

## Greater Manchester Cost of Living Dashboard

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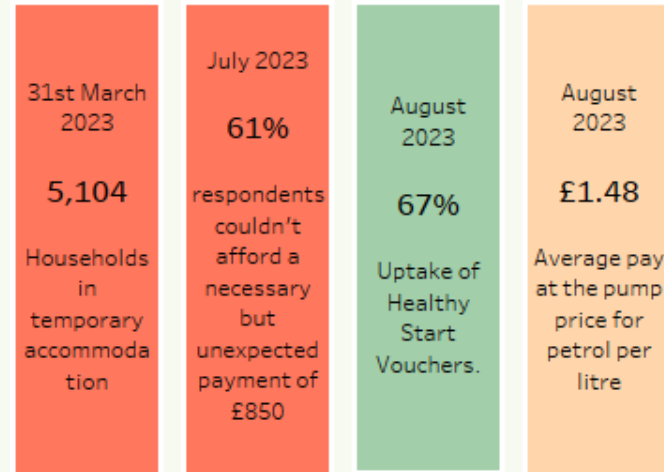
The Greater Manchester Cost of Living Dashboard aims to provide insight and evidence into the rising cost of living in Greater Manchester. The dashboard allows for comparison between each GM local authority, the city region as a whole, the North West and the whole of England. The indicators that are included in this dashboard, cover between April 2019 and the present day, which have contributed to the rising cost of living.

Data presented in the dashboard comes from a variety of sources, such as national data sources, council provided data, data from the Greater Manchester Residents Survey, NHS data and more. Each page in the dashboard that presents data contains a link to the metadata page which details the origin of the data.

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*RAG Ratings - to show comparisons with previous months for the same metrics.*



### [Citizens Advice, Greater Manchester](#)

A dashboard has been created to analyse the requests received by Citizens Advice teams across Greater Manchester. This allows breakdown by local authority and ward, as well as, demographic breakdowns by age group, disability, ethnicity and gender. The dashboard also allows for a breakdown of access channel used by residents.

Issues are presented in the dashboard as main issues such as, fuel debts, housing or employment and then broken down further into level 2 and level 3 issues. This dashboard allows for analysis of change over time, with monthly updated data dating back to April 2020.

[Click here to access the Citizens Advice dashboard for Greater Manchester.](#)

### Other Relevant Dashboards

There are other highly relevant and insightful dashboards that are interlinked to the cost of living crisis, such as:

[GM Economic Resilience Dashboard](#) - *GM economy, pandemic recovery and other emerging issues.*

- In Feb 2023, Consumer Confidence Index stood at -38, a 7 point increase from Jan 2023.



[GM Housing Market Monitor](#) - *Provides an overview of the housing market in Greater Manchester.*

- 40% of homes in Greater Manchester are in band C, in relation to their Energy Performance Certificate



[GM Poverty Action Dashboard](#) - *A multi-dimensional picture of poverty in GM across topics including child poverty, debt, education, fuel and so on.*

- 1 in 4 children in the city region are living in poverty, equating to 144,784 children.



[GM Parity Dashboard](#) - *Provides a modelled housing stock baseline for GM.*

In 2020, a modelled housing stock baseline was produced for GM providing an assessment of all housing stock, predictions of risks in the homes as well as an Energy Query Builder and Housing Query Builder.



[GM Strategy Dashboard](#) - *Central hub for the progress measures of the GM Strategy to monitor collective progress and assess changes within the region, across all Shared Outcomes and Shared Commitments.*

- 26.8% of households reported that they had experienced some form of digital exclusion in February 2022.



[GM Welfare and Benefits Dashboard](#) - *A monthly update of data on Claimant Count, Universal Credit claimants, the employment status of UC claimants as well as their gender and conditionality.*

- The GM claimant share in May 2022 was 5.2%, higher than the North West and UK averages (4.4% and 3.8%).





# Housing and Homelessness

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Housing costs account for a significant proportion of household expenses and so understanding the trends that are occurring in this area and the effect changes are having, is key to understanding the cost of living crisis. For the most vulnerable in society, becoming homeless and/or residing in temporary accommodation is a real risk of the cost of living crisis and so these metrics have also been included to give a full understanding of the situation. Whilst a relevant data source has not been identified, it is key to note that housing condition, safety and suitability are also key areas to understand in relation to housing and rising cost of living.

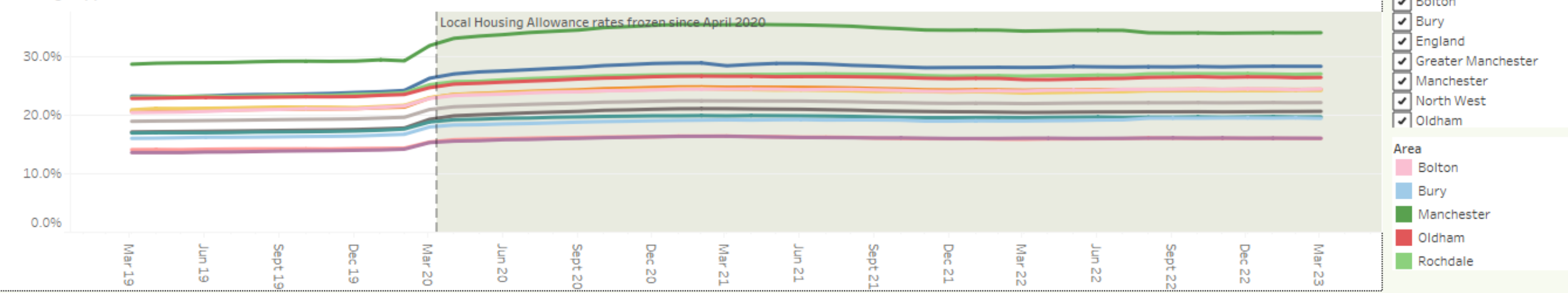
It is key to note that housing condition, safety and suitability are also key areas to understand in relation to housing and rising cost of living. Data in this area is particularly hard to source and where possible has a significant lag. However, DLUHC data on housing stock condition in 2019 (published in 2023) shows 17.1% of inhabited dwellings across Greater Manchester are considered non-Decent. This is higher than the England average (16.7%) and the London average (14%). The proportion of non-Decent dwellings (across all tenures) in Manchester is particularly high, whereby 19.2% of all dwellings are considered non-Decent.

Since the beginning of the cost of living crisis, there has been an increase in the number of households presenting as homeless at their local authority, an increase in households loss of home due to the landlord wishing to sell or re-let the property and increase in households in temporary accommodation.

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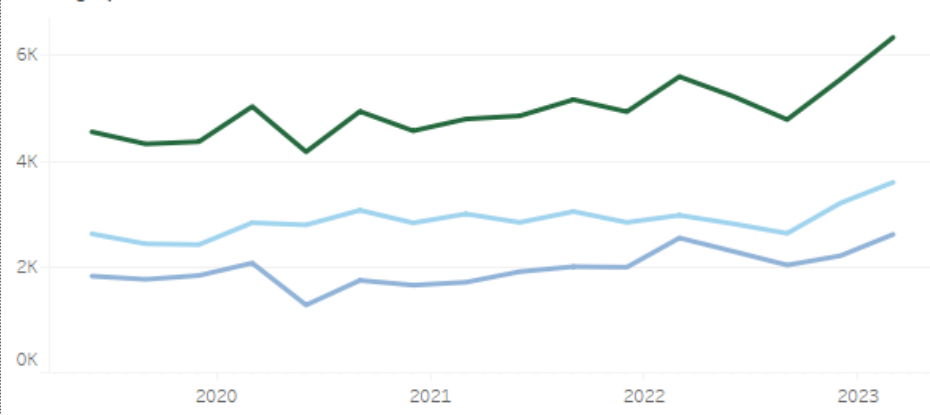
## Housing Support Share



The percentage of households receiving Housing Support. A combination of the number of households receiving Housing Benefit and the housing element of Universal Credit.

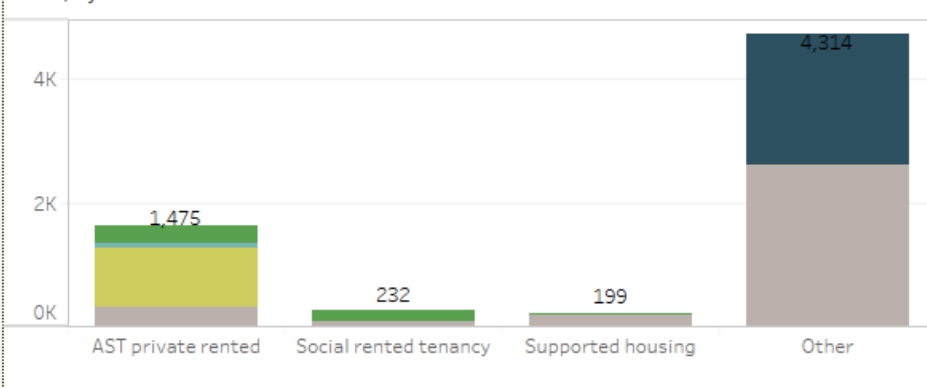
Local Housing Allowance (LHA) affects the amount renters are entitled to when living in a private rented tenancy. After a period of disruption to LHA rates between 2011-2020, in April 2020 LHA rates were restored to cover the bottom 30% of rents (in a response to the pandemic) meaning that someone could afford to live in a rental property equal to or below the lowest 30% for the local area. At this point, LHA rates were frozen and between April 2020-April 2022 the bottom 30% of rents rose by around 5%, creating a shortfall of £27 a month, on average between rents and LHA rates.

### Housing Options: initial assessments and duties owed



A relief duty applies when a local authority is satisfied that an applicant is homeless and eligible for assistance, in this case the authority is required to 'take reasonable steps to help the applicant to secure that suitable accommodation becomes available for the applicant's occupation' for at least six months. A prevention duty applies when a local authority is satisfied that an applicant is threatened with homelessness and therefore the authority is required to 'take reasonable steps to help the applicant to secure that accommodation does not cease to be available.'

### Households owed a homelessness duty, by reason for loss (or threat of loss) of last settled home, by tenure



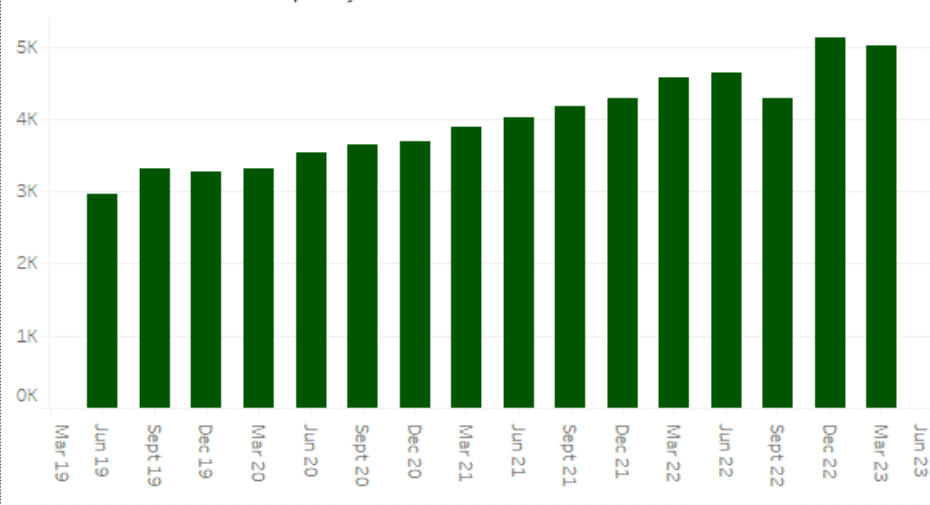
In this metric, those reasons identified as non-cost of living related include anti-social behaviour, tenant complaint of disrepair, violence within the household and so on.

Over the quarters presented, there is an increase in households who have lost their last settled home in an assured shorthold private rented tenancy in the most recent quarters and the proportion of these that were caused by the landlord wishing to sell or re-let the property is increasing also.

- Housing Options - choose area:
  - Bolton
  - Bury
  - England
  - GM
- Housing Options:
  - Households given an initial assessment
  - Households owed a prevention duty
  - Households owed a relief duty
- Homelessness Duty - choose date:
  - June 2019
  - September 2019
  - December 2019
  - March 2020

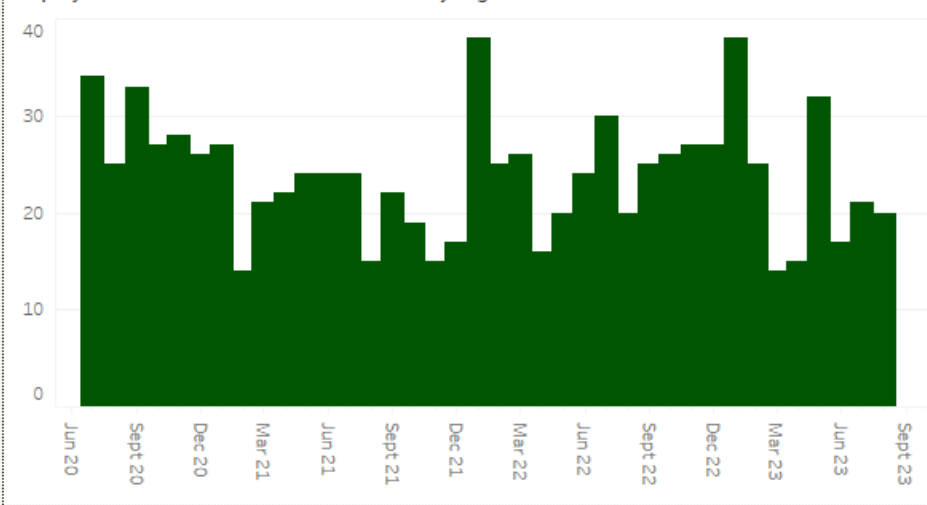
- Homelessness Duty:
  - Rent Arrears
  - Tenant abandoning
  - Family and friends no longer available
  - Other
- Where is this data from?

### Number of households in temporary accommodation



National homelessness charity Shelter argues the increase of households in temporary accommodation (74% increase across the country in the past decade) is driven by a chronic shortage of social homes and an over-reliance on grossly expensive and unstable private renting. This data represents a snapshot of the number of households in temporary accommodation on the last date of each quarter. There is a further breakdown of this metric, by local authority, via the link to the right.

### Employed Individuals referred to A Bed Every Night



A Bed Every Night is cost free for those accessing the accommodation and no housing benefit or rent payment is required, whereas all other forms of temporary accommodation can be expensive, particularly for those who don't qualify for full housing benefit as they are working. This means that those who are in employment may be referred into ABEN due to cost effectiveness rather than best fit for accommodation. There is a further breakdown of this metric, by local authority, via the link to the right.

