

Geoff Little
Chief Executive

Our Ref JG
Your Ref C/JG
Date 1 September 2021
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TO: All Members of Council

Councillors : R Bernstein, C Birchmore, C Boles, N Boroda, R Brown, S Butler, R Caserta, P Cropper, C Cummins, L Dean, U Farooq, I Gartside, R Gold, J Grimshaw, S Haroon, J Harris, M Hayes, T Holt, S Hurst, K Hussain, N Jones, J Lancaster, K Leach, J Lewis, J Mason, L McBriar, G McGill, C Morris, B Mortenson, E O'Brien, K Peel, T Pickstone, T Pilkington, M Powell, A Quinn, D Quinn, T Rafiq, J Rydeheard, A Simpson, L Smith, M Smith, G Staples-Jones, T Tariq, C Tegolo, K Thomas, D.Vernon, S Walmsley, C Walsh, M Whitby, S Wright and Y Wright

Dear Member/Colleague

Council

You are invited to attend a meeting of Council which will be held as follows: -

Date:	Thursday, 9 September 2021
Place:	Council Chamber - Bury Town Hall
Time:	7.00 pm
Briefing Facilities:	If Opposition Members and Co-opted Members require briefing on any particular item on the Agenda, the appropriate Director/Senior Officer originating the related report should be contacted.
Notes:	

AGENDA

The Agenda for the meeting is attached.

The Agenda and Reports are available on the Council's Intranet for Councillors and Officers and also on the Council's Website at www.bury.gov.uk

Yours sincerely

A handwritten signature in blue ink, appearing to read "G P Little".

Chief Executive

AGENDA

1 APOLOGIES FOR ABSENCE

2 DECLARATIONS OF INTEREST

Members of the Council are requested to declare any interests which they have in any items or issues before the Council for determination.

3 MINUTES (Pages 7 - 18)

To approve as a correct record the Minutes of the Meeting of the Council held on 28th July 2021.

4 MAYORAL COMMUNICATIONS AND ANNOUNCEMENTS

To receive communications from the Mayor and any announcements by the Leader of the Council or the Chief Executive on matters of interest to the Council.

5 PUBLIC QUESTION TIME (Pages 19 - 20)

To answer questions from members of the public, notice of which has been given, on any matter relevant to the Council or its services to the community. Up to 30 minutes will be set aside for this purpose. If time permits, further questions will be invited from members of the public present.

6 RECOMMENDATIONS OF CABINET AND COUNCIL COMMITTEES (Pages 21 - 118)

Committee/Date	Subject	Recommendation
Cabinet – 1 st September 2021	Treasury Management Outturn Report	Cabinet is asked to approve for onward submission to Council: <ul style="list-style-type: none">• 20/21 Prudential and Treasury Indicators• Treasury Management 2020/21 outturn report
Licensing and Safety Committee – 2nd September 2021	Common Minimum Licensing Standards	To adopt the recommendations presented in section 4 (Lead Officer Recommendations) for each proposed standard for implementation by 1 December 2021 unless an alternative date is specified, or a further report is required.

7 HOUSING OPTIONS SERVICE RESTRUCTURE (Pages 119 - 132)

Report attached.

8 **LEADER' STATEMENT AND CABINET QUESTION TIME** (Pages 133 - 160)

To receive a report from the Leader of the Council on the work of the Cabinet and to answer written questions from Members of the Council to the Leader, Cabinet Members and Chair of a Committee on any matter in relation to which the Council has powers or duties which affect the Borough, provided the necessary written notice has been given. (30 minutes)

A member may ask a verbal question of the Leader, any Member of the Cabinet or Chair of a Committee about any matter on the Council agenda and which the Council has powers or duties or which affects the Borough. Only one verbal question per Councillor. (15 minutes)

9 **COMBINED AUTHORITY REPORT AND QUESTIONS TO THE COUNCIL'S COMBINED AUTHORITY REPRESENTATIVES** (Pages 161 - 212)

(A) A combined authority update report is attached, for information

(B) Questions (if any) on the work of the Combined Authority to be asked by Members of the Council for which the necessary notice has been given in accordance with Council Procedure Rules.

10 **NOTICES OF MOTION**

The following Notices of Motion have been received:-

(i) Welcoming Refugees

A motion had been received and set out in the Summons in the names of:

Councillors M Powell, C Tegolo and S Wright

This Council recognises:

- The deeply concerning developments in Afghanistan along with recent political unrest and war in places such as Syria, Yemen and Hong Kong
 - The responsibility the UK has to many citizens in countries like Afghanistan and Hong Kong
- That these developments are driving men, women and children in these locations to seek safety in the West, often willing to make perilous journeys, including by boat, to seek asylum in the UK
- The longstanding tradition the UK has had to welcoming refugees dating back to the Second World War and before, and that this commitment should remain now and going forwards
 - The strong tradition the UK has in international aid, recently put in jeopardy by the cruel cut to International Aid
 - The strong track record Bury has in welcoming refugees over many decades
- That Local Authorities have a vitally important role to play in housing refugee families, and that this crisis can be managed successfully if all Council's welcome their fair share of refugees over the coming months

This Council resolves to:

- Reaffirm our commitment that Refugees are very welcome in Bury
 - Pledge a commitment to take at least our fair share of refugees, and encourage other Local Authorities to do the same
- Work with our public and voluntary sector and partners, and across Greater Manchester, to make that welcome a day to day reality
- Write to the Government, directly, through your MPs and our city region Mayor asking them to:
 - Provide the necessary support and funding to Council's to facilitate the housing of refugees and care for refugee children
 - Reverse immediately the cut to International Development Aid and restore the 0.7% of GDP minimum

(ii) Stop The Cut to Universal Credit

A motion had been received and set out in the Summons in the names of:

Councillors C Boles, N Boroda, S Butler, C Cummins, U Farooq, R Gold, J Grimshaw, S Haroon, M Hayes, T Holt, K Leach, G McGill, C Morris, B Mortenson, E O'Brien, K Peel, T Pilkington, A Quinn, D Quinn, T Rafiq, A Simpson, L Smith, T Tariq, K Thomas, S Walmsley, C Walsh and M Whitby.

This Council Notes:

- 1) This autumn the Government plans to cut Universal Credit by £20 a week.
- 2) This cut would affect 15,300 people in the borough Bury.
- 3) The Child Poverty Action Group have stated that the £20 uplift is essential to ensure "low-income families with children receive the support they need".
- 4) The Joseph Rowntree Foundation has warned that the cut could see another 200,000 children pushed into poverty.

This Council resolves to:

- 1) Write to the Prime Minister and Chancellor of the Exchequer calling on them to stop the £20 a week cut to Universal Credit
- 2) Write to the Members of Parliament for Bury North and Bury South calling on them to oppose the cut and vote against it in Parliament.

(iii) Future of care homes and housing provision for over 60s and the strengthening of the Borough's mental and physical health offer

A motion had been received and set out in the Summons in the names of:

Bernstein, Brown, Caserta, Cropper, Dean, Gartside, Harris, Lancaster, Hurst, Hussain, N Jones, Lewis, McBriar, Rydeheard, Vernon, Y Wright

'The coronavirus pandemic has emphasised to all of us just how vital it is that local people, have safe and secure places to live and green open spaces to enjoy and exercise in.

The council notes the ongoing consultation on 'older people's day services' which is asking for feedback on day services for people over 50. The service review is part of the quality improvement and this engagement is welcome.

It is important that we provide the highest standard of specialist housing for older residents, be it sheltered, extra-care or simply adapting homes to meet the needs of our residents.

As we begin to move forward from the pandemic we need to develop plans for anticipated future demand and work with all the communities of bury to help shape the services and facilities they now need, including strengthening mental and physical health support

That is why we call on the Council

1. To produce a baseline report that assesses our current housing stock: focusing on capacity, quality and adaptability.
2. to produce a baseline report that identifies current services and facilities which are available
3. To consult with residents of all ages and produce a report outlining future demand for housing, mental and physical health provision for residents over 60 years old or those requiring care.
4. To set out plans for delivering any new identified housing, mental and physical health provision

11 **COUNCIL MOTION TRACKER** (Pages 213 - 222)

A report setting out progress in respect of Motions passed at the last meeting of Council is attached for information.

12 **SCRUTINY REVIEW REPORTS AND SPECIFIC ITEMS "CALLED IN" BY SCRUTINY COMMITTEES**

13 **QUESTIONS ON THE WORK OF OUTSIDE BODIES OR PARTNERSHIPS**

Questions on the work of Outside Bodies or partnerships on which the Council is represented to be asked by Members of the Council (if any).

Minutes of: COUNCIL

Date of Meeting: 28 July 2021

Present: The Worshipful the Mayor (T Pickstone in the Chair);
Councillors R Brown, R Bernstein, C Boles, C Birchmore, N Boroda, S Butler, R A Caserta, P Cropper, C Cummins, LJ Dean, U Farooq, I B Gartside, R Gold, J Grimshaw, S Haroon, J Harris, M Hayes, T Holt, S Hurst, K Hussain, N Jones, J Lancaster, J Lewis, K Leach, J Mason, L McBriar, G McGill, C Morris, B Mortenson, E O'Brien, K Peel, T Pilkington, A Quinn, D Quinn, M Powell, T Rafiq, T Rydeheard, A Simpson, L Smith, M Smith, G Staple-Jones, T Tariq, K Thomas, D Vernon, S Walmsley, C Walsh, M Whitby, S Wright and Y Wright

Apologies: Councillor C Tegolo.

Public attendance: Five Members of the public were in attendance.

C.XXX DECLARATIONS OF INTEREST

The following declarations of interest were made at the meeting in relation to items on the agenda:

1. Councillor A Quinn declared a personal interest in all matters under consideration as both his son and daughter-in law, work for the NHS, he is a member of the Trade Union, Unite and the Downs Syndrome Association.
2. Councillor D Quinn declared a personal interest in all matters under consideration as an employee of the Citizens Advice Bureau and a member of the GMB Trade Union
3. Councillor T Pilkington declared a personal interest in all matters under consideration as an employee of the Manchester Foundation Trust.
4. Councillor S Walmsley declared a personal interest in all matters under consideration as a member of the Communications Works Union
5. Councillor A Simpson declared a personal interest in all matters under consideration as both her and her son are employed by the NHS.
6. Councillor S. Wright declared a personal interest in all matters under consideration as his wife works for a school in the Borough.
7. Councillor S Butler declared a personal interest in all matters under consideration as his partner is employed by Homes England.
8. Councillor T Holt declared a personal interest in all matters under consideration as a member of the Communications Works Union.
9. Councillor Leach declared a personal interest in all matters under consideration as an NHS employee.
10. Councillors Lancaster, Y Wright, Birchmore and Gartside declared personal interest in all matters under consideration as Members of the Bury Folk Keep it Green Group
11. Councillor T Tariq declared a personal interest in all matters under consideration as an employee of Healthwatch.

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C.XXX MINUTES

RESOLVED:

That the minutes of the meeting of the Council held on 19th May 2021 be approved as a correct record and signed by the Mayor.

C.XXX MAYORAL COMMUNICATIONS

The Mayor thanked everybody for their attendance at this in person Council Meeting. The Mayor paid tribute to Bury Resident Tina Harrison for her recently awarded MBE for services to the community and also congratulated James Guy following his Olympic swimming Gold medal.

A minutes silence was observed following the passing of former Councillor, Jim Taylor.

C.XXX PUBLIC QUESTION TIME

Notice had been received of 8 questions, due to the number of items scheduled for consideration, questions were only answered from those members of the public present at the meeting. The Leader gave an undertaking that copies of those questions and responses not taken at the meeting will be circulated to all Councillors. The Leader also gave an undertaking to make these available on the Council Web Site.

No	Issue	Questioner	Answered by:
1	Holcombe Conversation Area	Dr Binns	Cllr O'Brien
2	Missed refuse collection	Andrew Luxton	Cllr O'Brien

C.XXX RECOMMENDATIONS OF CABINET AND COUNCIL COMMITTEES

Meeting of the Democratic Arrangements Forum 17th March 2021 – Council Streaming Arrangements

It was moved by Councillor O'Brien and seconded by Councillor Tariq and it was:

RESOLVED:

Following adoption of the Council Motion in October 2012 in which Members agreed to stream meetings of Full Council, the Group Leaders recommend to Council that streaming of meetings going forward would include in addition to Full Council; meetings of the Council's Cabinet, the Planning Control Committee as well as meetings of the Overview and Scrutiny Committee, Health Scrutiny Committee and the Children and Young People's Scrutiny Committee.

Standards Committee Interviews - Appointment of Independent Persons – June 2021

It was moved by Councillor O'Brien and seconded by Councillor Tariq and it was:

RESOLVED:

Council agrees to the appointment of the following Independent Persons to the Council's Standards Committee: Craig Ainsworth and Stuart Birtwell.

Meeting of Cabinet 21st July 2021 – Clean Air Plan

It was moved by Councillor Quinn and seconded by Councillor O'Brien following a request from 8 members present at the meeting in accordance with the Council Procedure rules – recorded vote;

On being put, with Councillors C Boles, C Birchmore, N Boroda, S Butler, C Cummins, U Farooq, R Gold, J Grimshaw, S Haroon, M Hayes, T Holt, K Leach, J Mason, G McGill, C Morris, B Mortenson, E O'Brien, K Peel, T Pilkington, A Quinn, D Quinn, M Powell, T Rafiq, A Simpson, L Smith, M Smith, G Staple-Jones, T Tariq, K Thomas, S Walmsley, C Walsh, M Whitby, S Wright **FOR;**

AND

Councillors R Brown, R Bernstein, R A Caserta, P Cropper, LJ Dean, I B Gartside, J Harris, S Hurst, K Hussain, N Jones, J Lancaster, J Lewis, L McBriar, T Rydeheard, D Vernon and Y Wright, against

And the Mayor abstaining;

Council agreed to:

1. Note the progress of the Greater Manchester Clean Air Plan;
2. Note the progress in the distribution of Bus Retrofit funding;
3. Note Ministers' agreement to include the sections of the A628/A57 in Tameside which form part of the Strategic Road Network within the Greater Manchester's Clean Air Zone (CAZ) and their request for Tameside MBC, TfGM and Highways England to establish the most appropriate solution for the charging mechanism to be applied on this section of the Strategic Road Network (SRN);
4. Approve the GM Clean Air Plan Policy, at Appendix 1 noting that the policy outlines the boundary, discounts, exemptions, daily charges of the Clean Air Zone as well as the financial support packages offered towards upgrading to a compliant vehicle, including the eligibility criteria to be applied.
5. Agree the Equalities Impact Assessment, as set out at Appendix 2;
6. Agree the AECOM Consultation Report, as set out at Appendix 3;
7. Agree the proposed Response to the Consultation at Appendix 4 which has been prepared by TfGM on behalf of the ten GM local authorities;
8. Agree the Impacts of COVID-19 Report, as set out at Appendix 5;

9. Agree the Modelling report of the final CAP package, as set out at Appendix 6, and in particular that the modelling outputs of the final plan scheme show the achievement of compliance with the legal limits for Nitrogen Dioxide in the shortest possible time and by 2024 at the latest as required by the Ministerial Direction;
10. Agree the economic implications of the CAP Report, as set out at Appendix 7;
11. Note the update on the GM Minimum Licensing Standards, set out in section 3.1, and in particular that licensing conditions will not be used to support delivery of the GM Clean Air Plan;
12. Approve a 6-week public consultation on the inclusion of motorhomes classified as MSP1 in the GM Clean Air Zone and on the inclusion of the A575 and A580 at Worsley commencing on 1 September 2021 and delegate authority to the Executive Director of Operations in consultation with the Cabinet Member for Environment, Climate Change and Operations to approve the consultation materials;
13. Note that the GM Clean Air Charging Authorities Committee has the authority to make the Charging Scheme Order which establishes the GM Charging Scheme in line with the agreed GM Clean Air Plan Policy;
14. Note that the GM Charging Authorities Committee has the authority to vary the Charging Scheme Order if this is established as the most appropriate charging mechanism to be applied on sections of the A628/A57 part of the Strategic Road Network (SRN) in Tameside;
15. Note that the Air Quality Administration Committee has the authority to agree the final form of the Operational Agreement for the Central Clean Air Service, and to authorise the making of the Agreement, on behalf of the ten GM local authorities;
16. Note that the Air Quality Administration Committee has the authority to:
 - a) establish and distribute the funds set out in the agreed GM Clean Air Plan policy;
 - b) approve the assessment mechanism agreed with JAQU to ensure that Clean Air Funds can be adapted if necessary;
 - c) keep the use of the funds under review and to determine any changes in the amounts allocated to each and their use and
 - d) Monitor and evaluate the joint local charging scheme.
17. Approve the reallocation of funding from the Try Before You Buy scheme to provide additional electric vehicle charging points dedicated for use by taxis;
18. Delegate to the GM Charging Authorities Committee the authority to determine the outcome of the consultation on both the inclusion of motorhomes classified as MSP1 within the scope of Clean Air Zone charges and on the inclusion in the GM Clean Air Zone of the A575 and A580 at Worsley following the conclusion of that consultation;
 - a. Agree the Clean Air Zone ANPR and signage locations, as set out at Appendix 10;

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b. Agree a delegation to Executive Director of Operations in consultation with the Cabinet Member for Environment, Climate Change and Operations to approve the submission of the Interim Full Business Case if required and the Full Business Case (FBC) to the Government's Joint Air Quality Unit to support the GM Clean Air Plan and any supplementary information to that Unit.

C.XXX PLACES FOR EVERYONE

The Leader moved, and Councillor Quinn seconded, that the report on the Places for Everyone Plan be approved, following a request from 8 members present at the meeting in accordance with the Council Procedure rules – recorded vote and;

On being put, with Councillors C Boles, N Boroda, S Butler, C Cummins, U Farooq, R Gold, J Grimshaw, S Haroon, M Hayes, T Holt, G McGill, C Morris, B Mortenson, E O'Brien, K Peel, T Pilkington, A Quinn, D Quinn, T Rafiq, A Simpson, L Smith, T Tariq, K Thomas, S Walmsley, C Walsh, M Whitby voting **FOR;**

AND

Councillors R Brown, R Bernstein, C Birchmore, R A Caserta, P Cropper, LJ Dean, I B Gartside, J Harris, S Hurst, K Hussain, N Jones, J Lancaster, K Leach, J Lewis, J Mason, L McBriar, M Powell, M Smith, G Staple-Jones, T Rydeheard, D Vernon, S Wright, Y Wright and the Mayor voting **against;**

Council Agrees to:

Submit the Places for Everyone Publication Plan 2021 to the Secretary of State for examination following the period for representations.

C.XXX BOUNDARY COMMISSION SUBMISSION

Councillor O'Brien moved, and Councillor Tariq seconded, and it was:

RESOLVED:

That the Council approves submission of the response to Stage 3 of the LGBCE review.

Members resolved to undertake a short adjournment.

C.XXX LEADER'S STATEMENT AND CABINET QUESTION TIME

(a) Written question (Notice given)

The Leader of the Council, Councillor E O'Brien, made a statement on the work undertaken by him since the date of the last Council meeting.

The Leader and the relevant Cabinet Members answered questions raised by Councillors on the following issues:

NO	ISSUE	QUESTIONER	ANSWERED BY
1	Freedom of the Borough	Cllr Boroda	Cllr O'Brien
2	Free School Meals	Cllr Whitby	Cllr Tariq
3	Garside Hey Low Traffic Neighbourhood	Cllr Rydeheard	Cllr Quinn
4	Covid Restrictions	Cllr McGill	Cllr Simpson
5	Radcliffe 3G pitches	Cllr Mortenson	Cllr Quinn
6	Road safety Tottington	Cllr McBriar	Cllr Quinn
7	Prestwich Memorial Wall	Cllr Powell	Cllr O'Brien
8	Traffic near to Hazelwood H.S	Cllr Holt	Cllr Quinn
9	Sedgley Vaccination Clinic	Cllr L Smith	Cllr Gold
10	Places for Everyone	Cllr Harris	Cllr O'Brien
11	GM Marmot Review	Cllr Whitby	Cllr Simpson
12	Springwater Park	Cllr Grimshaw	Cllr Quinn
13	Experimental Traffic Orders	Cllr N Jones	Cllr Quinn
14	Traffic Flow in Prestwich	Cllr Powell	Cllr Quinn
15	Anti-social Behaviour	Cllr Peel	Cllr Gold

Due to the lack of time to answer questions 16 to 27 inclusive, the Leader gave an undertaking that copies of those questions and responses will be circulated to all Councillors. The Leader also gave an undertaking to make these available on the Council Web Site.

b) Verbal Questions

1	Refuse Collections	Cllr N Jones	Cllr Quinn
2	Refuse Collections	Cllr M Powell	Cllr Quinn
3	Additional Bins	Cllr L Smith	Cllr Quinn
4	Refuse Collections	Cllr LJ Dean	Cllr Quinn
5	Anti social behaviour incident	Cllr Staple Jones	Cllr Gold
6	Walshaw Brook Flooding	Cllr Y Wright	Cllr Quinn
7	Town of Culture	Cllr Boles	Cllr Morris
8	Spurr House	Cllr Lewis	Cllr Simpson
9	Statement of Accounts	Cllr Gartside	Cllr O'Brien and Cllr Whitby (as Chair of Audit)

C.XXX COMBINED AUTHORITY REPORT AND QUESTIONS TO THE COUNCIL'S COMBINED AUTHORITY REPRESENTATIVES

(a) The Council received a report on the work of the Combined Authorities.

(b) The following questions had been received in accordance with Council Procedure Rules:

No.	Issue	Questioner	Answered by
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1.	Clean Air Zone	Councillor Bernstein	Councillor Quinn
2.	Public Health Information on Public Transport	Councillor N Jones	Councillor Peel (Representative on Transport for Greater Manchester)
3.	Bus Usage	Councillor Lewis	Councillor Peel (Representative on Transport for Greater Manchester)
4.	Traffic Reduction	Councillor Rydeheard	Councillor Peel (Representative on Transport for Greater Manchester)
5.	Bus Franchise	Councillor Harris	Councillor Peel (Representative on Transport for Greater Manchester)
6.	Concessionary Travel Cards	Councillor Brown	Councillor Peel (Representative on Transport for Greater Manchester)
7.	Performance of the Chief Constable	Councillor Bernstein	Councillor Gold (Representative on Police and Crime and Panel)

Due to the lack of time to answer questions eight and nine, the Mayor gave an undertaking that copies of the questions and responses will be circulated to all Councillors and made available on the Council Web Site.

C.XXX NOTICES OF MOTION

A motion had been received and set out in the Summons in the names of:

Councillors R Brown, R Bernstein, R A Caserta, P Cropper, LJ Dean, I B Gartside, J Harris, S Hurst, K Hussain, N Jones, J Lancaster, J Lewis, L McBriar, T Rydeheard, D Vernon and Y Wright.

(i) Public Consultation

Public Consultations are a vital way of getting residents involved and influencing important local decisions. Consulting ensures better decisions, builds understanding and helps progress towards consensus and should be at a stage when there is still scope to influence policy outcome. Considering stakeholders' views early into the process, stimulates debate and helps ensure all policy options are taken into account.

This Council Believes:

- 1) The Labour Council is not fully engaging with residents.
- 2) Recent consultations such as on the Greater Manchester Spatial Framework and Housing Strategy were not fully inclusive and the Brandlesholme Low Traffic Neighbourhood scheme non-existent. Any consultation must engage before a decision has been made and consultees must be able to influence the decision outcome of the consultation.
- 3) Conducting important consultations such as the Housing Strategy during the height of pandemic is not acceptable as these consultations relied solely on digital communications and Social Media shutting out the digitally inactive residents in our 6 Towns.
- 4) Current consultation relies predominantly on people looking for information and visiting Council and social media platforms. A more proactive approach, i.e. direct mail shot would encourage greater involvement.

This Council believes it is important to consult people, not just on general priorities but on specific proposals and resolves to:

- 1) Listen to and engage with all residents and not the selected few.
- 2) Ensure groups that need to be included in consultations are included with the option to either send a consultation response back digitally or via a paper-based copy free of charge.
- 3) Having engaged with them, be clear about why we have taken a decision and communicate it.
- 4) Update and implement Bury's Consultation strategy

On being put, with 22 voting for, 27 voting against, and with the Mayor abstaining, the Mayor declared the motion lost.

(ii) Delivering Increased Solar Power

A motion had been received and set out in the Summons in the names of:
Councillors Powell, Tegolo and S Wright

Bury Council commits to implementing a programme of initiatives aimed at increasing its number of solar (photo-voltaic) installations and making it easier for residents and business owners to install them.

Council notes and recognises:

The significant environmental and economic benefits of solar panel installation
That solar power can be utilised to help the borough achieve its stated commitment to be a Carbon Neutral authority

- That the North West as a region is lagging behind on solar panel numbers and is below the national average for installations
- That a number of local authorities have been successful in driving up the number of solar powered homes through initiatives aimed at providing bespoke installation services at no immediate cost to residents.

Council is therefore committed to:

- Increasing the amount of solar generated power in the Borough, as part of a broader shift to being a carbon neutral borough
- Investigate schemes, including those delivered by other local authorities, to help residents and local businesses assess the suitability of their homes for solar panels
- Investigate schemes to make investment in solar more affordable, including facilitating low-cost borrowing schemes
- Use its various media platforms to promote any subsequent initiatives to Bury residents
- Conduct an assessment of Council buildings to see if solar panel installations would be viable on these properties

Council resolves to bring a report to Cabinet on the above before the end of 2021, so that any recommendations can be reflected in the 2022-23 Council Budget.

On being put, with 49 voting for, 0 members voting against, and with the Mayor abstaining, the Mayor declared the motion carried.

(iii) Local involvement in planning decision

A motion had been received and set out in the Summons in the names of **C Boles, N Boroda, S Butler, C Cummins, U Farooq, R Gold, J Grimshaw, S Haroon, M Hayes, T Holt, G McGill, C Morris, B Mortenson, E O'Brien, K Peel, T Pilkington, A Quinn, D Quinn, T Rafiq, A Simpson, L Smith, T Tariq, K Thomas, S Walmsley, C Walsh, M Whitby**

This council notes that:

The Government has published highly controversial proposals to reform the planning system. One aspect that has raised particular concern is the proposal to remove local residents' right to object to individual planning applications in their own neighbourhood if the area is zoned for growth or renewal.

