy and Greater Manchester Economic Vision.

1.2 The Economic Resilience Dashboard aims to provide up to date intelligence on the conditions in the Greater Manchester economy following the outbreak of Covid-19.

The data is divided into four sections:

- Current Economic Conditions provides leading indicators on the economy and labour market.
- Business and Consumer Confidence provides measures of confidence in the economy as illustrated in retail spending and responses to national surveys.
- Greater Manchester Business Indicators provides data gathered by GM based organisations on business sentiment and confidence.
- Behavioural Insights provides information on the movement of people across GM.

1.3 The latest version of the dashboard can be viewed live at this link (and is attached as a PDF report):

https://www.ghtableau.nhs.uk/t/GMCA/views/GMEconomicResilienceDashboard/About/jack.james@greatermanchester-ca.gov.uk/4f3be3e5-759e-47ee-85f9-6c1538fc265c?:display_count=n&:showVizHome=n&:origin=viz_share_link&:isGuestRedirectFromVizportal=y&:embed=y

1.4 Since the beginning of the pandemic, the aim of the GM Economic Resilience Dashboard has been to assess the impacts of the crisis on the GM economy and monitor the usage of the various Government support schemes that have been initiated (furlough, self-employment support, business loans). As these schemes begin to be drawn to a close, the metrics in the dashboard need to be refocused in order to better aid understanding of the nature and scale of the economic recovery in GM. This work is underway and will focus on data that is:

- Publicly available so the dashboard can be widely shared;
- Available at a local level, so the dashboard provides additional insight beyond that covered by reporting of the national economy;
- Up to date with a focus on data that is updated at least quarterly and ideally more often.

- 1.5 The revised set of measures will be developed, working with partners across sectors, over the coming weeks and the updated dashboard presented at a future meeting.

2. HEADLINE DASHBOARD MEASURES

- 2.1 The number of claimants decreased by 5.6% to 127,985 between May and June. The fall in GM was lower than that nationally (7.1%). Trafford and Stockport experienced the largest reductions in their numbers of claimants (both over 7%). After rising at an unprecedentedly rapid rate in the early months of the pandemic, the number of claimants has declined in each month since March 2021. The number of total claimants in June 2021 was 11% below March 2020.
- 2.2 Final data from the British Business Banks shows that £1.1bn in CBILS and £2bn in BBLs had been offered to businesses in GM at the close of the schemes on 31st March. An average of £264,000 per applicant from CBILS and £30,700 per applicant from BBLs has been paid to firms in GM, compared to £260,000 per applicant from CBILS and £30,300 per applicant from BBLs across the UK as a whole.
- 2.3 There were 98,900 GM residents on furlough on 31st May 2021. This is a decrease of 38,300 (-28%) since 30th April and remains below the 213,300 employments furloughed in July 2020, the earliest data available. 8% of GM residents eligible for the scheme were furloughed on 31st May, equal to the take-up rate nationally. There were 76,400 claims to the fourth round of the Self-Employment Income Support Scheme (SEISS) up to 6th June 2021, 7,600 (9%) fewer than were made up to 31st January 2021. The fourth round of the scheme has now closed, take up rate for the fourth round was 63% in GM, compared to 58% for the UK.
- 2.4 The number of online job postings increased to 6,859 on 10th July. This is 82% above the equivalent week a year earlier. Feedback from the Growth Company suggests that businesses are reporting labour shortages in the tourism, hospitality and leisure, manufacturing, construction and health and social care sectors. It is currently unclear whether these are short-term due to uncertainty related to changes in restrictions or a longer-term trend.
- 2.5 Since the easing of lockdown restrictions in early April, there has been a rapid increase in transport activity across Greater Manchester. All modes of transport have seen an increase in usage since 5th April, despite a slight decline in between week commencing 19th and 26th April. TfGM data shows that the number of passenger journeys remained steady in the week commencing 5th July. Google data on the number of journeys taking place across GM shows a continued recovery in the number of people travelling to Grocery and Pharmacy locations where only Rochdale remains below pre-Covid levels and retail/leisure locations which is close to pre-Covid levels in some districts (Bury, Salford, Rochdale). Travel to workplaces is not recovering in the same way – there are currently a third fewer journeys taking place to workplaces in GM than prior to the pandemic.
- 2.6 The Growth Hub Survey conducted between 29th March and 21st May showed a 5% decrease in the number of businesses reporting a ‘negative’ impact from EU

exit with 14.1% of firms reporting a negative impact, 44.3% of firms reported a 'neutral' impact, 39.3% are 'unsure' and 2.3% reported a 'positive' impact. This is a 2.5% decrease on the number of businesses reporting a positive impact. There remain a number of issues relating to duties, VAT, haulage costs, labelling and product regulations that are impeding export activity. The lifting of Covid restrictions is also starting to crystallise some of the impacts on export of services. Some businesses are reporting that they do not see the EU as a viable export market because of these issues.

3. RESPONSE ACROSS THE ECONOMY & BUSINESS PORTFOLIO, INCLUDING DELIVERY OF THE GREATER MANCHESTER LOCAL INDUSTRIAL STRATEGY

- 3.1 A range of responses are being developed to the latest economic and business analysis, supporting Greater Manchester's economy and businesses, including the delivery of our ambitions in the Local Industrial Strategy (LIS) and Greater Manchester Economic Vision.