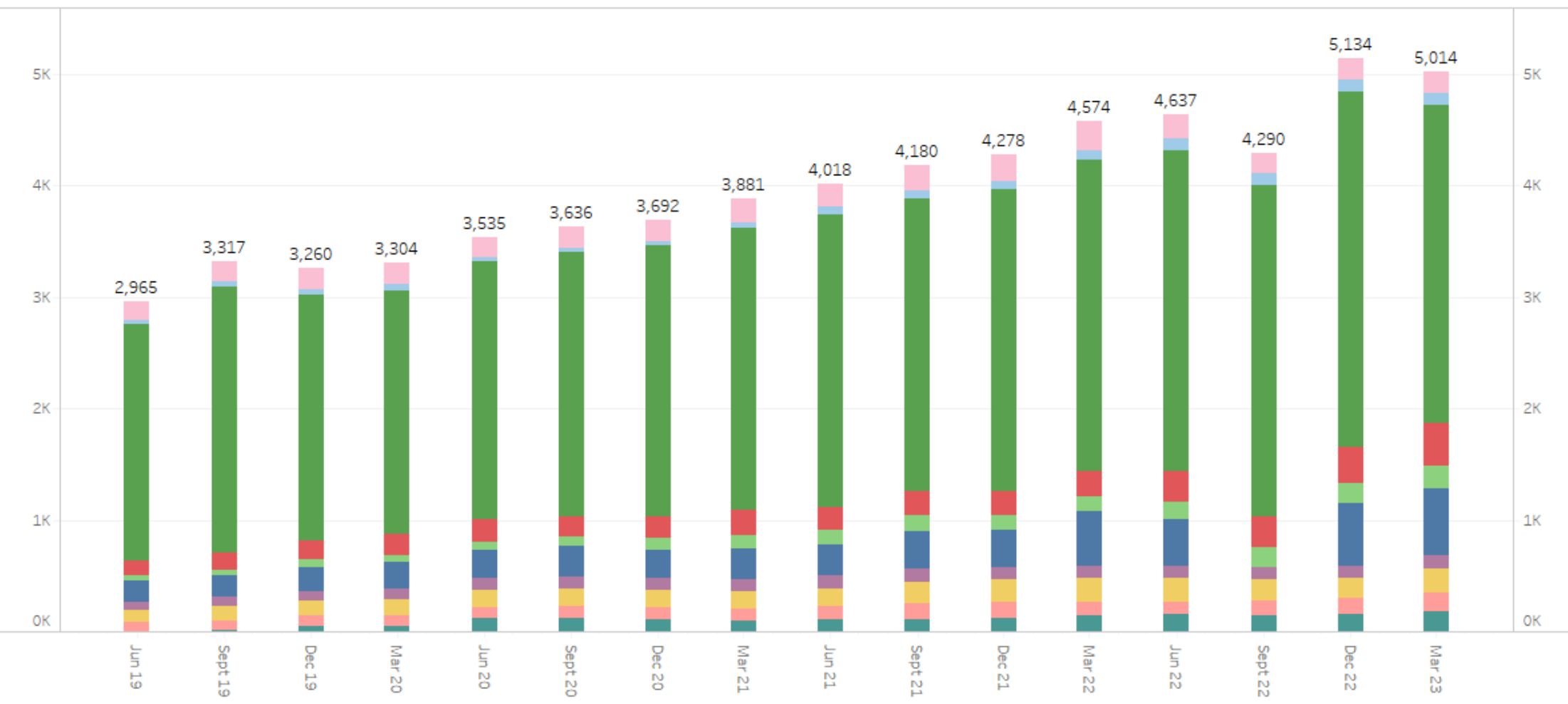




# Housing and Homelessness

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Number of households in temporary accommodation



- Area
- Bolton
  - Bury
  - Manchester
  - Oldham
  - Rochdale
  - Salford
  - Stockport
  - Tameside
  - Trafford
  - Wigan

Where is this data from?

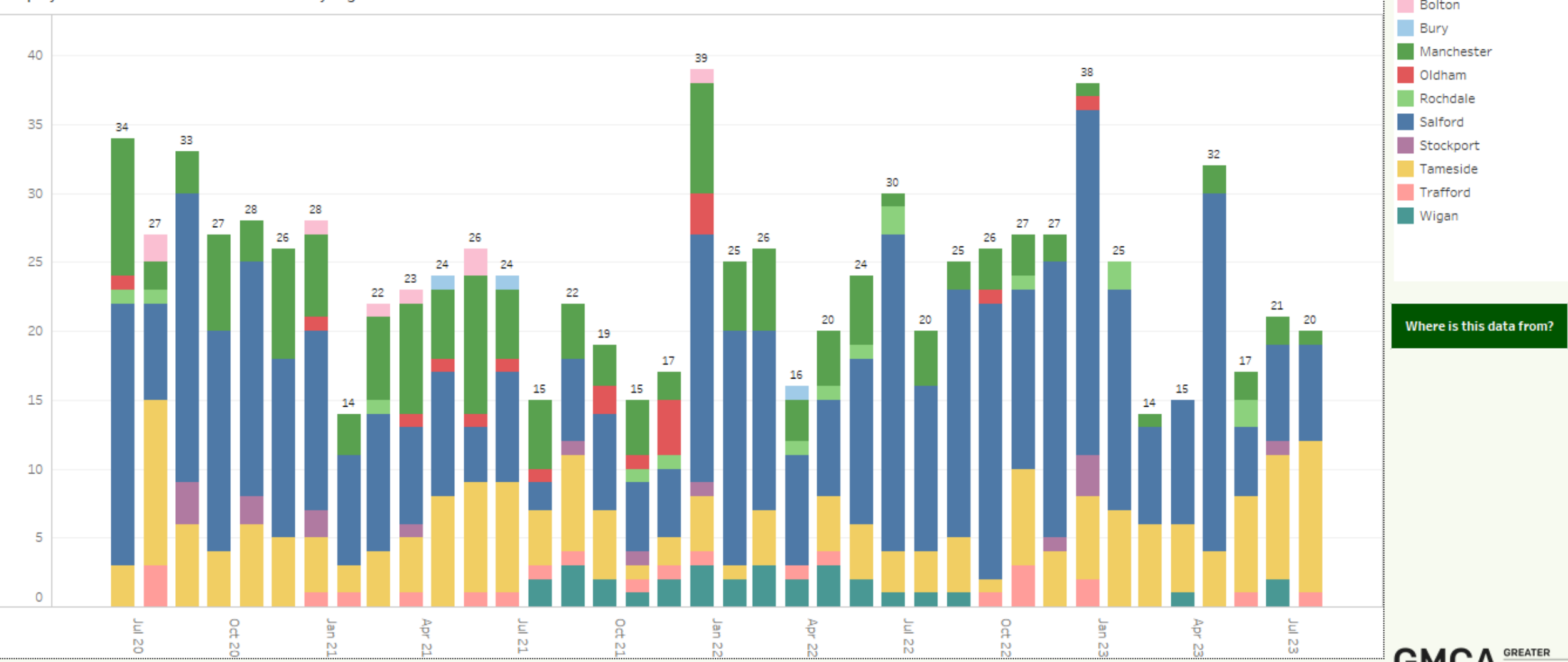
The number of households referred into temporary accommodation in each Greater Manchester borough, on the last day of each quarter, broken down by local authority. Please note, due to missed submissions, data is missing from Wigan for the quarters ending June 2019 and September 2019 and from Salford for the quarter ending September 2022.





# Housing and Homelessness

### Employed Individuals referred to A Bed Every Night



- Area
- Bolton
  - Bury
  - Manchester
  - Oldham
  - Rochdale
  - Salford
  - Stockport
  - Tameside
  - Trafford
  - Wigan

Where is this data from?

The number of people referred to A Bed Every Night, each month, who are in employment. Broken down further to examine the proportion of those referred in each local authority.



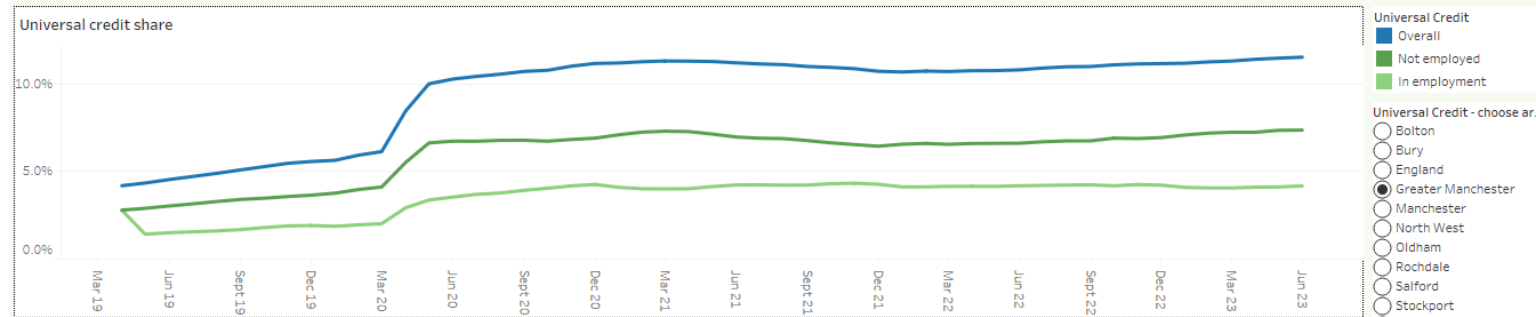
# Welfare and Work

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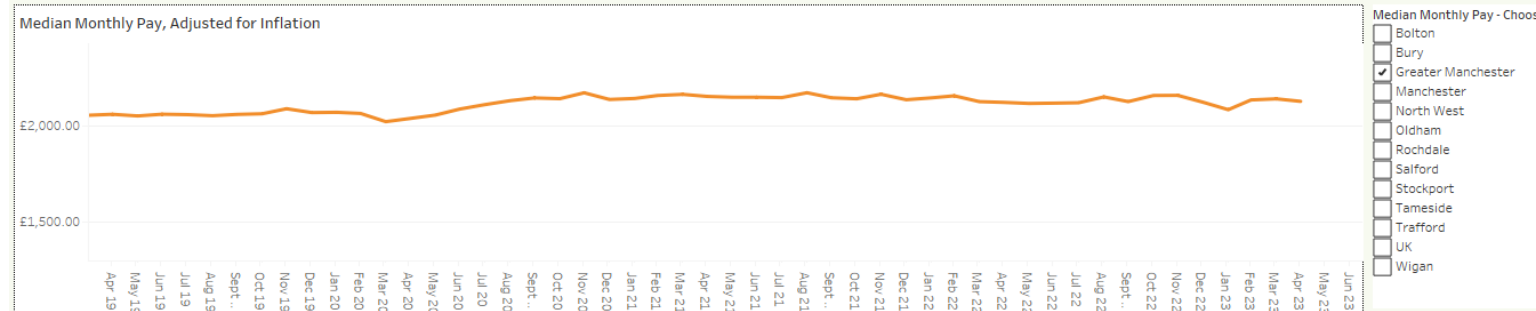
Assessing the cost of living crisis in relation to welfare support, wages in real terms once adjusted for inflation and local authority support, such as council tax support/relief measures, allows for a greater understanding of GM residents' experience of the cost of living crisis in relation to welfare and work. This page also links to the GM Citizens Advice dashboard which details the issues raised by Greater Manchester residents' with Citizens Advice, since 2020, with a particular focus on cost of living related issues. Finally, the page explores residents' perception of their finances through related survey questions. Since the cost of living crisis began, wages in real terms are falling for Greater Manchester residents, there has been a small increase in the proportion of residents claiming universal credit but a decrease in households receiving council tax support.

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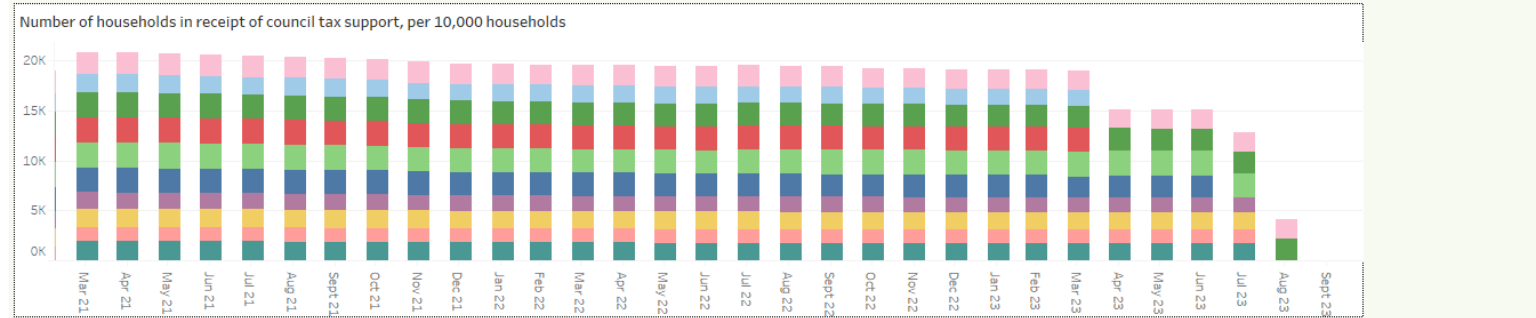
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The proportion of residents claiming Universal Credit, as an overall proportion of the population as well as broken down by those who are in employment and unemployed. Universal Credit has replaced legacy benefits for most people (such as legacy benefits include housing benefit, child tax credit, income support) and is paid monthly.



Whilst inflation has risen throughout the cost of living crisis, median monthly pay (adjusted for inflation) shows that wages in real terms, have been falling since the end of 2022 for Greater Manchester residents.



The number of households in receipt of council tax support (sometimes referred to as council tax reduction), per month, per 10,000 households. It should be noted that changes in claims can be affected by team capacity rather than just resident need.

Nationally, Citizens Advice helped over 2.5 million people in the 2021-2022 financial year. Understanding the issues presented to Citizens Advice, by Greater Manchester residents provides insight into issues relating to Welfare and Work that haven't previously been accessible.

The Citizens Advice, Greater Manchester dashboard presents the number of issues reported to Citizens Advice teams on a monthly basis across all 10 Greater Manchester LAs, dating back to January 2020.

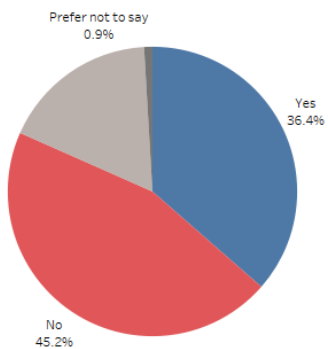
The issues are presented as main issue (including things such as Debt, Housing and Employment) and then broken down further into Level 2 and Level 3 issues which allow for further granularity on these issues.

The data is available at ward level and can show demographic breakdowns as well as the access channel through which the GM resident made their issue known.