Although there is no legal right for members of the public to speak at meetings of Bury council's Planning Control Committee, Bury council does allow members of the public to do so and voice their concerns around particular, individual proposed developments within our authority.

The right to object to or support individual planning applications in the local decision making process, is one which residents of Bury cherish and invoke on regular occasions. As such it is a right that should be protected in any future planning reforms.

This council recognises that:

Planning works best when developers and the local community work together to shape local areas and deliver necessary new homes and developments.

This council resolves to:

- Call on the Government to protect the right of communities to object to individual planning applications.

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- Call on the Government to protect residents' rights to retain a voice over planning applications, recognizing that the best way to get necessary new homes built is to support communities, councils and developers to work in partnership.
- Write to the Government to support these commitments being included in future legislation.

It was moved by Councillor N Jones and seconded by Councillor N Jones and Seconded by Councillor P Cropper as an amendment to:-

Amend to

The Government has published proposals to reform the planning system to create a simpler, faster and more modern planning system to replace the current one that dates back to 1947.

There is little meaningful public engagement in the current planning system. At present only around 3 percent of local people engage with planning applications.

The main benefit of the Bill would be digitising a system to make it more visual and easier for people to engage with.

The right to object to or support individual planning applications in the local decision making process, is one which residents of Bury cherish and invoke on regular occasions. As such it is a right that should be protected in any future planning reforms.

This council recognises that:

Planning works best when developers and the local community work together to shape local areas and deliver necessary new homes and developments.

Amend to –

Planning works best when developers and the local community work together to shape local areas and deliver necessary new homes and developments.

Bury Council does not have a local plan and the council have failed to provide a suitable plan since 1997. As of February 2021, only 41 percent of Local Authorities have an up-to-date local plan in place. The green belt can be protected by prioritising the building of new homes on brownfield land.

This council resolves to:

Call on the Government to protect the right of communities to object to individual planning applications.

Call on the Government to protect residents' rights to retain a voice over planning applications, recognizing that the best way to get necessary new homes built is to support communities, councils and developers to work in partnership.

Write to the Government to support these commitments being included in future legislation.

Amended to -

The Council supports the right of communities to be able to engage easily in the planning process by:

The full use of digital technology

Participating in the making of neighbourhood and Local Plans

Maintaining the right to object to individual planning applications

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On being put, with 16 voting for, 33 voting against and with the Mayor abstaining, the Mayor declared the amendment lost.

On being put, with 33 voting for, 16 voting against and with the Mayor abstaining, the Mayor declared the motion carried.

(iv) Emergency motion – Attacks on Women in Public Life

An emergency motion has been received in the names of:

Councillors C Boles, N Boroda, S Butler, C Cummins, U Farooq, R Gold, J Grimshaw, S Haroon, M Hayes, T Holt, K Leach, G McGill, C Morris, B Mortenson, E O’Brien, K Peel, T Pilkington, A Quinn, D Quinn, T Rafiq, A Simpson, L Smith, T Tariq, K Thomas, S Walmsley, C Walsh and M Whitby.

The Council is asked to note that women in public life - and especially women of colour - are routinely the targets of unacceptable behaviour and abuse, which is often aimed at silencing women's voices. The violence is never acceptable, and that those who serve the public should not have to carry out their work while being intimidated by thugs.

The Council is therefore asked to resolve:-

- i) To condemn, in the strongest possible terms, the recent arson attack on the Leader of Oldham Council, Councillor Arooj Shah.
- ii) To continue to work alongside the police and criminal justice system, in our own Borough, to protect victims and prevent violence and harassment.
- iii) To instruct the Chief Executive to fully implement Bury Council's recent equality review

On being put, with 50 voting for, 0 members voting against, the Mayor declared the motion carried.

(Note: This item which did not appear on the Summons for the meeting was allowed by the Mayor to be considered as a matter of urgency).

C.XXX COUNCIL MOTION TRACKER

The Motion Tracker was circulated for information.

C.XXX SCRUTINY REPORTS AND SPECIFIC ITEMS “CALLED IN” BY SCRUTINY COMMITTEES

There were no Scrutiny Review Reports or specific items “called in” by the Overview and Scrutiny Committee to be considered at this Council meeting.

C.XXX QUESTIONS ON THE WORK OF OUTSIDE BODIES OR PARTNERSHIPS

There were no questions received in accordance with Council Procedure Rules.

C.XXX DELEGATED DECISIONS OF COUNCIL COMMITTEES

Council, 28 July 2021

There were no written questions asked on the delegated decisions of the Council Committees.

THE WORSHIPFUL THE MAYOR

(NOTE: The meeting started at 6pm and finished at 10.35pm)

Questions from Members of the Public

1. How long does it take to inspect and repair a street light as the one outside my house has been broken for two months despite being reported four times. It is very dangerous and pitch black in the vicinity. **Deborah Pinkney**

Since April 2021 our average time to repair a faulty street light is 4 working days. Street lighting repairs can sometimes take much longer than this, but this tends to be when work by Electricity North West is required to repair mains electricity supply feeds.

If you can provide the location of the faulty street light I will look into this further and come back to you with the reason for the delay and an estimate of when the repair will be completed.

2. Could the Cabinet Member please update me on the plans for the Longfield Suite and can he confirm if the centre will be replaced? **Andy Hay**

The Prestwich Village regeneration programme will deliver a new multi-use hub building that will include civic events spaces. We are anticipating seeking approval of the terms of a joint venture vehicle with Muse Developments at Octobers cabinet. Once the JV is formed, we will be able to report back with an exact delivery programme however the next stages would be to commence a programme of stakeholder and community engagement on our overall vision for the regeneration programme and development masterplan with a view to submitting to planning soon after.

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Classification	Item No.
Open	

Meeting:	Cabinet
Meeting date:	1st September 2021
Title of report:	Treasury Management Outturn 2020/21
Report by:	Leader of the Council and Cabinet Member for Finance and Growth
Decision Type:	Non- Key Decision
Ward(s) to which report relates	All

Executive Summary:

- 1.1 The report outlines the financial position and provides an update on the following aspects of the Treasury management function throughout 2020/21. The report covers:
- the Council's capital expenditure and financing;
 - the treasury position as 31st March 2021;
 - the investment and borrowing strategy and
 - borrowing and investment Outturn.
- 1.2 The Council is required by legislation to produce an annual Treasury Management review of activities and the actual prudential and treasury indicators for the year. This report meets both the CIPFA Code of Practice on Treasury Management (the Code) and the CIPFA Prudential Code for Capital Finance in Local Authorities (the Prudential Code).

Recommendation(s)

Overview and Scrutiny Committee is asked to note the report.

Cabinet is requested to approve, for onward submission to Council in September, the:

- 2020/21 Prudential and Treasury Indicators
- Treasury Management 2020/21 Outturn Report

Reasons for the Decision:

It is a requirement of the CIPFA Code that the Council receives an annual Treasury Management Outturn Report.

2 Introduction

- 2.1 The Council is required by regulations issued under the Local Government Act 2003 to produce an annual treasury management review of activities and the actual prudential and treasury indicators for 2020/21. This report meets the requirements of both the CIPFA Code of Practice on Treasury Management, (the Code), and the CIPFA Prudential Code for Capital Finance in Local Authorities, (the Prudential Code).
- 2.2 During 2020/21 the minimum reporting requirements were that the full Council should receive the following reports:
- an annual treasury strategy in advance of the year (approved 26/02/2020)
 - a mid-year, (minimum), treasury update report (approved 25/11/2020)
 - an annual review following the end of the year describing the activity compared to the strategy, (this report)
- 2.3 In addition, this Council has received quarterly treasury management update reports on the following dates:-
29th July 2020
24th November 2020
23rd February 2021
- 2.4 The regulatory environment places responsibility on members for the review and scrutiny of treasury management policy and activities. This report is, therefore, important in that respect, as it provides details of the outturn position for treasury activities and highlights compliance with the Council's policies previously approved by members.
- 2.5 This Council confirms that it has complied with the requirement under the Code to give prior scrutiny to all of the above treasury management reports by Cabinet before they were reported to the full Council.

3 The Council's Capital Expenditure and Financing

- 3.1 The Council undertakes capital expenditure on long-term assets. These activities may either be:
- Financed immediately through the application of capital or revenue resources (capital receipts, capital grants, revenue contributions etc.), which has no resultant impact on the Council's borrowing need; or
 - If insufficient financing is available, or a decision is taken not to apply resources, the capital expenditure will give rise to a borrowing need.
- 3.2 The actual capital expenditure forms one of the required prudential indicators. The table below shows the actual expenditure and how this was financed.

	2019/20	2020/21 Revised	2020/21
	Actual £M	Budget £M	Actual £M
Capital Expenditure:			
Non-HRA	25.017	43.546	19.069
HRA	7.666	9.830	7.841
TOTAL CAPITAL EXPENDITURE	32.683	53.376	26.910
Resourced By:			
Capital Receipts	1.931	0.609	1.544
Capital Grants	11.772	14.978	9.388
HRA	7.136	9.830	7.841
Revenue	2.568	3.889	2.475
Unfinanced capital expenditure	9.276	24.069	5.663

4 The Council's Overall Borrowing need

- 4.1 The Council's underlying need to borrow to finance capital expenditure is termed the Capital Financing Requirement (CFR).
- 4.2 To ensure that borrowing levels are prudent over the medium term and only for a capital purpose, the Council should ensure that its gross external borrowing does not, except in the short term, exceed the total of the capital financing requirement in the preceding year (2020/21) plus the estimates of any additional capital financing requirement for the current (2021/22) and next two financial years. This essentially means that the Council is not borrowing to support revenue expenditure. This indicator allowed the Council some flexibility to borrow in advance of its immediate capital needs in 2020/21.
- 4.3 The table below highlights the Council's gross borrowing position against the CFR. The Council has complied with this prudential indicator.

	31st March 2020 Actual £M	31st March 2021 Budget £M	31st March 2021 Actual £M
Gross borrowing position	215.902	237.188	206.016
CFR	259.305	287.266	264.967
(Under) / over funding of CFR	(43.403)	(50.077)	(58.951)

- 4.4 The authorised limit is the "affordable borrowing limit" required by s3 of the Local Government Act 2003. Once this has been set, the Council does not have the power to borrow above this level. The table below demonstrates that during 2020/21 the Council has maintained gross borrowing within its authorised limit.
- 4.5 The operational boundary is the expected borrowing position of the Council during the year. Periods where the actual position is either below or over the boundary are acceptable subject to the authorised limit not being breached.

- 4.6 **Actual financing costs as a proportion of net revenue stream** - this indicator identifies the trend in the cost of capital, (borrowing and other long term obligation costs net of investment income), against the net revenue stream.

	2020/21 £M
Authorised limit	305.000
Maximum gross borrowing position	215.994
Operational Boundary	270.000
Average gross borrowing position	196.224
Financing costs as a proportion of net revenue stream:-	
Non - HRA	3.01%
HRA	14.96%

5. Treasury Position as at 31st March 2021

- 5.1 The Council's treasury position at the end of 2019/20 and 2020/21 (excluding borrowing by PFA and finance leases), position was as follows:

	31st March 2020			31st March 2021		
	Principal		Avg. Rate	Principal		Avg. Rate
	£M	£M		£M	£M	
Fixed rate funding						
PWLB Bury	134.071			133.885		
PWLB Airport	11.828			11.828		
Market Bury	49.000	194.899		60.300	206.013	
Variable rate funding						
PWLB Bury						
Market Bury		0.000			0.000	
Temporary Loans / Bonds	21.003	21.003		0.003	0.003	
Total Debt		215.902	3.95%		206.016	3.70%
Total Investments		29.410	0.61%		15.928	0.13%
Net Debt		186.492			190.088	

- 5.2 The maturity structure of the debt portfolio was as follows:

Maturity structure of fixed rate borrowing	2019/20 Actual £M	2019/20 Actual %	2020/21 Actual £M	2020/21 Actual %
Under 12 months	22.186	10.28%	5.190	2.52%
12 months and within 24 months	5.000	2.32%	13.000	6.31%
24 months and within 5 years	8.000	3.71%	7.300	3.54%
5 years and within 10 years	5.550	2.57%	31.550	15.31%
10 years and within 15 years	26.000	12.04%	0.000	0.00%
15 years and over	149.166	69.09%	148.976	72.31%
Total Debt	215.902	1.00	206.016	1.00

5.3 The Council's investment portfolio was as shown below:

	Investment balance at 31/03/2020 £M	Amount Invested in year £M	Investments realised in year £M	Investment balance at 31/03/2021 £M
Fixed Rate Investments	0.000	0.000	0.000	0.000
Total - Fixed rate	0.000	0.000	0.000	0.000
Notice Accounts				
Barclays Bank - 32 day Notice account	1.000		(0.750)	0.250
Barclays Bank - 95 day Notice account	0.250			0.250
Lloyds - 32 day Notice account	3.000	0.000	(3.000)	0.000
Santander - 31 day Notice account	0.000	7.000	(7.000)	0.000
Santander - 35 day Notice account	1.000	15.000	(16.000)	0.000
Santander - 60 day Notice account	0.000	3.000	(3.000)	0.000
Total - Notice accounts	5.250	25.000	(29.750)	0.500
Call Accounts				
Barclays Bank - Flexible Interest Bearing Current Account	24.160	319.330	(328.070)	15.420
Bank of Scotland - Call Account	0.000	3.000	(3.000)	0.000
Total Investments	29.410	347.330	(360.820)	15.920

5.4 All of the Council's investments are held for a period of up to 1 year.

6. The Strategy for 2020/21

6.1 Investment strategy and control of interest rate risk

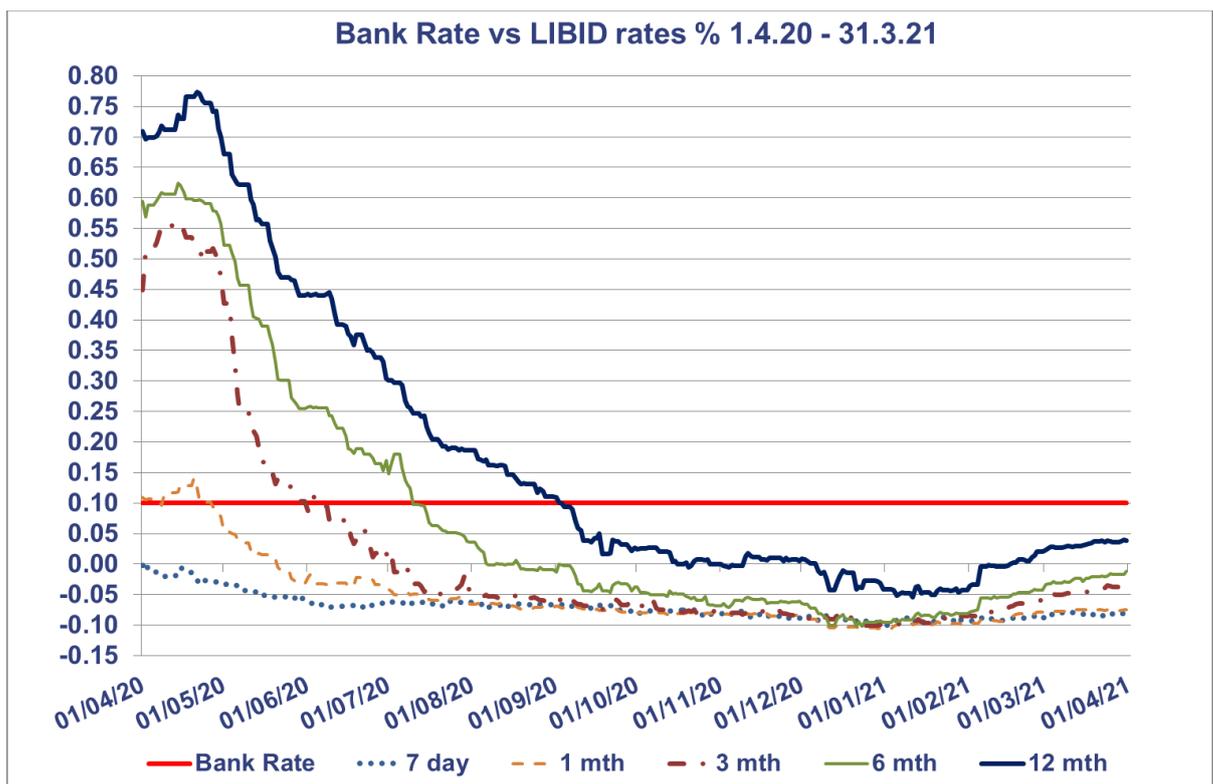
6.1.1 Investment returns which had been low during 2019/20, plunged during 2020/21 to near zero or even into negative territory. Most local authority lending managed to avoid negative rates and one feature of the year was the growth of inter local authority lending. The expectation for interest rates within the treasury management strategy for 2020/21 was that Bank Rate would continue at the start of the year at 0.75 % before rising to end 2022/23 at 1.25%. This forecast was invalidated by the Covid-19 pandemic bursting onto the scene in March 2020 which caused the Monetary Policy Committee to cut Bank Rate in March, first to 0.25% and then to 0.10%, in order to counter the hugely negative impact of the national lockdown on large swathes of the economy. The Bank of England and the Government also introduced new programmes of supplying the banking system and the economy with massive amounts of cheap credit so that banks could help cash-starved businesses to survive the lockdown. The Government also supplied huge amounts of finance to local authorities to pass on to businesses. This meant that for most of the year there was much more liquidity in financial markets than there was demand to borrow, with the consequent effect that investment earnings rates plummeted.

6.1.2 This authority does not have sufficient cash balances to be able to place deposits for more than a month so as to earn higher rates from longer

deposits. While the Council has taken a cautious approach to investing, it is also fully appreciative of changes to regulatory requirements for financial institutions in terms of additional capital and liquidity that came about in the aftermath of the financial crisis. These requirements have provided a far stronger basis for financial institutions, with annual stress tests by regulators evidencing how institutions are now far more able to cope with extreme stressed market and economic conditions.

6.1.3 Investment balances have been kept to a minimum through the agreed strategy of using reserves and balances to support internal borrowing, rather than borrowing externally from the financial markets. External borrowing would have incurred an additional cost, due to the differential between borrowing and investment rates as illustrated in the charts shown above and below. Such an approach has also provided benefits in terms of reducing the counterparty risk exposure, by having fewer investments placed in the financial markets.

6.1.4 The information below show Bank and London Interbank Bid Rates (LIBID) for a selection of periods, the average interest rates, the high and low points in rates, spreads and individual rates at dates through and at the end of the financial year.



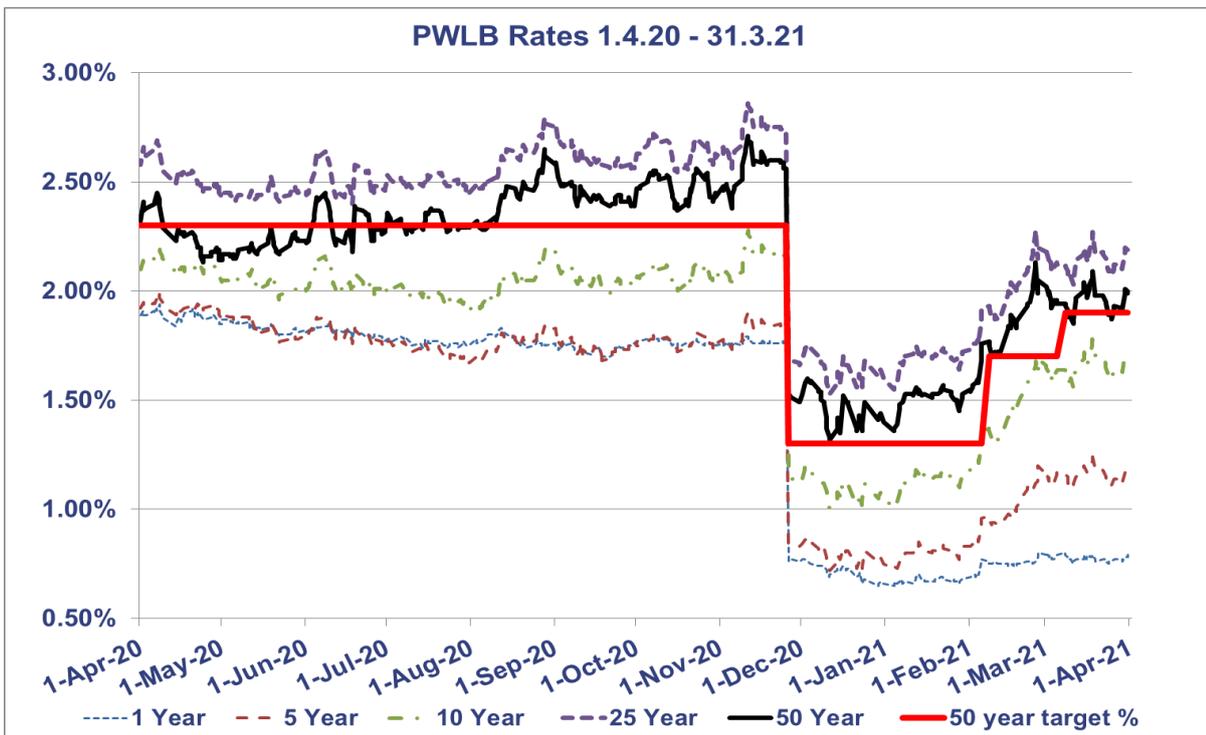
	Bank Rate	7 day	1 mth	3 mth	6 mth	12 mth
High	0.10	0.00	0.14	0.56	0.62	0.77
High Date	01/04/2020	02/04/2020	20/04/2020	08/04/2020	14/04/2020	21/04/2020
Low	0.10	-0.10	-0.11	-0.10	-0.10	-0.05
Low Date	01/04/2020	31/12/2020	29/12/2020	23/12/2020	21/12/2020	11/01/2021
Average	0.10	-0.07	-0.05	0.01	0.07	0.17
Spread	0.00	0.10	0.25	0.66	0.73	0.83

6.2 Borrowing strategy and control of interest rate risk

- 6.2.1 During 2020-21, the Council maintained an under-borrowed position. This meant that the capital borrowing need, (the Capital Financing Requirement), was not fully funded with loan debt, as cash supporting the Council's reserves, balances and cash flow was used as an interim measure. This strategy was prudent as investment returns were very low and minimising counterparty risk on placing investments also needed to be considered.
- 6.2.2 A cost of carry remained during the year on any new long-term borrowing that was not immediately used to finance capital expenditure, as it would have caused a temporary increase in cash balances; this would have incurred a revenue cost – the difference between (higher) borrowing costs and (lower) investment returns.
- 6.2.3 The policy of avoiding new borrowing by running down spare cash balances, has served well over the last few years. However, this was kept under review to avoid incurring higher borrowing costs in the future when this authority may not be able to avoid new borrowing to finance capital expenditure and/or the refinancing of maturing debt.
- 6.2.4 Against this background and the risks within the economic forecast, caution was adopted with the treasury operations. The Director of Finance therefore monitored interest rates in financial markets and adopted a pragmatic strategy based upon the following principles to manage interest rate risks:
- * if it had been felt that there was a significant risk of a sharp FALL in long and short term rates, (e.g. due to a marked increase of risks around relapse into recession or of risks of deflation), then long term borrowings would have been postponed, and potential rescheduling from fixed rate funding into short term borrowing would have been considered.
 - * if it had been felt that there was a significant risk of a much sharper RISE in long and short term rates than initially expected, perhaps arising from an acceleration in the start date and in the rate of increase in central rates in the USA and UK, an increase in world economic activity or a sudden increase in inflation risks, then the portfolio position would have been re-appraised. Most likely, fixed rate funding would have been drawn whilst interest rates were lower than they were projected to be in the next few years.
- 6.2.5 Interest rate forecasts expected only gradual rises in medium and longer term fixed borrowing rates during 2020/21 and the two subsequent financial years. Variable, or short-term rates, were expected to be the cheaper form of borrowing over the period.
- 6.2.6 The table below shows the interest rate forecast as at mid-year 2020/21

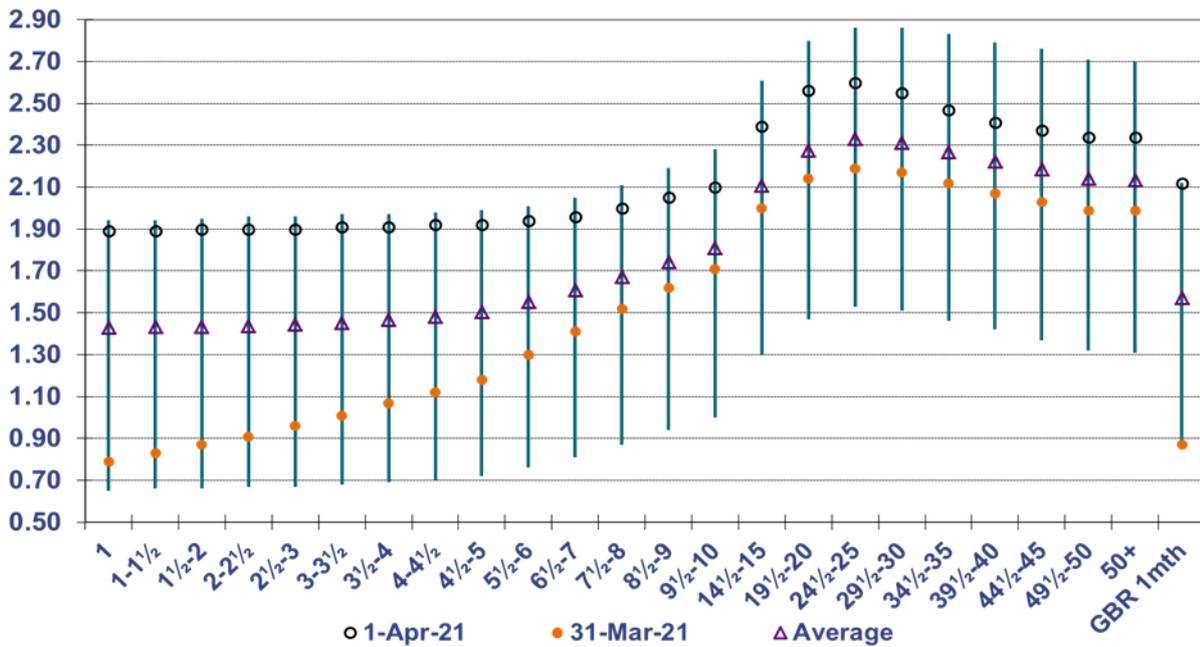
Link Group Interest Rate View		9.11.20													
	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	
BANK RATE	0.10	0.10	0.10	0.10	0.10	0.10	0.10	0.10	0.10	0.10	0.10	0.10	0.10	0.10	
3 month ave earnings	0.10	0.10	0.10	0.10	0.10	0.10	0.10	0.10	0.10	0.10	0.10	0.10	0.10	0.10	
6 month ave earnings	0.10	0.10	0.10	0.10	0.10	0.10	0.10	0.10	0.10	0.10	0.10	0.10	0.10	0.10	
12 month ave earnings	0.20	0.20	0.20	0.20	0.20	0.20	0.20	0.20	0.20	0.20	0.20	0.20	0.20	0.20	
5 yr PWLB	1.80	1.80	1.80	1.80	1.80	1.90	1.90	1.90	1.90	1.90	2.00	2.00	2.00	2.00	
10 yr PWLB	2.10	2.10	2.10	2.10	2.20	2.20	2.20	2.30	2.30	2.30	2.30	2.30	2.30	2.30	
25 yr PWLB	2.50	2.50	2.60	2.60	2.60	2.60	2.70	2.70	2.70	2.70	2.80	2.80	2.80	2.80	
50 yr PWLB	2.30	2.30	2.40	2.40	2.40	2.40	2.50	2.50	2.50	2.50	2.60	2.60	2.60	2.60	

6.2.7 The information below show PWLB rates for a selection of maturity periods, the average borrowing rates, the high and low points in rates, spreads and individual rates, at dates through and at the end of the financial year.