Innovation

- 3.2 GMCA and the GM LEP have been working with business, academia and civic leaders, to develop a blueprint for translational innovation between Greater Manchester and Government to stimulate economic growth across all parts of the city region and boost R&D investment. It forms a key part of the city-region's Economic Vision, the plan to deliver a fairer, greener and more productive Greater Manchester economy beyond the pandemic.
- 3.3 "Innovation Greater Manchester" includes proposals for the creation of an integrated local-national programme to unite all partners involved in Greater Manchester's innovation ecosystem, a £250m per annum Greater Manchester Innovation Transformation Fund (GM ITF) to help the city-region compete for national and international R&D funding, and a series of new and existing Innovation Zones across the region's towns and cities. The plan could generate a £7bn economic benefit and create up to 100,000 jobs, while supporting the Government in achieving its goals of levelling up the North, increasing global trade and reaching Net Zero targets. The Government has just published its Innovation Strategy, and announced £22.6m from the Strength in Places Fund for the Advanced Machinery & Productivity Initiative (AMPI), based in Rochdale, which is one of the key programmes making up Innovation Greater Manchester. This is a significant early success. AMPI has been developed by the National Physical Laboratory (NPL) working with Rochdale and wider GM partners.
- 3.4 The Secretary of State for Business, Energy and Industrial Strategy (BEIS), Kwasi Kwarteng, recently hailed Innovation Greater Manchester as an example of "*how an area can harness its strength to produce something really special*", and said the city-region would be front and centre as the Government devises its R&D Place Strategy, which is due to be published later this year as part of the Levelling Up White Paper. By focusing on innovation, he added, the city-region is travelling in exactly the same

direction as the Government, reflecting its plans to raise research and development (R&D) spending nationally to 2.4 per cent of GDP by 2027. The full message of support was recorded and is available to watch here: <https://gmlep.com/news/secretary-of-state-endorses-greater-manchesters-blueprint-for-jobs-growth-and-investment-driven-by-innovation>

BUSINESS SUPPORT – NEW TECHNOLOGY ADOPTION SERVICE

- 3.5 A new free Technology Adoption Service was launched on 22 July, as part of a joint venture between the GMCA, GM Growth Hub and the Greater London Authority and London Growth Hub. The service operates through a new online platform designed to make it easier for businesses to access free and impartial advice and support on adopting different digital and tech tools.
- 3.6 The platform hosts over 450 software solutions covering a variety of categories including sales, project management, accounting and finance, social media marketing, and resource management. These include technologies that will improve productivity, increase efficiencies, help business bring their operations online, and help increase sales and turnover. The platform helps users compare different technologies and different suppliers such as Microsoft, Zoho and SAP. The platform can be accessed here: <https://tas.businessgrowthhub.com/>
- 3.7 The initiative has been under development since the Local Industrial Strategy was launched (and has been developed using funding from the LIS budget), and it responds directly to the recommendations in the GM Independent Prosperity Review for improving business productivity. But the technology adoption encouraged via the platform will also be important tool for helping businesses recover from the challenges created by the COVID-19 pandemic, and to adapt to the ongoing changes in their trading environment.

GOOD EMPLOYMENT

- 3.8 The Greater Manchester Good Employment Charter celebrated its two-year anniversary in July, following the creation of the Supporters' Network on 22nd of July 2019. This was used as an opportunity to promote the work of the Charter to reach new audiences, including a release led by Joanne Roney, GMCA Chief Executive Lead for Economy and Business showing how the Charter is fast becoming a beacon of good employment for the whole country. Over the past twelve months the Charter has grown by 125%, reaching over 450 employers. Including 180+ Charter Supporters', covering more than 230,000 employees and now 29 full Members.
- 3.9 The COVID-19 pandemic forced the Charter to look for different ways to engage with businesses, and the Charter Unit has held over c.30 events attracting over 7,000 attendees, published over 70 blog posts and thought-provoking content pieces and developed a new podcast called '[Good Employment Chatter](#)' - a new initiative for any Charter across the UK - with eight episodes including notable business leaders and other figureheads. The podcast now sits comfortably in the top 35% of SME podcasts.

- 3.10 The Charter's work has also been welcomed through the GM Independent Inequalities Commission and the recent Marmot Review as a key tool for tackling wealth inequality and 'building back fairer'. Additionally, an interim evaluation of the Charter has been recently conducted by Manchester Metropolitan University, which concludes that Greater Manchester has succeeded in developing a functioning Good Employment Charter, which has been successful in engaging a good number of organisations and that there are emerging signs of positive impacts on employment practice and wider organisational benefits. The evaluation report is available on the University's website:
<https://www.mmu.ac.uk/media/mmuacuk/content/documents/business-school/decent-work-and-productivity/GM-Charter-Evaluation-Interim-Report-June-2021.pdf>

CLEAN GROWTH AND INVESTING FOR NET ZERO

- 3.11 A new investment prospectus has been published setting out a £200 billion investment pipeline for the North West of England that would decarbonise industry and make the North West the UK's first net zero region by 2040.
- 3.12 The research behind the report was part-funded by the Greater Manchester LEP in collaboration with the Liverpool City Region, Net Zero North West and Siemens UK. The report estimates that making the North West Net Zero by 2040 would potentially save over 38 mega-tonnes of carbon dioxide emissions, generate £285 billion GVA and safeguard or create over 660,000 jobs.
- 3.13 Net Zero North West was established in 2018 to raise the profile of the North West's offer, and increase joint working across the region to increase investment. The full prospectus includes sets out 18 investment cases within a pipeline of long-term and shovel ready green investment projects that position the North West and the UK's leading region for green investment. The full report is available online here:
<https://nwblt.com/wp-content/uploads/2021/07/Net-Zero-North-West-Economic-Investment-Prospectus-July-21.pdf>

GREATER MANCHESTER'S GROWING SUCCESS AS A THRIVING DIGITAL CITY-REGION

- 3.14 A new report published by the GM LEP chronicles Greater Manchester's journey to become a world-leading hub for tech and eCommerce businesses, including the rise of The Hut Group (THG) from eCommerce start-up to its multibillion-pound float on the London Stock Exchange last year, and the company's plans for a landmark new business campus near Manchester Airport. Other success stories to feature in the report include AO, AutoTrader and On the Beach. Other notable points from the report include:
- The city-region is at the forefront of the UK eCommerce industry with the greatest concentration of eCommerce start-ups of anywhere in the UK, and more eCommerce unicorns - start-up companies to be valued at more than \$1bn - than any city in Europe, with five homegrown eCommerce unicorns and 6 Unicorns in total.