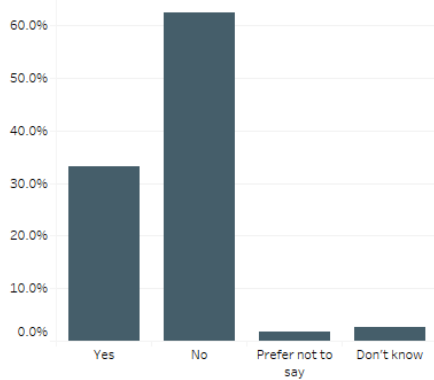
Click the Citizens Advice, Greater Manchester logo to access this dashboard.



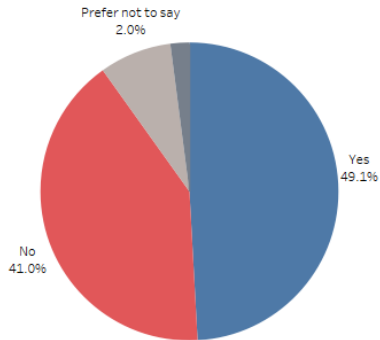
In view of the general economic situation, do you think you will be able to save any money in the next 12 months?



Have you had to borrow more money or use credit than usual in the last month, compared to a year ago?

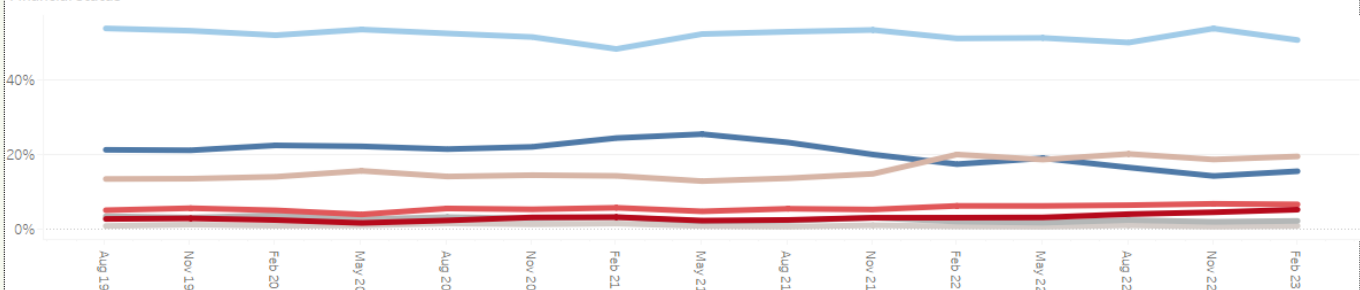


Could your household afford to pay an unexpected, but necessary, expense of £850?



Questions from Wave 3-8 of the Greater Manchester Residents' Survey, conducted between September 2022 - July 2023. These questions allow for analysis of residents' perception of their experience of welfare and work in relation to the cost of living crisis.

Financial status



- I can rarely afford ess..
- Sometimes I can't aff..
- I can afford essential..
- I can afford essential..
- I can afford luxuries a..
- Prefer not to say
- Don't know

The Policing and Community Safety Survey is commissioned with the aim of understanding public perceptions of personal and community safety, ran by an independent market reserach agency and commissioned by the GMCA. Whilst having a focus on personal and community safety, the survey also includes a question which focuses on financial status, asking people 'which of the following statements best describes your current circumstances...?'

The survey is conducted each quarter and consists of 3,250 interviews with members of the public (325 from each GM local authority). People take part voluntarily and are contacted etither via telephone, online or face-to-face to complete the survey.

All respondents must be 16 or over and a resident of Greater Manchester. The sample are selected to be representative of the age, gender and ethnicity of each local authority.





# Food

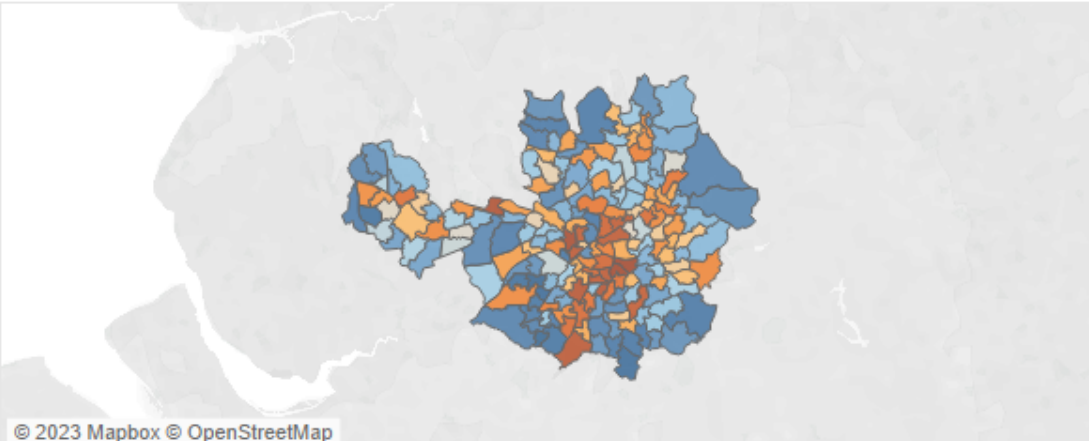
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As inflation rises and households struggle to pay bills, the cost of food can become a stressor and so it is key to track how the cost of living crisis is affecting food distribution services and recognise where peaks are forming and intervention may be necessary. It is also of great value to track trends in eligibility and claimant levels for government schemes in place which aim to support citizens with food costs, such as free school meals and healthy start vouchers. Since the beginning of the cost of living crisis, an increased proportion of Greater Manchester residents have low levels of food security, reflected both in their own interpretation of their food security, as well as, the number of food parcels distributed by local authority affiliated food provision services and charities such as The Bread and Butter Thing and Trussell Trust. In more recent months, there has also been an increase in households claiming healthy start vouchers, an increase in support measures relied on.

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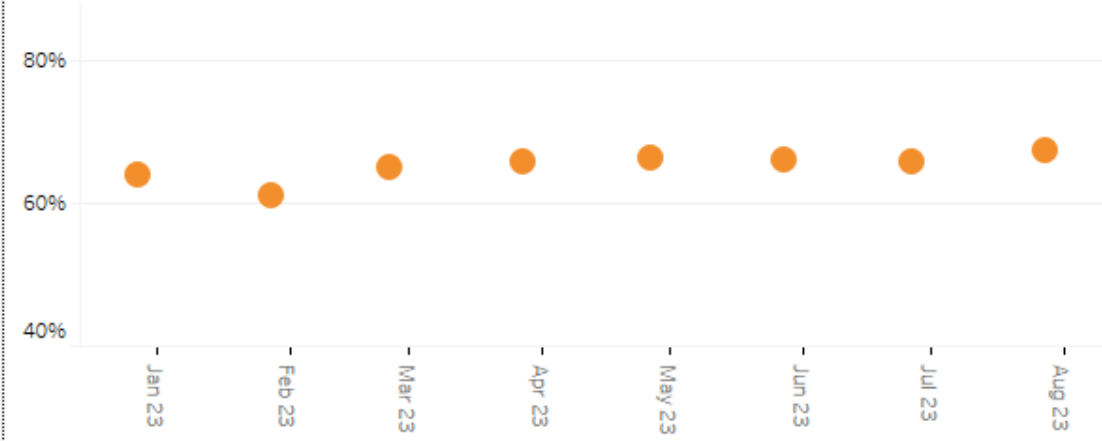
### Free School Meal Eligibility



The percentage of children eligible for free school meals, by ward. Across England, all children in reception, year 1 and year 2 are entitled to free school meals. Children in year 3 and above are entitled to free school meals if a member of their household claims one of a range of benefits.

Free school meals help ensure that the children who receive them get at least one nourishing and hot meal, per day. The government calculates that a school meal costs £2.41.

### Healthy Start Vouchers Uptake



The percentage of healthy start vouchers taken up by those eligible across each local authority in GM, in comparison with the GM average. Those who are eligible must be at least 10 weeks pregnant or have at least 1 child under 4 years old and be receiving any of a range of benefits.

Citizens Advice Greater Manchester estimate that around £4 million worth of vouchers is going unclaimed across the region.

FSM - Choose month

- May 2019
- October 2019
- November 2019
- December 2019
- January 2020
- February 2020
- March 2020
- April 2020
- May 2020
- June 2020
- July 2020
- August 2020
- September 2020
- October 2020
- November 2020
- December 2020
- January 2021
- February 2021
- March 2021
- April 2021
- May 2021
- June 2021
- July 2021
- August 2021
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- August 2022
- September 2022
- October 2022
- November 2022
- December 2022
- January 2023
- February 2023
- March 2023
- April 2023
- May 2023
- June 2023
- July 2023
- August 2023

FSM - Choose authority

- Bury
- Manchester
- Oldham
- Rochdale
- Salford
- Stockport

Healthy Start - Choose Area

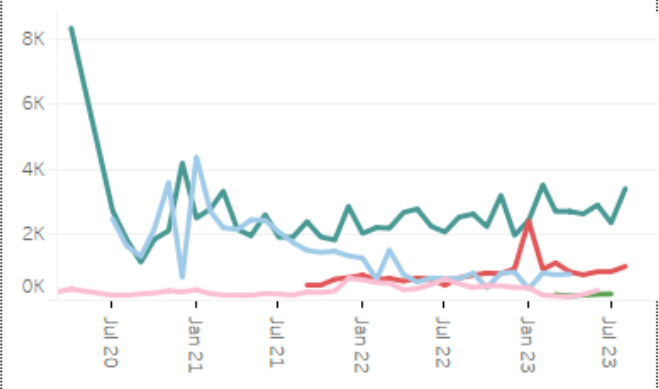
- Bolton
- Bury
- Greater Manchester
- Manchester
- Oldham
- Rochdale

Area

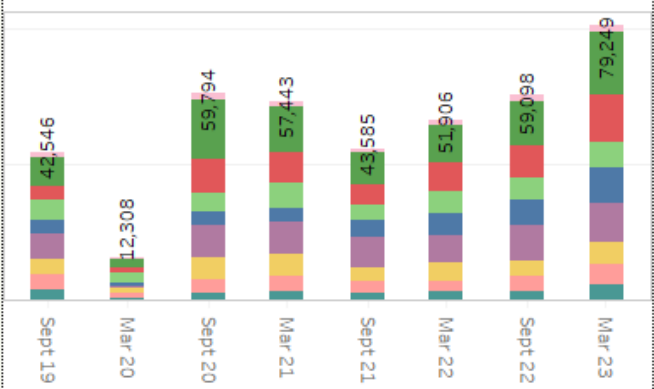
- Greater Manchester



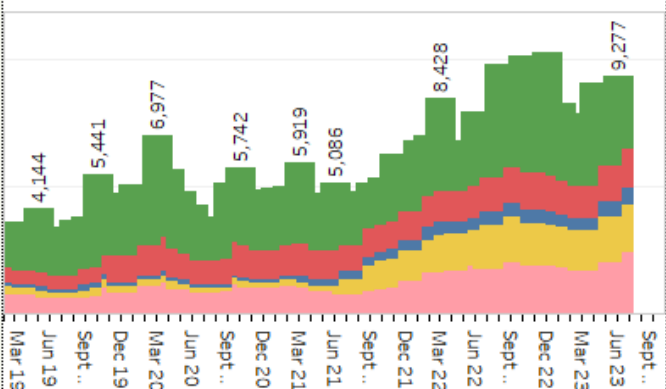
### Food Parcel and Voucher Distribution Levels



### Trussell Trust Food Parcels distributed



### The Bread and Butter Thing - Transaction Levels



Where is this data from?

well as the number of vouchers distributed across Oldham (further food services are included for Oldham from January 2023). For Wigan, this number includes all free food parcels, vouchers and meals but those supplied by Compassion in Action are not included. The data relating to Stockport focuses on the number of foodbank vouchers, referrals and food boxes distributed via the Household Support Fund and through the Cost of Living line (which was set up in April 2023).

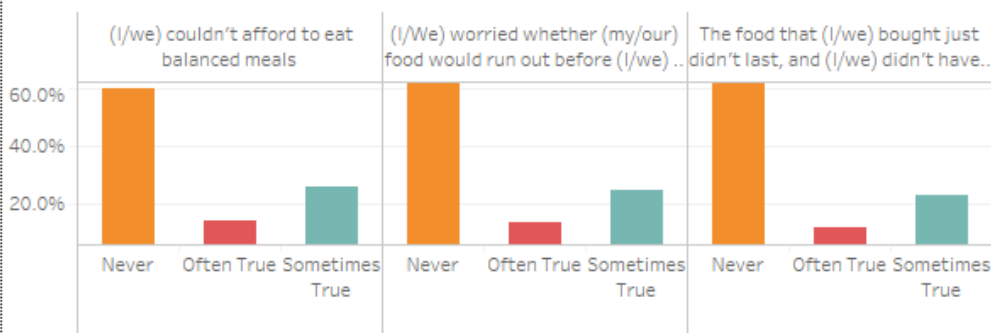
The total number of food parcels distributed by food banks from within the Trussell Trust network, across GM using mid-year statistics. As of September 2022 there were 61 food banks as part of the Trussell Trust network across GM.

The number of transactions, per month, in the 5 local authorities that 'The Bread and Butter Thing' operate in. TBBT's mobile food clubs give access to nutritious and affordable food taken into the heart of communities starved of money, food and resources.

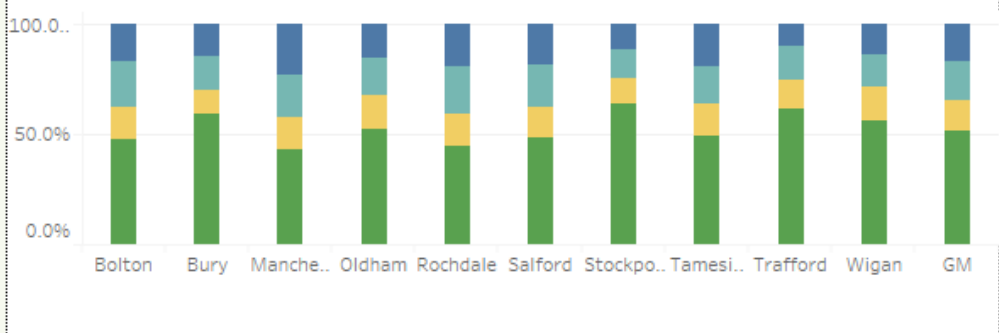
Not all local authorities are able to collect this data due to the set up of food distribution services. These figures do not represent a full picture in any LA due to missing submissions from providers.

Level of Food Security  
 Very low  
 Low  
 Marginal  
 High

### Food Security Questions



### Food Security by Local Authority



Questions from waves 1-8 of the Greater Manchester Residents' Survey, conducted between February 2022 - July 2023.

Food security scores are calculated through responses to the questions that respondents are asked during the Food Security section of the GM Residents' Survey. These questions were asked in waves 1-6 of the GM Residents' Survey, which were conducted between February 2022 - May 2023. There is a further breakdown of this graph and further explanation on how these score are calculated and the meanings behind the scores via the link to the right.