	1 Year	5 Year	10 Year	25 Year	50 Year
Low	0.65%	0.72%	1.00%	1.53%	1.32%
Date	04/01/2021	11/12/2020	11/12/2020	11/12/2020	11/12/2020
High	1.94%	1.99%	2.28%	2.86%	2.71%
Date	08/04/2020	08/04/2020	11/11/2020	11/11/2020	11/11/2020
Average	1.43%	1.50%	1.81%	2.33%	2.14%
Spread	1.29%	1.27%	1.28%	1.33%	1.39%

PWLB Certainty Rate Variations 1.4.20 to 31.3.2021



6.2.8 PWLB rates are based on, and are determined by, gilt (UK Government bonds) yields through H.M.Treasury determining a specified margin to add to gilt yields. The main influences on gilt yields are Bank Rate, inflation expectations and movements in US treasury yields. Inflation targeting by the major central banks has been successful over the last 30 years in lowering inflation and the real equilibrium rate for central rates has fallen considerably due to the high level of borrowing by consumers: this means that central banks do not **need to** raise rates as much now to have a major impact on consumer spending, inflation, etc. This has pulled down the overall level of interest rates and bond yields in financial markets over the last 30 years. We have seen over the last two years, many bond yields up to 10 years in the Eurozone turn negative on expectations that the EU would struggle to get growth rates and inflation up from low levels. In addition, there has, at times, been an inversion of bond yields in the US whereby 10 year yields have fallen below shorter term yields. In the past, this has been a precursor of a recession.

6.2.9 Gilt yields fell sharply from the start of 2020 and then spiked up during a financial markets melt down in March caused by the pandemic hitting western countries; this was rapidly countered by central banks flooding the markets with liquidity. While US treasury yields do exert influence on UK gilt yields so that the two often move in tandem, they have diverged during the first three quarters of 2020/21 but then converged in the final quarter. Expectations of economic recovery started earlier in the US than the UK but once the UK vaccination programme started making rapid progress in the new year of 2021, gilt yields and PWLB rates started rising sharply as confidence in economic recovery rebounded. Financial markets also expected Bank Rate to rise quicker than in the forecast tables in this report.

6.2.10 At the close of the day on 31 March 2021, all gilt yields from 1 to 5 years were between 0.19 – 0.58% while the 10-year and 25-year yields were at 1.11% and 1.59%.

6.2.11 HM Treasury imposed two changes of margins over gilt yields for PWLB rates in 2019/20 without any prior warning. The first took place on 9th October 2019, adding an additional 1% margin over gilts to all PWLB period rates. That increase was then, at least partially, reversed for some forms of borrowing on 11th March 2020, but not for mainstream non-HRA capital

schemes. A consultation was then held with local authorities and on 25th November 2020, the Chancellor announced the conclusion to the review of margins over gilt yields for PWLB rates; the standard and certainty margins were reduced by 1% but a prohibition was introduced to deny access to borrowing from the PWLB for any local authority which had purchase of assets for yield in its three year capital programme. The new margins over gilt yields are as follows: -

- PWLB Standard Rate is gilt plus 100 basis points (G+100bps)
- PWLB Certainty Rate is gilt plus 80 basis points (G+80bps)
- PWLB HRA Standard Rate is gilt plus 100 basis points (G+100bps)
- PWLB HRA Certainty Rate is gilt plus 80bps (G+80bps)
- Local Infrastructure Rate is gilt plus 60bps (G+60bps)

6.2.12 There is likely to be only a gentle rise in gilt yields and PWLB rates over the next three years as Bank Rate is not forecast to rise from 0.10% by March 2024 as the Bank of England has clearly stated that it will not raise rates until inflation is sustainably above its target of 2%; this sets a high bar for Bank Rate to start rising.

7 Borrowing Outturn

7.2 Treasury Borrowing

7.2.1 The Council has taken out market loans totalling £12.3m during 2020/21. The borrowing was undertaken to replace temporary loans with short term loans, thereby locking in lower rates for a longer period.

	Balance at 31st March 2020 £M	Loans raised in year £M	Loans repaid in year £M	Balance at 31st March 2021 £M
PWLB	134.071	0.000	(0.186)	133.885
Market	49.000	12.300	(1.000)	60.300
Temporary Loans	21.000	0.000	(21.000)	0.000
Other loans	0.003	0.000	0.000	0.003
Bury MBC Debt	204.074	12.300	(22.186)	194.188
Airport PWLB Debt	11.828	0.000	0.000	11.828
Total Debt	215.902	12.300	(22.186)	206.016

7.3 Debt Rescheduling

No rescheduling was done during the year as the average 1% differential between PWLB new borrowing rates and premature repayment rates made rescheduling unviable.

7.4 Borrowing in advance of need

The Council has not borrowed more than, or in advance of its needs, purely in order to profit from the investment of the extra sums borrowed.

7.4 Repayment of Debt

During 2020/21 the Council made a net loan repayment of £9.886m, at an average loan rate of 2.06%.

7.5 Summary of debt transactions

Management of the debt portfolio resulted in a fall in the average interest rate of 0.17%, representing net General Fund savings of £0.339m p.a.

8 Investment Outturn

8.1 Investment Policy

8.1.1 The Council's investment policy is governed by MHCLG investment guidance, which has been implemented in the annual investment strategy approved by the Council on 26/02/2020. This policy sets out the approach for choosing investment counterparties, and is based on credit ratings provided by the three main credit rating agencies, supplemented by additional market data, (such as rating outlooks, credit default swaps, bank share prices etc.).

8.1.2 The investment activity during the year conformed to the approved strategy, and the Council had no liquidity difficulties.

8.2 Resources

8.2.3 The Council's cash balances comprise revenue and capital resources and cash flow monies. The Council's core cash resources comprised as follows:

Balance Sheet Resources	31 March 2020	31 March 2021
	£M	£M
Balances General Fund	6.990	34.241
Balances HRA	8.393	10.422
Earmarked reserves	52.626	104.474
Provisions	13.996	11.835
Usable capital receipts	6.974	4.890
Total	88.979	165.862

8.3 Investments held at 31 March 2021

8.3.1 The Council managed all of its investments in house with the institutions listed in the Council's approved lending list. At the end of the financial year the Council had £15.920m of investments as follows:

Type	Institution	Amount	Term	Rate
		£M	Days	%
Call Accounts	Barclays Bank	15.420	0	0.05%
Total Call Accounts		15.420		
Notice Accounts	Barclays Bank	0.250	32	0.09%
	Barclays Bank	0.250	95	0.26%
Total Notice Accounts		0.500		
Total Investments		15.920		

8.3.2 The Council maintained an average balance of £31.729m of internally managed funds and earned an average rate of return of 0.13%. The comparable performance indicator is the average 7 day LIBID rate which was 0.07%.

Community impact/ Contribution to the Bury 2030 Strategy

Delivery of the Bury 2030 strategy is dependent upon resources being available. The delivery of the strategy may be impacted by changes in funding and spending.

Equality Impact and considerations:

Under section 149 of the Equality Act 2010, the 'general duty' on public authorities is set out as follows:

A public authority must, in the exercise of its functions, have due regard to the need to -
(a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;

(b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;

(c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

25. The public sector equality duty (specific duty) requires us to consider how we can positively contribute to the advancement of equality and good relations, and demonstrate that we are paying 'due regard' in our decision making in the design of policies and in the delivery of services.

Assessment of Risk:

The following risks apply to the decision:	
Risk / opportunity	Mitigation
There are considerable risks to the security of the Authority's resources if appropriate treasury management strategies and policies are not adopted and followed.	Regular monitoring and reporting ensures that any changes in the financial position are quickly identified and action can be taken to manage the overall position.

Consultation:

There are no consultation requirements arising from this report.

Legal Implications:

There are no specific legal implications in this report. The S 151 officer has confirmed that the report meets the requirements of the CIPFA code of practice on Treasury management and the CIPFA prudential code for Capital finance in Local Authorities.

Financial Implications:

The financial implications are set out in the report. The continuation of the Covid pandemic has impacted significantly on both the revenue and capital budgets across the whole of the Council and needs to be carefully monitored. The in-year position will be reflected in an updated medium term financial strategy and will inform the budget setting process for the 2022/23 financial year.

Report Author and Contact Details:

Sam Evans
Executive Director of Finance (S151 Officer)

Background papers:

The Council's Financial Position as at 31 December 2020
Capital Strategy and Capital Programme 2021 – 2022/23
Treasury Management Strategy and Prudential Indicators 2020/21
Treasury Management Outturn Report 2019/20

Please include a glossary of terms, abbreviations and acronyms used in this report.

Term	Meaning

APPENDIX 1: Approved countries for investments as at 31st March 2021

This list is based on those countries which have sovereign ratings of AA- or higher, (we show the lowest rating from Fitch, Moody's and S&P) and also have banks operating in sterling markets which have credit ratings of green or above in the Link credit worthiness service.

AAA

- Australia
- Denmark
- Germany
- Luxembourg
- Netherlands
- Norway
- Singapore
- Sweden
- Switzerland

AA+

- Canada
- Finland
- U.S.A.

AA

- Abu Dhabi (UAE)
- France

AA-

- Belgium
- Hong Kong
- Qatar
- U.K.

(note the Council only invests in the highest rated UK institutions)

APPENDIX 2: DELEGATION AND RESPONSIBILITY

The following personnel are involved on a regular basis in Treasury Management: -

Executive Director of Finance (Section 151) Officer	Overall supervision of Treasury Management function and cash flow. Regular reviews of Treasury Management Strategy and monitor performance.
Head of Management Accountancy	Manage and undertake day to day Treasury Management Activities in accordance with Treasury Strategy and Policy Statement.
Senior Accountant	Deputise for Head of Management Accountancy in their duties as required.

APPENDIX 3: Treasury management scheme of delegation

(i) Full council

- receiving and reviewing reports on treasury management policies, practices and activities;
- approval of annual strategy.

(ii) Boards/committees/Council/responsible body

- approval of/amendments to the organisation's adopted clauses, treasury management policy statement and treasury management practices;
- budget consideration and approval;
- approval of the division of responsibilities;
- receiving and reviewing regular monitoring reports and acting on recommendations;
- approving the selection of external service providers and agreeing terms of appointment.

(iii) Body/person(s) with responsibility for scrutiny

- reviewing the treasury management policy and procedures and making recommendations to the responsible body.

APPENDIX 4: The treasury management role of the section 151 officer

The S151 (responsible) officer

- recommending clauses, treasury management policy/practices for approval, reviewing the same regularly, and monitoring compliance;
- submitting regular treasury management policy reports;
- submitting budgets and budget variations;
- receiving and reviewing management information reports;
- reviewing the performance of the treasury management function;
- ensuring the adequacy of treasury management resources and skills, and the effective division of responsibilities within the treasury management function;
- ensuring the adequacy of internal audit, and liaising with external audit;
- recommending the appointment of external service providers.

The above list of specific responsibilities of the S151 officer in the 2017 Treasury Management Code has not changed. However, implicit in the changes in both codes, is a major extension of the functions of this role, especially in respect of non-financial investments, (which CIPFA has defined as being part of treasury management).

- preparation of a capital strategy to include capital expenditure, capital financing, non-financial investments and treasury management, with a long term timeframe
- ensuring that the capital strategy is prudent, sustainable, affordable and prudent in the long term and provides value for money
- ensuring that due diligence has been carried out on all treasury and non-financial investments and is in accordance with the risk appetite of the authority
- ensure that the authority has appropriate legal powers to undertake expenditure on non-financial assets and their financing
- ensuring the proportionality of all investments so that the authority does not undertake a level of investing which exposes the authority to an excessive level of risk compared to its financial resources
- ensuring that an adequate governance process is in place for the approval, monitoring and ongoing risk management of all non-financial investments and long term liabilities
- provision to members of a schedule of all non-treasury investments including material investments in subsidiaries, joint ventures, loans and financial guarantees
- ensuring that members are adequately informed and understand the risk exposures taken on by an authority
- ensuring that the authority has adequate expertise, either in house or externally provided, to carry out the above
- creation of Treasury Management Practices which specifically deal with how non treasury investments will be carried out and managed, to include the following (*TM Code p54*): -
 - *Risk management (TMP1 and schedules), including investment and risk management criteria for any material non-treasury investment portfolios;*
 - *Performance measurement and management (TMP2 and schedules), including methodology and criteria for assessing the performance and success of non-treasury investments;*
 - *Decision making, governance and organisation (TMP5 and schedules), including a statement of the governance requirements for decision making in relation to non-treasury investments; and arrangements to ensure that appropriate professional due diligence is carried out to support decision making;*

- *Reporting and management information (TMP6 and schedules), including where and how often monitoring reports are taken;*
- *Training and qualifications (TMP10 and schedules), including how the relevant knowledge and skills in relation to non-treasury investments will be arranged.*



Classification	Item No.
Open	

Meeting:	Licensing & Safety Committee/Full Council
Meeting date:	2 September 2021 – Licensing and Safety Committee 9 September 2021 – Full Council
Title of report:	Common Minimum Licensing Standards
Report by:	Executive Director (Operations)
Decision Type:	Council
Ward(s) to which report relates	All

Executive Summary:

This report outlines the work that has been undertaken by the Greater Manchester Licensing Network and Transport for Greater Manchester in relation to Common Minimum Licensing Standards for Hackney Carriage and Private Hire Licensing. It details the consultation that has taken place and feedback and comments received. The standards detailed in the report relate to licensed drivers, licensed private hire operators and local authority and the proposals and recommendations made in the report are designed to ensure a safe, visible, accessible and high-quality hackney and private hire service.

Recommendation

- To adopt the recommendations presented in section 4 (Lead Officer Recommendations) for each proposed standard for implementation by 1 December 2021 unless an alternative date is specified, or a further report is required.

1.0 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.

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.

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

1.3 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 2 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%

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

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

2.4 The response breakdown for Bury Council was as follows:

	Questionnaire	Letter/ email	Total	% (Figures Rounded to nearest %)
General public	89	1	90	72%
Hackney drivers	2	0	2	2%
Private hire vehicle drivers	27	0	27	22%
Private hire operators	3	0	3	2%
Vehicle leasing companies	2	0	2	2%
Businesses	0	0	0	0%
Organisations	0	0	0	0
Elected representatives	1	0	1	1%
Base	124	1	125	100%

For the purpose of this report:

There were less than 10 responses received from hackney carriage drivers, private hire operators, vehicle leasing companies, businesses, organisations and representatives. Analysis of the closed questions (e.g. agree/disagree) is therefore limited to the general public and private hire vehicle drivers.

Because of the small sample size data should be treated with caution and any difference in response is not statistically significant unless stated otherwise.

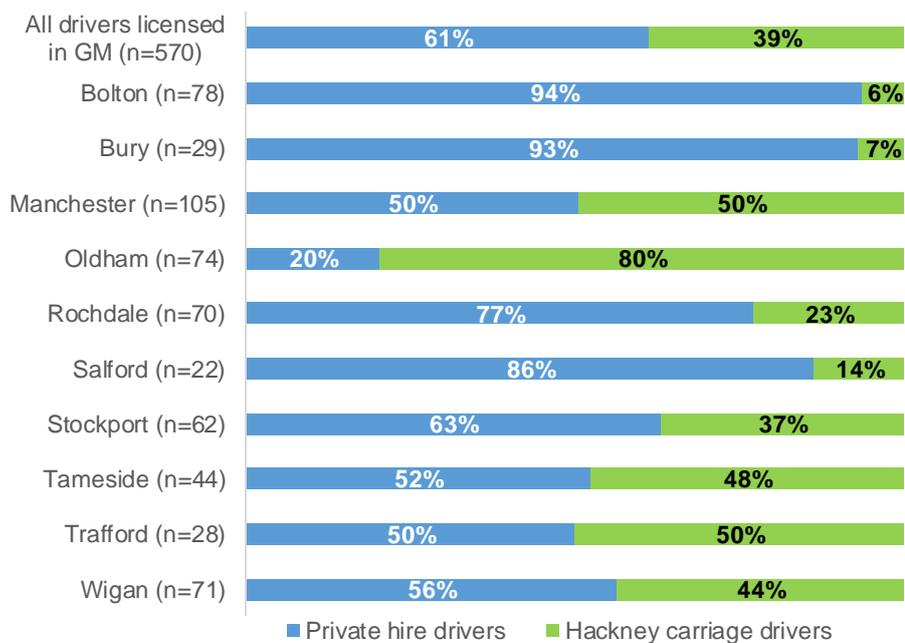
In order to compare responses with the rest of Greater Manchester, the following types of respondents have not been included in the data:

- Those who did not state their location; and
- Those who are only located outside Greater Manchester.

Analysis of comments about each proposed standard will include the data from all types of respondent, where their comment adds detail to a view they hold.

For each standard, each respondent stated their level of agreement from strongly agree to strongly disagree. In this report the data for those who live or are licensed in Bury are compared to the total response from Greater Manchester (including responses from Bury).

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 (To be considered in the stage 2 report later in the year)

- 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 has been produced.

- 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.

A summary table is provided below to show at a glance which standards are already in place in Bury and where the proposed standards represent a change. The table also indicates those standards that are part of the new Department for Transport's statutory standards, and the last column indicates the outcome proposed after consideration. Full details to support each recommendation then follow in the report.

Key: Where the proposed standard has a blue circle ● at the side this reflects that this standard is contained within the Department for Transport's Statutory Guidance

RAG Rating:

Green indicates that this standard is already being met in Bury
Amber indicates that this standard is already partially met in Bury
Red Indicates that this would be a new standard for Bury

Proposed Standards		Bury	Statutory Plans	Implement Standard	Proposed
Licensed Drivers	1. Enhanced DBS Check		●	To implement the Standard 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.	
	2. Driver Medical examination			To implement the Standard as proposed	
	3. Knowledge test			To implement the Standard as proposed	

	4. English language test		●	To implement the Standard as proposed
	5. Driving proficiency test			To provide a future report as to the implementation of the standard for new drivers at an agreed date in 2022 and utilise in licence reviews as appropriate with immediate effect. To provide a further future report to consider the implementation of the standard for existing drivers at a later date. To note that the current standard/requirement within Bury will remain in force pending those future reports and subsequent decisions..
	6. Driver training		●	To implement the standard for new drivers at an agreed date in 2022 and utilise in licence reviews as appropriate with immediate effect. To consider the implementation for existing drivers at a later date.
	7. Dress Code			To implement the standard as proposed.
	8. Drug and Alcohol Testing			To develop a full policy proposal to be brought back to Members in 2022.
	9. Private hire driver conditions			To implement the standard as proposed.
Operator Standards	1. Common Licence conditions			To implement the standard as proposed.
	2. Criminal record checks for operators and staff		●	To implement the standard as proposed.
Local Authority Standards	1. Timescales for applications – 8 Weeks			To implement standard as proposed
	2. An agreed common			To implement standard as proposed

	enforcement approach			
	3. A Common Fee setting Framework			To implement the Standard as proposed.
	4. Councillor Training		●	To implement the Standard as proposed.
	5. Delegated powers for Licensing Managers			To implement the Standard as proposed.
	6. Excellence in Licensing Award			To provide a further future report on how a scheme would be operated, funded and be seen to be fair and take direction from Members about developing a scheme further.

DRIVER STANDARDS PROPOSALS

Proposed Standard 1	Bury Council 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. NB. If a licence has not been issued within 6 months of DBS certificate issue date, then a further enhanced DBS will be required (unless the applicant is registered with the Update Service)</p>	<p>On first application, currently require a DBS every three years</p> <p>Some are registered with the update service, but many aren't as this is not mandatory at Bury.</p>
<p>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.</p>	<p>This is currently required in Bury.</p>
<p>Reason for Proposal</p> <p>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.</p>	

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	Businesses	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.

Bury Response:

In total, 9 members of the public made comment on Enhanced Criminal Record Checks.

- **Enhanced Criminal Record Checks (DBS):** Two thirds (n=6) of the comments received agreed that the DBS checks should be mandatory and three other comments were about improving the feeling of passengers' safety.

In total, 1 Private hire driver made comment on Enhanced Criminal Record Checks

- **Enhanced Criminal Records Check (DBS):** One driver agreed that DBS checks should be mandatory.

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 the Standard 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.

Proposed Standard 2	Bury Council 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] 	<p>We currently have this standard in Bury</p>
<ul style="list-style-type: none"> 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 	<p>An applicant/licence holder can go to their own GP or they can go to another approved supplier as well but this supplier does not have access to medical records</p>

<ul style="list-style-type: none"> • That the medical certificate is no more than 4 months old on the date the licence is granted 	<p>We currently accept medicals up to 12 months old.</p>
<ul style="list-style-type: none"> • 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>Applicants must have a medical when they apply for their first licence and then again when they reach 45 and every five years up to 65 and then every year thereafter.</p>

Reason for Proposal

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 handle wheelchair users	1	0	0	0	1	0	0
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)

Bury Response:

In total, 3 members of the public made comment on Medical Examinations:

Medical examinations: Two comments agreed with the medical examinations in general and one commented it was unnecessary.

No Private hire driver made comments on this proposal.

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 the Standard as proposed.

Proposed Standard 3	Bury Council Current standard																
<p>Knowledge Tests</p> <p>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>All drivers must undertake and pass a knowledge test in Bury prior to a licence being granted</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> <p>123 comments were made from general public respondents 47 comments were made from trade respondents</p> <table border="1" data-bbox="215 1655 1426 1830"> <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>Knowledge Test</td> <td>123</td> <td>12</td> <td>22</td> <td>4</td> <td>0</td> <td>2</td> <td>7</td> </tr> </tbody> </table> <p>This table breaks those comments down thematically across the respondent categories:</p>		STANDARD	General public	Hackney Drivers	PHV Drivers	PHV Operators	Business	Vehicle Leasing Company	Representatives	Knowledge Test	123	12	22	4	0	2	7
STANDARD	General public	Hackney Drivers	PHV Drivers	PHV Operators	Business	Vehicle Leasing Company	Representatives										
Knowledge Test	123	12	22	4	0	2	7										

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 respondents 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)

Bury Response:

In total, 10 members of the public made comment on this proposal.

Knowledge test (n=10): Members of the public who commented were in support of the local knowledge test emphasising drivers don't always know where they wish to travel to and just follow SatNav or ask passengers for direction.

"Lack of local area Knowledge. on many occasions on social nights out with my friend we have constantly had to direct the driver to wherever we wish to go as they just do not have the area knowledge & when questioning our more familiar / regular drivers why it became apparent that drivers were being brought in from outside the area. This often led to debates / arguments with some of the drivers because they didn't see it as a problem & that we should show them the route & a lot of the time the drivers were engaged in general conversations on their hands-free mobiles which we found to be very disconcerting & downright rude." (Public, age 55-64)

"Knowledge tests in terms of knowing the best route to take to keep the fare to a minimum, rather than taking longer routes to increase the cost. From my own experiences I have on occasion challenged the taxi / cab driver on their choice of route, and received the response "Which way do you want me to go?" I think the public and certainly myself expect these minimum standards from a service that is for the public." (Public, age 45-54)

In total, 3 private hire drivers made comment to this proposal.

Knowledge test: Two drivers stated that the knowledge test is unnecessary since they use SatNav and one driver commented they were important as there is currently an issue with drivers' local knowledge.

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

<p>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.</p>	
<p>Lead Officers recommendation</p>	
<p>To implement the Standard as proposed</p>	
<p>Proposed Standard 4</p>	<p>Bury Council Current standard</p>
<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 - Be able to provide a legibly written receipt upon request 	<p>This is a pre-requisite requirement before an application can be made in Bury</p>
<p>Reason for Proposal</p>	
<p>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.</p> <p>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.</p>	
<p>Consultation Response</p>	
<p><u>GM level response:</u></p> <p>94 comments were made from general public respondents 39 comments were made from trade respondents</p>	

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.

Bury Response:

In total, 8 members of the public made comment on this proposal.

- Almost all the comments received (n=7) agreed with the requirements just one person felt it was an unnecessary standard.

In total, 3 private hire drivers made comment on this proposal.

English language test: One driver agreed with the test; another disagreed, with one comment suggesting that the enforcement of a language test will be controversial.

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 the standard as proposed.