- The city-region is the largest creative, digital and technology hub outside of London, and is home to more than 19,000 businesses active in the sector, from start-ups and SMEs to global brands including Amazon, Google and Booking.com. Last year, Manchester was named the fastest-growing tech city in Europe by Tech Nation.
- The Greater Manchester region is home to six unicorns, and 43% of the UK's FinTech unicorns. Manchester has been ranked the 34th city globally for starting and scaling a FinTech Business according to the Global Fintech Index. For comparison, Birmingham entered the rankings at 123, Cardiff came close after at 127.

3.15 A thriving digital and creative sector is cited in the GM LIS and Economic Vision as a key part of the city-region's future prosperity. The report looks ahead to consider how Greater Manchester's strength in digital could stimulate economic growth and support efforts to level up. The full report can be downloaded here: [Unicorns-Whitepaper-compressed.final_-1.pdf \(gmlep.com\)](#)

4. RECOMMENDATIONS

4.1 That the GMCA note and comment on the latest update of the Greater Manchester Economic Resilience Dashboard and response, including delivery of the Local Industrial Strategy and Greater Manchester Economic Vision.

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Economic Resilience Dashboard



Tracking the Greater Manchester Economy

The Economic Resilience Dashboard aims to provide up to date intelligence on the conditions in the Greater Manchester (GM) economy following the outbreak of Covid-19.

The data is divided into four sections:

- **Current Economic Conditions** provides leading indicators on the economy and labour market.
- **Business and Consumer Confidence** provides measures of confidence in the economy as illustrated in retail spending and responses to national surveys.
- **Greater Manchester Business Indicators** provides data gathered by GM based organisations on business sentiment and confidence.
- **Behavioural Insights** provides information on the movement of people across GM.

The economic data in response to Covid-19 is changing rapidly with new datasets becoming available and others being withdrawn on a regular basis. The dashboard will be updated with the best available data each month with the resultant analysis described in the Analysis tab.

We would welcome feedback on alternative measures to be included in the dashboard or insights on the data provided. If you have any feedback please email jack.james@greatermanchester-ca.gov.uk.

Analysis



98,900

GM residents were furloughed in GM on 31st May, 8% of those eligible for the scheme. This is 38,300 (28%) less than at 30th April.



127,985

GM residents were in receipt of unemployment benefits in June, a reduction of 5.6% since May.



6,859

Online job postings on 10th July 2021. This is 82% higher than the equivalent week a year earlier.

The number of claimants decreased by 5.6% to 127,985 between May and June. The fall in GM was lower than that nationally (7.1%). Trafford and Stockport experienced the largest reductions in their numbers of claimants (both over 7%). After rising at an unprecedentedly rapid rate in the early months of the pandemic, the number of claimants has declined in each month since March 2021. The number of total claimants in June 2021 was 11% below March 2020.

Final data from the British Business Banks shows that £1.1bn in CBILS and £2bn in BBLs had been offered to businesses in GM at the close of the schemes on 31st March. An average of £264,000 per applicant from CBILS and £30,700 per applicant from BBLs has been paid to firms in GM, compared to £260,000 per applicant from CBILS and £30,300 per applicant from BBLs across the UK as a whole.

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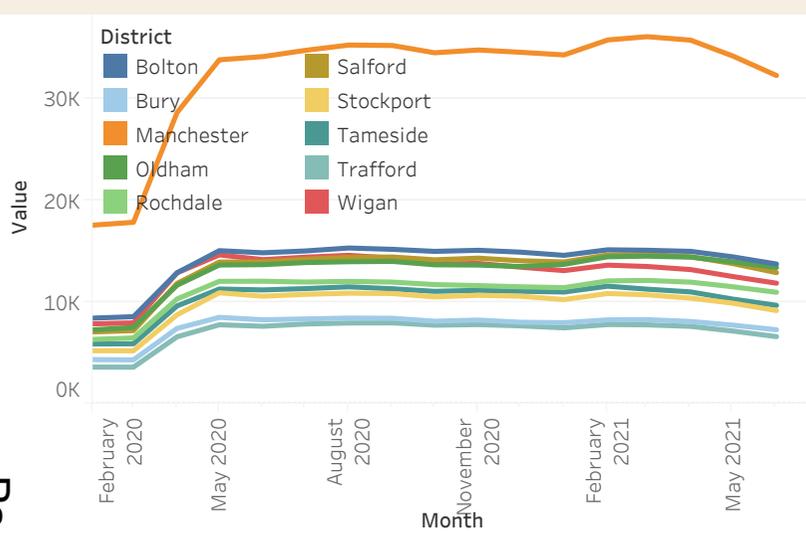
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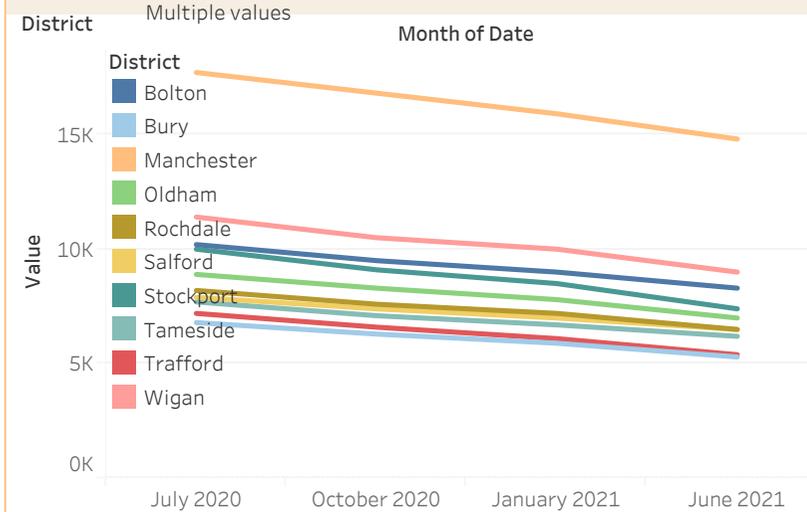
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Current Economic Conditions