# Food

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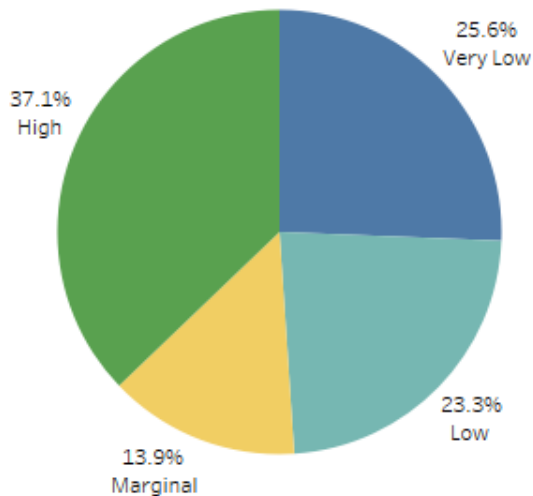
[Digital Exclusion](#)

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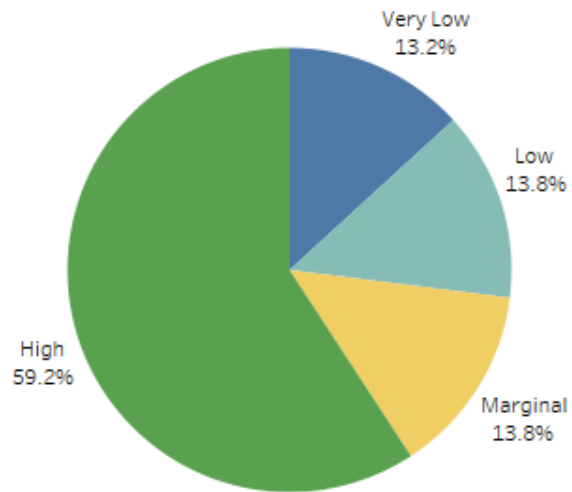
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## Food security for respondents in households with children



## Food security for respondents in households without children



Where is this data from?

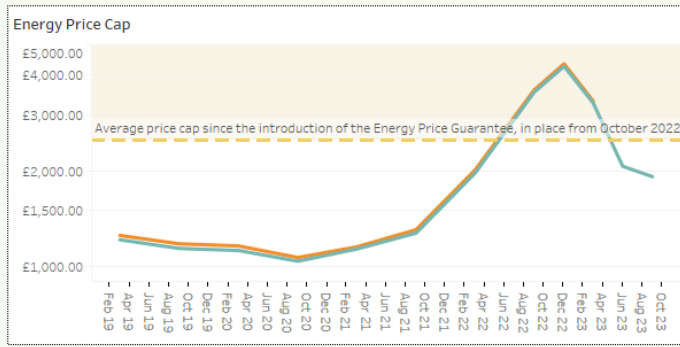
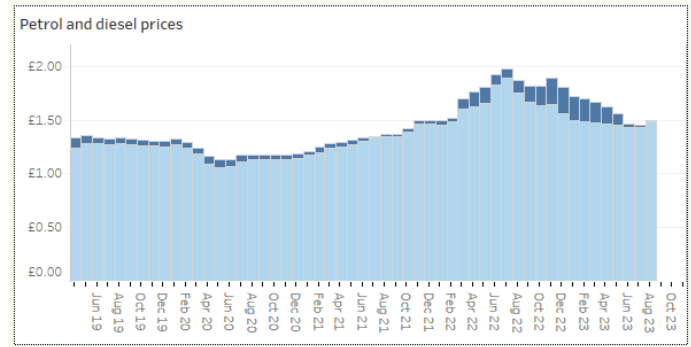
Food security score is calculated through responses to the questions that respondents are asked during the Food Security section of the GM Residents' Survey. A food security score can be calculated for each household, based on respondents' answer to a suite of questions, with the ability to report findings both for households with and households without children. Food Insecurity reflects a situation where there is a material impact on the overall level of food available to a household, as well as an impact on things like nutritional value. Any household that is assigned a food security score of "low" or "very low" is classified as a household experience food insecurity.



# Fuel and Energy

The historically high prices of fuel, on an international basis, have had a direct effect on the cost of living for households. Effecting both pay at the pump petrol and diesel prices and energy costs for running a household. It is also key to recognise government intervention in this area, for example the energy price guarantee and how this has an effect on household costs.

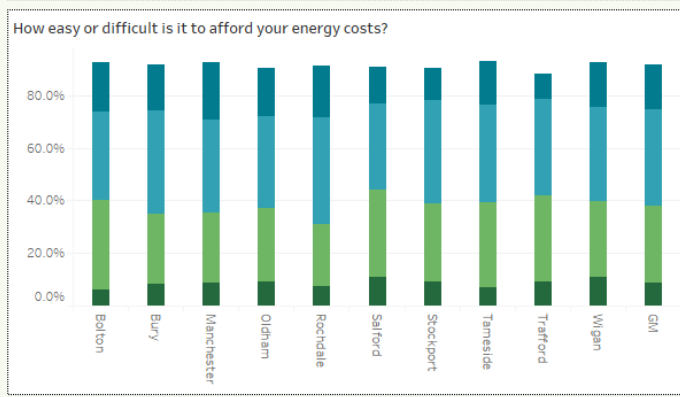
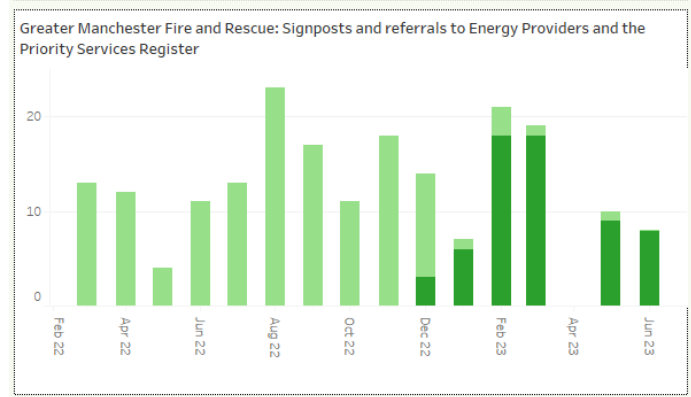
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Monthly average 'pay at the pump' prices for petrol and diesel, per litre, in the UK.

A backstop protection for those on a default energy tariff set by Ofgem. This graph includes an indication of the average yearly price, following the introduction of the Energy Price Guarantee (from 01/10/2022).

Pre-payment meters require users to pay in advance before they use energy, as well as a standing charge (so even if no power is used, a payment will still be required). Whilst there are a multitude of reasons a household may have a pre-payment meter for their energy, it is generally the case that they are most expensive. From July 2023, households without a pre-payment meter will no longer receive an Energy Price Guarantee discount on their gas and electricity bills. This is because the Ofgem price cap will be lower than the Energy Price Guarantee level, meaning households will pay the rate set by the price cap.



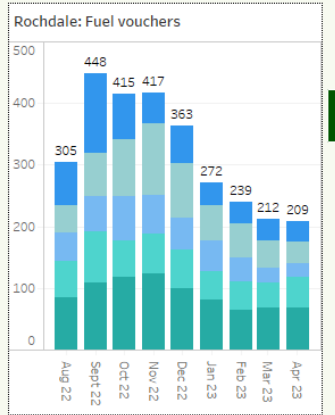
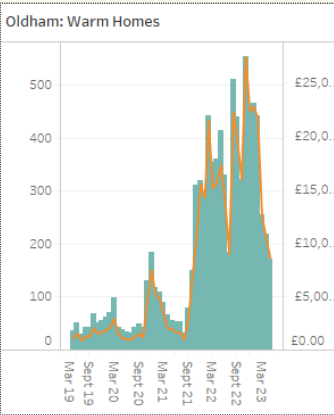
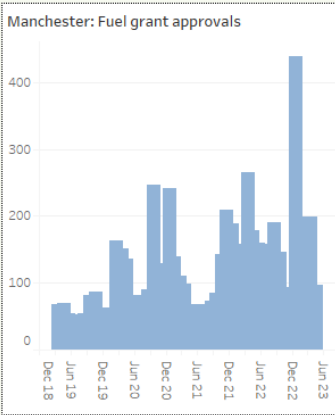
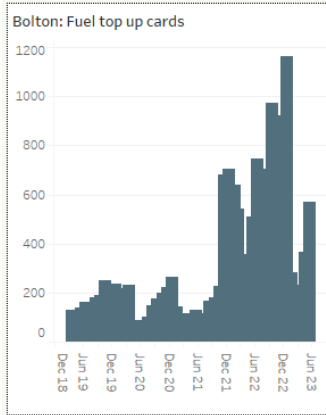
Signposts and referrals to Energy Providers, by GMFRS crews involves referring households to their own energy supplier in order to facilitate engagement between the two to ensure the household are able to keep safe and warm at home. Suppliers offer a wide range of services from gas safety checks, to supporting affordable warmth, priority services, cooker cut off valves, maintenance issues etc. Action taken by the supplier following a signpost to them will depend on the reason for referral, the services the provider offers and the householder's eligibility and choices.

The Priority Service Register is a free service offered throughout the energy industry available to domestic customers, providing extra support and advice to vulnerable customers who may need additional assistance with their energy supply. Services include prioritisation in an emergency such as a power cut, help with pre-payment meter access, translation, free gas safety checks and so on.

Question from waves 3-8 of the Greater Manchester Residents' Survey, conducted between September 2022-July 2023. This question was asked online and over the phone to respondents.

Whilst this question captures an understanding of those who find it difficult to afford their energy costs, it does not capture all vulnerabilities in this area. For example, those who use dangerously low levels of energy (in an effort to reduce costs) may not report that they are having difficulty in affording, because their costs are low, but they are still struggling greatly.

As households feel the effect of rising fuel and energy costs, councils are implementing a variety support packages, on top of government measures. This is not an exhaustive collection of measures in place by GM local authorities and as with all council provided data, lack of data for any of the 10 local authorities does not indicate that support is not being provided.



Where is this data from?

The number of eligible households who have received top up cards for gas and electric key or card meters.

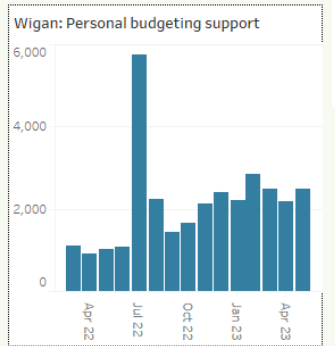
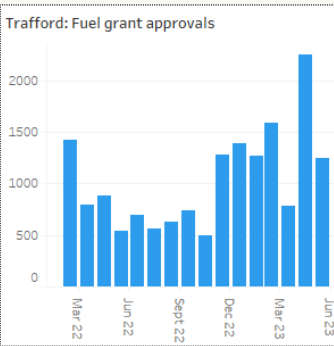
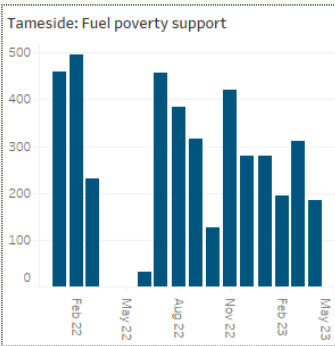
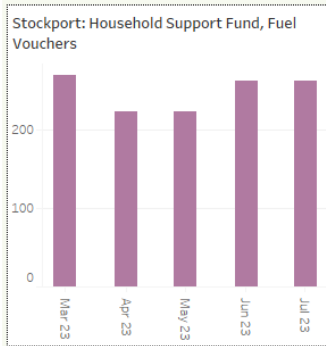
The number of unique approvals of fuel grant applications in Manchester. These are available for some who are struggling with their fuel bills or at risk of being disconnected and who use pre-paid meter cards.

The number of families helped via the Warm Homes scheme in Oldham and the monetary value of the support provided. Warm Homes started in 2013 as an advice service to help with Fuel Poverty offering advice and since 2019 the service has also been providing financial support in the way of Fuel Vouchers.  
  
Please note, when fuel voucher support was first introduced in 2019, families could only claim support once per year. When the pandemic hit, this was changed to twice per year and in 2022 currently stands at four times per year. There must be a gap of at least a month between support claims. The support was originally capped at £30 per family and this has now increased to £50. There are some limitations on those that can claim through this sc..

The number of fuel vouchers distributed across Rochdale, broken down by township level. These vouchers are paid for through the Household Support Fund.

Rochdale Fuel Vouchers - To..

- Heywood
- Middleton
- Pennines
- Rochdale North
- Rochdale South



Fuel vouchers issues for residents, funded through the Household Support Fund.

Utilities payments made through the household support fund programmes in Tameside, please note due to these being utility related, this could include water bills. Please also note, there is recognition from Tameside council that the volume is likely limited by available funding rather than the number of households in need. As of June 2023, the Household Support Fund is in between grant periods and as such applications for fuel/utilities support are closed and no payments have been made.

The number of unique approvals of fuel grant applications in Trafford. These are available for some who are struggling with their fuel bills or at risk of being disconnected and who use pre-paid meter cards. From May 2023, the award amount has increased from £50 to £100 and is a one off payment to help residents with food/fuel/utilities. Eligible customers can apply twice in a 12 month period and therefore data from this point is not comparable to previous data submitted.

Funding provided to households in the most need across Wigan, to support with food, energy and water bills as well as other wider essential costs. This is funded through the Household Support Fund.