Proposed Standard 5	Bury Council 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>This is currently a pre-requisite in Bury. Driving proficiency tests are undertaken by two driving school companies in Bury. Bury would have to use the GM approved supplier once sourced.</p>																
<p>Reason for Proposal</p>																	
<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>																	
<p>Consultation Response</p>																	
<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" data-bbox="193 1458 1449 1659"> <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>Driving Proficiency Test</td> <td>53</td> <td>10</td> <td>10</td> <td>3</td> <td>0</td> <td>0</td> <td>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										
<p>This table breaks those comments down thematically across the respondent categories:</p> <table border="1" data-bbox="193 1771 1449 1955"> <thead> <tr> <th>Comment Theme</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>Support proficiency tests proposals</td> <td>39</td> <td>7</td> <td>3</td> <td>1</td> <td>0</td> <td>0</td> <td>5</td> </tr> </tbody> </table>		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
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 enroute. 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)

Bury Response:

In total, 5 members of the public made comment on this proposal

- **Driving proficiency test:** Most of the comments were supportive (n=4). Just one felt it would not serve a purpose;

No comments were received from private hire drivers on this proposal.

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. It is noted however that a proposal to implement the standard for existing fleets has not been consulted upon at this time and so due consideration will have to be given to this in the future if this is proposed.

However, as is the case currently, where a driver's proficiency is called into question (through complaints, officer observations and/or traffic related offences), it remains an option for authorities upon review of the driver's licence, to 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 provide a future report as to the implementation of the standard for new drivers at an agreed date in 2022 and utilise in licence reviews as appropriate with immediate effect.

To provide a further future report to consider the implementation of the standard for existing drivers at a later date.

To note that the current standard/requirement within Bury will remain in force pending those future reports and subsequent decisions.

Proposed Standard 6	Bury Council 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>This is currently an existing requirement in Bury although there are a small number of drivers who have not yet completed their training. All affected drivers have been contacted in writing and if not completed face their licences being revoked.</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>	

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.

Consultation Response

GM level response:

70 comments were made from general public respondents

29 comments were made from trade respondents

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)

Bury Response:

In total, 3 members of public made comment on this proposal.

- **Driver training:** One comment was in general agreement with the training, one felt that additional subjects should be included in the training and one mentioned that driver's behaviour needs improvement.

In total, 1 private hire driver made comment to this proposal.

Driver training: A driver commented additional subjects should be added to the training.

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 the standard as proposed.

Proposed Standard 7	Bury Council 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>This would be a new requirement for Bury if implemented</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. 91 comments were made from trade respondents.</p> <table border="1" data-bbox="177 1845 1434 2022"> <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>Dress Code</td> <td>102</td> <td>27</td> <td>49</td> <td>4</td> <td>0</td> <td>1</td> <td>10</td> </tr> </tbody> </table>		Standard	General public	Hackney Drivers	PHV Drivers	PHV Operators	Business	Vehicle Leasing Company	Representatives	Dress Code	102	27	49	4	0	1	10
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)

Bury Response:

In total, 11 members of the public made comment on this proposal.

Dress code (n=11): Members of the public stated that uniforms are not necessary as long as drivers are presentable.

“The requirements for dress code seem unnecessary as long as the taxi is identifiable” (Public, age 35-44)

“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)

In total, 2 private hire drivers made comment on this proposal.

- **Dress code:** Two drivers disagreed with the dress code

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 the standard as proposed.

Proposed Standard 8	Bury Council 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>This would be a new requirement for Bury if implemented.</p>																																														
Reason for Proposal																																															
<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>																																															
Consultation Response																																															
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<p>Few comments were received about this proposal in principle, but those that did comment were mostly in favour of the standard:</p>																																															
<p><i>“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></p>																																															

"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.

Bury Response:

In total, 5 members of the public made comments on this proposal.

- **Drugs and alcohol testing:** respondents provided a general comment in agreement with this (n=4) with one concerned about abuse of the system;

In total, 1 private hire driver made comment on this proposal

Drug and Alcohol Testing: agreed with the testing

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.

Proposed Standard 9	Bury Council 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>Bury Council currently has private hire driver conditions. As part of this MLS project a proposed set of conditions have been developed. This is part of the work of GM Licensing Managers being undertaken.</p>

Reason for Proposal

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.

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 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
Private Hire driver conditions	5	1	2	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
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)

Bury Response:

In total, 1 Member of the public made comment to this proposal.

- **Private hire driver conditions:** This person agreed with them without giving a reason.

In Total, 1 private hire driver made comment to this proposal.

Private hire driver conditions: One driver felt they were unfair.

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 the standard as proposed.

OPERATOR STANDARDS

Proposed Standard 1	Bury Council 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>Bury Council as part of the MLS project a proposed set of conditions have been developed. This is part of the work of GM Licensing Managers are undertaking.</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 conditions require operators to make it clear to passengers which authority the vehicle and driver they are dispatching is licensed by.</p>																	
<p>Consultation Response</p>																	
<p><u>GM level response:</u></p> <p>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:</p> <table border="1" data-bbox="229 1827 1385 2031"> <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>General Comments</td> <td>80</td> <td>13</td> <td>17</td> <td>6</td> <td>0</td> <td>1</td> <td>4</td> </tr> </tbody> </table>		Standard	General public	Hackney Drivers	PHV Drivers	PHV Operators	Business	Vehicle Leasing Company	Representatives	General Comments	80	13	17	6	0	1	4
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)

PH Operator

A number of detailed submissions were made by an Operator about 7 specific Operator licence conditions. These have been fully considered and the proposed amendments recommended by officers are set out at **Appendix 4** (which have in turn been updated in the Conditions at Appendix 3).

Bury Response:

In total, 4 members of the public made comments on this proposal.

In total, 2 private hire drivers made comment on this proposal.

Comments and considerations

There was no strong opposition overall to the Operator licence conditions, with comments from within the trades minimal in number and the vast majority of those that responded supporting the proposal. Members of the public overwhelmingly agreed with the Operators standards in general.

There was strong opposition voiced by one Operator both about the conditions in general and with regards to a number of individual conditions as referred to above and these have been fully considered, resulting in some amendments. The proposed conditions seek to protect the integrity of the standards within each of the 10 GM authorities and assist officers to more effectively address and tackle issues that undermine public safety.

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.

Proposed Standard 2	Bury Council 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>This would be a new requirement for Bury if implemented</p>
<p>Reason for Proposal</p>	
<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 than any staff member within an Operator company has access to sensitive or personal information that could be misused to take advantage of or exploit</p>	

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)

Bury Response:

In total, 7 members of the public made comments on this proposal.

The general public mainly made **general comments (n=7)** and commented on the importance of all operators and staff having **criminal record checks (n=7)**, especially because they hold a lot of private information about passengers.

“All personnel involved should be DBS checked at least, too many in recent times have been able to drive taxis without checks putting the public at great risk. Sometimes with dire consequences, usually women.” (Public, age 55-64)

In total, 4 private hire drivers made comment on this proposal.

Of the very few comments, some drivers supported criminal record checks for operators.

“Criminal record checks for operators and staff” (PHV Driver)

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 the standard as proposed.

LOCAL AUTHORITY STANDARDS

Proposed Standard 1	Current standard
<p>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.</p>	<p>The current standard for Bury is 4 weeks.</p>
<p>Reason for Proposal</p>	
<p>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.</p>	
<p>Consultation Response</p>	

GM 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
Base	5	0	13	0	0	0	3

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)

Bury Response:

In total, 1 member of the public made comment on this proposal.

Comments from the public were more general and mixed than specific about a part of the standard.

*“Yet again I totally agree with all these proposals & all in all can only massively improve both private & public hire common frameworks & also to vastly improve for folk such as myself a confidence to use the Taxi services more frequently than I do & feel safe also.”
(Public, age 55-64)*

Themes from private hire drivers

Of the 2 comments, only one PHV driver provided a detailed comment.

“If councils truly want to improve standards, they need consider raising the standards for drivers. This could be achieved through a minimum pricing tariff that all operators must adhere to. It should also be proposed that councils introduce the capping of new drivers’ licences. This could be in line with population. Placing restrictions on the number of drivers would go a long way to improving standards.

New licences could still be available for specific periods that allow the council to target periods that may be hard to provide a service for. Example. A driver wanting a new licence may be given a licence and plate that is usable morning’s 7am to 10am evenings 3pm to 7pm and weekend nights only. This could in time transfer to an unlimited licence.

It should also be a requirement that a badge renewal should be granted on production of a tax return. This may be a self-assessment, but it will ensure that drivers are not working and claiming unwarranted benefits that can give an unfair advantage to certain individuals. Drivers who state that they are not working won’t be granted an automatic renewal and drivers on a waiting list could then be offered the vacant licence.

I understand that some of my suggestions may not be lawfully achievable. It is just an example of things that may be necessary to achieve the kind of standards you require.

I have been involved in the private hire business for 36 years as a driver, a fleet owner & a proprietor. The service levels achieved today are remarkable in comparison with those days when we worked with a telephone and a two-way radio with pen and paper. However, it has to be understood that the level of pay has diminished considerably. This is predominantly due to the increasing costs that haven’t been met with increased fares. This is without doubt due to the amount of people that are providing this service and driving costs to a level that is lower than many individual bus fares.” (PHV Driver)

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 the standard as proposed.

Proposed Standard 2**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.

Bury Council Current standard

This would be a new requirement for Bury if implemented.

Reason for Proposal

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.

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.

Consultation ResponseGM level response:

Very few comments were made about the proposed common enforcement approach.

Standard	General public	Hackney Drivers	PHV Drivers	PHV Operators	Business	Vehicle Leasing Company	Representatives
Common Enforcement Approach	6	2	2	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
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)

Bury Response:

Comments from the public were more general and mixed than specific about a part of the standard.

“Yet again I totally agree with all these proposals & all in all can only massively improve both private & public hire common frameworks & also to vastly improve for folk such as myself a confidence to use the Taxi services more frequently than I do & feel safe also.” (Public, age 55-64)

Themes from private hire drivers

Of the 2 comments, only one PHV driver provided a detailed comment.

“If councils truly want to improve standards, they need consider raising the standards for drivers. This could be achieved through a minimum pricing tariff that all operators must adhere to. It should also be proposed that councils introduce the capping of new drivers’ licences. This could be in line with population. Placing restrictions on the number of drivers would go a long way to improving standards.

New licences could still be available for specific periods that allow the council to target periods that may be hard to provide a service for. Example. A driver wanting a new licence may be given a licence and plate that is usable morning’s 7am to 10am evenings 3pm to 7pm and weekend nights only. This could in time transfer to an unlimited licence.

It should also be a requirement that a badge renewal should be granted on production of a tax return. This may be a self-assessment, but it will ensure that drivers are not working and claiming unwarranted benefits that can give an unfair advantage to certain individuals. Drivers who state that they are not working won’t be granted an automatic renewal and drivers on a waiting list could then be offered the vacant licence.

I understand that some of my suggestions may not be lawfully achievable. It is just an example of things that may be necessary to achieve the kind of standards you require.

I have been involved in the private hire business for 36 years as a driver, a fleet owner & a proprietor. The service levels achieved today are remarkable in comparison with those days when we worked with a telephone and a two way radio with pen and paper. However it has to be understood that the level of pay has diminished considerably. This is predominantly due to the increasing costs that haven’t been met with increased fares. This is without doubt due to the

amount of people that are providing this service and driving costs to a level that is lower than many individual bus fares.” (PHV Driver)

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.

Proposed Standard 3	Bury Council 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>Work is currently on going with all GM Authorities</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.

Bury Response:

In total, 1 member of the public made comment on this proposal.

Comments from the public were more general and mixed than specific about a part of the standard.

“Yet again I totally agree with all these proposals & all in all can only massively improve both private & public hire common frameworks & also to vastly improve for folk such as myself a confidence to use the Taxi services more frequently than I do & feel safe also.” (Public, age 55-64)

Themes from private hire drivers

Of the 2 comments, only one PHV driver provided a detailed comment.

“If councils truly want to improve standards, they need consider raising the standards for drivers. This could be achieved through a minimum pricing tariff that all operators must adhere to. It should also be proposed that councils introduce the capping of new drivers’

licences. This could be in line with population. Placing restrictions on the number of drivers would go a long way to improving standards.

New licences could still be available for specific periods that allow the council to target periods that may be hard to provide a service for. Example. A driver wanting a new licence may be given a licence and plate that is usable morning's 7am to 10am evenings 3pm to 7pm and weekend nights only. This could in time transfer to an unlimited licence.

It should also be a requirement that a badge renewal should be granted on production of a tax return. This may be a self-assessment, but it will ensure that drivers are not working and claiming unwarranted benefits that can give an unfair advantage to certain individuals. Drivers who state that they are not working won't be granted an automatic renewal and drivers on a waiting list could then be offered the vacant licence.

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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.

Proposed Standard 4	Bury Council Current standard
<p>Councillor Training ●</p> <p>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>Training has been provided to Members of the LSC by the Licensing Unit Manager/Head of Service. All training and presentations are recorded and shared with members. The Head of Legal Services provides input to any training being organised.</p>
<p>Reason for Proposal</p>	
<p>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.</p>	

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)

Bury Response:

In total, 1 member of the public made comment on this proposal.

Comments from the public were more general and mixed than specific about a part of the standard.

*“Yet again I totally agree with all these proposals & all in all can only massively improve both private & public hire common frameworks & also to vastly improve for folk such as myself a confidence to use the Taxi services more frequently than I do & feel safe also.”
(Public, age 55-64)*

Themes from private hire drivers

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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 the Standard as proposed.

Proposed Standard 5	Bury Council Current standard
<p>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</p>	<p>We currently have this proposal in Bury. These matters are delegated to the Head of Public Protection/Licensing Unit Manager in</p>

revoke licences on the grounds of public safety when an urgent need arises.	consultation with the Chair of the Licensing and Safety Committee.
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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

GM level response:

Extremely few comments were made with regards to this proposal:

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

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)

Bury Response:

Comments from the public were more general and mixed than specific about a part of the standard.

*“Yet again I totally agree with all these proposals & all in all can only massively improve both private & public hire common frameworks & also to vastly improve for folk such as myself a confidence to use the Taxi services more frequently than I do & feel safe also.”
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New licences could still be available for specific periods that allow the council to target periods that may be hard to provide a service for. Example. A driver wanting a new licence may be given a licence and plate that is usable morning’s 7am to 10am evenings 3pm to 7pm and weekend nights only. This could in time transfer to an unlimited licence.

It should also be a requirement that a badge renewal should be granted on production of a tax return. This may be a self-assessment, but it will ensure that drivers are not working and claiming unwarranted benefits that can give an unfair advantage to certain individuals. Drivers who state that they are not working won’t be granted an automatic renewal and drivers on a waiting list could then be offered the vacant licence.

I understand that some of my suggestions may not be lawfully achievable. It is just an example of things that may be necessary to achieve the kind of standards you require.

I have been involved in the private hire business for 36 years as a driver, a fleet owner & a proprietor. The service levels achieved today are remarkable in comparison with those days when we worked with a telephone and a two-way radio with pen and paper. However, it has to be understood that the level of pay has diminished considerably. This is predominantly due to the increasing costs that haven’t been met with increased fares. This is without doubt due to the amount of people that are providing this service and driving costs to a level that is lower than many individual bus fares.” (PHV Driver)

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 the Standard as proposed.

Proposed Standard 6	Bury Council 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>This would be a new requirement for Bury if implemented</p>						
<p>Reason for Proposal</p>							
<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>							
<p>Consultation Response</p>							
<p>Standard</p>	<p>General public</p>	<p>Hackney Drivers</p>	<p>PHV Drivers</p>	<p>PHV Operators</p>	<p>Business</p>	<p>Vehicle Leasing Company</p>	<p>Representatives</p>
<p>Excellence in Licensing Award</p>	<p>27</p>	<p>4</p>	<p>3</p>	<p>0</p>	<p>0</p>	<p>0</p>	<p>1</p>
<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>							
<p>This table breaks those comments down thematically across the respondent categories:</p>							
<p>Comment Theme</p>	<p>General Public</p>	<p>Hackney Drivers</p>	<p>PHV Drivers</p>	<p>PHV Operators</p>	<p>Business</p>	<p>Vehicle Leasing Company</p>	<p>Representatives</p>
<p>Concern about the authenticity of the award</p>	<p>8</p>	<p>0</p>	<p>1</p>	<p>0</p>	<p>0</p>	<p>0</p>	<p>0</p>
<p>It is a good Idea to appreciate drivers</p>	<p>14</p>	<p>1</p>	<p>0</p>	<p>0</p>	<p>0</p>	<p>0</p>	<p>1</p>
<p>Doesn't think as a good idea, i.e. waste of time and money</p>	<p>6</p>	<p>3</p>	<p>3</p>	<p>0</p>	<p>0</p>	<p>0</p>	<p>0</p>
<p>Base</p>	<p>27</p>	<p>4</p>	<p>3</p>	<p>0</p>	<p>0</p>	<p>0</p>	<p>1</p>
<p>Members of the public commented far more than the trade here, and were generally positive and keen to show appreciation of drivers:</p>							
<p><i>"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</i></p>							

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 the 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)

Bury Response:

In total, 1 member of the public made comment on this proposal.

Comments from the public were more general and mixed than specific about a part of the standard.

“Yet again I totally agree with all these proposals & all in all can only massively improve both private & public hire common frameworks & also to vastly improve for folk such as myself a confidence to use the Taxi services more frequently than I do & feel safe also.” (Public, age 55-64)

Themes from private hire drivers

Of the 2 comments, only one PHV driver provided a detailed comment.

“If councils truly want to improve standards, they need consider raising the standards for drivers. This could be achieved through a minimum pricing tariff that all operators must adhere to. It should also be proposed that councils introduce the capping of new drivers' licences. This could be in line with population. Placing restrictions on the number of drivers would go a long way to improving standards.

New licences could still be available for specific periods that allow the council to target periods that may be hard to provide a service for. Example. A driver wanting a new licence may be given a licence and plate that is usable morning's 7am to 10am evenings 3pm to 7pm and weekend nights only. This could in time transfer to an unlimited licence.

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individuals. Drivers who state that they are not working won't be granted an automatic renewal and drivers on a waiting list could then be offered the vacant licence.

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I have been involved in the private hire business for 36 years as a driver, a fleet owner & a proprietor. The service levels achieved today are remarkable in comparison with those days when we worked with a telephone and a two-way radio with pen and paper. However, it has to be understood that the level of pay has diminished considerably. This is predominantly due to the increasing costs that haven't been met with increased fares. This is without doubt due to the amount of people that are providing this service and driving costs to a level that is lower than many individual bus fares." (PHV Driver)

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 provide a further future report 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 should be noted that as this and similar reports are going through District governance contemporaneously, the recommendations are also being outlined to Combined Authority for endorsement at their September meeting.
- 5.2 It is proposed that all the standards recommended for implementation are out in place and operational by 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.

Community impact / Contribution to the Bury 2030 Strategy

Local Neighbourhoods: The proposals will improve safety standards within the Taxi trade which will increase safety for Bury/GM residents using their services.

Enterprise: The proposals support GM economic growth and will promote and provision and use of local, safer and more consistent GM private hire and hackney carriage trade.

Economic Growth and Inclusion: The implementation of the proposals and improved safety standards will include GM wide promotion of the GM Taxi trade. Public awareness will be increased outlining the benefits following the improved standards and will increasing awareness of the trade and services they provide to the public in Bury/GM.

Equality Impact and considerations:

A GM-wide Equality Impact Assessment has been undertaken and a copy is available on request.

Under section 149 of the Equality Act 2010, the ‘general duty’ on public authorities is set out as follows:

A public authority must, in the exercise of its functions, have due regard to the need to -

- (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;*
- (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;*
- (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.*

The public sector equality duty requires us to consider how we can positively contribute to the advancement of equality and good relations, and demonstrate that we are paying ‘due regard’ in our decision making in the design of policies and in the delivery of services.

Assessment of Risk:

The following risks apply to the decision:

Risk / opportunity	Mitigation
Opportunity - Improved/co-ordinated safety and standards for hackney carriage and private hire licensing across GM.	Not applicable.
Risk – Licensed drivers/operators may choose to obtain licences outside of GM resulting in loss of income and lower standards.	Continued lobbying of Government to review the issue of out of town (not licensed in GM) drivers and vehicles operating in GM.

	<p>The GM Clean Air Plan exemption will be restricted to those vehicles licensed in GM.</p> <p>Following implementation there will be GM-wide publicity to promote to members of the public the benefits of using GM licensed vehicle.</p>
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Consultation:

A Consultation was undertaken by Aecom on behalf of Transport for Greater Manchester and the ten Greater Manchester Authorities. The consultation took place for an eight-week period between the 8th October 2020 until the 3rd December 2020.

Legal Implications:

The granting of private hire and hackney carriage driver’s licences and private hire operators’ licences is governed by legislation and gives local authorities powers to attach conditions on grant. In addition, the legislative requirements place duties on local authorities granting such licences, to be satisfied applicants are fit and proper and not disqualified due to their immigration status.

The current proposals of common minimum licensing standards will require adoption by the Council. Their application is open to legal challenge either by way of an appeal against the attachment of conditions to a licence or by way judicial review in relation to the overall decision to adopt.

Further reports will be required in due course on a limited number of the proposals and advice will be required as to the appropriate governance route at that time.

Financial Implications:

There are no significant financial costs associated with adopting the common minimum licensing standards for Bury and the work associated with administering and monitoring the scheme will be subsumed within existing resources. Work is ongoing as part of this project to develop and adopt a common fee methodology at which time an assessment will be required as to the financial impact favourable or adverse this may have on existing income budgets.

Report Author and Contact Details:

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Please include a glossary of terms, abbreviations and acronyms used in this report.

Term	Meaning
GM	Greater Manchester
MLS	Minimum licensing Standards
CCTV	Closed circuit television cameras
PH	Private Hire
DBS	Disclosure and Barring Service
DSA	Driver Standards Agency
DVSA	Driver and Vehicle Standards Agency
EU	European Union
GP	General Practitioner
RHA	Road Haulage Association
HGV	Heavy Goods Vehicle
HSE	Health and Safety Executive
LPHCA	Licensed Private Hire Car Association
ICO	Information Commissions Office
PHV	Private Hire Vehicle
PHO	Private Hire Operator

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.

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 Bury 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 or Police 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, displayed on a fare card, 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.

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 *Bury 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 all times, at any premises that the general public have access to and/or on online booking sites and applications:
 - 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 within the relevant premises where it can be easily read; or clearly marked on the relevant online site/app where it can be easily accessed.

- 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 not allow their Licensed Operator Premises to be used to conduct business relating to licensees of other non-Greater Manchester local authorities.

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 the following message to the person making the booking (whether via telephone, automated booking or booking App) before the booking is made (allowing the requester the opportunity to confirm the booking or not):

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 the 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 (where it exists) when contracting 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 large 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 contracted 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 receiving or otherwise becoming aware of any complaint/allegation, 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, violence/threats of violence or substance misuse.
- 5.2 The Operator must notify the Council within 72hrs of any complaint/allegation, police enquiries, or notification of convictions involving any driver that is registered to carry out bookings for the operator, which relates to matters involving dishonesty or equality.
- 5.3 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.
- 5.4 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).
- 5.5 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.
- 5.6 The Operator must keep all complaint records for at least 12 months (including against drivers carrying out sub-contracted bookings) and ensure these records are available for inspection at any time an authorised officer may request to review them.

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 relevant staff (as per condition 6.3) 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 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

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.

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.

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 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.

Proposed amendments to Operator Conditions

CONDITION	CURRENT WORDING	PROPOSED CHANGE	COMMENT
2.8	<p>The Operator must display the following at their premises at all times:</p> <p>e) A copy of the current Operator licence</p> <p>f) A schedule of fares</p> <p>g) A notice which provides information on how to complain to the Licensing Authority including email and phone number</p> <p>h) A copy of the public liability insurance policy certificate</p> <p>The above shall be displayed in a prominent position, where the public have access and, where it can be easily read.</p>	<p>The Operator must display the following at all times at any premises that the general public have access to and/or on online booking sites and apps:</p> <p>a) A copy of the current Operator licence</p> <p>b) A schedule of fares</p> <p>c) A notice which provides information on how to complain to the Licensing Authority (including email and phone number)</p> <p>d) A copy of the public liability insurance policy certificate</p> <p>The above shall be displayed in a prominent position within a premises, where it can be easily read; or clearly marked on the relevant online site/app where it can be easily accessed.</p>	<p>Made clear that this only applies if have a base that is used to deal with members of the public – and includes requirement to ensure displayed online.</p>
2.10	<p>The Operator shall now allow their Licensed Operator Premises to be used to conduct business relating to another non (<i>insert name of Council</i>) Licensed Operator.</p>	<p>The Operator shall not allow their Licensed Operator Premises to be used to conduct business relating to licensees of other non-Greater Manchester local authorities.</p>	<p>This condition is designed to prevent the undermining of the local licensing regime and public safety</p> <p>It is submitted that the Deregulation Act when drafted, worked to the assumption that all districts outside of London and</p>

			Plymouth were 'governed by the same legislation' (Deregulation Act 2015 Guidance notes) – which they are, but this clearly ignores that there is a wide variance in public safety policies, procedures, practice and licence conditions between districts, and there remains a lack of mandatory minimum standards nationally with regards to important safeguarding matters. As such, it is proposed that the condition should remain to protect and uphold local licensing regimes, but has been amended to include all of GM in recognition that following the completion of this first phase of harmonisation by the MLS project, these regimes will not serve to undermine each other.
4.5	The Operator must conduct a check of the Council's public register before allowing a driver to carry out bookings.	The operator must conduct a check of the Council's public register (where it exists) when contracting a driver to carry out bookings.	Makes the condition clearer that the requirement is only at the outset of the contractual relationship and acknowledges that this is only possible where the Council provides a public register.
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	No change, save for adding the word 'large' before 'events' at point b)	Submission has been fully considered. It is thought that a common sense and practical approach has been taken with regards to defining locations and scenarios in which private hire vehicles are required not to wait when they don't have a booking so as not to give the impression that they are available for

	<ul style="list-style-type: none"> 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 <p>Operators will upon request by an Authorised Officer or Police Officer demonstrate how they monitor and control this behaviour.</p>		<p>immediate hire; not to encourage illegal ply for hire; and not to create unnecessary congestion and unsafe conditions on the highway at busy times/locations. There is no expectation that PHVs should be available 'immediately' and the public should understand that when using a pre-booked vehicle there may reasonably be a wait time (however short) as vehicles cannot just be ready on the street (as Hackneys are) immediately – this would further assist the public's understanding of the two regimes.</p> <p>There is no requirement within this condition for drivers/vehicles to go out of the district or drive a substantial distance away from a location/district centre – it is considered that there are sufficient places to wait close to key locations that are out of general view, or on the edge of district centres and this will prompt operators to consider their own business models and booking demand to determine how many vehicles they reasonably require to plot or wait close to specific locations.</p> <p>This condition is mirrored within the PH Driver conditions and aimed primarily at them to take responsibility for their own behaviour – here we reasonably expect PH Operators to assist in the prevention of such behaviour (which we know is</p>
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			within their gift using their relevant systems).
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.	The Operator must have an approved process in place to ensure that the individual carrying out a booking is the licensed driver they have contracted for this purpose.	Changed employed to contracted
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.	<p>The Operator must notify the Council immediately by email (or in any case within 24 hours) of receiving or otherwise becoming aware of any complaint/allegation, 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, violence/threats of violence or substance misuse</p> <p>The Operator must notify the Council within 72hrs of any complaint/allegation, police enquiries, or notification of conviction relating to matters involving dishonesty or equality.</p> <p>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. For clarity, this notification to the Council must take place regardless of whether the Operator has been able to conduct further enquiries itself, or whether or not it ceases any contractual arrangement with the driver.</p>	<p>After further consideration – have amended to just include the most serious safeguarding matters that would be more likely to result in immediate suspension (following relevant investigation) for 24hr reporting to the Council.</p> <p>It is considered appropriate for Operators to notify the Council immediately and agree with the Council how the investigation will proceed from there.</p>

5.4	<p>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.</p>	<p>The Operator must keep all complaint records for at least 12 months (including against drivers carrying out sub-contracted bookings) and ensure these records are available for inspection at any time an authorised officer may request to review them.</p>	<p>Considered submission that as drafted the condition was overly burdensome – have amended so that the records have to be kept (already reflected in other conditions that all complaints should be recorded) and must be available to view – removing requirement for formal report to be provided.</p>
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Classification	Item No.
Open / Closed	

Meeting:	Council
Meeting date:	9 September 2021
Title of report:	Restructure of Council Housing Needs and Options Team – Approval of redundancy cost
Report by:	The Leader and Councillor Cummins, Cabinet Member Housing
Decision Type:	Council
Ward(s) to which report relates	

Executive Summary:

This report request that council approves the capital costs associated with the proposed redundancy of the post of Service Manager – Accommodation and SCIL.