Claimant count (Monthly)



No. of claims for SEISS grants



Key Facts

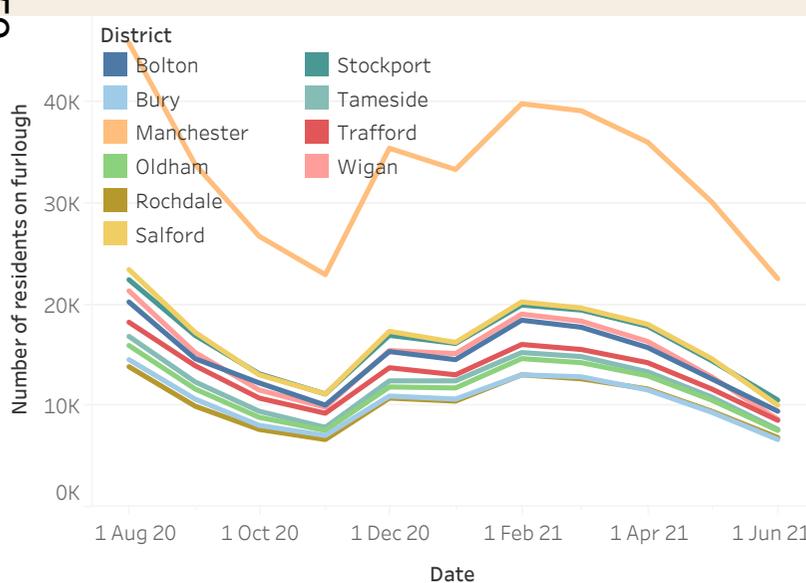
The number of claimants decreased by 5.6% to 127,985 between May and June. The fall in GM was lower than that nationally (7.1%). Trafford and Stockport experienced the largest reductions in their numbers of claimants (both over 7%).

There were 98,900 GM residents on furlough on 31st May 2021. This is a decrease of 38,300 (-28%) since 30th April. 8% of GM residents eligible for the scheme were furloughed on 31st May, equal to the take-up rate nationally.

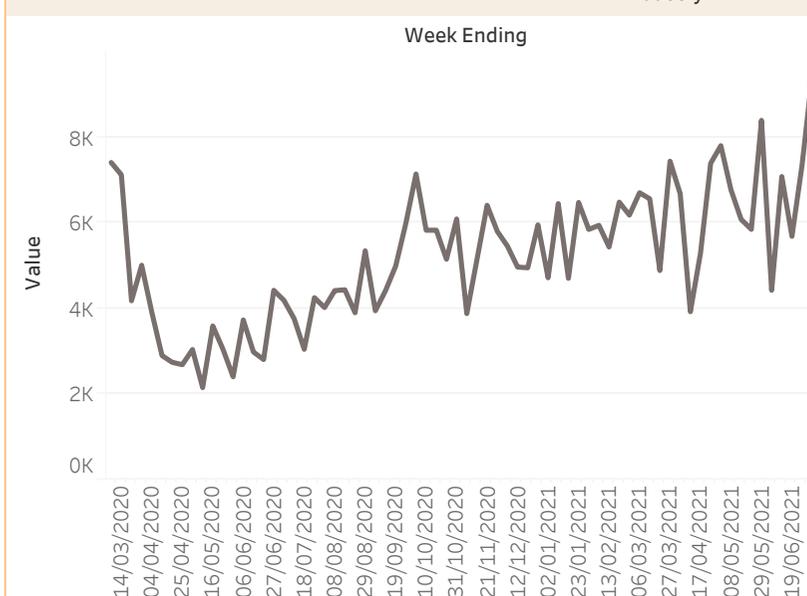
There were 76,400 claims to the fourth round of the Self-Employment Income Support Scheme (SEISS) up to 6th June 2021, 7,600 (9%) fewer than were made up to 31st January 2021. Take up rate for the fourth round was 63% in GM, compared to 58% for the UK.

The number of online job postings increased to 6,859 on 10th July. This is 82% above the equivalent week a year earlier.