# Fire

Housing and Homelessness

Welfare and Work

Food

Fuel and Energy

Fire

Crime and Incidents

Digital Exclusion

Health and Wellbeing

Contact Us

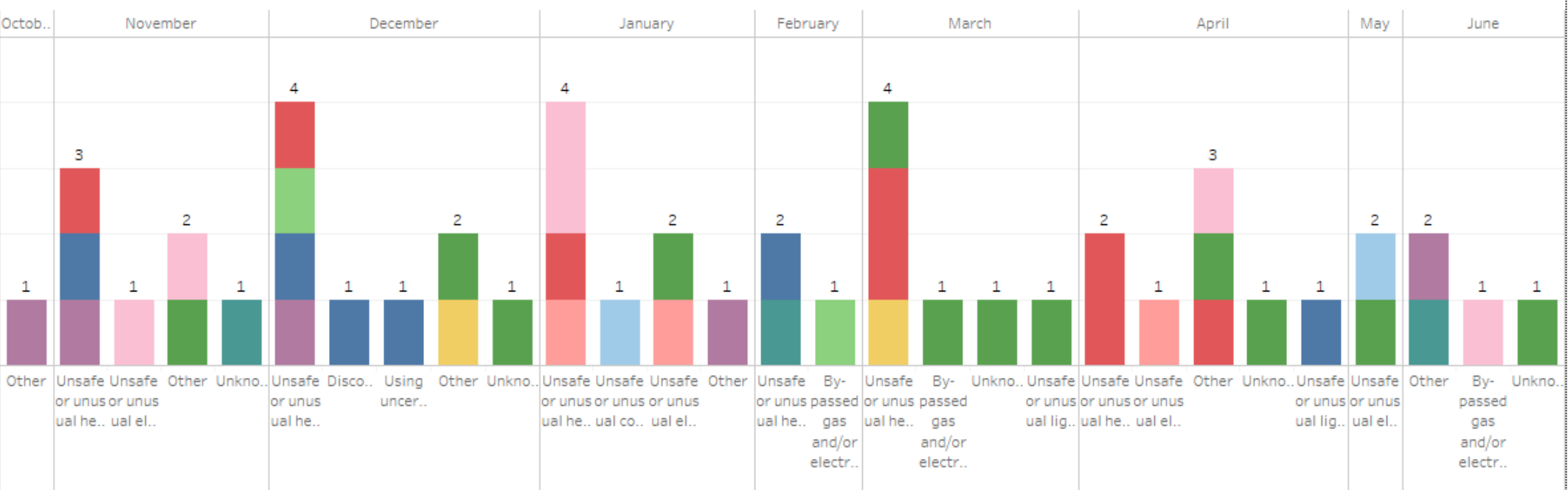
Glossary

As the cost of living is rising for Greater Manchester residents, there is concern that we could see a rise in the number of cost of living related fire incidents. Cost of living related questions were added to the Incident Recording System at Greater Manchester Fire and Rescue Service in October 2022, to understand how cost of living is effecting behaviour change in relation to fire safety.

Page last updated: 14.07.2023

Page next update: 13.10.2023

## Cost of Living related incidents recorded by Greater Manchester Fire and Rescue Service



- Filter by area
- Bolton
  - Bury
  - Manchester
  - Oldham
  - Rochdale
  - Salford

- Filter by month
- October 2022
  - November 2022
  - December 2022
  - January 2023
  - February 2023
  - March 2023

### Where does this data come ..

- Area
- Bolton
  - Bury
  - Manchester
  - Oldham
  - Rochdale
  - Salford
  - Stockport
  - Tameside
  - Trafford

A cost of living related incident refers to an incident that has resulted from unusual, unsafe or risky personal behaviour and/or neglect of, or adaptations to, the dwelling/premises due to factors related to financial hardship or poverty.

The incidents reflected here are based on the subjective judgement of the crews attending the incident and are recorded as either 'Yes' whereby it was clear to the crews that the incident was cost of living related, or 'Don't know' where they believe this to be the case based on something they've seen or been told but aren't as confident.

Incidents classified as 'other' can include a range of fire and personal safety related issues, unspecified on the GMFRS Incident Recording System. 'Unknown' incidents are when the crews have not answered relevant question on the incident recording system.







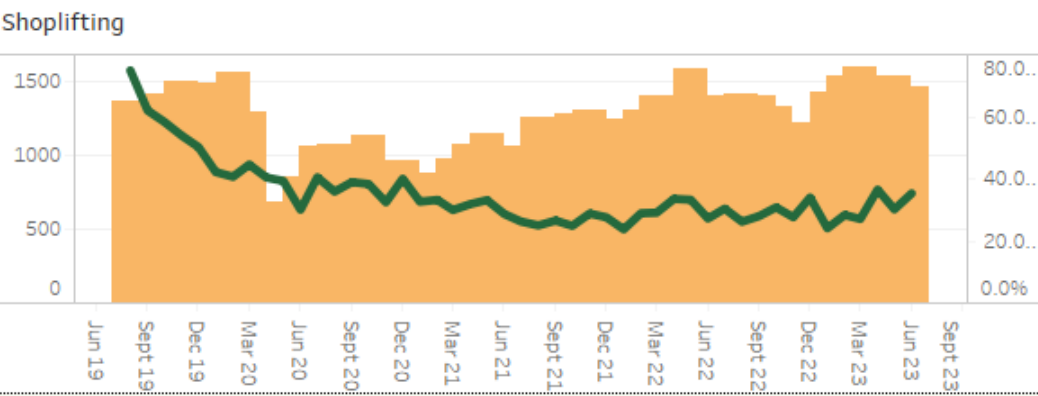
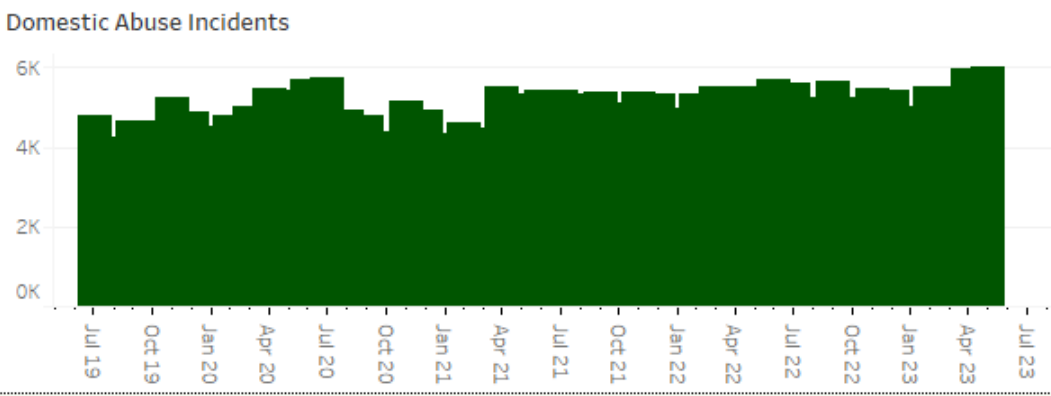
# Crime and Incidents

- Housing and Homelessness
- Welfare and Work
- Food
- Fuel and Energy
- Fire
- Crime and Incidents
- Digital Exclusion
- Health and Wellbeing
- Contact Us
- Glossary

As we experience a rising cost of living, concern is increasing that we could see a rise in crime as a result. Whilst evidence does not yet support a link between rising cost of living and an increase in acquisitive crime and domestic abuse incidents, this page aims to monitor the relationship between an increased cost of living and these types of crime.

Page last updated: 09.08.2023

Page next update: 13.10.2023



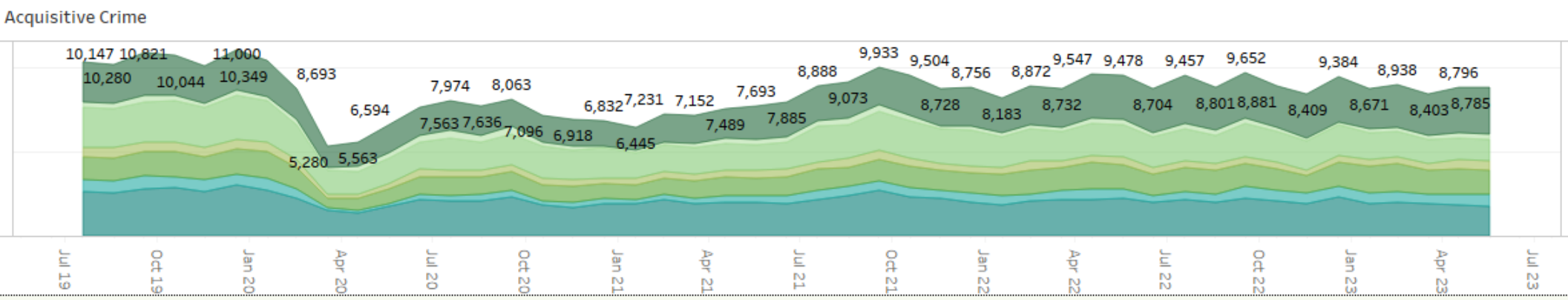
Shoplifting  
 ■ % Of Crimes By First Ti...  
 ■ Total shoplifting offenc...

National charity, Women's Aid, found that 66% of survivors reported their abusers use rising cost of living and concerns about financial hardship as a tool for coercive control and 73% of women living with and having financial links with the abuser said that the cost of living crisis had either prevented them from leaving or made it harder for them to leave. Click the button to the right for a breakdown of this graph by local authority.



The number of shoplifting offences across Greater Manchester, alongside the percentage of shoplifting crimes committed by first time offenders. The first 6 months of the data relating to first time offenders should be ignored as at this point, all offenders were unknown and so this doesn't represent a particular peak of first time offending.

Where is this data from?



Crimes Recorded  
 ■ All other theft offences  
 ■ Bicycle theft  
 ■ Burglary  
 ■ Robbery  
 ■ Shoplifting  
 ■ Theft from the person  
 ■ Vehicle offences

A breakdown of all acquisitive crimes reported in Greater Manchester, by the type of crime.



# Crime and Incidents

Housing and Homelessness

Welfare and Work

Food

Fuel and Energy

Fire

Crime and Incidents

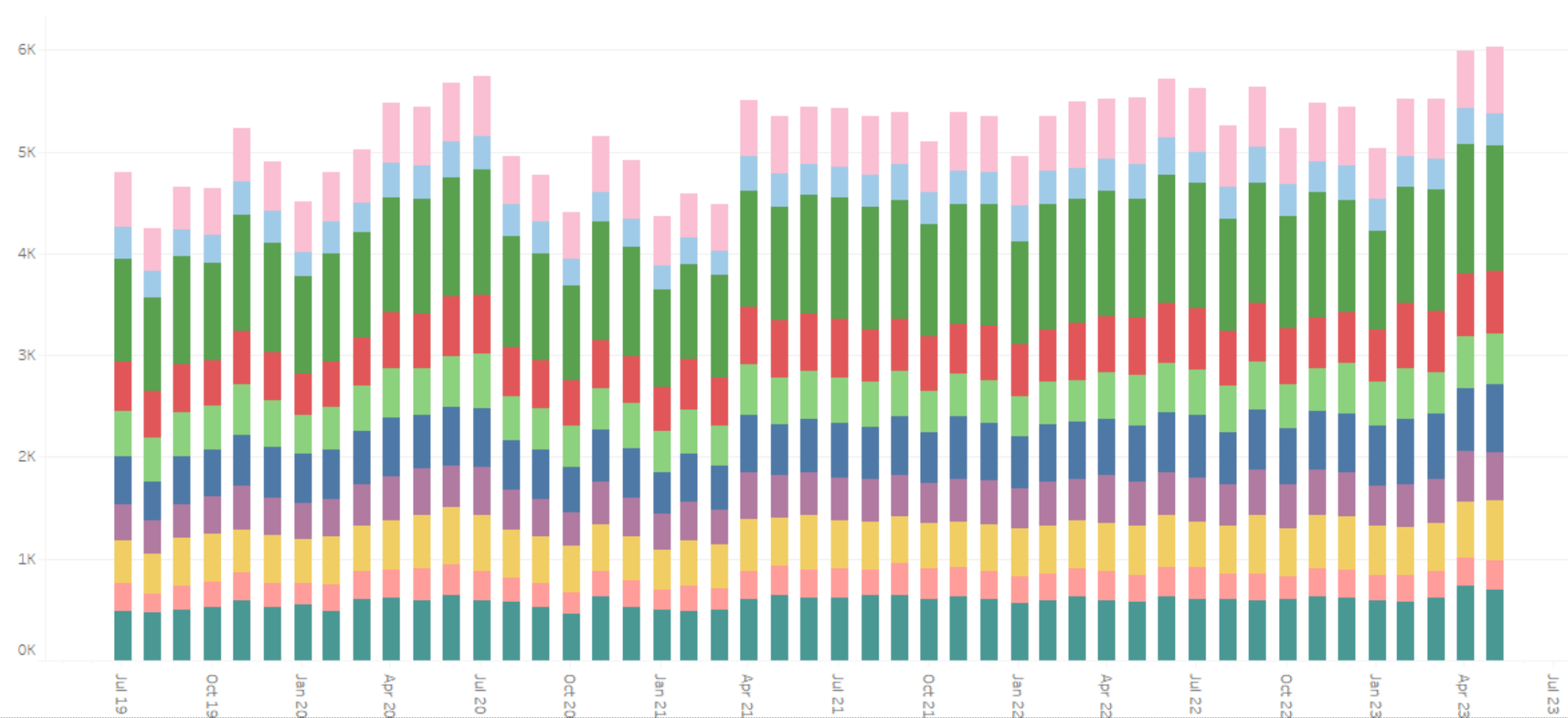
Digital Exclusion

Health and Wellbeing

Contact Us

Glossary

## Domestic Abuse Incidents



- Area**
- Bolton
  - Bury
  - Manchester
  - Oldham
  - Rochdale
  - Salford
  - Stockport
  - Tameside
  - Trafford
  - Wigan

Where is this data from?

The number of domestic abuse incidents. Broken down further to examine the proportion of those referred in each local authority.



Digital exclusion is simultaneously a product of and a contributor to poverty. Greater access to digital services and capability and confidence when using these, allows for better use of online money management tools, avoidance of online harm and scams and simplified engagement with health services. It is also key to reflect on the priority groups of the digital inclusion agenda, those aged below 25, above 75 and those who are disabled.

The poverty premium, where low-income households pay more for basic goods and services due to a range of demand and supply side factors, is found to disproportionately affect households who are digitally excluded, meaning they are less likely to shop around for insurance products or energy deals and more likely to have an insufficient data profile that decreases the likelihood of being serviced by creditors. Research by The Centre for Social Justice finds that 20% of adults with a household income below £15,000 are digitally excluded, compared to just 1% of households with an income over £50,000.

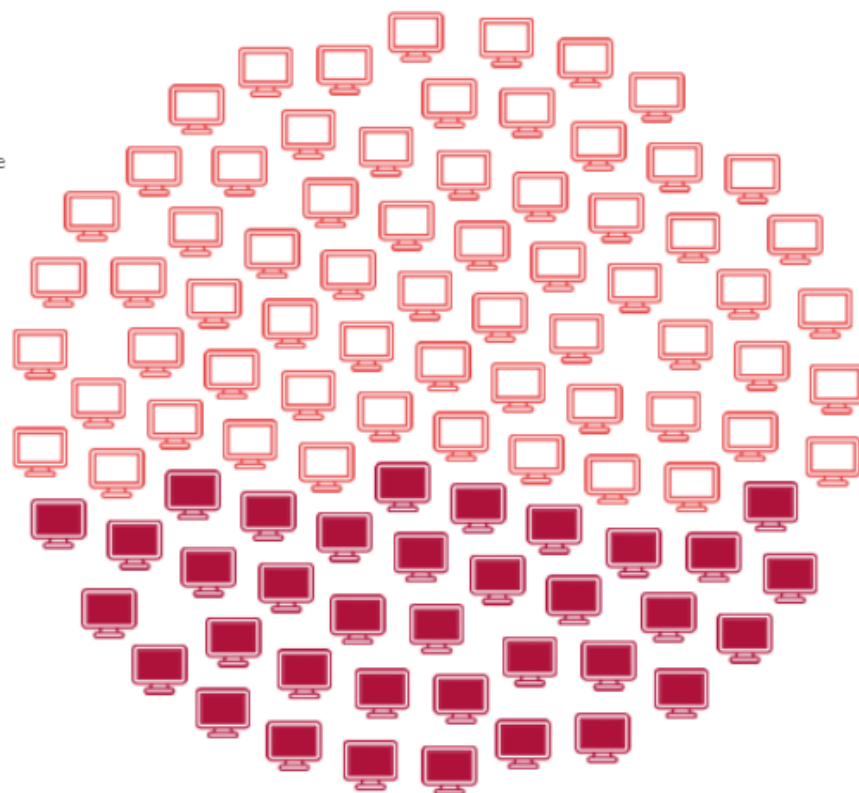
Page last updated: 19.05.2023

Page next update: 13.10.2023

## What if Greater Manchester's rate of digital exclusion was represented by 100 people?

Select the priority group you'd like to look at, and the graphic will represent the split of digital exclusion, within the group you've selected.