This request follows the restructure of the Housing Needs and Options service to create a new team called Homelessness and Housing Options. The new service is proposed to reflect the changing nature of demand and contribute towards the Council savings target of £250 000 from housing services in 2021/22. This proposal follows a period of 30 days staff consultation.

The new structure will deliver savings of c£200 000 through a number of redundancies, all of which will be managed in accordance with the council's policy framework. Under the terms of the Local Government Pension Scheme, pension scheme members who are made redundant after the age of 55 are entitled to access their full pension without any actuarial reduction, the cost of which falls to the council together with any associated redundancy lump sum payment. One of the posts agreed for redundancy within the restructure is in this position.

The Bury pay policy statement sets out the Councils policy regarding remuneration of officers in accordance with s 38 of the Localism Act 2011 and associated statutory guidance. Our pay policy states any severance package including pension costs exceeding £100k is subject to the agreement of full Council.

The service restructure report dated 30th July 2021 is appended for information (Appendix 1) and Council is asked to endorse the exit costs for the post of Service Manager - Accommodation

Recommendation(s)

That: Council approves the capital costs associated with the proposed redundancy of the post of Service Manager – Accommodation as described in the report, appended

Community impact/links with Community Strategy

The proposals in this report are directly aligned with the Lets do it! Strategy; in particular, the delivery of the sister housing strategy which is referenced in the overarching report and the development of the neighbourhood model through the updated job descriptions of Housing advisors and dedicated capacity to prevent homelessness within the private rented sector.

Equality Impact and considerations:

Under section 149 of the Equality Act 2010, the ‘general duty’ on public authorities is set out as follows:

A public authority must, in the exercise of its functions, have due regard to the need to -

- (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;*
- (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;*
- (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.*

The public sector equality duty (specific duty) requires us to consider how we can positively contribute to the advancement of equality and good relations, and demonstrate that we are paying ‘due regard’ in our decision making in the design of policies and in the delivery of services.

Equality Analysis	<i>Please provide a written explanation of the outcome(s) of either conducting an initial or full EA.</i>
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The proposals in this report strengthen the Council's leadership of inclusion within the borough, in particular support to the socio-economically deprived people who are defined within our local Inclusion Strategy as a protected characteristic

**Please note: Approval of a cabinet report is paused when the 'Equality/Diversity implications' section is left blank and approval will only be considered when this section is completed.*

Assessment of Risk:

The following risks apply to the decision:

Risk / opportunity	Mitigation
Council does not approve the proposed redundancy of the post of Service Manager – Accommodation	Alternative savings will be required from the structure which will require another process of review.

Consultation:

Proposals were subject to 30 days consultation with affected staff in accordance with the council's restructure procedure.

Legal Implications:

The Bury pay policy statement sets out the Council's policy regarding remuneration of officers in accordance with s 38 of the Localism Act 2011 and associated statutory guidance. Our pay policy states any severance package including pension costs exceeding £100k is subject to the agreement of full Council.

Financial Implications:

The restructure delivers a net full year saving of £198,448 which is part of the 2021/22 savings proposals and are also referenced within the BGI structure paper approved at Cabinet on the 21st July 2021. There are in year redundancy costs of £57,632 which will need to be met from the in year savings and £127,454 of capital pension strain costs which would be met from the corporate provision if approved at full Council.

Report Author and Contact Details:

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Classification	Item No.
Open / Closed	

To:	Councillor Rafiq, Executive Member Corporate Affairs
Meeting date:	30 July 2021
Title of report:	Restructure of Council Housing Needs and Options Team – Post Consultation final proposals
From	Councillor Cummins, Executive Member Housing
Decision Type:	Council Non Key Decision
Ward(s) to which report relates	

Executive Summary:

A restructure of the Housing Needs and Options service has been proposed in order to create a new team called Homelessness and Housing Options. The new service is proposed to reflect the changing nature of demand and contribute towards the Council savings target of £250 000 from housing services in 2021/22.

A period of 30 days consultation on proposals is now complete and staff feedback has been considered. This report sets out final proposals as a basis for implementation. It includes responses to issues raised by staff and proposals to delete the following posts in order to achieve the target of c£200 000 savings as planned:

- Service Manager – Accommodation and SCIL
- 3 x Accommodation co-ordinators
- 1.5 reception cover (Bury ACES)
- Administrator – Accommodation team (Fixed term contract)
- 0.5 FTE Handyman

Key considerations

A set of restructure proposals for the Housing Needs and Options team were approved in May 2021 as a basis for 30 days consultation with staff and the Trades Unions during June 2021. The proposals involved the integration of the two teams within the service into a single structure and deletion of the following posts on the grounds of redundancy:

- Service Manager – Accommodation and SCIL
- 1 x Accommodation co-ordinator
- 1.5 reception cover (Bury ACES)
- 1 Handyman (Fixed term contract)
- Administrator – Accommodation team (Fixed term contract)
- Administrator – Vacancies - Housing assessment

In addition it was proposed to provide wider capacity to Housing Services through:

- Creation of a new post of Housing Development and Systems Coordinator which will work across the whole housing portfolio
- redeployment of the Accommodation Team Leader to Urban Renewal to prevent homelessness within the private sector rented sector, as part of the new neighbourhood model
- creation of a new role of Housing Options Co-ordinator, ringfenced to the Housing Advisors and Resettlement workers

This report summarises feedback received during the consultation period and final proposals as a result.

The final structure will be included in the wider restructure of the Business Growth and Infrastructure department which is subject to a separate review at this time.

1. Consultation

Proposals were approved by Members in May 2021 as a basis for 30 days consultation with affected staff and the Trades Unions during June 2021. The consultation process involved:

- A briefing to the whole service from the DCE
- Weekly Q&A updated by Head HR
- 121s with the Head of HR and DCE, for staff who requested them
- A team meeting with those most affected
- Review of further feedback submissions made including volumetric data

A copy of the final Q&A log is appended. A separate, detailed response to the Accommodation team was provided to the Service Manager direct.

In summary, key issues raised by the team include concerns relating to:

- the risk of the Council of the loss of specialist accommodation capacity generally and potential impact this may have on statutory demand volumes

- the need to more clearly reflect the Children's HEN service within the future service functions, including the financial benefit of the internal SLA
- the extent of administration reductions in the context of demand
- the feasibility of reducing Handymen capacity by one third
- The need to reflect the relationship between this service and the OCO Integrated Commissioning Officer which leads on specialist supported accommodation.

2. Wider Context – review of housing services

During the period of consultation the next stage of development of the Business Growth and Investment (BGI) departmental structure has been developed. This includes policy and structural changes to provide the skills and capacity needed for the Council to lead the delivery of the new Housing Strategy.

Associated proposals now subject to consultation which particularly impact this structure include:

- A New Assistant Director Housing into which new post of Head Homelessness will report
- a number of investments have now been proposed in specialist skills and capabilities, although funding pressure of £200 000 now exists to meet the scale of proposed investments.

3. Consultation response and Final Proposals

All consultation feedback has been reviewed in the round and against the wider direction for Housing Services which is now determined within the separate report that has been agreed by the Council's Cabinet.

The work of the accommodation team in particular has been further understood and, for the record, is hugely valued as an important part of the strategy to prevent demand. It is important to be clear that these proposals do not remove these functions but incorporate them within a new model of homeless prevention delivery, in particular:

- The neighbourhood model of public services, which will seek to integrate and connect all public services (including housing) to take early intervention and join-up the totality of resources available to support an individual eg housing, offender management, anti poverty work and substance misuse
- The clear pathways and newly funded provision for non-statutory provision which are now in place for all levels of need within the Housing Options service itself– ie 40 emergency bed spaces for single people who are currently outside of the Council's statutory duty, funded via GMCA and A Bed Every Night or MHCLG via the Rough Sleeping Initiative.

The Children's HEN function will continue and new Head of Service will work with the residual Accommodation Co Ordinators and Children's Services to agree how best discharged against the requirements of the departmental SLA.

The risk of making capacity reductions in the context of the cohort of vulnerable service users is understood but must be managed against available resources and the wider priorities within the housing strategy which are to:

- Ensure that housing is engaging with local communities to deliver what is needed.
- make the Council more visible and accountable for leading on Housing.
- Create effective delivery actions in order to make the Housing Strategy meaningful and capable of making change happen, in particular building new homes.
- Create efficiencies in housing operations that enable more to be done with an agreed savings target, currently £250,000.
- Broaden the Council's housing partnership and collaboration approach to all relevant housing organisations.
- Improve the Council's evidence-based analysis of housing related performance especially in relation to the client function of its Arms Length Management Organisation (ALMO) and Tenant Management Organisation (TMO).
- Ensure that the Council's housing related statutory responsibilities are fulfilled.

On balance, the majority of original proposals have therefore been upheld but some changes have been made to the detail of the structure, according to staff feedback. In order to accommodate some of these changes it is proposed that some additional voluntary exit requests are accepted.

Final proposals are described below.

3.1 Following proposals confirmed for implementation.

The following original proposals will proceed to implementation

- The following posts will be deleted on the grounds of **redundancy**.
 - Service Manager – Accommodation and SCIL
 - 1 x Accommodation co-ordinator (Vacant)
 - The fixed term Administrator – Accommodation team and 1.5 reception cover (Bury ACES) will conclude
- the following posts will be subject to **redeployment**:
 - the post of Accommodation Team Leader will be deleted and the post holder redeployed to the Private Sector Housing Team
 - the post of Housing Assessment / IT Development Officer will be deleted and the post holder redeployed to Housing Development & Systems Coordinator
- a new role of **Housing Options Co-ordinator** to be created at a Grade 10 level, ringfenced to all Housing Advisors and Resettlement workers
- other staff assimilations to proceed as described in the original report

The removal of pool cars and rationalisation of on call payments will also proceed as proposed. The changes and associated savings are not detailed in this report

as they will be included in separate work to progress the 2019/20 budget option to rationalise discretionary workforce payments across all services.

3.3 Proposals withdrawn

The following original proposals for redundancy withdrawn on basis of staff feedback and opportunity to make savings elsewhere in the structure

- It was proposed to reduce the current Handyman team from 3 FTE to 2 FTE. 1 **Handyman** (Fixed term contract). This proposal has been resisted by staff who believe it removes too much operational resilience and is insufficient capacity for work volumes.

One of the Handymen has requested a change to part time hours. It is recommended on the basis of feedback that that this proposal is accepted as a compromise position.

- The proposed reduction of housing assessment **administrators** was opposed by staff who believe the increasing volume of applications means that a reduction is not manageable. Further, the corporate business support review is now underway which seeks to strengthen business support capacity across the council through the establishment of a single, higher skilled service.

It is therefore proposed to retract the proposal to delete vacant posts but to consider this structure within the corporate review. Clarity about how these functions will be fulfilled in the context of corporate business support arrangements must be achieved before any vacancies may be recruited to substantively

3.4 New Proposals

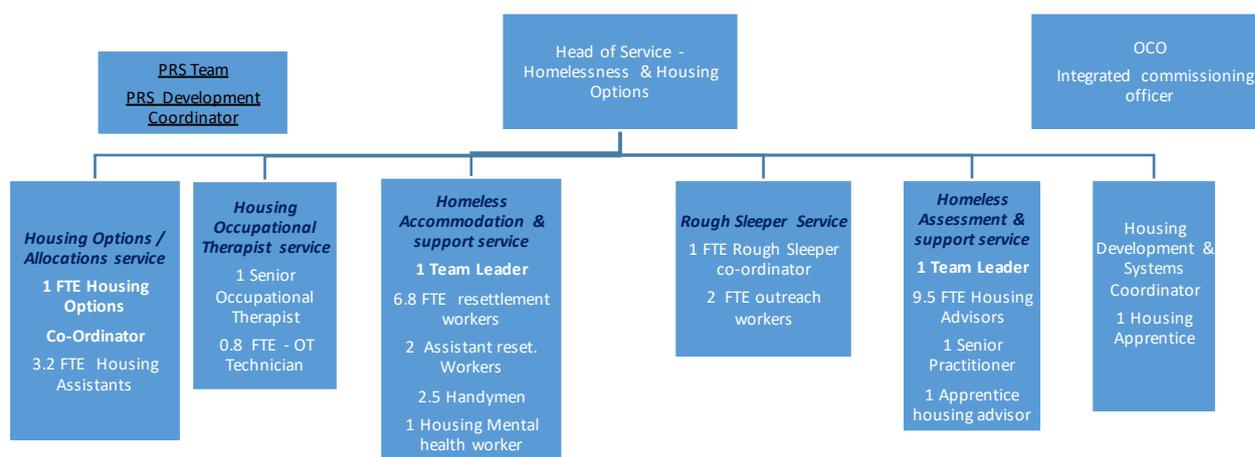
3.4.1 **Two additional requests for voluntary redundancy** from the Accommodation Co-Ordinators have been received. It is recommended that these applications are accepted in order that the savings achieved from this restructure may be increased to offset wider pressures across the whole Housing division. Accepting these applications will require:

- The redeployment of residual two Accommodation Co-Ordinators into the Homeless accommodation and support service (formerly the Community resettlement team)
- Strengthening practitioner capacity in other parts of the service. It is proposed to:
 - recruit to the vacant 0.5 FTE Housing Advisor post to provide additional operational resource in managing the number of cases.
 - Secure two new apprentices which, consistent with the recently updated apprentice strategy, will be ring fenced to Bury residents in the first instance:
 - An apprentice Housing Advisor in the assessment team

- An apprentice development worker to work on systems and process improvements across the whole service
- retain the post of Housing Development and Systems Coordinator fully within this service at this time to drive the efficiency agenda in order that the service can be maintained with lower resources than forecast
- Keep resources under review through a structure 12 month post implementation review which will consider resources against service demand and outcomes

3.4.2 **The Children’s HEN function is confirmed to remain** within the service, with associated funding from the internal SLA. The funding is represented in the final budget position

3.4.3 **The interdependency between the Head of Service Housing Needs and Options and OCO Integrated Commissioning officer is recognised** and reflected in the new structure. This relationship proactively assists in preventing and supporting homelessness, supports strategic and operational rough sleeper provision, supports the Homeless partnership and assists the Head of Service in external bids for funding and facilitates the vital link of relationship provider with external partners, providers and stakeholders.



4 Final costs and savings

The final budget position is a net savings value of £198 448, proposed overleaf and includes:

- Forecast revenue savings of a total of £244 897 from post deletions:
- New costs of £63 449 from additional proposed posts
- Representation of £17 000 SLA income within the service budget, which was excluded from the original position

The full saving will, however, only be realised once implementation costs have been met, as described below. The cost associated with pension strain which will be addressed corporately.

4.1 Summary Savings and Implementation Costs

Post for deletion	Saving £ 000	One-off Redundancy Cost £ 000
Accommodation Co-Ordinator x 3	109 438	34923
Bury ACES administrators	38 093	0
Accommodation administrator	25 395	0
Part time Handyman	14299	0
Service Manager	57 672	22 709 Plus (Plus 127 454 Pension Capital cost)
Total	244 897	57632

In addition there is an existing income budget (which supports the service costs) within the Accommodation Team of £83,000. In 2020/21 this achieved a total of £112, 480, being made up of the Management fee of £56,000 plus quarterly charges for Children's HEN of between £12 - £15k. In the previous year, the quarterly amounts averaged £11k per quarter. If it is assumed that these quarterly charges are sustainable, (at £11k per quarter to be prudent) then the income budget could be increased to £100k. (£56k plus £44k) and this would make available an **additional £17,000** to support service costs.

4.2 Summary additional costs

New costs of £63 449 will be deducted from the savings balance as follows:

- Appointment to the 0.5 FTE (Grade 9) vacant Housing Advisor post = £18,239
- 2 x housing apprentices: £45,210 (£17,190 + 31.5% x 2)

5 Implementation

The new service will be implemented immediately on approval, with effect from 1 August 2021. Key activities to be progressed from this date will include:

- Implementation of all redundancy and assimilation arrangements, no later than 31 August 2021
- a piece of team visioning and team building work to establish relationships and a common ethos for the new service, including clarity of roles, training, responsibilities, systems/processes and behaviours

- redeployment of the two Accommodation Co-Ordinators into the New Homeless Accommodation and support service team including resolution of Children's HEN arrangements within the team.
- Implementation of the new Housing Options Co-ordinator, ring fenced to Housing Advisors and Resettlement workers
- Recruitment of vacant posts within the new structure including apprenticeships.
- a secondee Mental Health Worker to be sought from within the One Commissioning Organisation
- the grades of all posts in the new structure will also be validated during implementation

The exit terms for the proposed redundancy of the Service Manager – Accommodation & SCIL is, however, a matter of full council approval under the terms of the Localism Act. It is also proposed that this post is required for an extended period to oversee the integration of accommodation functions into the new team and to proactively complete the close down of the Gateway programme and other potential programmes and provision as a result of the alignment of services before departure. It is therefore proposed that:

- Redundancy arrangements for this post are proposed to full council in September 2021
- The departure of this post holder is agreed for 31 December 2021 subject to the successful handover of former Accommodation functions including asylum and immigration to the new Head of Service

5 Recommendation

It is recommended that:

- the proposed structure and staffing changes set out in section 3 are approved for immediate implementation
- the redundancy terms for the post of Service Manager – Accommodation & SCIL is recommended to full Council for approval. Under the terms of our pay policy statement pursuant s38 of the Localism Act 2011, all severance packages (including pension costs) that exceed £100 000 are considered by Council.

Community impact/links with Community Strategy

The proposals in this report are directly aligned with the Lets do it! Strategy; in particular, the delivery of the sister housing strategy which is referenced in the overarching report and the development of the neighbourhood model through the updated job descriptions of Housing advisors and dedicated capacity to prevent homelessness within the private rented sector.

Equality Impact and considerations:

Under section 149 of the Equality Act 2010, the ‘general duty’ on public authorities is set out as follows:

A public authority must, in the exercise of its functions, have due regard to the need to -

- (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;*
- (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;*
- (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.*

The public sector equality duty (specific duty) requires us to consider how we can positively contribute to the advancement of equality and good relations, and demonstrate that we are paying ‘due regard’ in our decision making in the design of policies and in the delivery of services.

Equality Analysis	<i>Please provide a written explanation of the outcome(s) of either conducting an initial or full EA.</i>
The proposals in this report strengthen the Council’s leadership of inclusion within the borough, in particular support to the socio-economically deprived people who are defined within our local Inclusion Strategy as a protected characteristic	

**Please note: Approval of a cabinet report is paused when the ‘Equality/Diversity implications’ section is left blank and approval will only be considered when this section is completed.*

Assessment of Risk:

The following risks apply to the decision:

Risk / opportunity	Mitigation

Consultation:

Proposals were subject to 30 days consultation with affected staff in accordance with the council's restructure procedure.

Legal Implications:

The Council will ensure compliance with all legislative requirements to those on permanent and fixed term contracts. All policies and procedures will be complied with in accordance with current Council policy and in conjunction with the employee consultation tool kit.

The Bury pay policy statement sets out the Council's policy regarding remuneration of officers in accordance with s 38 of the Localism Act 2011 and associated statutory guidance. Our pay policy states any severance package including pension costs exceeding £100k is subject to the agreement of full Council.

Financial Implications:

Report Author and Contact Details:

Lynne Ridsdale

Deputy Chief Executive (Corporate Core)

l.ridsdale@bury.gov.uk

REPORT FOR DECISION



DECISION OF:	The Council
DATE:	9th September 2021
SUBJECT:	Leaders' Report
REPORT FROM:	Leader of the Council
TYPE OF DECISION:	Non key decision
FREEDOM OF INFORMATION/STATUS	This paper is within the public domain.
SUMMARY:	This report provides an update on the activity of the Council against the Corporate Plan.
OPTIONS & RECOMMENDED OPTION	That Council notes the report and agrees that further updates are provided to future Council meetings.
IMPLICATIONS:	
Corporate Aims/Policy Framework:	Do the proposals accord with the Policy Framework? Yes
Equality/Diversity implications:	Equality Impact considerations included on the individual Council reports.
Wards Affected:	All Wards.
Scrutiny Interest:	Overview and Scrutiny

1 Leader's note

- 1.1 I am pleased to provide Council with my report covering the period from 15th July 2021 to 25th August 2021.
- 1.2 I would like to commend our excellent Olympic athletes, both Bury born and nationwide, for their success in the Olympics. Securing the 4th highest number of golds and 4th highest for medals overall is an impressive feat

which I have no doubt will go on to inspire a new generation of athletes. Bury born swimmer James Guy secured an impressive 3 medals for Team GB with gold in the men's 4x200m freestyle men's swimming relay, gold in the mixed 4x100 medley swimming relay, and silver in the men's 4x100m medley swimming relay. We also cannot forget about the Paralympics which is now underway, and which we have a great representation from athletes from Greater Manchester. I wish them all the best of luck in their sports.

- 1.3 In August we were pleased to invite the Housing Minister, Christopher Pincher, to visit our Radcliffe Brownfield housing delivery sites, including the East Lancs Paper Mill and School Street. We are fully committed to the transformation of Radcliffe town centre, the complementary accelerated delivery of housing on brownfield land, and we are backing up our plans with many millions of pounds of investment. It will take all of us working in partnership – local residents and businesses, private developers, and the Government – to make those dreams a reality.
- 1.4 On the 23rd August we were pleased to welcome Greater Manchester Mayor Andy Burnham to The Met in Bury to launch the new Greater Manchester Music Commission, and to call for an extension for the Culture Recovery Fund. We were able to show off some of the exciting events coming up in Bury as part of our Town of Culture status, including the Head for the Hills festival taking place in early September. I would also like to call on all members to spread the word about the Town of Culture Opportunity Pass we have launched to thank our key workers and volunteers for their efforts during the Covid-19 pandemic. This new initiative, led by the Council, will include a wide range of offers and experiences which are exclusive for key workers to enjoy. Opportunities range from discounts, free tickets, VIP experiences, previews, guided tours, exclusive competitions, skill development sessions, talent opportunities and taster sessions.
- 1.5 In August, we heard the worrying news that the Taliban had taken control of power in Afghanistan. The fallout from this has meant thousands of refugees have been fleeing the country in search of safety for themselves and their families. At Bury Council, we are doing all we can to support these Afghan refugees including working with partners at Greater Manchester Combined Authority, Government officials, and other local groups, to ensure we can provide our fair share of housing for these refugees. We are also aware that the news coming from Afghanistan will significantly impact many people in our armed forces and veterans community. If you or someone you know is affected by your time in the military and/or recent events concerning Afghanistan, and you are located

in North-West England, the Military Veterans Service & OpCourage NHS Veterans Mental Health and Wellbeing Service (TILS) North-West are inviting you to contact us to discuss how we can best support you at this time. General enquiries/referrals: 0300 323 0707.

Reporting progress against stated commitments in Corporate Plan

The following table provides a brief summary of the Council's progress against the priorities set out in our corporate plan.