Furlough by Local Authority

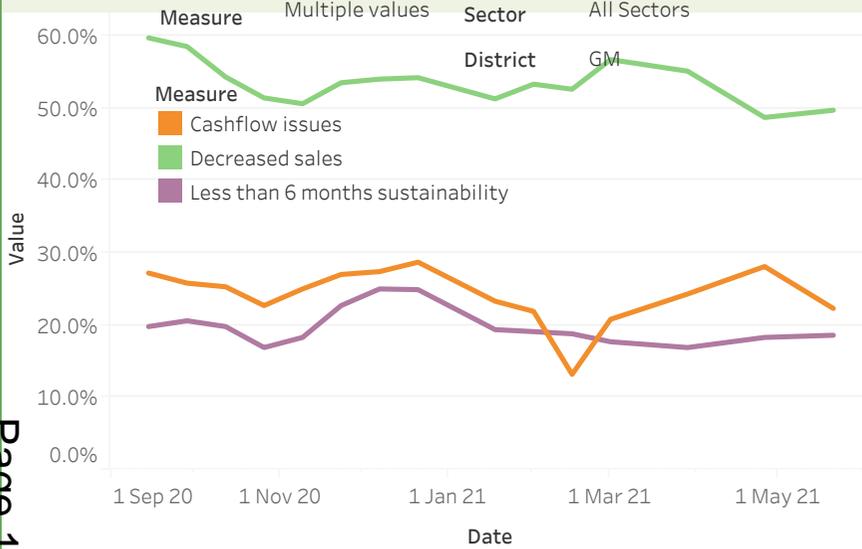


Job postings by industry (Weekly)

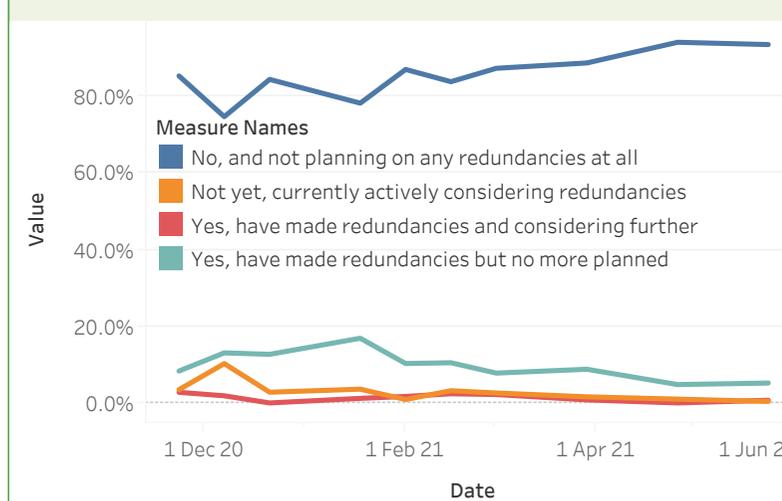


Greater Manchester Business Indicators

Business Growth Hub Survey on COVID Impacts (8 week average)



Business Growth Hub Survey: Business planning to make redundancies



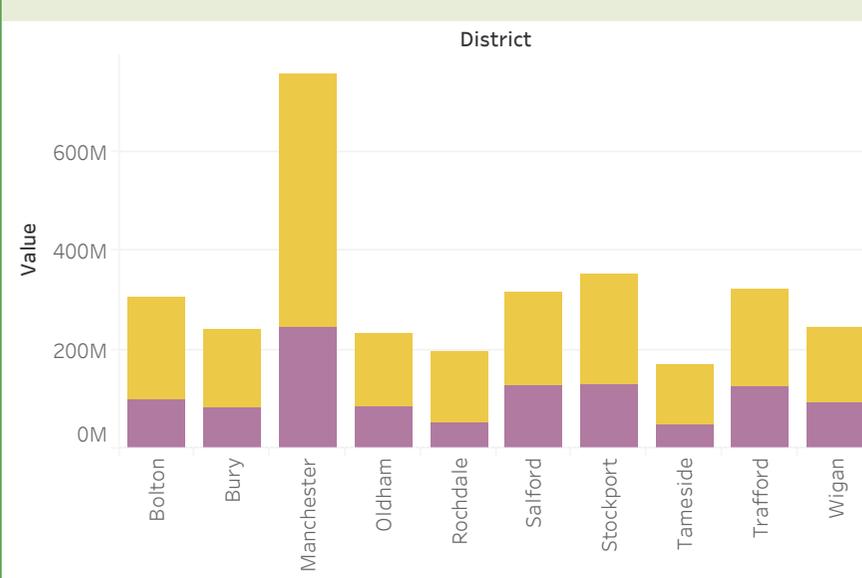
The most widely reported impact from the COVID crisis amongst businesses in the 8 weeks to 21st May was decreased sales. 49.7% of businesses reported decreased sales, the second consecutive month that it has been below 50% since the crisis began.

The number of firms that said they were considering making redundancies was 1.1% in the 4 weeks up to 21st May. 5.9% of firms said they had already made redundancies.

£1.1bn in CBILS and £2bn in BBLs had been offered to businesses in GM at 5th July. An average of £264,000 per applicant from CBILS and £30,700 per applicant from BBLs has been paid to firms in GM, compared to £260,000 per applicant from CBILS and £30,300 per applicant from BBLs across the UK as a whole.

Export documents processed by the GM Chamber of Commerce decreased by 3% in May, from 2,065 to 2,012. The total number of export documents is down -30% since February 2020.