36  
would be  
Digitally  
Excluded



\*Figures from the Greater Manchester residents survey, as of April 2023

Where is this data from?

## Digitally Excluded



\*Figures from the Greater Manchester residents survey, as of April 2023



Share

Between September 2022 and March 2023 (waves 3-6 of the GM Residents' Survey) 36% of respondents indicated that their household experienced some form of digital exclusion. This included 19% of households experiencing one aspect of digital exclusion and 17% experiencing multiple aspects.

The questions asked in the survey related to current and future intended use of digital services online, as well as, confidence in using digital services online. Respondents were asked the questions twice, in relation to themselves and then anyone in their household.

Different groups are impacted by digital exclusion in different ways and in Greater Manchester we have set out 3 priority groups to address digital exclusion; Over 75's, under 25's and disabled people - which we have used the residents survey to reflect where possible.

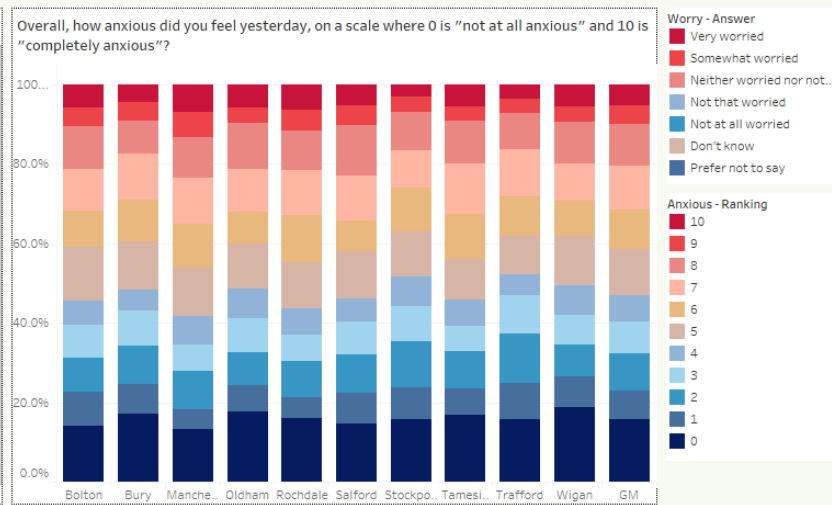
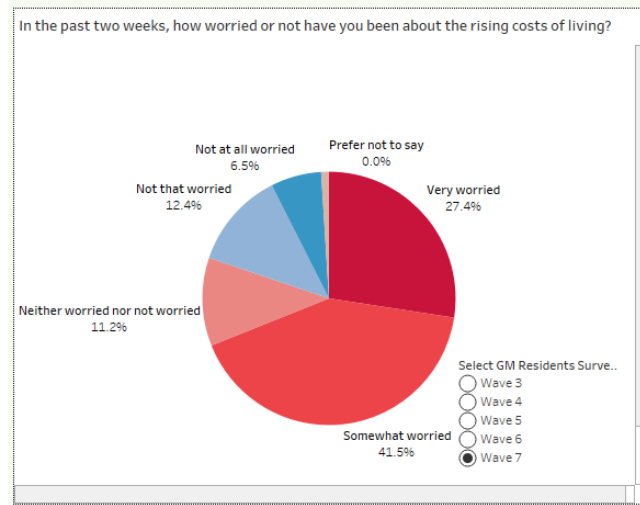
These questions were asked to 1,005 respondents, as they were only asked in telephone samples (and not of respondents taking part in the survey online, who are therefore one less likely to be digitally excluded than the population as a whole).

To analyse the data, weights have been applied to the data gathered to ensure the sample matches the population profile by age, gender and locality, and to ensure consistency between individual surveys - this was important, as the sample size was limited to telephone interviews only.

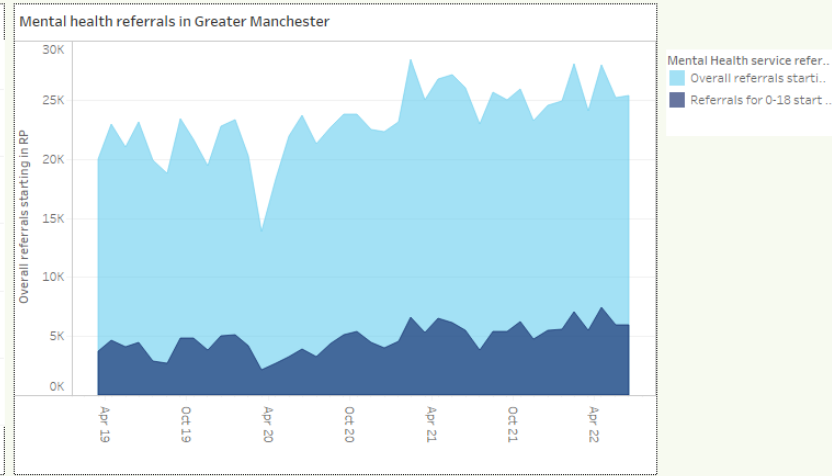
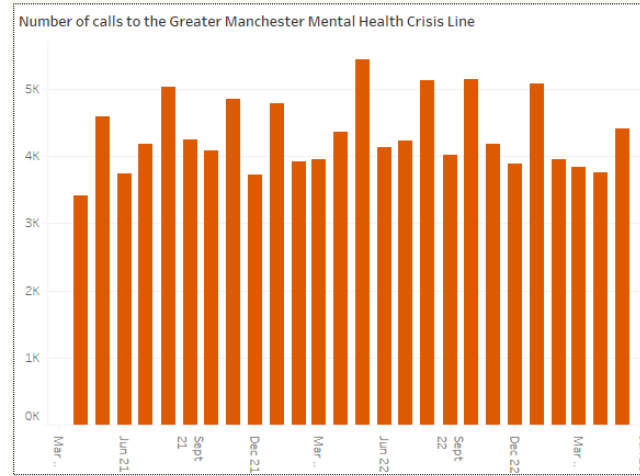


The rising cost of living risks many being unable to afford essentials to maintain their health and bring increased stress and anxiety as residents try to make ends meet. The metrics included under this theme aim to describe some of the headline health impacts of rising costs for GM residents. This includes an account of their own self-perceived worries and anxieties, their engagement with mental health services, their experience of crisis and, in the most severe cases, the effects on excess deaths in the city region. Since the beginning of the cost of living crisis, there have been spikes of engagement with mental health services (in relation to secondary services and crisis line calls) which align with key periods of time in relation to cost of living, as well as, an increased number of excess winter deaths in comparison with previous winters pre-cost of living crisis.

Page last updated: 06.09.2023 Page next update: 13.10.2023



Thousands of GM residents are regularly surveyed, as part of the GM Residents' Survey, about their worry and anxiety. The most recent waves of the Residents' Survey took place between September 2022 - July 2023.



A Mental Health Crisis Line is available across all of GM to provide urgent support to those experiencing crisis. Because it is free and available on a 24/7 basis, it is a useful barometer of the extent to which the wider population (not just those engaged in support services) feel overwhelmed and at a point of crisis.

The total number of referrals made in each month, for access to secondary mental health services across Greater Manchester, as well as, the total number of referrals made for those aged between 0-18. Click the button to the right for a further breakdown of this graph, by locality.

[Where is this data from?](#)



Poor mental health can make earning and managing money harder. And worrying about money can make mental health worse. This can act as a vicious cycle, as mental health charity Mind refer to the 'two way link' between money and mental health. At its worst, this can culminate in referrals into mental health services.

Social Prescribing in a holistic and asset based approach that connects people to activities, groups and services in their community to meet practical, social and emotional needs that affect their health and wellbeing. Local agencies such as local charities, social care and health services can refer people to a social prescribing link worker. The social prescribing link worker give people time, focusing on "what matters to me" to co-produce a simple personalised care and support plan, and support people to take control of their health and wellbeing.

The top reasons an individual was referred into an organising delivering social prescribing in Greater Manchester in the year 2022-2023 include social isolation, mental health, financial advice, depression/ anxiety, employment support, wellbeing, dealing with chronic illness, physical inactivity, weight management and covid-19. Overall there were 29,009 referrals made for social prescribing across Greater Manchester in the year 2022-2023.

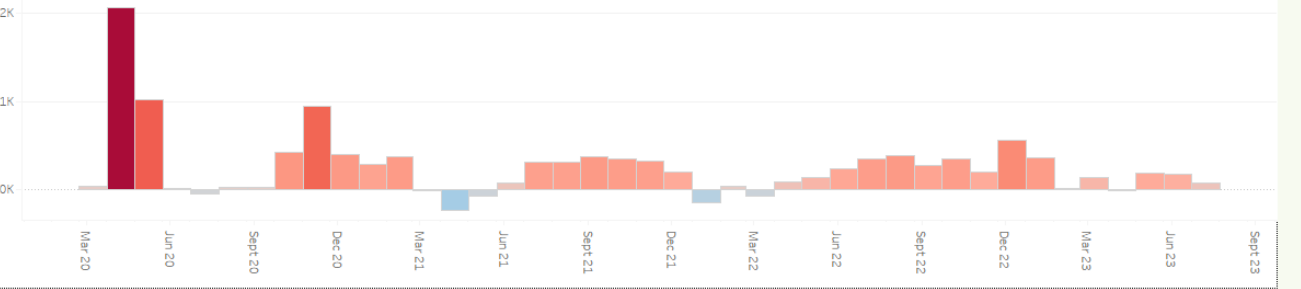
Onward referrals by Social Prescribing providers across Greater Manchester, 2022-2023



The words above represent a 'soft count' of onward referrals made across Greater Manchester. Providers were asked to identify the top 10 onward referral routes for individuals who they supported in the year 2022-2023. Some providers listed specific organisations, others reported the type of services referred into and others provided a mixture of the two.

Overall there were 93 individual organisations and services quoted and the word cloud above indicates the organisations and services that were reported most frequently. For more generalised descriptions of referrals hovering over the word will allow for detail.

Excess deaths in Greater Manchester



The number of deaths recorded each month, considered to be in excess of the expected number had the Covid-19 pandemic not occurred. Click the button to the right for a further breakdown of this graph, by locality.

Analysis undertaken by the Marmot Review Team shows excess winter deaths to be a direct impact of cold housing and fuel poverty. Around 40% of excess winter deaths are attributable to cardio-vascular diseases and 33% are attributable to respiratory diseases, both of which have strong relationships with cold temperatures in homes.





## Contact Us

Housing and Homelessness

Welfare and Work

Food

Fuel and Energy

Fire

Crime and Incidents

Digital Exclusion

Health and Wellbeing

Contact Us

Glossary

Any feedback on how this dashboard could be changed or expanded is more than welcome. I am also available to take any relevant queries or suggestions, I am contactable via [beth.kilheeney@greatermanchester-ca.gov.uk](mailto:beth.kilheeney@greatermanchester-ca.gov.uk)



## Glossary

[Housing and Homelessness](#)[Welfare and Work](#)[Food](#)[Fuel and Energy](#)[Fire](#)[Crime and Incidents](#)[Digital Exclusion](#)[Health and Wellbeing](#)[Contact Us](#)[Glossary](#)

As the cost of living crisis has progressed, more resources and tools have been created to further understand or help support those in need. This page acts as a glossary for these resources. We welcome any suggestions or recommendations on links to be added to this page - please see our details on the Contact Us page.

Page last updated: 19.05.2023

Page next update: 13.10.2023

### **Helping Hand**

Advice for all those affected by the cost of living crisis across Greater Manchester. A directory of help and support, broken down by locality.

[Greater Manchester Combined Authority: Helping Hand](#)



### **Cost of Living Hub**

A hub sharing best practice and help focused on councils supporting their residents with the rise in cost of living.

[Local Government Association: Cost of Living Hub](#)



### **Cost of Living Data Dashboard**

A dashboard sharing insights gained from across the Citizens Advice service focused on the cost of living crisis, with monthly updates.

[Citizens Advice: CA cost of living data dashboard](#)



### **Tracking Financial Vulnerability in the UK**

UK Financial Vulnerability Index using publicly available measures and unique consumer data from Lowell, one of Europe's largest credit management services companies. Tracking financial vulnerability since 2017, at a parliamentary constituency level.

[Urban Institute: Tracking Financial Vulnerability in the UK](#)



# Economic Resilience Dashboard



## Tracking the Greater Manchester Economy

The Economic Resilience Dashboard provides quarterly intelligence on the conditions of the Greater Manchester (GM) economy.

The data is divided into five sections:

- **Labour Market** provides leading indicators on employment and economic activity.
- **Cost Pressures** provides data on pay, debt and inflation.
- **Business Outlook** provides data gathered by GM based organisations on business sentiment and confidence.
- **National Indicators** provides leading indicators on the state of the economy nationally.
- **International Trade** provides the most up to date information available on exports at different geographies.

The dashboard is updated with the best available data to reflect the current economic conditions each quarter and the resultant analysis is described in the Analysis tab.

We would welcome feedback on alternative measures to be included in the dashboard, further areas for analysis or insights on the data provided. If you have any feedback please email [ellie.wright@greatermanchester-ca.gov.uk](mailto:ellie.wright@greatermanchester-ca.gov.uk).

Please note, we also produce a summary dashboard which is updated monthly. To view these more regular updates on the GM business outlook and labour market, please click the link below.

[Click here to view the summary dashboard](#)

Last updated  
1st September 2023

## Analysis



UK Inflation as measured by the Consumer Price Index was **6.8%** in the 12 months to July. This is a 3.3 percentage points lower than the March figure of 10.1%.



Consumer Confidence was **-25** in August, showing a two month dip following a steady improvement throughout the first half of 2023.



Inflation adjusted median monthly pay was **£2,178** in July 2023. This is £22 higher than the average for January to March 2023.

**The UK economy grew by 0.2% in Q2 2023, following growth of 0.1% in Q1 according to the Office for National Statistics (ONS).** The ONS reports growth was strong within the production and manufacturing sectors, and boosted by household and government consumption.