Department	Priority	Deliverables
Business, Growth and Infrastructure	Prestwich Urban Village Plan	<ul style="list-style-type: none"> Completed on the acquisition of the Longfield Shopping Centre, and Cushman and Wakefield appointed to manage Longfield Shopping centre Vacant Possession Strategy and Engagement plan being developed for the current tenants at the Longfield Shopping Centre High level concept of mobility hub developed – this will formulate one if the Phases in Prestwich Village
	Places for Everyone	<ul style="list-style-type: none"> The consultation on the development plan started on the 9th August running to the 3rd October
	Accelerated Land Disposal	<ul style="list-style-type: none"> Work underway to prepare 3 assets for auction in September 21 Identification of a Phase 3 list of assets Phase 3 list of sites to Cabinet in October 2021
	Estates Strategy	<ul style="list-style-type: none"> Investment/development plans are being developed for the following buildings: Radcliffe Market Chambers (part of the Radcliffe Strategic Regeneration Framework Levelling Up Fund bid) – brief out to the NW Construction Hub for a costed schedule of works Bradley Fold Trading Estate – exemption secured to appoint Lambert Smith Hampton to refresh their previous development feasibility report Ramsbottom Market Chambers (capital programme allocation) – brief out to the NW Construction Hub for a condition survey and costed schedule of works

		<ul style="list-style-type: none"> Bury Business Centre (capital programme allocation) – plans being drawn up to spend the £50k allocation
	Bury Interchange	<ul style="list-style-type: none"> HM Treasury and TfGM site visits took place on the 20th August Interchange scheme identified as a priority scheme for GM transport submission
	Radcliffe Strategic Regeneration Framework	<ul style="list-style-type: none"> Hub Project continues with establishment of robust reporting and governance structures High School. Decant provision for Pupil Referral Unit being reviewed. Enabling works packages to be developed and brief being prepared. Awaiting details from Star Academies to inform delivery programme.
	Gypsy and Traveller Site, Every Street Bury	<ul style="list-style-type: none"> Cabinet approval in July to progress the project Submission of bid to Homes England Submission of full planning application Decant Strategy being developed for proposed decant Spring 2022
	Affordable Housing Delivery	<ul style="list-style-type: none"> Great Places are looking to develop the William Kemp Heaton site with some provision for people with a learning disability - discussions with ACS/commissioners underway. Proposals being developed for Council approval (expected end Aug) – Cab report Oct 2021. Onward are looking to develop the former Wheatfields site – proposals approved in principle subject to Red Book valuation and Cabinet approval Oct 2021. Valuation to be undertaken by the DV's Office w/c 16 Aug. Irwell Valley are looking to develop the former CPU building on Willow St – potential to link with Queensbury Place (supported housing scheme for young adults with a physical and/or sensory impairment or learning disability). Proposals expected end Aug/Sep – Cab report Oct/Nov 2021.

Operations	Bury Markets investment and improvement	<ul style="list-style-type: none"> • Continuing progress on the capital programme. • CCTV is now installed. • The good lifts replacement is in the process of being procured. • The basement renovation is in its initial stages of planning with the Architects Team. • The Market Hall Toilet block is complete. • Additional maintenance and remedial work on poor areas is being developed. • As part of the improvement, market wide guest WIFI is being investigated. • The cash machine is being replaced and moved. It will be a free to use machine.
	Environmental Quality: Reduce contaminated bins and maximise recycling	<ul style="list-style-type: none"> • Drivers record contaminated recycling bins on iPad. Officers follow up by contacting households. • Exploring option for additional contamination Officers
	Environmental Quality: Strategy in respect of community ownership – keeping the Borough clean and tidy	<ul style="list-style-type: none"> • Cabinet report for the adoption of fly tipping Fixed Penalty Notices approved and implemented following July Cabinet. • Fly Tipping Workshop undertaken 14 July 2021 with Exec Member to identify strategic priorities. • Two Fly Tipping Enforcement Officers have been appointed, one started in July and the second in late August. • Seven £400 fixed penalty notices have been issued following investigation by officers as of 25/8/2021. • Environmental Quality delivery plan in place. Immediate priority is to increase enforcement for fly tipping and remove fly tipping promptly.

Operations	Green Spaces: Play areas strategy	<ul style="list-style-type: none"> • 16 play areas and balls zones are progressing and are scheduled for completion this year. All at various stages of tendering and ordering of the equipment. • Play areas completed so far: -Goshen, Close Park Infants and Juniors, St. Mary's Park Infants, and Manchester Road Park. Whitefield Park is currently under construction.
	Green Spaces: Tree planning in conjunction with City of Trees	<ul style="list-style-type: none"> • City of Tree's have planted across approximately 11 sites during 2020/21 • Sites where new trees have been planted include Dow Lane, Fern Street, Hartley Gardens, Hawkshaw Lane, Kersal Road Open Space, Summerseat Lane, Sunnybank Wood, Thatch Leach Lane, Topping Fold, Walkers Field, Whalley Road Open Space, Whitehead Park. • Walkers Field to be planted 2021/22. • Phase 2 has started. Site Visits and Planning complete. Planting aimed for Autumn. Service Level Agreement in place with City of Tree's and Signed Contract agreement.
	Highways & Engineering: Highways Investment Tranche 2	<ul style="list-style-type: none"> • Contractor in place to deliver Preventative Maintenance Programme. • In year 2 of the 4-year (extended from original 3-year) programme. • Covid impacted year 1 but new framework contract gives confidence that this can be easily pulled back. • Year 2 works programmed for Spring/Summer 21. • £2m of work done in April & May 2021.
Operations	Waste and Transport: Waste collection review including optimisation and balancing	<ul style="list-style-type: none"> • 7 more new vehicles on order and due to be delivered July/August. 4 New Vehicles are due imminently through Transport. • New rounds went live 21st June. Crews familiarising themselves with new rounds.

		<ul style="list-style-type: none"> • Immediate priority is to ensure all waste collection rounds are completed as scheduled without missed bins as well as complete the modernisation of the service.
Children and Young People	Education	<ul style="list-style-type: none"> • School places offered to all Bury residents for September, including those children with an Education, Health and Care Assessments and Plans (EHCP) which identifies a special school place • Bury Schools Alliance awarded lead practitioner in the collaboration between Star Institute, the Bury Schools Alliance and the LA with regard to the appropriate body service
	Early Help	<ul style="list-style-type: none"> • Holiday Activities and Food Programme (HAF) for children rollout started and will progress throughout the summer
One Commissioning Organisation	COVID response	<ul style="list-style-type: none"> • Ongoing outbreak management including vaccinations and testing • Decommissioned COVID Management Service
	Urgent Care System: Implementation of Urgent Care Transformation Strategy	<ul style="list-style-type: none"> • Finalisation of consolidated urgent care strategic framework to ensure urgent care work across Bury is aligned
	Elective Care Framework	<ul style="list-style-type: none"> • A patient engagement exercise is being undertaken led by 3rd sector partners in Bury
	Clinical Engagement	<ul style="list-style-type: none"> • Workshop on clinical and professional senate held to ensure clinical engagement is at fore of transformation programmes
Corporate Core	Neighbourhood model development including public service hubs & INT alignment	<ul style="list-style-type: none"> • New Target operating Model for neighbourhood working presented to Team Bury and the first Public Service Reform Steering Group was held. Wider Public Service Leadership Team meetings have now been held in each neighbourhood. Practitioner network events taking place during August.

	Agile strategy implemented and initial evaluation complete	<ul style="list-style-type: none"> Agile working for Council employees now live. Planning for interim evaluation in September well underway to ensure service provision is consistent.
	Culture strategy including micro grants & culture pass	<ul style="list-style-type: none"> External agency commissioned and work under way. Scoping for the culture pass underway via Town of Culture Steering Group.
	Council Transformation Strategy	<ul style="list-style-type: none"> Sign off for the Council's Transformation Strategy by Cabinet

List of Background Papers:-

None identified

Contact Details:-

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#	Questioner / response	Question / questioner / response
1	Lib Dem	<p>Residents in the Warwick Street/Albion Mews and Upper Wilton Street areas of Prestwich have now been waiting for over a year for the Council to follow its own policy on the consideration of a residents only parking scheme, in both cases a policy triggered by resident requests. When will this process start in both areas?</p> <p>Councillor M Powell</p>
	Cllr Quinn	<p>Due to resourcing pressures in dealing with the ongoing pandemic, the Council will not be accepting any applications for new resident parking schemes until further notice. There are currently 12 resident parking schemes in effect across the borough containing over 6000 properties. We will review the position periodically, but there are no current plans to start on any new residents parking schemes.</p>
2	Labour	<p>Does the Leader of the Council agree with me that the Higher Education (Freedom of Speech) Bill should be opposed because it could allow Holocaust denial to be platformed on our university campuses? And will he implore both Bury MPs to vote against it?</p> <p>Cllr Boroda</p>
	Cllr O'Brien	<p>I remain deeply concerned about the potential impact of the Higher Education (Freedom of Speech) bill. I have listened to concerns from residents, in particular from representatives of our borough's Jewish communities, who fear that this may provide cover for speakers who deny the holocaust and promote anti-Semitic views. The assurances so far from the Minister fall short of giving me and many others confidence on this matter. I hope that our Members of Parliament in Bury reflect on these concerns and avoid pursuing a pointless and divisive culture war approach to the matter. We don't need to waste time creating problems that that don't really exist, we should support our higher education institutions to focus on what they do best and not create such dangerous distractions.</p>
3	Labour	<p>The current community safety plan comes to an end in December. What are the Council and it's partners doing to prepare for a new plan and how can the community be involved in shaping the priorities?</p> <p>Cllr Holt</p>
	Cllr Gold	<p>Work commenced on the new Plan in March with the development of a 'Strategic Assessment'. This document analyses a range of Police and other Partner's data to help consolidate the key issues the borough is facing relative to previous years and other areas. The Assessment also considers the risk that these issues pose to residents of the borough.</p> <p>In addition to looking at the data we have also sought the views of a number of groups, including a number of listening events.</p> <p>We have also been able to capture wider resident's views of Crime and Anti-Social Behaviour through the ongoing GM Police & Crime Survey. To date the Survey has collated the views of 2600 Bury residents.</p>

#	Questioner / response	Question / questioner / response
		<p>Finally, with GMCA also developing their Plan simultaneously, any views they have been able to capture through their separate consultation will be fed into the process.</p> <p>All of this information will be gathered together and taken to a September Workshop of the Community Safety Partnership. Here we will look to identify Priorities for the next three years as well as the Outcomes linked to those Priorities that will drive Partnership activity.</p> <p>This will enable us to develop a draft Plan which will go out for formal public Consultation before a final version is taken to Full Council before the end of the year.</p>
		<p>with the following:</p> <ul style="list-style-type: none"> • Community Leaders identified through the five Neighbourhood Hubs • Police Independent Advisory Group • Bury's Youth Cabinet • Elected Members
4	Conservative	<p>On the 21st of June the bin collection service was redesigned in order to make the service more efficient and cost effective. Since the implementation of the new scheme bin collections have been missed across the Borough. Can the Cabinet Member for Environment Advise on the full cost of the roll out of the new scheme, including any costs incurred due to missed collections?</p> <p>Cllr Lewis</p>
	Cllr Quinn	<p>Specific cost relating to the implementation of the new rounds is almost impossible to separate from other waste operational costs. For example, there is already an increased demand and costs prior to 21 June relating to Covid related issues, general staff shortages and shortage of HGV drivers which is still ongoing. Also, where possible additional capacity such as for HGV drivers has been provided in some cases by using existing resources such as from other operational service as well as from waste supervisors.</p>
5	Labour	<p>Residents in Brandlesholme are worried about the potential sale of greenspaces around the Trimmingham Drive estate. Cllr Morris and I recently held a meeting with over 40 local people who expressed concerns about the future use of these sites if they were sold. There is clear appetite to consider community ownership and management of these public spaces. Is this something the council would consider?</p> <p>Cllr Hayes</p>
	Cllr O'Brien	<p>We recognise the importance of these spaces to the local community.</p> <p>The council has an existing Community Asset Transfer (CAT) policy and process.</p> <p>We would welcome proposals submitted to the Property Service with ideas about how this could be managed and improved.</p>
6	Labour	<p>Can the cabinet member tell council how many families in fuel poverty</p>

#	Questioner / response	Question / questioner / response
		in Bury will be affected by the forthcoming rise in energy prices in the Autumn? Cllr Peel
	Cllr O'Brien	The Department for Business Energy and Industrial Strategy published fuel poverty statistics in March based on 2019 data. They estimate that there are 11,013 households in Bury in fuel poverty, this represents 13.4% of the total households in the Borough. The Council would urge any affected residents to contact the Local Energy Advice Partnership (LEAP) on 0800 060 7567 or visit www.applyforleap.org.uk . LEAP are a free energy and money saving advice service, they offer tailored advice and support based on needs, including any onwards referral or referral for a follow-up home visit when suitable. Additionally, assistance for the installation of energy efficiency retrofit measures is available through our Greater Manchester Local Authority Delivery Scheme delivered by Eon. Please contact them on 0333 202 4820 to apply.
7	Conservative	What action is being taken by the Council to improve SEN provision in the Borough? Cllr Bernstein
	Cllr Tariq	<p>There has been progress on the written statement of action, including a strengthening of co-production with our Bury's parent/carer forum-Bury2gether. As a Local Area, Bury is revising its strategic Local Area Action Plan.</p> <p>Bury Council is currently engaging with the Department of Education who are working with a small number of authorities with the highest Dedicated Schools Grant deficits nationally, of which Bury is one, in a national programme called Project Safety Valve. The outcome of this work has been agreement on an approach that will reduce the deficit, and ultimately achieve a balanced budget; this can only be achieved through SEND transformation, of which Project Safety Valve is a part.</p> <p>Bury and the DfE have signed an agreement in which the Council has agreed to implement the action plan that it set out in the funding bid in return for an additional £20m in grant over the next five years. This includes, but is not limited to, action to:</p> <ol style="list-style-type: none"> 1. Strengthen and improve the Special Educational Needs assessment and placements process, working with schools and their SENCOs to improve the experience for children, young people and their families and to achieve a consistency of approach across the Borough. 2. Ensure robust planning for future provision, including reducing the use of independent school placements 3. Improve quality and timeliness of management information to enable the evaluation of the impact of the council's SEND support services and agree with schools what they require to assist them in meeting demands. 4. Review the way we use the finances available for supporting children and young people with SEND in as effective and efficient ways as possible. 5. Develop a culture in which demand is more effectively managed

#	Questioner / response	Question / questioner / response
		<p>throughout the authority, resulting in a more equitable allocation of resources and services.</p> <p>The SEND transformation programme, of which Project Safety Valve is a part, is an opportunity to build the foundations over the next two years to truly transform how we meet the desired outcomes for children and young people with SEND in Bury, and raise expectations for families from their Council, their schools and their health services, particularly in respect of inclusivity, co-production and family self-sufficiency.</p>
8	Lib Dem	<p>Could the Leader inform members of the number of bins not collected on the allocated day, since the introduction of the new bin collection rounds, and also of the cost incurred on agency workers, in refuse collection, since the same date?</p> <p>Councillor S Wright</p>
	Cllr Quinn	<p>Since 21 June the performance has dropped below acceptable standards but has since recovered, however we've still more to do to build in resilience. The percentage of missed bins had a peak on 2 successive Fridays at the start of August when 22% of bins were missed because the rounds weren't working well enough as well as from issues such as holidays, sickness, shortage of HGV drivers, blocked access, and roadworks. At the end of the week beginning 16 August this had significantly reduced to 1.9% missed bins per day. At this stage there has been no increase in cost of agency workers that were already covering for long term sickness, Covid related absence, shortage of HGV drivers and holidays prior to the new rounds being introduced. The budgets will be reported via corporate financial reports to Cabinet.</p>
	Supplementary:	<p>Since the 21 June the average collected is 92%</p> <p>The average 8% missed bins also includes where there has been blocked access, shortage of drivers, sickness, any breakdowns as well as an element of missed bins while rounds are settling down. Over the past 3 weeks this has been much improved averaging over 98% collected.</p>
9	Labour	<p>We are encouraging residents in Moorside to complete the Places for Everyone consultation as we know that, whilst people support new housing in Seedfield, they want assurances on access and highways, school places and the protection of Seedfield sports. What assurances can the leader give the residents of Moorside that these things will be given serious consideration?</p> <p>Cllr Walmsley</p>
	Cllr O'Brien	<p>Each of the proposed site allocations within the Places for Everyone Joint Plan is accompanied by a policy setting out specific requirements for any development that may take place on the sites.</p>

#	Questioner / response	Question / questioner / response
		<p>In the case of the proposal at Seedfield, the policy includes requirements for any housing development to make provision for necessary infrastructure, such as improvements to local highways to facilitate appropriate access to the allocation as well as to retain and enhance, or otherwise to replace, existing recreation facilities on the site.</p> <p>The requirements of these policies will need to be satisfied before any planning application on the site is approved.</p>
10	Labour	<p>Could the cabinet member update this council on the commitment to become an accredited Real Living Wage employer? Cllr Whitby</p>
	Cllr Rafiq	<p>As Members know, as part of the budget setting process Council signalled our intention become an accredited Real Living Wage employer. Members recognised the positive impact this can have across the borough, both by directly increasing rates of pay for Council employees and commissioned staff and by creating a platform for us to encourage payment of the Living Wage across Bury.</p> <p>I'm pleased to confirm that Cabinet earlier this month agreed an investment of over £5M over the next five years which will enable us to make the necessary changes to rates of pay for our staff and commissioned providers to become an accredited living wage employer.</p> <p>Faster economic growth than the national average and tackling deprivation are at the heart of our Let's Do It strategy and now, as one of the largest employers in the area, and in support of this vision we are taking a practical action which will directly increase rates of pay for over 4,000 people.</p> <p>Council staff (including those in schools) will see increased pay in their October pay packets, backdated to April and rates of pay for our commissioned providers will increase on a phased basis over the next three years.</p> <p>The biggest impact is in relation to staff working for our Adult Social Care Commissioned providers. - As well as showing our commitment to good employment, this increase should also, in some very small way, recognise the invaluable work these people have played in supporting Bury residents during the pandemic.</p>
11	Conservative	<p>Why are young people not experiencing the opportunity for work experience as they once did and what plans do the Council have to promote work experience within the Borough for young people? Cllr Lancaster</p>
	Cllr Tariq	<p>As the member may recall the Conservative-led Government in 2012 scrapped compulsory work experience for pupils under 16 in England. Surveys published by the British Chamber of Commerce since found 82 per cent of businesses and 73 per cent of schools, colleges and universities supported work experience for pupils under 16.</p>

#	Questioner / response	Question / questioner / response
		<p>Since March 2020, due to the COVID-19 pandemic, we have had to advise schools that work experience, including work shadowing, has not been able to take place. This has been on the advice of our public health and our insurance services as we would need to be sure that every workplace was following the government guidelines with regard to COVID-19 and secondary age pupils. In addition, many secondary pupils have been educated at home through remote learning due to self-isolating, either following a positive test or having been identified as a close contact.</p> <p>Whilst work experience at key stage 4 is non-statutory, we are committed to supporting the reinstating the opportunity for work experience, in line with best practice in quality careers education, at the earliest opportunity.</p> <p>We are working with health and safety and employers to ensure that our children have access to work experience in this academic year as we recognise the vital experience in preparing for adulthood.</p>
12	Labour	<p>Could the cabinet member tell council how the lorry driver shortage caused by Brexit is affecting Bury?</p> <p>Cllr Grimshaw</p>
	Cllr Rafiq	<p>As reported nationally, there have been pressures across a number of industries in recent months due to a number of factors, with capacity of HGV drivers being one such example. A number of national chains have experienced disruption to their operations with some delays to transport or reduced services. The impact of which multiplies with the Covid pandemic (both cases and isolation requirements), more drivers retiring than those joining the profession; and additional border regulations as a result of EU Exit and changes to tax and conditions (related to reform of IR35 regulations).</p> <p>The Council's Economic Development Team and Bury Means Business have not had any specific concerns or issues raised with themselves though they are conducting a local survey to ascertain any particular risks associated with capacity issues and mitigations to address these. Work has been taking place to promote training including through the Mantra Learning HGV programme, with business engagement officers promoting this, including funded training opportunities.</p> <p>[https://www.mantralearning.co.uk/improving-your-business/courses-in-transport-logistics/]</p>
13	Labour	<p>Could the cabinet member tell council about the progress made in decarbonising the borough? Cllr Boles</p>
	Cllr Quinn	<p>Each year the Council produces a Greenhouse gas emissions report, which details the carbon emissions produced by the council. The 2019/20 report shows that we have reduced our carbon emissions by 47% from our base year in 2008/09.</p>

#	Questioner / response	Question / questioner / response
		<p>Recently we have made progress across a number of areas: -</p> <p>Decarbonising our own assets</p> <ul style="list-style-type: none"> • Won a £8.5million award from the Government’s Public Sector Decarbonisation Fund to decarbonise 14 of our corporate buildings. • We are working with Six Town Housing to develop a bid to the Government’s Social Housing Decarbonisation Fund to progress the decarbonisation of Six Town Housing properties. <p>Strategies</p> <ul style="list-style-type: none"> • Produced a Draft Climate Action Strategy and Plan and carried out a 10-week consultation. <p>Supporting the community</p> <ul style="list-style-type: none"> • Developing a mechanism to award £100k of funding for community lead environmental projects. • Developing Local Climate Action Forums in our neighbourhoods. • Liaised with various local action groups to promote climate action and raise awareness of the development of our Strategy and Action Plan. <p>Gathering air quality data</p> <ul style="list-style-type: none"> • We are delivering a new air quality monitoring station at Bury Bridge to help monitor the impact of the Clean Air Zone. • We purchased 3 Zephyr air quality sensors to monitor air quality around schools from the daily drop-off and pick-up and to work with schools to increase awareness and education around air quality and the associated impacts. With this information we can prioritise and ensure that we are bid-ready for any funding that becomes available. For example, more Salix funding. • Currently identifying council assets that can be used for solar generation or smart energy solutions that will be presented to the private sector to look at options for delivery. <p>Communications</p> <ul style="list-style-type: none"> • Developing carbon literacy packages to increase carbon literacy amongst council employees and also our communities. • We have included the consideration of impacts on climate change in the council reports template
	Supplementary:	<p>Working with Greater Manchester Combined Authority</p> <ul style="list-style-type: none"> • Worked with TFGM to install 2 rapid chargers in Bury Town Centre – these have been installed and once line markings are complete they will be fully operational - likely in the next few weeks. • Submitted 4 sites to TfGM for a joint bid to OZEV’s On Street Residential Charging Scheme to attract funding to part fund dual electric chargepoints. • We are working with TFGM to deliver 2 rapid charging taxi hubs to charge electric taxis, and to deliver a pilot electric vehicle car club scheme to be available in 2 of our car parks. This pilot

#	Questioner / response	Question / questioner / response
		<p>project will provide hourly low emission car hire for our residents and businesses.</p> <ul style="list-style-type: none"> • In response to a Government direction, we have worked with TFGM and neighbouring GM councils to develop and consult on a GM-wide Clean Air Zone. The Clean Air Zone is supported with funding packages to help local businesses to reduce the emissions from their vehicles. • We are working with TfGM to implement the Clean Air Zone with its funding packages and to roll out the necessary infrastructure including ANPR and signage. <p>Extra info if needed</p> <p>Developed the following active travel schemes: -</p> <ul style="list-style-type: none"> o Used the Cycling City Ambition Grant) to improve crossings at many points in the borough. o Introduced 2 new combined pedestrian/cycling crossings on the A56 as part of the Emergency Active Travel Fund Tranche 1. o Introduced a Low Traffic Neighbourhood scheme in Brandlesholme as part of the emergency active travel fund Tranche 1. o Currently constructing the "Cyclops Junction" at Angouleme Way/Market St. o Reconfiguring the junction at Jubilee Way/Manchester Road to make it more pedestrian and cycle friendly. o New crossings to be provided at Bury Old Road/Heywood Road. o Bid submitted to develop Cycle Libraries in Bury <ul style="list-style-type: none"> • Employed a Climate Action Officer, a Graduate Climate Action Officer and a Move More Officer. • Generated a number of further potential electric vehicle chargepoint sites to be further investigated and developed where appropriate. • Recruiting an officer to deliver the BEIS Minimum Energy Efficiency Standards Pilot project. This officer will promote the Domestic Minimum Energy Efficiency Regulations and will undertake area based targeted action on landlords who are failing to meet the minimum standards required. <p>Working with the Energy Systems Catapult consultants to produce a Local Area Energy Plan to indicate how Bury could make the transition to carbon neutrality by 2038. This will provide vital guidance in relation to where we should concentrate early activity.</p>
14	Conservative	<p>How are you working with partners via the Bury CCG to support digital healthcare and new technologies in NHS as part of Bury's recovery from COVID-19?</p> <p>Cllr Brown</p>
	Cllr Simpson	<p>There has been a significant acceleration in the adoption of digital and new technologies in the NHS as part of the Covid response. There has been a significant growth in digital consultations by primary care and secondary care and in mental health services (although face to face consultations have continued), including the growth in the uptake of Ask my GP implementation. The Digital Board in Bury has clinical leadership driving the comprehensive roll out of EMIS across all GP practices as a precondition for strengthened integration and alignment</p>

#	Questioner / response	Question / questioner / response								
		of services. As we move towards new partnership arrangements in health and care we are working with NHS partners to create a whole system approach to the adoption of digital healthcare and new technologies.								
15	Lib Dem	<p>Could the Leader inform members of the performance of disadvantaged children (pupils in receipt of free school meals and children in care) in this year's GCCEs', compared to their peers, and how this compares to the last three years?</p> <p>Councillor C Tegolo</p>								
	Cllr Tariq	<p>Unfortunately, school external assessment processes have been heavily impacted by Covid -19 with no external examinations for the last two years.</p> <p>Therefore, the information for this year's GCSEs is not available at this time and it will not be made available to local authorities as pupils have not taken examinations and the government has made it clear that the grades are not to be used for accountability purposes. The latest schools COVID-19 operational guidance states "We will not publish data based on exam and assessment results from summer 2021 in performance tables and you will not be held to account for this data." In addition, comparisons cannot be made with past or future years as the methodology for awarding the grades has been different both in 2021 and in 2020*.</p> <p>For information, the gaps for attainment 8 (the overall points scored by pupils in their best 8 GCSEs) are as follows.</p> <table border="1" data-bbox="443 1285 1497 1397"> <thead> <tr> <th data-bbox="443 1285 986 1321">Attainment 8 Gap</th> <th data-bbox="986 1285 1168 1321">2018</th> <th data-bbox="1168 1285 1340 1321">2019</th> <th data-bbox="1340 1285 1497 1321">2020*</th> </tr> </thead> <tbody> <tr> <td data-bbox="443 1321 986 1397">Disadvantaged versus non-disadvantaged</td> <td data-bbox="986 1321 1168 1397">-12.5 pts</td> <td data-bbox="1168 1321 1340 1397">-11.8pts</td> <td data-bbox="1340 1321 1497 1397">-10.8pts</td> </tr> </tbody> </table> <p>Whilst we cannot provide 2021 data for the LA, at individual school level we will be encouraging schools to look at gaps to identify those groups of pupils who have been disproportionately disadvantaged by the impact of the pandemic and to use this to inform school improvement strategies for pupils currently in school. Officers will also undertake analysis from the results kindly provided by the majority of high schools to inform our support.</p> <p>When assessment processes return to external exams we will provide detailed attainment information include pupil groupings.</p>	Attainment 8 Gap	2018	2019	2020*	Disadvantaged versus non-disadvantaged	-12.5 pts	-11.8pts	-10.8pts
Attainment 8 Gap	2018	2019	2020*							
Disadvantaged versus non-disadvantaged	-12.5 pts	-11.8pts	-10.8pts							
16	Labour	<p>Can the cabinet member tell us why the £800,000 walking & cycling scheme in Pilkington Park is not going ahead?</p> <p>Cllr McGill</p>								
	Cllr Quinn	<p>Under the Mayor's Challenge Fund for Walking & Cycling (MCF) officers designed an active travel scheme for A665 Higher Lane to improve pedestrian and cycling facilities in line with the MCF design standards. The scheme was estimated to be around £800k in value. An informal</p>								