CBILS and BBLs in GM

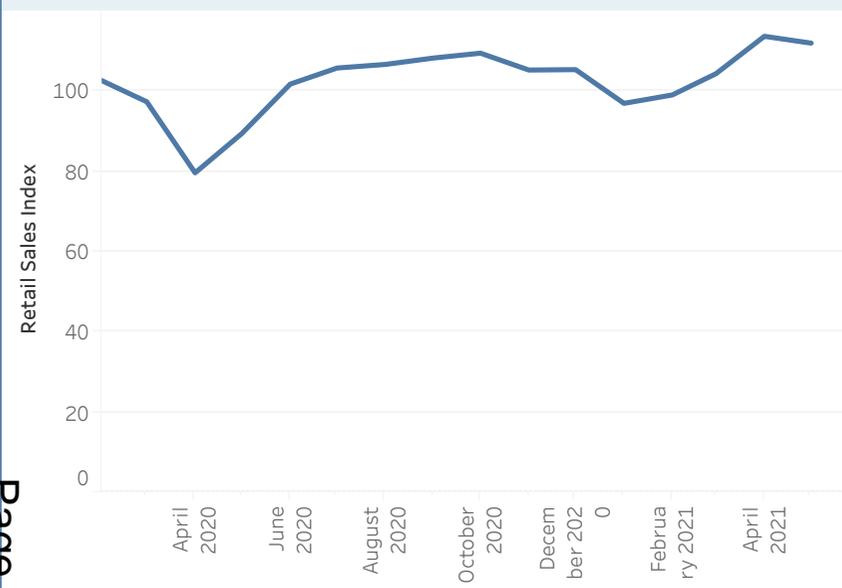


Export Documents (Monthly)

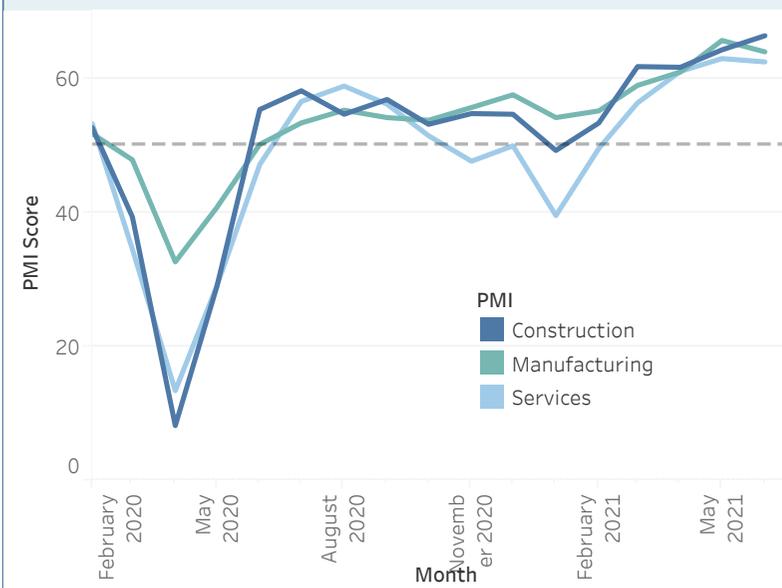


Business and Consumer Confidence

UK retail sales (Monthly)



UK purchasing managers index (Monthly)



Key Facts

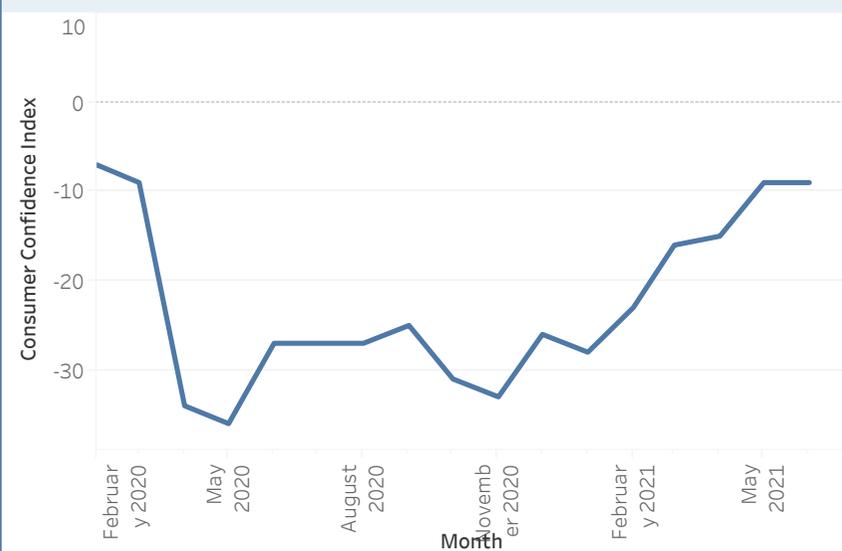
The retail sales index decreased in May from 113.6 to 111.9. The index is now 9.3 points higher than it was in February 2020.

Two of three sectoral PMI's decreased in May. Manufacturing PMI decreased from 65.6 to 63.9, Services PMI decreased from 62.9 to 62.4 and Construction PMI increased from 64.2 to 66.3. All three PMI's are above the 50.0 threshold that indicates growth.

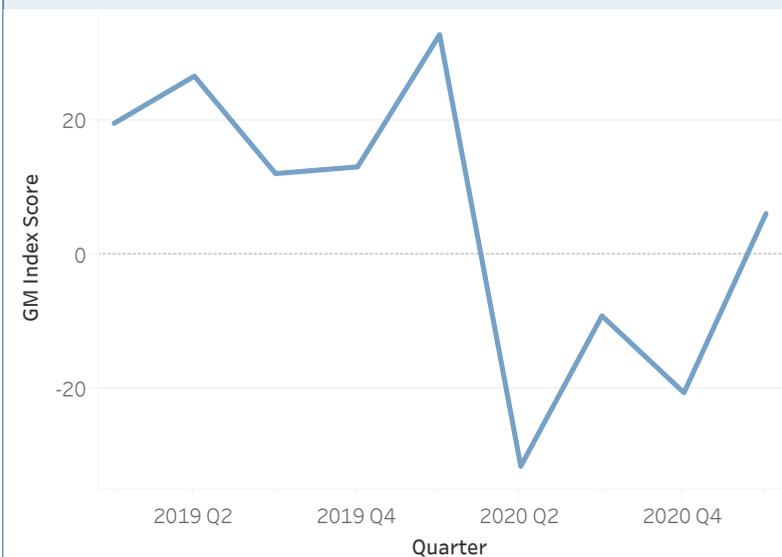
The UK Consumer Confidence Index remained at -9 in June 2021. Consumer confidence has recovered to 2 points below its February 2020 level, following a low of -36 in May 2020.