**The IMF has revised forecasted UK economic growth upwards to predict growth of 0.4% in 2023.** This upwards revision reflects stronger than expected consumption and investment following falling energy prices, improved post-Brexit uncertainty and a resilient financial sector.

**The trend towards improving consumption observed by the ONS and IMF are reflected in the Consumer Confidence Index which had been rising steadily from -45 to -24 throughout 2023.** However, in July the value dipped to -30 and remained low at -25 in August. Businesses appear to be acting less confidently also. The UK Composite PMI (a weighted index of manufacturing and service sector PMIs) fell to 50.7 in July down from 52.8 in June.

**With inflation remaining well above the 2% target at 6.8%, the Bank of England increased the Bank Rate in August by 0.25% to 5.25%.** The Bank of England expects the Bank Rate will peak at just over 6% and average at 5.5% over a three-year forecast period. Inflation is expected to reduce to around 5% by the end of 2023, assuming sustained lower fuel costs.

**Accounting for inflation, median monthly pay in Greater Manchester (GM) rose slightly since the last Economic Resilience Dashboard update in April, by £39.** Whilst this remains below the UK average for 2021, inflation adjusted median monthly pay has grown more quickly in GM than across the UK as a whole over the past year.

**The trends of rising numbers of people claiming Universal Credit and falling economic inactivity have continued.** The inactivity rate in the North West was 22.0% in the three months to June 2023, compared to 22.6% in the 3 months to March. There were more Universal Credit claimants in GM than ever before (334,000).

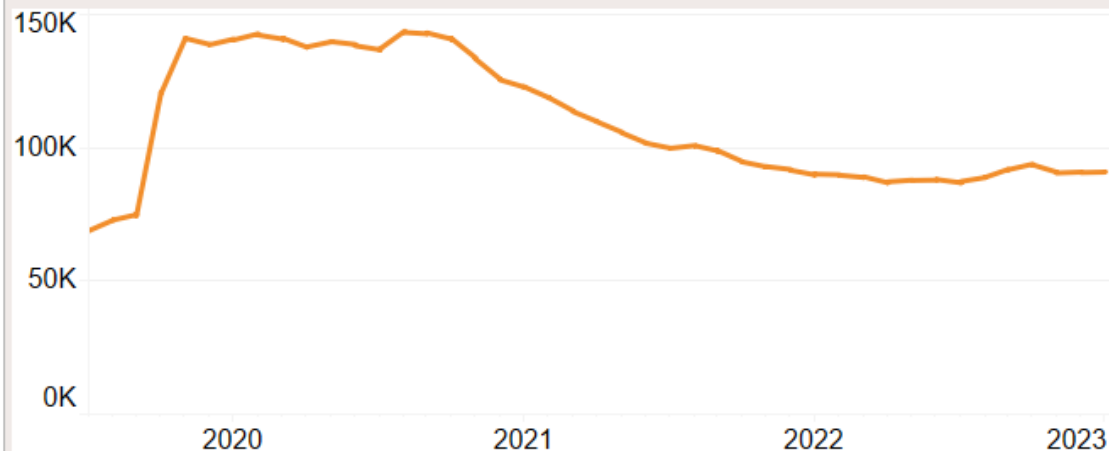


# Labour Market

Select Area

Greater Manchester

## Claimant Count



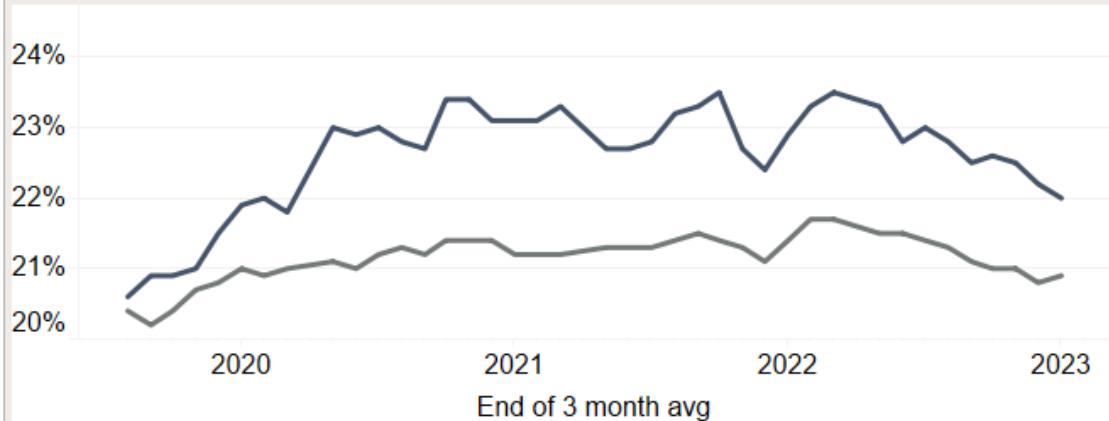
The number of claimants in GM decreased by 2.8% to 91,100 between April and July. Compared with July 2022, the claimant count increased by 0.9%.

## Universal Credit Claimants



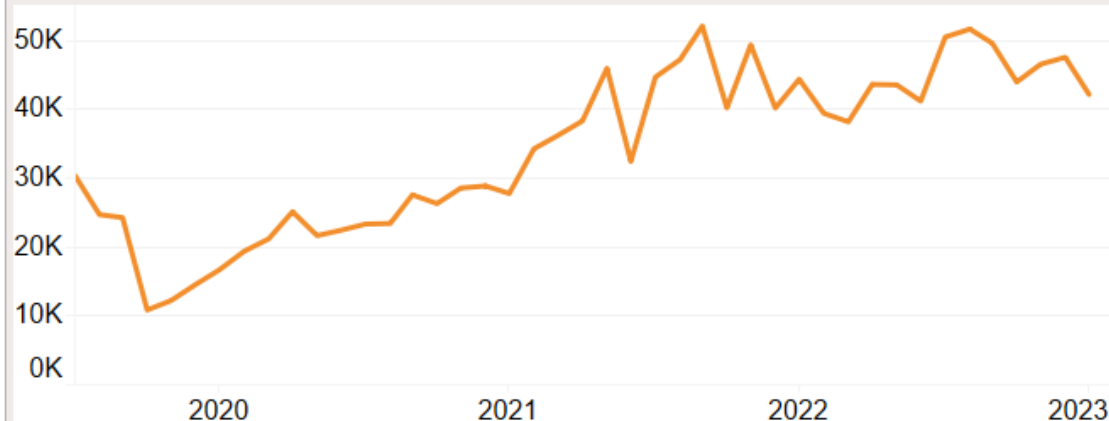
There were 334,370 Universal Credit claimants in GM in July. This is an increase of 3.0% compared to April 2023, 0.2 percentage points more than the increase across Britain as a whole.

## Economic Inactivity Rate



In the NW total economic inactivity continued to fall in the three months to June 2023 to 991,000 (22.0% of the working age population). This is slightly higher than the UK rate of 20.9%.

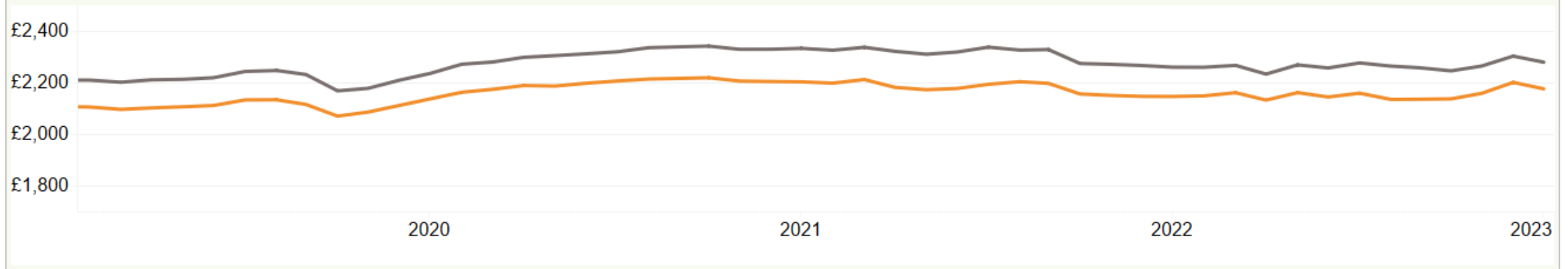
## Job Postings, GM



There were 42,200 job postings in July, an decrease of 4% from April. The number of job postings was 5% below July 2022.

## Cost Pressures

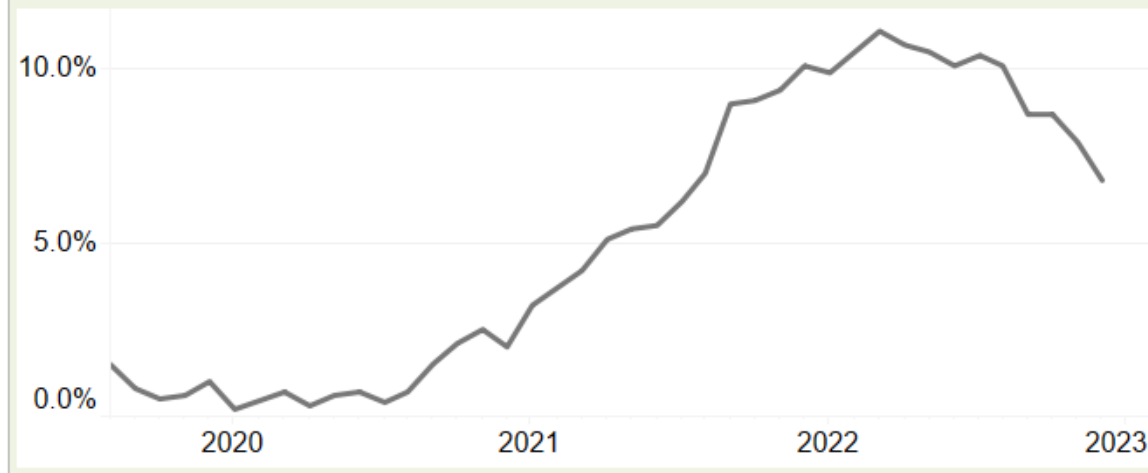
### Resident Median Monthly Pay, Inflation Adjusted



**Median monthly pay adjusted for inflation in Greater Manchester was £2,178 in July. This is £157 lower than the UK pay, according to PAYE RTI data.** However, median monthly pay in GM has increased 1.4% since July 2022, compared to 0.9% for the UK as a whole.

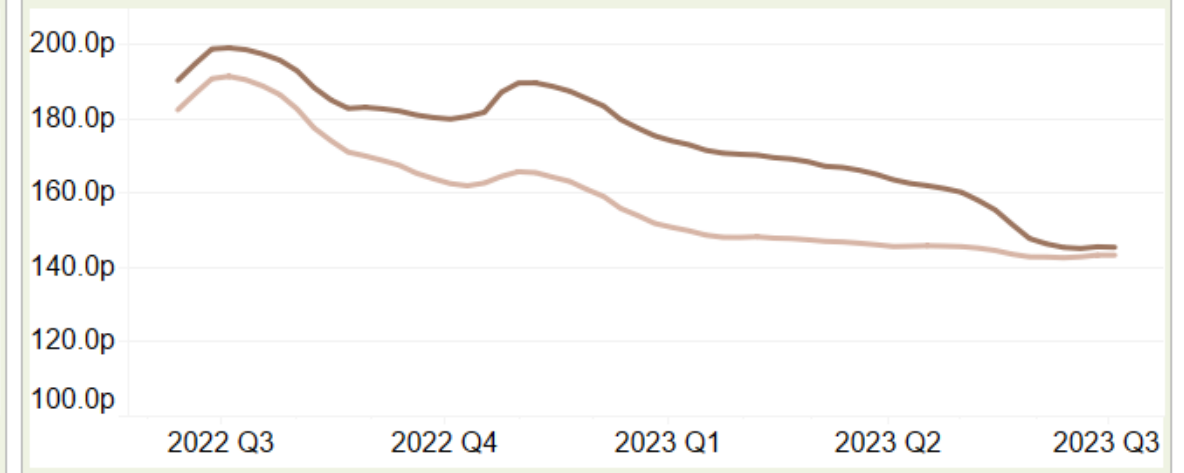
Area  
■ Greater Manchester  
■ UK

### Consumer Price Index of Inflation (CPI), UK



**UK inflation as measured by the Consumer Price Index was 6.8% in the 12 months to July 2023.** This was a 3.3 percentage point decrease from the March figure of 10.1%. Inflation including housing costs was 6.4% in July - a 2.5 percentage point fall on the March figure.

### Weekly Fuel Prices, UK

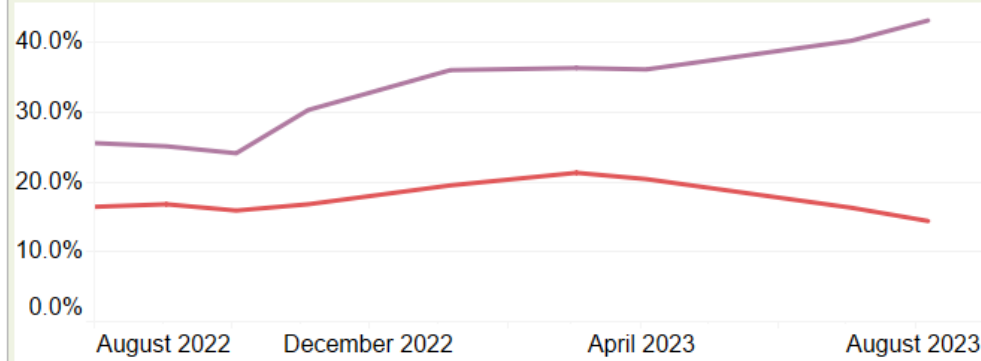


**Petrol pump prices were 147.8p per litre in week commencing 14th August 2023, 1.8p lower than in April 2023.** Diesel pump prices were 150.4p per litre, 11.7p lower than in April 2023.