#	Questioner / response	Question / questioner / response
		<p>consultation with frontage properties, the school and nearby flats as well as ward councillors revealed that the majority were not in favour of the design proposals. 47 objections were received opposing the scheme and 14 responses were in support. 35 comments were of the view that the scheme proposals would create unacceptable levels of congestion with 17 comments indicating the money could be better used for other things such as resurfacing or potholes (which it cannot, as MCF is external, ringfenced funding for active travel infrastructure only). A review to amend the initial design so as to take on board the comments was undertaken and it concluded that no compromise could be made that would address both the residents'/Ward Cllrs concerns whilst simultaneously meeting the funding criteria which requires minimum design standards to be met. Consequently, the scheme could not go ahead as no compliant, qualifying design could be produced. The designs will be kept on file in case future funding opportunities arise with different qualifying criteria which would allow for the amended scheme to be delivered (subsequent to further consultation). However, with no currently compliant scheme, there is no opportunity to access and invest potentially £800k of external active travel funding into the Pilkington Park Ward area.</p>
17	Labour	<p>Could the cabinet member for children's services provide an update on the support provided by the council for children over the summer holidays?</p> <p>Cllr Boles</p>
	Cllr Tariq	<p>Over the summer holidays the focus of support was to children eligible for Free School Meals, children open to social workers and SEND children. Additional grant monies provided through covid contingencies were used to ensure all eligible children received free school meal vouchers. In addition Bury delivered the Department of Education Holiday Food and Activity Scheme (HAF). This provided additional monies to all Councils to deliver activities over four weeks to children eligible for Free School Meals as well as other determined and vulnerable groups. The aim was to provide educational and aspirational activities for children who may be less able to access due to financial constraints. Bury worked with some key providers to develop a programme of activities which was advertised through a bespoke brochure and website to our eligible families. We have just over 6000 eligible children in Bury and we were able to deliver 21,000 sessions over the four-week holiday, all including food over the four weeks. There was a full range of activities on offer from horse riding, crafts, forest schools and martial arts. We saw the majority of places filled. Most providers could offer places to SEND children but we also applied for additional funding through DfE and delivered a grant to Bury Together who also organised a whole range of additional holiday activities for SEND children. We have had positive feedback from providers and families on the provision. We will continue to work with DfE and have funding to deliver a similar programme for one week over winter.</p>
18	Conservative	<p>When can the people of Bury expect the refuse collection service to return to the collection standards received prior to the chaotic revision of rounds</p>

#	Questioner / response	Question / questioner / response
		Cllr LJ Dean
	Cllr Quinn	Implementation of the Waste Management modernisation programme has been gradual since 21 June however, performance has improved to near 'business as usual' over the past few weeks. The service has experienced a number of issues during the roll out of the new rounds including a national shortage and inability to recruit HGV drivers, Covid 19, a requirement for some staff to isolate and familiarisation of many different rounds by each crew. I apologise for any inconvenience this has caused to Bury residents and thank residents for their patience while we allow new rounds to bed in.
19	Conservative	Has the Council discussed with Bury CCG the potential impact of 15,000 more people living in the Borough following the implementation of Places for Everyone? Cllr Rydeheard
	Cllr O'Brien	<p>The potential impact on healthcare provision arising from an increased population will be fully considered in any housing proposal on the sites identified in Places for Everyone.</p> <p>In the first instance, there will be a requirement for more detailed masterplans to be prepared for the key sites identified in Places for Everyone and for these to be approved by the Local Planning Authority.</p> <p>These masterplans will need to set out proposals for the delivery of infrastructure to support the development, including the provision of necessary social infrastructure such as healthcare provision. Any subsequent proposals for these sites will need to be in accordance with these masterplans.</p> <p>In addition to the masterplans, each of the proposed site allocations within Places for Everyone is accompanied by a policy setting out specific requirements for any development that may take place on the sites. The requirements of these policies will also need to be satisfied before any planning application on the site is approved. The policies include the need for any development to make provision for new health and community facilities, where necessary, and to ensure that these are integrated with existing communities.</p> <p>Further work will be required to determine whether there is additional capacity within any local healthcare facilities to meet the increased demands arising from the proposed developments and the CCG will be fully involved in this process.</p> <p>If additional provision is considered to be necessary, the most appropriate means and location for this within the site can be identified through the detailed masterplans. Alternatively, there may be a requirement to make a financial contribution to increase the capacity of existing health facilities through a planning obligation or condition at the planning application stage.</p>
20	Conservative	Will the Cabinet Member for Environment commit to publishing a quarterly report indicating Bury's progression to hitting its target of

#	Questioner / response	Question / questioner / response																				
		achieving net zero by 2030? Cllr. Paul Cropper																				
	Cllr Quinn	<p>Information regarding carbon emissions from the community, including the commercial and industrial sector is gathered and calculated by BEIS and published 2 years in arrears. The latest figures we have are for 2019. This information can only be published annually by BEIS.</p> <p>The Council produces a Greenhouse Gas Report every year, which reports on emissions from the councils' own activity on an annual basis. The report for 2019/20 can be viewed on the web site at the following link: https://www.bury.gov.uk/CHttpHandler.ashx?id=17257&p=0</p> <p>The draft Climate Strategy and Action Plan has recently been out to consultation and a report will be presented to Cabinet in October. The report will confirm the results of the consultation and will recommend a final Strategy and Action Plan for approval that will set out how we will progress to achieve carbon neutrality by 2038. This will include details of how we will work with the Bury Community to deliver the action plan and how we will monitor progress.</p>																				
21	Conservative	<p>Please list how many positions - both vacant and staff in post - there have been at Bury Council each year since 2016 and in which directorate</p> <p>Cllr. Nick Jones</p>																				
	Cllr Rafiq	<p>The table below sets out the number of individuals employed by the Council on 1 April each year since 2016, by Department. Unfortunately, data on vacancies is not held centrally for the earlier years, prior to the creation of a Council HR service within the Corporate Core. Vacant post numbers are included for the last two years. (The data excludes staff employed in Schools and Casuals).</p> <table border="1"> <thead> <tr> <th></th> <th>01 April 2016</th> <th>01 April 2017</th> <th>01 April 2018</th> <th>01 April 2019</th> </tr> </thead> <tbody> <tr> <td></td> <td>Emplo yees in post</td> <td>Emplo yees in post</td> <td>Emplo yees in post</td> <td>Emplo yees in post</td> </tr> <tr> <td>Business, Growth & Infrastruc ture</td> <td></td> <td></td> <td>1</td> <td>18</td> </tr> <tr> <td>Children, Young People and</td> <td>1478</td> <td>1413</td> <td>1312</td> <td>1205</td> </tr> </tbody> </table>		01 April 2016	01 April 2017	01 April 2018	01 April 2019		Emplo yees in post	Emplo yees in post	Emplo yees in post	Emplo yees in post	Business, Growth & Infrastruc ture			1	18	Children, Young People and	1478	1413	1312	1205
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#	Questioner / response	Question / questioner / response				
		Culture				
		Communities and Wellbeing	1568	1517	1512	1456
		Resources and Regulation	519	500	491	484
		Department for Corporate Core Services			1	1
		Sum:	3565	3430	3317	3164
			01 April 2020		01 April 2021	
			Vacant Positions	Employees in Post	Vacant Positions	Employees in Post
		Department for Business, Growth & Infrastructure	0	94	1	107
		Department for Children & Young People	2	566	35	560
		Department for Corporate Core Services	0	337	34	325
		Department for Finance	3	169	7	182
		Department for One Commissioning Organisation	47	385	35	407
		Department for Operations	2	1133	30	1077

#	Questioner / response	Question / questioner / response																		
		<table border="1"> <tr> <td>Sum:</td> <td>54 2684</td> <td>142 2658</td> </tr> </table>	Sum:	54 2684	142 2658															
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22	Lib Dem	<p>Could the Leader inform members what, if any, plans there are to consider areas for 20mph zones and traffic calming, given the significant demand for this in many areas?</p> <p>Councillor M Powell</p>																		
	Cllr Quinn	<p>As part of the StreetSafe initiative of some years past, outline plans were developed for all of Bury's residential streets with respect to installing 20 mph zones or limits. The StreetSafe programme came to an end around 2016 and no road safety funding has been available since that time to implement any more schemes. However, £150k has been made available for 2021/22 for a Road Safety Programme to address various, identified road safety issues around the Borough. Some schemes within this programme are indeed these kind of 20 mph schemes.</p>																		
23	Conservative	<p>How many temporary staff contracts have Bury Council agreed each year since 2016?</p> <p>Cllr. Yvonne Wright</p>																		
	Cllr Rafiq	<p>The table below provides a summary of the number of temporary and fixed term contracts established by financial year, since 2016/17.</p> <table border="1"> <tr> <td>Temporary & Fixed Term Contracts Established</td> <td>16/1 7</td> <td>17/1 8</td> <td>18/1 9</td> <td>19/2 0</td> <td>20/2 1</td> </tr> <tr> <td></td> <td>50</td> <td>72</td> <td>71</td> <td>34</td> <td>43</td> </tr> </table>	Temporary & Fixed Term Contracts Established	16/1 7	17/1 8	18/1 9	19/2 0	20/2 1		50	72	71	34	43						
Temporary & Fixed Term Contracts Established	16/1 7	17/1 8	18/1 9	19/2 0	20/2 1															
	50	72	71	34	43															
24	Conservative	<p>How much has Bury Council spent on temporary staff each year since 2016?</p> <p>Cllr. Luis McBriar</p>																		
	Cllr Rafiq	<p>The table below provides a summary of the Council's expenditure related to staff engaged on temporary or fixed term contracts by financial year, since 2016/17.</p> <table border="1"> <tr> <td></td> <td>2016 / 17</td> <td>2017 / 18</td> <td>2018 / 19</td> <td>2019 / 20</td> <td>2020 / 21</td> </tr> <tr> <td>Temporary and Fixed Term Staff</td> <td>323</td> <td>292</td> <td>263</td> <td>275</td> <td>215</td> </tr> <tr> <td>Associated Salary Cost</td> <td>£5.78 8M</td> <td>£5.29 0M</td> <td>£5.08 2M</td> <td>£5.90 4M</td> <td>£4.47 9M</td> </tr> </table>		2016 / 17	2017 / 18	2018 / 19	2019 / 20	2020 / 21	Temporary and Fixed Term Staff	323	292	263	275	215	Associated Salary Cost	£5.78 8M	£5.29 0M	£5.08 2M	£5.90 4M	£4.47 9M
	2016 / 17	2017 / 18	2018 / 19	2019 / 20	2020 / 21															
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25	Conservative	<p>What assessment has been made of the footfall in each of the Boroughs six towns and whether this is expected to return to pre-pandemic levels?</p> <p>Cllr. Robert Caserta</p>																		

#	Questioner / response	Question / questioner / response
	Cllr O'Brien	<p>There has been ongoing dialogue with businesses in the borough's town centres, including via town centre boards in order understand the changes in footfall. All centres saw a drop in footfall and, as with the national picture, the rate of recovery has fluctuated and footfall appears to remain below the pre-covid levels.</p> <p>Independent research for Bury Town Centre has indicated that footfall was returning more quickly than in similar town centres. It is currently unclear nationally how long it will take for town centres to see a return to pre-covid footfall levels. In the shorter term the council is supporting a series of business-led promotional campaigns (funded through re-opening the High Street Safely Fund and the Welcome Back Fund) and continues to work with centres through the growth boards. Alongside this regeneration plans and projects are currently being progressed for Bury, Radcliffe, Prestwich and Ramsbottom to ensure the ongoing success of these centres.</p>
26	Conservative	<p>Has any analysis been done with employers to understand the levels of vacant office space expected in the next three years across the Borough?</p> <p>Cllr. Jackie Harris</p>
	Cllr O'Brien	<p>To date this analysis has not been undertaken as the emphasis has been on supporting recovery through business support and the allocation of grants. Historically, Bury has not experienced high level of vacant office space. Inward investment enquiries are frequent either via the investin team or through partners such as the GM Growth Hub or MIDAS. Often, it is regretful that we report back to enquiries that there is limited opportunity and vacant space in the borough. The same applies to land for business expansion. The Northern Gateway and the more recent Chamberhall will provide much needed opportunity to attract good employment opportunities and enhance the Bury offer.</p> <p>In the interim council officers will request that a dialogue/survey is undertaken with our employers and landlords to assess the future risk of vacant office space.</p>
27	Lib Dem	<p>Could the Leader inform members of the number of street bins reported as not being emptied, compared to similar reports for the previous three years?</p> <p>Councillor S Wright</p>
	Cllr Quinn	<p>We do not have comparable data over 3 years regarding missed bins reported. This due to the effect of dealing with Covid during 20/21 as well as other factors including post covid recovery and national HGV driver shortages in 21/22.</p>
28	Conservative	<p>Does the Council have plans for a strategic plan for EV infrastructure in the Borough, working with partners who will help deliver this?</p> <p>Cllr. Sam Hurst</p>

#	Questioner / response	Question / questioner / response
	Cllr Quinn	<p>We have been working actively with TFGM to produce the Greater Manchester Electric Vehicle Strategy which is going for approval to the GMCA this month.</p> <p>This will allow us to benefit from a regional approach to EV chargepoint provision and the development of partnerships. We have plans to deliver a significant increase in the number of charge points in Bury and where advantageous we will develop our own partnerships to help achieve this.</p>
29	Conservative	<p>Can the Cabinet Member for Environment state how the Borough will mark COP26? Cllr. Iain Gartside</p>
	Cllr Quinn	<p>GMCA have put together a programme of events leading up to COP26, which can be seen below:</p> <p>Information about the different events:</p> <p>Progress 21 – Aims to have 3 events in one day:</p> <ol style="list-style-type: none"> 1. Careers: a jobs fair 'plus', thousands of available jobs, training opportunities and a wide range of advice and support to propel your career. 2. Business: offering on-day specialist insight and practical support for your business's recovery and future growth. 3. Global: bringing Greater Manchester together to promote our city region on the global stage to attract investors and visitors. <p>Battle Bus Flagship Event A Battle Bus is touring the country on a 'road to COP', where key stakeholders can learn more about the national measures to meet NetZero 2050 and GM Carbon Neutral 2038.</p> <p>Green Summit A lively mix of inspiring speakers with workshops bursting on how to get involved and take meaningful action to be held at the Lowry Theatre.</p> <p>NW Green Zone The North West Green Zone, is a regional virtual zone to be operated at the same time as COP26. There will be two zones in the North West, one in Liverpool and one in Manchester. The events will be focussed on Energy, specifically in Manchester there will be a zone focussed on smart energy and delivery. This will focus on how energy is being transformed. Looking at smart infrastructure, integrated, clean and affordable public transport systems, resource efficient buildings, greater local community renewable energy, cleaner air and water. This will be an event about how we use new energy sources to hit our carbon neutral targets in the race to net zero.</p> <p>Bury will work alongside GMCA to be involved as much as possible in this process and the associated events.</p> <p>We are in the process of working up a communications and</p>

#	Questioner / response	Question / questioner / response
		engagement plan to further engage in COP 26 in Bury. The Climate Strategy and Action Plan will go to Cabinet for adoption in October and it is hoped we can then lead a number of events to mark the launch of the strategy and COP 26.
30	Conservative	<p>What initiatives are being undertaken to encourage younger people to get vaccinated</p> <p>Cllr. Khalid Hussain</p>
	Cllr Simpson	<p>We have developed tailored comms and engagement approaches based on local, GM and national insights into younger adult attitudes, beliefs and preferences around vaccination.</p> <p>We have highlighted particular incentives of being vaccinated and therefore getting protected, such as going on holiday and getting back to the other things we enjoy, not needing to isolate or miss work if an individual is a contact of someone that has tested positive, and protecting their loved ones.</p> <p>We have participated in the Greater Manchester wide Grab A Job campaign, which has reached out to younger audiences through targeted and boosted social media and communications channels and offline communications i.e. printed placed in key locations where younger adults are more likely to go.</p> <p>We have also adapted our vaccination clinics to make them more accessible by opening them in the evenings which may appeal to those working during the day, and having walk up appointments across a number of locations. In addition, a number of pop up clinics have been held in areas where we know vaccine uptake has been lower than the general population. The number of young people having received their first vaccine continues to grow with over 60% uptake among those aged 18-29 so far.</p> <p>We are also currently targeting our efforts on reaching the 16 and 17 year old cohort, through direct invitation to receive their vaccination and within our wider communications efforts.</p>
31	Conservative	<p>Noting the problems regarding consultations in the Borough, can the Leader advise how the Council works with emergency service before implementation Low Traffic Neighbourhoods.</p> <p>Cllr. Dene Vernon</p>
	Cllr Quinn	<p>There is a formal process for all new schemes that propose to introduce changes to the highway network (either physically or via parking restrictions etc.) - this is because there is a statutory requirement to consult with the police on such matters. This is done through Bury's Traffic Management Unit (TMU) which consists of stakeholders from Bury (traffic & legal officers), Transport for Greater Manchester, Greater Manchester Police, Greater Manchester Fire and Rescue Service and Greater Manchester Ambulance Service. Whilst all external stakeholders receive the papers for TMU meetings, they don't always attend. However, in the case of LTNs we engage with the emergency services to a much higher degree to ensure that we receive a response. Given the philosophy behind LTNs is to restrict traffic movements by the use of physical measures on the highway, it is vital to receive the comments of the emergency services to ensure</p>

#	Questioner / response	Question / questioner / response
		they have no concerns with the proposals prior to proceeding.
32	Lib Dem	<p>Could the Leader inform members of the net proportion of green belt land to be removed/added in each of the six townships of Bury, for the whole of Bury and for the whole of (the nine districts of) Greater Manchester under the Places for Everyone plan?</p> <p>Councillor C Tegolo</p>
	Cllr O'Brien	<p>On a township basis, Places for Everyone is proposing net changes to the Green Belt as follows:</p> <ul style="list-style-type: none"> ▪ Ramsbottom, Tottington and North Manor would see a reduction of 0.8%; ▪ Bury West would see an increase of 5.8%; ▪ Bury East would see an increase of 1.6%; ▪ Radcliffe would see a reduction of 10.6%; ▪ Whitefield and Unsworth would see a reduction of around 28.6%; and ▪ Prestwich would see a reduction of around 13.7%. <p>The plan proposes a higher proportionate loss of Green Belt in the southern areas of the Borough because it is these areas that have better access to existing infrastructure, such as public transport, making them more sustainable locations for development.</p> <p>In addition, the higher proportion of Green Belt loss proposed in the south and particularly for Whitefield and Unsworth is due to the proposal for new business development at the Northern Gateway – a proposal that will generate a substantial number of accessible and high-quality jobs and which will bring significant economic benefit to Bury.</p> <p>In terms of Bury as a whole, Places for Everyone proposes a net loss of 8.8% of the Borough's Green Belt. This is a substantial reduction on the 20% that was proposed in the first draft of the GMSF.</p> <p>Across the nine participating districts, Places for Everyone currently proposes an average net loss of 3.3% of its Green Belt and it is a fact that this is less than the net loss proposed for Bury.</p> <p>However, it is important to recognise that 54% of the Borough would remain Green Belt land - the third highest of the nine participating districts, behind only Rochdale and Wigan.</p> <p>It is also important to reiterate that the majority of the proposed</p>

#	Questioner / response	Question / questioner / response
		<p>Green Belt release in Bury is not for housing but for employment development at the Northern Gateway, which in itself accounts for 310 of the total net loss of 519 hectares.</p> <p>Furthermore, our successful approach to the redevelopment of brownfield sites in recent years means that Bury, unlike other Greater Manchester districts, does not have large expanses of brownfield land available to make a greater contribution towards meeting our housing needs meaning that, unfortunately, a higher proportion of our needs have to be met through the release of Green Belt.</p> <p>It is often suggested that Bury should pull out of Places for Everyone and produce its own Local Plan instead. If we were to go down that route, the Local Plan would still need to cover the same issues currently covered by Places for Everyone, including identifying land to meet our development needs. It would also mean that we would be unlikely to be able to redistribute some of our housing targets to other districts (currently over 2,200 through Places for Everyone), meaning that the impact on Bury's Green Belt would be likely to be much more significant if we were to withdraw from the joint plan.</p>

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DECISION OF:	The Council
DATE:	9th September 2021
SUBJECT:	Update on Combined Authority activity
REPORT FROM:	Leader of the Council
CONTACT OFFICER:	Leader of the Council
TYPE OF DECISION:	Non key decision
FREEDOM OF INFORMATION/STATUS	This paper is within the public domain.
SUMMARY:	This report provides an update on the activity of the Greater Manchester Combined Authority.
OPTIONS & RECOMMENDED OPTION	That Council notes the report and agrees that further updates on the Combined Authority are provided to future Council meetings
IMPLICATIONS:	
Corporate Aims/Policy Framework:	Do the proposals accord with the Policy Framework? Yes
Equality/Diversity implications:	Equality Impact considerations included on the individual Combined Authority reports.
Wards Affected:	All Wards.
Scrutiny Interest:	Overview and Scrutiny

1 Background

- 1.1 This report provides an update on work of the Greater Manchester Combined Authority (GMCA) following an update to Council in July 2021.

- 1.2 Since the last update there have been no meetings of the Greater Manchester Combined Authority. A meeting was due to take place on 30th July 2021, however, following the sad news of the passing of Bolton Council Leader Cllr David Greenhalgh, this meeting was cancelled.
- 1.3 Cllr David Greenhalgh was a fantastic colleague to work with. David was always good humoured, insightful and professional in the way he went about his role in Greater Manchester. His support for Bury's Town of Culture status was always a great boost for our town and he will be missed.

2 TfGM Update

2.1 Latest Transport Advice

2.2 On Wednesday 14 July the Greater Manchester Mayor, along with other regional Mayors asked their respective Transport Executives to mandate face coverings on those parts of the transport network where they are able to do so.

2.3 For Greater Manchester this means that wearing of face coverings is a condition of carriage on Metrolink – anyone not wearing and not exempt could be prevented from travelling or fined up to £100. Additionally, passengers in bus stations and interchanges will also be required to wear face coverings. For other modes, passengers will be strongly encouraged to wear face coverings. In line with the above approach, TfGM are also requiring frontline staff (unless exempt) to continue wearing a face covering to protect themselves and others.

2.4 Exemptions will reflect those currently in place, including for those who have certain medical conditions or disabilities which mean that they cannot put on, wear or remove face coverings. Children under the age of 11 will also remain exempt. Transport for Greater Manchester (TfGM), in partnership with KeolisAmey (KAM) and Greater Manchester Police, will continue to undertake Days of Action to educate customers on the importance of face coverings and how they help to protect others.

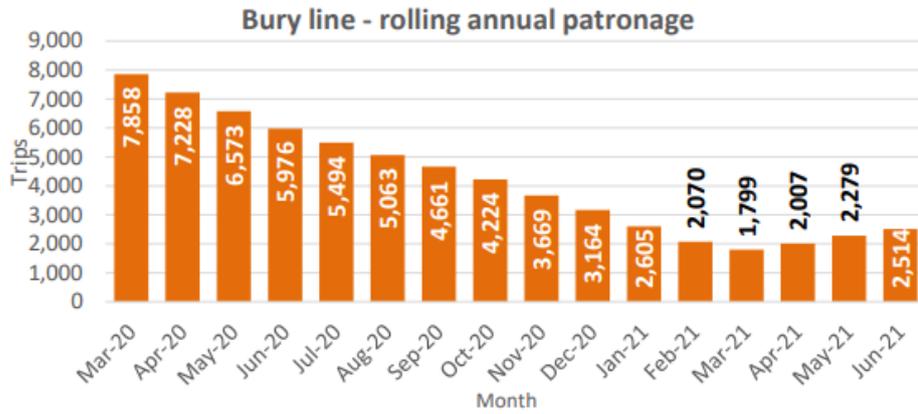
2.5 TfGM is sharing this update across platforms and channels, meanwhile signage and PA system announcements are in place to inform passengers of this requirement at stops, interchanges and on board Metrolink services. Updated key messages can be found at tfgm.com/coronavirus

2.6 Metrolink

2.7 Bury Metrolink Line

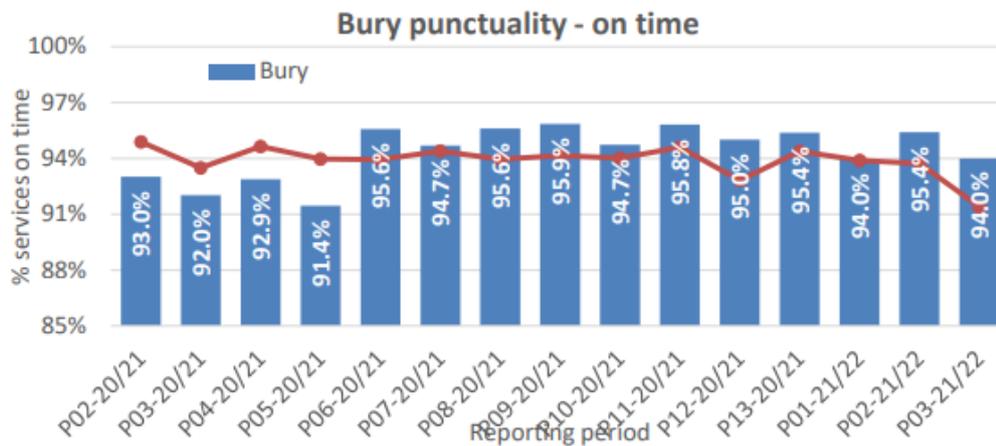
2.8 Performance and Patronage

2.9 Following the government's announcement of Stage 3 and Stage 4 reopening, patronage across the network has started to increase, including on the Bury Line. This represents a 10% increase in patronage on the line between May 2021 and June 2021.