GM Chamber's GM Index increased from -20.7 in Q4 2020 to 6.1 in Q1 2021. This is the first return to a positive score since Q1 2020.

UK consumer confidence (Monthly)

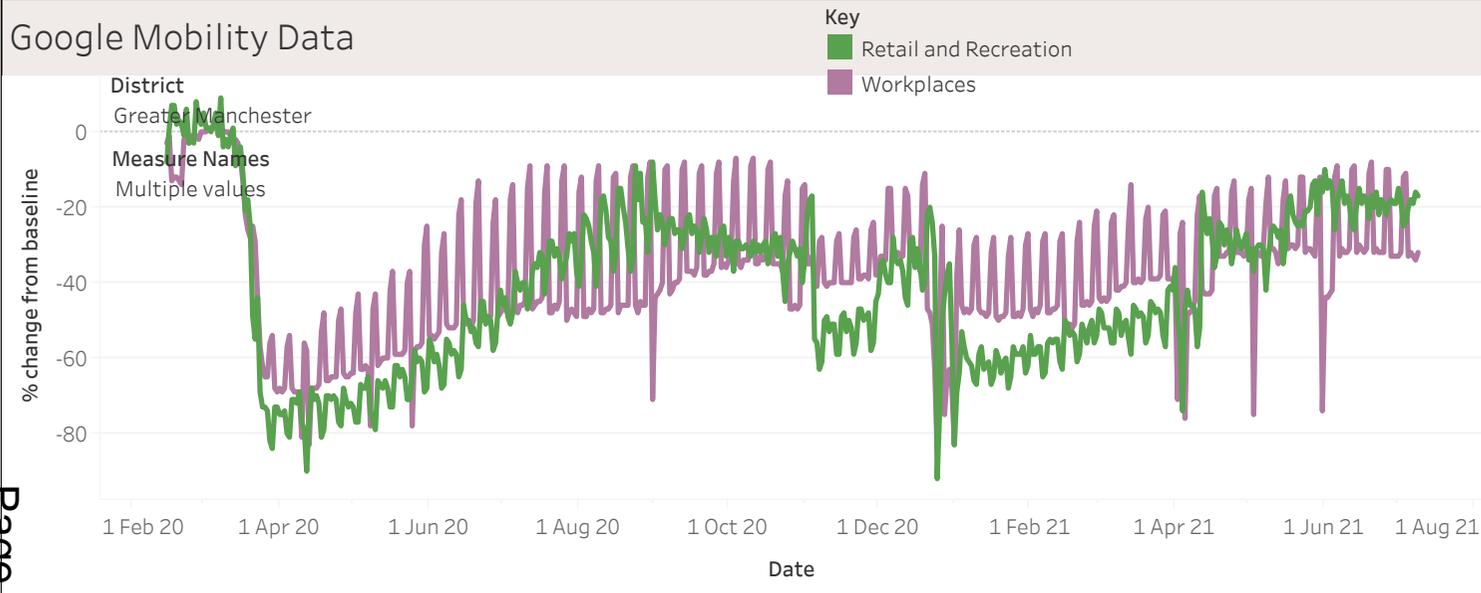


GM Index (Quarterly)