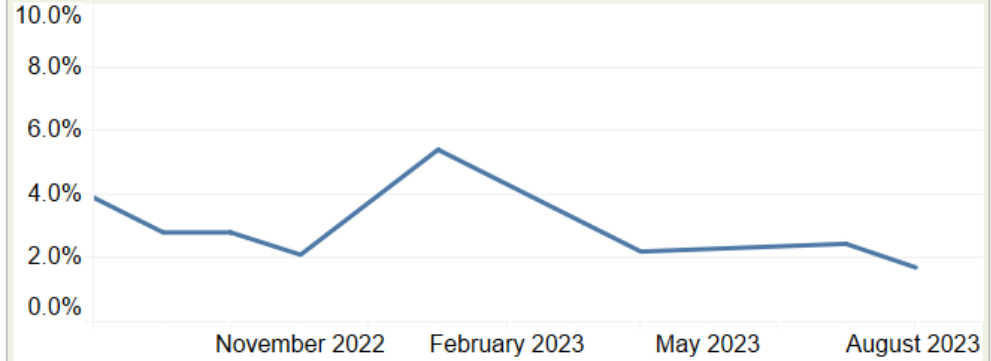
Type  
■ Diesel Pump Price  
■ Petrol Pump Price

## Business Outlook

Share of surveyed businesses experiencing Cashflow Issues & Rising Costs



Share of surveyed businesses considering making redundancies



Experience of:

- Cashflow Issues
- Rising Costs

Indicator

Multiple values

Area

GM

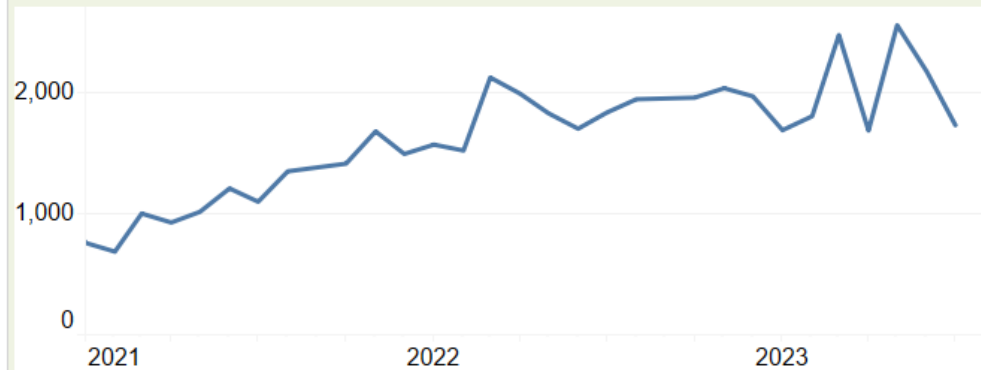
Sector

All Sectors

The number of firms that said they were considering making redundancies was 1.7% in the 12 weeks up to 6th August. This is the lowest level since December 2021.

43% of businesses reported rising costs in the 12 weeks to 6th August, according to the Growth Hub's Business Survey. This is the highest level recorded since we began reporting this in September 2020. 14% of businesses reported cashflow issues over the period, compared to 20.4% in the 12 weeks to 3rd April.

Company Insolvencies, UK



There were 42,200 job postings in July, an decrease of 11.3% from June. This was 5% below July 2022.

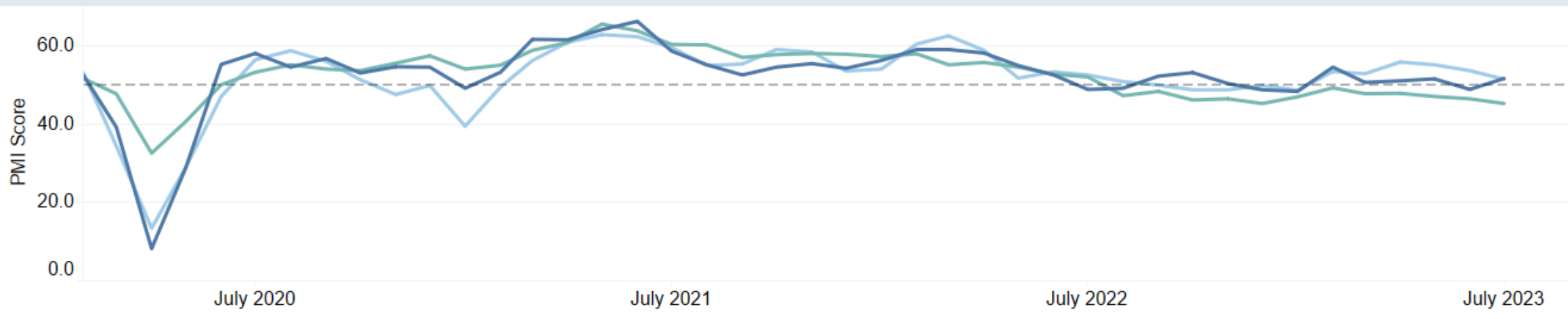
GM Index



Greater Manchester Chamber's GM Index fell from 30.3 in Q1 2023 to 22.1 in Q2 2023.

## National Indicators

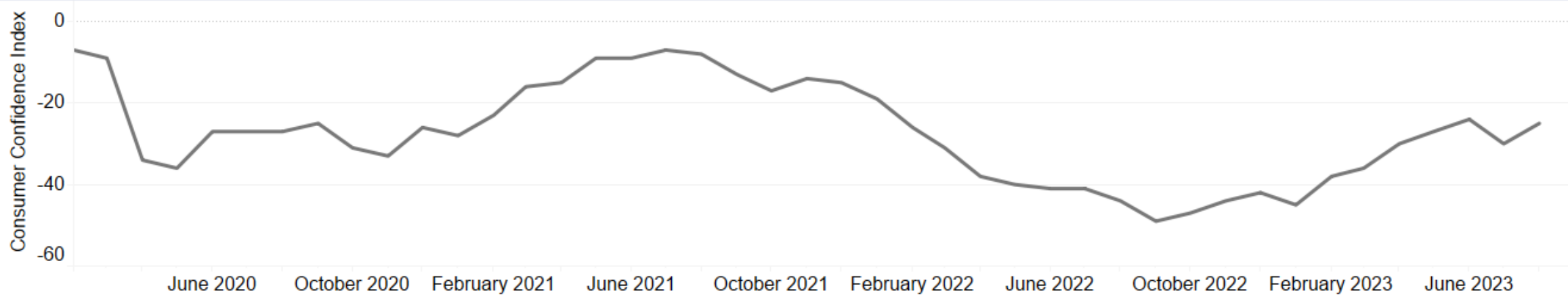
### UK Purchasing Managers Index



Since April, the Manufacturing PMI decreased from 47.9 to 45.3, The Services PMI decreased from 55.9 to 51.5 and the Construction PMI increased from 51.1 to 51.7. Both the Construction and Services PMIs were above the 50.0 threshold that indicates expected growth.

PMI  
■ Construction  
■ Manufacturing  
■ Services

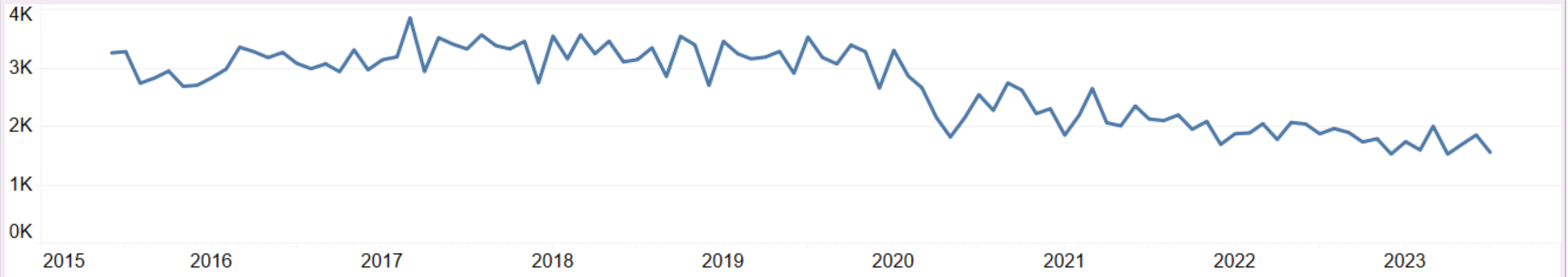
### UK Consumer Confidence



The UK Consumer Confidence Index rose from -45 to -24 from January to June, before returning to -30 in July.

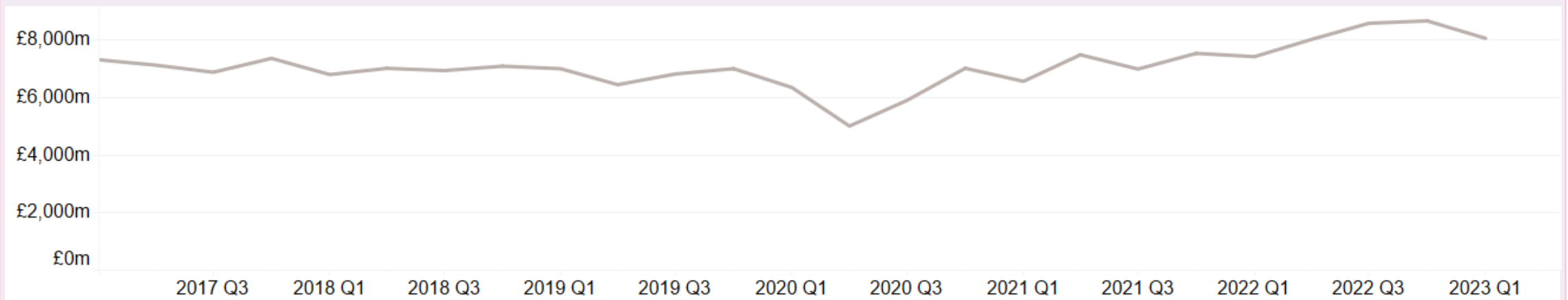
## International Trade

### Number of export documents processed by GM Chamber of Commerce



**Export documents processed by the GM Chamber of Commerce decreased by 8.4% between January and February, from 1,599 to 1,741.** The total number of export documents is down 15.4% since February 2022. The Chamber of Commerce notes that with the development of new Free Trade Agreements, the need for export documents is reducing.

### Value of Goods Exports, North West



**The total value of goods exports from the North West was £8.1 billion in Q1 2023, 7.0% less than Q4 2021.** The total value of UK exports was £91.7 billion in Q1 2023, 10.1% more than Q1 2022.

Region  
North West

Partner Region  
Total



## Definitions

### Labour Market

**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.

**Economic Inactivity** - This data is taken from a quarterly release by the ONS. Economic inactivity refers to people who are not participating in the labour market: they are neither working nor seeking employment.

**Job Postings** - Job postings data is taken from Burning Glass and updated on a weekly basis. This measure indicates new job vacancies posted in that week for GM as a whole. New job postings are averaged over 3 weeks.

### Cost Pressures

**Median Monthly Pay** - Taken from the ONS's monthly experimental release using PAYE data. Median monthly pay shows what a person in the middle of all employees would earn each month. The median pay is generally considered to be a more accurate reflection of the "average wage" because it discounts the extremes at either end of the scale.

**Inflation** - This data is taken from a monthly release by the Office for National Statistics. The Consumer Prices Index including owner occupiers' housing costs (CPIH) is the most comprehensive measure of inflation. It extends the Consumer Prices Index (CPI) to include a measure of the costs associated with owning, maintaining and living in one's own home, known as owner occupiers' housing costs (OOH), along with council tax.

**Weekly Fuel Prices** - This data is taken from a weekly release by the Department for Business, Energy and Industrial Strategy. It provides average UK retail pump prices.

### Business Outlook

**Growth Company Business Survey** - Figures relating to the impact of COVID-19 on business are taken from the Growth Company's monthly 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.

**Credit Risk** - This data is provided on a monthly basis by RedFlag, a provider of real-time business intelligence. The data shows businesses that have 1 or more 'red flags', this means that they are at risk of potential insolvency.

**GM Index** - The Greater Manchester Index is a quarterly composite indicator taken from seven measures in the GM 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.

### National Indicators

**Purchasing Manager's Index (PMI)** - an index of showing direction of economic trends in the manufacturing, service and construction sectors. It 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.**

**Consumer Confidence** - In the UK, 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 asked 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.

### International Trade

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

**Regional International Trade** - This data is published by HMRC on a quarterly basis. The data combines EU and Non - EU trade for all regions of the UK.

## Haven't found what you were looking for?

GMCA maintains a number of other resources for information on Greater Manchester's economy:

Name	Link
Cost of Living Dashboard	<a href="https://www.gmtableau.nhs.uk/Workbook: Cost of Living (gmtableau.nhs.uk)">Workbook: Cost of Living (gmtableau.nhs.uk)</a>

The **Cost of Living Dashboard** aims to provide insight and evidence into the rising cost of living in Greater Manchester. The Data presented in the dashboard comes from a variety of sources such as national data sources, council provided data, data from the Greater Manchester Residents Survey, NHS data and more.

Name	Link
Labour Market and Skills Review	<a href="https://www.greatermanchester-ca.gov.uk/what-we-do/research/research-work-and-skills/labour-market-and-skills-review/">https://www.greatermanchester-ca.gov.uk/what-we-do/research/research-work-and-skills/labour-market-and-skills-review/</a>

The **Labour Market and Skills Review (LMSR)** is a comprehensive collection of data on Greater Manchester's labour market and skills system. It comprises a series of topic areas, each one with a related dashboard in which users can view and manipulate data. The dashboards operate using Tableau software (no logins or software downloads are necessary). The LMSR dashboards cover the labour market, pay, skills demand, skills supply and recruitment.

Name	Link
Labour Insights COVID-19 Dashboard	<a href="https://www.gmtableau.nhs.uk/t/GMCA/views/LabourInsightsCOVID-19Dashboard/Introduction?%3Aiid=1&amp;%3AisGuestRedirectFromVizp..">https://www.gmtableau.nhs.uk/t/GMCA/views/LabourInsightsCOVID-19Dashboard/Introduction?%3Aiid=1&amp;%3AisGuestRedirectFromVizp..</a>

The **Labour Insights COVID-19 Dashboard** provides information regarding the number of online job postings in the UK, Greater Manchester and its Local Authorities. The dashboard is updated every Monday with labour market information from the previous week. The data is sourced from Labour Insights, the largest single source of real-time labour market information in the UK.

Name	Link
GM International Dashboard	<a href="https://www.gmtableau.nhs.uk/Workbook: Greater Manchester International Dashboard (gmtableau.nhs.uk)">Workbook: Greater Manchester International Dashboard (gmtableau.nhs.uk)</a>

The **Greater Manchester International Dashboard** aims to monitor the city-region's international profile and success against priorities set out in the Greater Manchester International Strategy. The data is split into 5 sections: Trade in goods, Trade in services, Investment, Tourism and Academia and Research and Innovation.

Name	Link
GM Economy Factbook	<a href="https://www.gmtableau.nhs.uk/Workbook: Greater Manchester Economy Factbook (gmtableau.nhs.uk)">Workbook: Greater Manchester Economy Factbook (gmtableau.nhs.uk)</a>

The **Greater Manchester Economy Factbook** is a comprehensive collection of key facts about the Greater Manchester economy intended as a reference for Leaders, Policymakers, Analysts and anyone interested in GM's economy. The data is divided into 6 sections: Population Demography, Economy, Employment Counts, Employment Rates and Earnings, Business Demography and International.

## Other Resources

For further information about Greater Manchester's economy from some of GMCA's partner organisations, please see the links below.

Name	Link
GM Data Insights	<a href="#">GM data insights   Policy@Manchester   The University of Manchester</a>

This collection of insights is maintained by the University of Manchester. It contains data collated across different policy themes to provide an in-depth understanding of pressing policy challenges within Greater Manchester. It also serves as an evidence base for policymakers to develop more targeted and tailored policy responses to address key policy issues.