Behavioural Insights

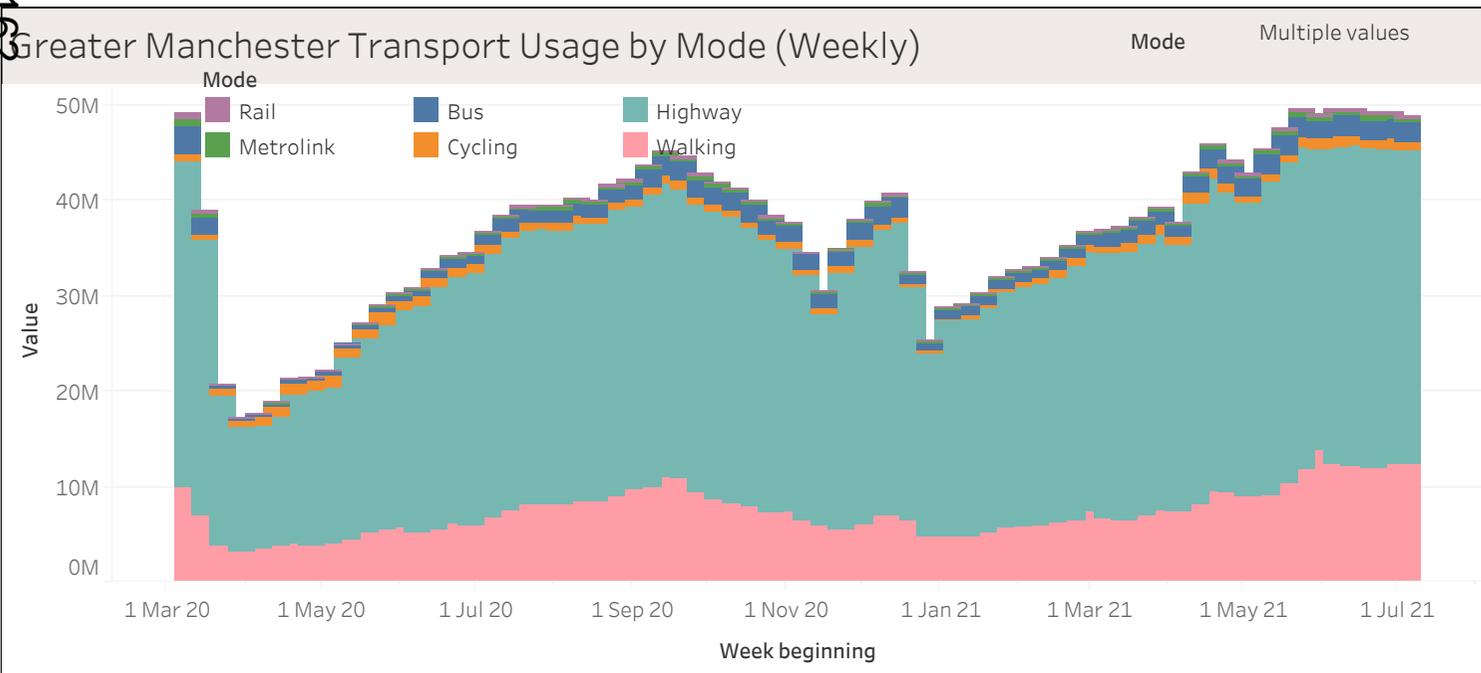
Google Mobility Data



Key Facts

Google Mobility data for GM shows that the number of people moving through workplaces was 32% below the baseline and retail and recreation was 17% below the baseline on 9th July 2021.

Greater Manchester Transport Usage by Mode (Weekly)



There were 48.9 million passenger journeys across all modes of transport in Greater Manchester in week commencing 5th July 2021. Total passenger journeys are now 1% above pre-crisis levels.

Definitions

Employees on Furlough in GM - This data is taken from the **monthly statistical release from HMRC** and provides figures for the number of employees who are currently on the government's Coronavirus Job Retention Scheme throughout the UK. Currently the HMRC release only provides cumulative figures for the GM area. The release is classed as experimental statistics because the methodologies used to produce the statistics are still in their development phase. As a result, the figures are subject to revision.

People on Self-Employment Income Support Scheme - This indicator measures the number of claims made to the Self-Employment Income Support Scheme (SEISS) administered by HM Revenue and Customs'. **The data is released on a monthly basis by HMRC.** As this is an experimental dataset, methodologies are still being refined and improved. Therefore, there may be revisions to these statistics.

Claimant Count - This data is taken from a **monthly statistical release by the Office for National Statistics.** Alternative Claimant Count experimental statistics measure the number of people claiming unemployment related benefits by modelling what the count would have been if Universal Credit had been fully rolled out since 2013 (when Universal Credit began) with the broader span of people this covers.

Job Postings - Job postings data is **taken from Burning Glass and updated on a weekly basis.** This measure indicates job vacancies for GM as a whole.

Growth Company Business Survey - Figures relating to the impact of COVID-19 on business are **taken from the Growth Company's weekly business survey.** The survey covers all businesses that are Growth Company Clients, this means that some businesses outside of GM that access Growth Company services may be included in the dataset.

CBILS and BBLs in GM - This data is taken from an irregular release by the British Business Bank. The release details the number and value of Coronavirus Business Interruption Loans and Bounce Back Loans by constituency which is subsequently merged into districts by GMCA.

Export Documents - This is a **monthly count of the number of export documents processed for GM businesses,** as reported to GMCA by the **GM Chamber of Commerce.** It gives an indication of the level of international trade happening in GM in the month.

Retail Sales - The Retail Sales Index provides retail sales data for Great Britain in value and volume terms, seasonally and non-seasonally adjusted. **Taken from a monthly statistical release by the Office for National Statistics.** The specific measure we use from the index is shows the volume of retail sales, seasonally adjusted, as a percentage change on the same month a year earlier.

Purchasing Manager's Index - The Purchasing Managers' Index (PMI) is an index of the prevailing direction of economic trends in the manufacturing, service and construction sectors. It consists of a diffusion index that summarizes whether market conditions, as viewed by purchasing managers, are expanding, staying the same, or contracting. **The Index is published on a monthly basis by IHS Markit Economics.** The purpose of the PMI is to provide information about current and future business conditions to company decision makers, analysts, and investors.

Consumer Confidence - In the United Kingdom, the consumer confidence survey measures the level of optimism that consumers have about the performance of the economy in the next 12 months. **Published on a monthly basis by GfK.** The GfK Consumer Confidence is derived from the survey of about 2,000 consumers which are ask to rate the relative level of past and future economic conditions including personal financial situation, climate for major purchases, overall economic situation and savings level.

GM Index - The Greater Manchester Index is a **quarterly composite indicator taken from seven measures in the Greater Manchester Chamber of Commerce's Quarterly Economic Survey.** Those seven indicators are Domestic Sales, Advance UK Orders, Export Sales, Advance Overseas Orders, Capacity Utilisation, Turnover Confidence, Profitability Confidence.

Google Mobility Data - This data is **from Community Mobility Reports published by Google.** The reports chart movement trends over time by geography, across different categories of places such as retail and recreation, groceries and pharmacies, parks, transit stations, workplaces, and residential.

Greater Manchester Transport Usage by Mode - This data is provided by Transport for Greater Manchester and measures the number of passenger journeys on each mode of transport (Car, Bus, Rail, Cycling, Metrolink).

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