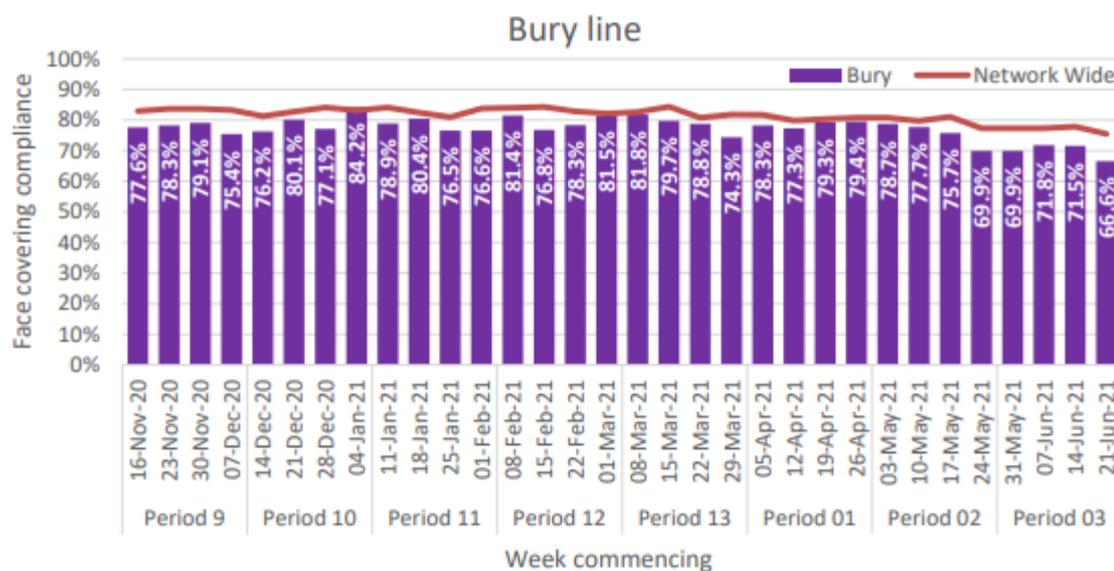
2.10 Punctuality

2.11 Punctuality is measured at every stop on each line. The chart below shows the on-time punctuality (within 2 mins of schedule) for the Bury line. Punctuality has remained consistently above 90% over the time frame shown. Despite a network wide drop to 91%, the Bury Line is still consistent with the last 11 reporting periods.



2.12 Face covering compliance

2.13 Face covering observations at stops along the Bury line in the peak periods each week show that 66% of passengers along the line have been complying with face covering requirements since Stage 4 reopening. This remains below the network wide average compliance rate over the period, which is at 75%, but declining.



2.14 Metrolink Timetable changes

2.15 Due to Covid-related staff absences and the knock-on impact on passenger services, a short-term service change came into effect on Metrolink from 9 August, involving a network-wide 12-minute service run between 6am and midnight Monday to Saturday and 7am to midnight on Sunday, with an increased use of double tram units on busier lines. Where possible, and subject to driver availability, additional services will also be put in place to support the busier routes at the busiest times.

2.16 This is a challenge that many transport operators are facing, and the temporary change is designed to reduce pressure on existing staff, protect safety critical teams and provide a more reliable and consistent service for passengers. TfGM and operator KeolisAmey are working towards the reintroduction of more frequent services ahead of the return to education and more people returning to the workplace in September.

2.17 Light Rail funding

2.18 The Department for Transport has announced £56 million in government funding to help light rail operators, including Metrolink, to continue to run services as restrictions are lifted. This tranche of funding will run for a longer period than previous tranches - from 20 July to April 2022 - during which operators will have to adapt their commercial offerings to ensure the longer-term viability and self-sustainability, with this intended to be the final tranche of COVID-19-related support.

2.19 Travel perceptions survey

2.20 TfGM's Insight Team have found through fieldwork carried out between late-May and mid-June, that in addition to the wearing of face coverings, deep cleaning, having personal space, free hand sanitiser and real-time information on crowding are the most important factors for improving customer confidence and experience on the network. They also demonstrate a number of challenges that exist as people begin to travel more often, particularly in regard to the differing expectations of those who have been using public transport during lockdown and those who are thinking about returning to the network. TfGM have shared the details of this survey with transport operators and will

continue to review and develop interventions and supporting communications to support safe sustainable travel.

2.21 **City Regions Sustainable Transport Settlement**

2.22 In August, the Secretary of State for Transport wrote to the Mayor of Greater Manchester, inviting bids for the City Region Sustainable Transport Fund (previously known as the Intercity Transport Settlement). Greater Manchester has the opportunity to bid for funding in the range of £730 million to £1,190 million over the five years. Final allocations will be determined by government based upon submission of a prospectus as part of the Comprehensive Spending Review process. Submissions are required at the end of August 2021.

2.23 **Clean Air Plan Governance**

2.24 The GM Clean Air Plan has now been approved by all 10 local authorities via their individual governance processes. This means that, subject to a call-in period, the Plan will be officially adopted. Further activity is planned later this month as Greater Manchester gears up towards the implementation of the plan and delivery of a Clean Air Zone from May 2022.

2.25 **Electric Vehicles**

2.26 The Greater Manchester Electric Vehicle Charging Infrastructure (EVCI) strategy will soon be considered by GMCA. The strategy, which has been considered by a number of GM local authorities over recent weeks, sets out a vision for 2030 in which businesses and residents who choose to travel by car or LGVs, will be able to use electric vehicles with the confidence that they will be able to conveniently recharge them. If approved by GMCA, the EVCI strategy will sit as a sub-strategy of the GM 2040 Transport Strategy.

2.27 TfGM will also launch a new website electrictravel.tfgm.com, where the programme of planned publicly funded additional electric vehicle infrastructure will be included. The website will also include an online map to facilitate better co-ordination of requests from residents for on-street charging by allowing them to 'pin-drop' suitable locations

3 GMCA Update on Waste and Resources Contract

3.1 **The Recycle for Greater Manchester (R4GM) Food Waste Campaign**

3.2 The R4GM team have launched the Greater Manchester wide food waste campaign. The campaign called Buy, Eat, Keep, Repeat provides tips on how to reduce food waste and how to use the council food waste recycling service for any unavoidable food waste. It aims to raise awareness about the economic and environmental impacts of wasted food and encourage residents to take easy and actionable steps to reduce food waste in their homes.

3.3 A social media toolkit and briefing will be provided to all GM councils to promote the messages on their own channels.

3.4 **Renew Shops and Renew Hub**

- 3.5 SUEZ is committed to delivering an extensive social value plan to create value from Greater Manchester's waste.
- 3.6 As part of this vision, SUEZ have opened Renew Shops at 3 of the Household Waste Recycling Centres (HWRCs) in Oldham, Trafford and Salford. A Renew Hub in Trafford Park is also being developed.
- 3.7 In order to maximise recycling and reduce waste going to landfill and energy for waste, they will divert re-usable goods (currently furniture, bric-a-brac, toys etc.) from the network of 20 Household Waste Recycling Centres across Greater Manchester to the Renew Hub, where the goods are cleaned and sold in the 3 shops at a low cost.
- 3.8 They also have partnerships with charities from across the 9 councils who take donated items from the Renew Hub for their organisations.
- 3.9 The Hub will open later this year and will be used to repair and upcycle items working with like-minded business and charities. This will allow the introduction of electrical and white goods and will lead to the Hub becoming more of a community space.
- 3.10 This will include a dedicated work area, and also a multifunctional community space, including display areas for showcasing items from the Hub.
- 3.11 The layout includes a number of work pods which have just been installed, each containing equipment for repairing, upcycling or repurposing items, for example cycle repair, white goods checking and repair, upholstery, and painting.
- 3.12 Activities at each of the pods will be managed by qualified trainers working in partnership with third sector organisations and designers to carry out the repair and upcycling services, and employ and train local people and volunteers in skills for the green economy.
- 3.13 Profits from the 3 Renew Shops and Hub will be used to support SUEZ's funding commitments of £100,000 each year to the GM Mayor's Charity and £220,000 each year to the Recycle for Greater Manchester Community Fund.
- 3.14 **Van Permit**
- 3.15 A van permit is being developed for residents who use a van to dispose of their household waste at the Household Waste Recycling Centres (HWRCs). It is being introduced as part of the access restriction policy which was rolled out in February 2020 to deter traders from illegally using the HWRCs to dispose of trade waste. All businesses and traders, no matter how small must by law pay for their waste to be disposed either by setting up a waste collection contract, by hiring a skip or they can use a local weighbridge. HWRCs are for residents only.

- 3.16 The van permit will be free of charge and will help SUEZ to identify genuine residents from traders who are trying to access the HWRCs illegally. Residents will apply online for their van permit and will be asked to show this at the gate to gain access to the HWRC.
- 3.17 More information and a full briefing will be provided to all councils before it is rolled out later this year.

4 Recommendation

- 4.1 That Council note the updates from the Combined Authority, Transport for Greater Manchester, and Recycle for Greater Manchester, with further updates to be presented to future Council meetings.

List of Background Papers:-

None identified

Contact Details:-

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	Party	Councillor		
1	Lib Dem	Councillor S Wright	Could the Council's spokesperson on the Greater Manchester Transport Committee comment on the very poor service in recent months on the 96 subsidised bus service to Simister? What can be done to improve on the reliability of this service, and in particular stop any 'turning back' before Simister by the operator?	
	Combined Authority Representative: Councillor Peel		<p>This has been an ongoing problem over recent months, the reasons behind the problems are as follows:</p> <ul style="list-style-type: none"> • Residents/Pub goers are parking in the turning circle at the terminal point in Simister so services have not been able to turn there and have had to turn around at Parrenthorn School turning area • Timing issues have caused delays, especially in the Prestwich area, causing the service to continually run late. • Roadworks at present and recently on Heywood Road in Prestwich has further compounded the issues. • The route was changed in 2020 to service Prestwich and Simister but this has not worked out due to heavy traffic and one lane traffic (due to cycle lane in Prestwich village). The route was also extended last year and very little time added to help with punctuality. <p>What has/is being put in place:</p> <ul style="list-style-type: none"> • The temporary roadworks were due for completion on 3rd September. • Targeted traffic enforcement. • Service changes to make this a more reliable/punctual service. 	
2	Labour	Cllr Hayes	What funding is available via the Combined Authority and TfGM to support road safety initiatives in Bury?	
	Combined Authority		There is no capital funding specifically ring-	

	Party	Councillor		
	Representative: Councillor Peel		<p>fenced for road safety improvements. However, capital sources such as the Mayor's Challenge Fund are being used to address road safety for pedestrians and cyclists for example.</p> <p>TfGM does run road safety campaigns and has developed a speeding toolkit for local authorities to use.</p> <p>Local authorities are also able to prioritise funding for road safety initiatives where appropriate, such as through minor works.</p>	
3	Labour	Cllr Whitby	<p>Can TfGM indicate when the next tranche of Active Travel funding, ATF4, will be made available to local authorities and how much it will be. Can TfGM also ensure there is appropriate time provided for schemes to be fully considered and developed in partnership with councillors and residents.</p>	
	Combined Authority Representative: Councillor Peel		<p>The funding bid for ATF3 was submitted on the 9th August and we are still awaiting the outcome of that bid for Greater Manchester. ATF4 would be the next round of funding beyond that and would likely cover the period from the 2023/24 financial year onwards – and possibly as a multi-year settlement. The DfT haven't provided any information as to the scale of any ATF4 funding pot yet. The timescales for any bid submission are set by the DfT and apply nationally, as such any GM bid needs to be made in accordance with them, and allowing time for bid compilation and sign-off.</p>	
4	Conservative	Cllr Harris	<p>What is the average number of incidents occurring across the metrolink network of crime and anti-social behaviour per month and what are TfGM doing to reduce crime on the network?</p>	

	Party	Councillor	
	Combined Authority Representative: Councillor Peel		<p>The TravelSafe Partnership¹ (TSP), brings together public authorities and transport operators² to work collectively to understand, address and tackle issues of Crime and Anti-Social Behaviour (ASB)³.</p> <p>By working jointly in this way, the TSP is able to collaborate with a wider range of complimentary GM workstreams including; Operation Challenger, Violence Reduction Unit, and the Local Authority Community Safety Leads. The work of the TSP forms one element of the Police & Crime Standing Together Work Programme.</p> <p>TSP use a measure of the 'rate' of incidents per million passenger journeys across both the Metrolink and Bus network⁴, the graph below depicts this trend over the course of the last 30 months.</p> <p>Across the last 12 months the following observations have been noted:</p> <ul style="list-style-type: none"> • Incidents reported on the Bus network decreased in line with patronage; • Metrolink maintained a higher number of reported incidents despite the reductions, likely linked to a small minority of persistent individuals unlikely to adhere to any restrictions; • During the first and third national lockdowns there was a marked increase in the 'rate' of reported incidents on the network; • Rising youth-related ASB⁵ has been a common theme of note with incidents having risen significantly during 2020/21 and currently

¹ Established in 2015.

² TfGM, GMP and BTP plus operators from; KeolisAmey Metrolink, Stagecoach, First Manchester, Go North West, Arriva, Diamond and Northern Rail

³ A range of 'tools' are utilised including staff and police deployments, target hardening, sharing of data and intelligence, school's prevention work, days of actions and marketing campaigns on safer travel behaviours.

⁴ Bus Network incl. Bus Stations and Interchanges, At Stop and also On Bus.

⁵ A number of factors differentiate lockdowns and in turn the effect on reported incidents, in particular during the first and third lockdowns schools were closed to the majority of pupils.

	Party	Councillor		
			<p>accounting almost half of all incidents reported to the Partnership across all modes, this is compared with 25% in the same period in 2019⁶.</p> <p>Every year, the TSP undertakes an extensive programme of school/college engagement, in response to particular issues and successfully as a preventative measure⁷.</p> <p>Before the school holiday the TSP managed to support delivery of Crucial Crew sessions for Salford and Bury, engaging with 2188 young people.</p>	
5	Labour	Cllr Boroda	<p>With Parklife set to take place on the 11th and 12th September this year, could council give an update for what support is in place from GMP protect local residents against anti-social behaviour and keep all those involved safe?</p>	
	Combined Authority Representative: Cllr Gold		<p>In addition to the standard Parklife Operation which involves policing the event itself, this year Bury GMP have an enhanced Community Policing offer as well.</p> <p>Following consultation with residents to help identify hotspot areas and pinchpoints, GMP have secured additional resources to help Police the entire weekend. There will be four times the number of Community Policing Officer when with previous Parklife events.</p> <p>GMP have committed to the following:</p> <ul style="list-style-type: none"> • Dedicated patrols for specific beats around the event, ensuring all areas affected are covered with high-visibility Policing • Static patrols on key hotspot areas • 6 bike units to enable rapid deployment to issues as they are reported 	

⁶ Figures used are based on the latest six-months compared to the same period in 2019.

⁷ In 2019 the reach for this was over 30,000 young persons

	Party	Councillor		
			<ul style="list-style-type: none"> Staffed Mobile Police Station on Kings Road <p>Police are also exploring ways to enable key community contacts to report issues directly in real-time to enable a quicker response.</p>	
6	Conservative	Cllr. Jordan Lewis	Diesel vehicles can be converted to a very low emission vehicle by adapting them with a hydrogen injection system. This reduces harmful emissions by around 85%. Given the Greater Manchester region will have a Clean Air Zone implemented, will there be a ULEZ grant exemption to any diesel vehicle fitted with a hydrogen injection system?	
	Combined Authority Representative: Cllr Quinn		<p>All retrofit technology must be approved by the government's Energy Savings Trust. The Clean Vehicle Retrofit Accreditation Scheme supports the operation of Clean Air Zones and addresses the air pollution emissions from buses, coaches, heavy goods vehicles, mini-buses, taxis and vans.</p> <p>If the technology is approved by this scheme then vehicles with the system would be exempt. A full list of manufacturers and devices can be found here: https://energysavingtrust.org.uk/wp-content/uploads/2020/10/20210716CVRAS-Approved-Devices-Open-List-Version-39.pdf</p>	
7	Lib Dem	Councillor M Powell	Could the Council's spokesperson on the Greater Manchester Transport Committee inform members what proportion of active travel capital investment has been so far been made or committed in each of the ten districts?	

	Party	Councillor		
	Combined Authority Representative: Councillor Peel		 Bury Council Transport Questions	
8	Conservative	Cllr Lancaster	Following the introduction of the 'GM Transport Commissioner' what will be the focus of this role and how will success be measured against the GM Mayor's strategies?	
	Combined Authority Representative: Councillor Peel		The GM Transport Commissioner will advise the Mayor on the delivery of the Bee Network vision - an integrated, co-ordinated and easier to use transport system in GM with common branding and livery; work collaboratively with TfGM, the 10 districts and delivery partners such as Network Rail and Highways England; and lead on engaging with HM Government to make the case for the necessary powers and resources to deliver the Bee Network. Success will be measured against these responsibilities.	
9	Conservative	Cllr. Jack Rydeheard:	How many emergency vehicles have encountered difficulties in accessing streets in estates where Low Traffic Neighbourhoods have been implemented across the Greater Manchester Region broken down by Borough	
	Combined Authority Representative: Councillor Peel		TfGM is not of aware of any difficulties encountered by emergency vehicles.	
10	Conservative	Cllr Cropper	Greater Manchester has a Clean Air Plan and aims to be Carbon Neutral by 2038. To achieve this there is a plan to deploy EV chargers across the region, how many will the Borough of Bury be allocated and when can these be expected to be installed?	
	Combined Authority Representative: Cllr Quinn		There are currently 20 chargers in Bury. This includes 8 Be.EV chargers. The GM authorities take the opportunity of	

	Party	Councillor		
			<p>using different funding sources for Electric Vehicle Charging Infrastructure (EVCI) roll-out as they become available.</p> <p>The Rock and Millgate have recently had rapid chargers installed.</p> <p>6 charging points will be installed in Bury in 2022 using a mixture of OZEV and Clean Air Plan funding solely for taxi charging. These will be installed near to taxi waiting areas.</p> <p>We are also working with Bury Council officers on a bid for fast chargers in Local Authority car parks. It is likely that Tranche 1 of this bid will include an additional 5 chargers with additional chargers in later tranches.</p> <p>We understand Bury Council has an allocation for additional EVCI projects.</p>	
11	Conservative	Cllr Yvonne Wright	<p>Information Commissioner Elizabeth Denham has commented on privacy issues around the use of live facial recognition technology in public places, duly expressing "deep concern" about the potential for such technology to be deployed "inappropriately, excessively or even recklessly. What step have you taken to address these concerns in Greater Manchester?</p>	
	Combined Authority Representative: Cllr Gold		<p>Any implementation of surveillance technology such as facial recognition technology would need to be done in line with the legislation governing the use of personal data, including the Data Protection Act 2018 and the Human Rights Act 2000. The Data Protection Act 2018 requires that a Data Protection Impact Assessment is completed for high risk processing, including the installation of public surveillance equipment, and this assessment should take into account how the technology could be introduced in compliance with the principles of data</p>	

	Party	Councillor	
			<p>protection. It is Data Protection Impact Assessments which Elizabeth Denham refers to in her blog post when she speaks about organisations needing “to understand and assess the risks of using a potentially intrusive technology and its impact on people’s privacy and their lives”.</p> <p>At the present time, it is unlikely that the technology available would enable fair and lawful use due to the limitations on accuracy, particularly in identifying women and people of particular ethnic origin leading to misidentification and the ramifications that may have.</p> <p>At present GMCA are not aware of any intended installation of such systems, but it would be expected that any team considering facial recognition technology would engage with their organisation’s Information Governance Team at the earliest opportunity (and certainly before procurement of such systems) so that they can support them in completing a Data Protection Impact Assessment. Completed Data Protection Impact Assessments are reviewed by the statutory Data Protection Officer who is legally required to give their opinion on the proposed processing (including where the proposed processing may not be lawful), and the DPIA will usually be signed off by the Information Asset Owner responsible (usually a Director or Head of Service in the appropriate service area), and/or the Senior Information Risk Owner (depending on each authorities Information Governance structures and policies).</p> <p>If the processing still involves high risks, such as high incidences of misidentification which cannot be mitigated, the Data Protection Impact Assessment is legally required to be sent for consultation with the</p>

	Party	Councillor		
			<p>Information Commissioner. Usually no processing will be allowed to continue, and it is entirely possible for the ICO to order the authority not to proceed if these risks cannot be mitigated. It is unusual to get to this stage, as usually mitigation is possible, or the Authority in question may decide not to proceed if the Senior Information Risk Owner is not prepared to take the risk</p> <p style="text-align: center;">  Facial Recognition and Data Protection </p>	
12	Lib Dem	Councillor M Tegolo	<p>Could the Council's spokesperson on the Greater Manchester Waste Committee inform members what proportion of plastic waste in Greater Manchester is incinerated, and what proportion (if any) is exported?</p>	
	Combined Authority Representative: Quinn		<p>GMCA can confirm that we do not export unsorted plastic waste abroad. In Greater Manchester, currently only plastic bottles are collected for recycling. All types of plastic bottles are accepted including shampoo, shower gel, and cleaning bottles. This is because the plastics they are made from are a high-grade plastic and there are well-established sustainable markets for bottle derived plastic.</p> <p>All recyclable material from Greater Manchester is sold to reprocessing facilities in the UK and Europe, over half of which is sent to facilities in the North West of England. Plastic bottles are a valuable resource as they are processed into plastic flakes and used in manufacturing to make new products.</p> <p>The trading of recyclable material is a global market, with demand for plastic highest in countries that do a large amount of manufacturing, where the plastic is made</p>	

	Party	Councillor	
			<p>into new products.</p> <p>Other types of plastic packaging (such as plastic pots, tubs and trays) are made up of a wider range of polymers and colours, the end markets for which are still developing. For that reason, plastic pots, tubs and trays are currently collected in the general waste bin which is sent by rail to an Energy from Waste plant (combined heat and power plant) in Runcorn where it is burned to generate electricity and steam that is used in the operation of the neighbouring plant. Any additional electricity is fed back to the national grid.</p> <p>Last year we collected 11,500 tonnes of plastic bottles for recycling. Waste compositional analysis data suggests that within the general waste stream there are a further 9,298 tonnes of plastic bottles, so therefore we are capturing 66% of recyclable plastic bottles and 34% are sent to the Energy from Waste plant within the general waste stream.</p> <p>300 tonnes of sorted plastic recyclate (therefore a raw material – not a unsorted waste stream) was sent to Turkey for use in manufacturing processes representing 2.6% of targeted plastics.</p>
13	Conservative	Cllr Bernstein	Will Councillor Gold and the Police and Crime Panel seek from the Mayor or Deputy Mayor in the public interest the terms of Ian Hopkins departure as Chief Constable of GMP?
	Combined Authority Representative: Cllr Gold		In discussion with The Bury Community Safety Manager, Cllr Gold will write to the Deputy Mayor and formally raise this question
14	Conservative	Cllr Caserta	In October 2018 Greater Manchester Police unveiled their Citizens Contract . The following November meeting held by GM Police Panel the report was hailed by the committee as a great piece of work. In the

	Party	Councillor												
			light of GMP's newest Chief Constable Stephen Watson as a lad of tosh. Would Councillor Gold like to apologise to the people of Bury on behalf of the Labour controlled committee, Beverley Hughes and in particular Andy Burnham?											
	Combined Authority Representative: Cllr Gold		The committee at the time considered the plan presented from GMP but it is now clear that significant improvement must take place. I welcome the appointment of the new Chief Constable, and his commitment to turning around the performance of GMP, and look forward to hearing more from him about how he plans to improve GMP.											
15	Conservative	Councillor Brown	For each year financial year, 2016/17, 2017/18, 2018/19, 2019/20 and 2020/21 how many police staff were sanction or warned for accessing information on police databases without good reason to do so?											
	Combined Authority Representative: Cllr Gold		GMP have provided the information below showing the number of police staff (this includes PCSO's but does not include police officers) who attended Misconduct Proceedings & were sanctioned or warned for accessing information in the last five financial years. Please note that due to COVID 19 Misconduct Proceedings were halted for several months during 2020.											
			<table border="1"> <tbody> <tr> <td>16-17</td> <td>1</td> </tr> <tr> <td>17-18</td> <td>1</td> </tr> <tr> <td>18-19</td> <td>4</td> </tr> <tr> <td>19-20</td> <td>7</td> </tr> <tr> <td>20-21</td> <td>0</td> </tr> </tbody> </table>	16-17	1	17-18	1	18-19	4	19-20	7	20-21	0	
16-17	1													
17-18	1													
18-19	4													
19-20	7													
20-21	0													
16	Conservative	Cllr LJ Dean	Please can you provide a breakdown of the Recycle for Greater Manchester Communications budget for 2021/22 and what initiatives are planned for the year											
	Combined Authority Representative: Quinn		Please see Recycle for Greater Manchester Communications Plan 2021/22 attached. Our main focus this year is on a GM wide											

	Party	Councillor	
			<p>food waste campaign called Buy, Eat, Keep, Repeat, a paper and card contamination campaign and on joint communications with our contractor; SUEZ on promoting the new Renew shops and Renew hub which forms a significant part of their social value plan.</p> <p style="text-align: center;">  R4GM Comms &Behavioural Chang </p>

[Type here]

Appendix B: MCF Progress Summary

2nd Aug 2021 - Version 6.0



Programme Director Commentary:

Welcome to the Mayors Challenge Fund progress checker. The purpose of this look-up chart is to gauge progress on scheme delivery and programme expenditure by district, for TfGM and across GM as a whole. Overall the picture presented here - a prioritised programme of £216.5m value, a budget of £160m, with approval to spend sitting at £48.2m (the cumulative total of Development cost approval and Scheme Approval values) shows that good progress is being made, financially. However, the rate of submission to full business case, start on site and completion is challenging. The reasons for this vary by district and programme, and, dealing with the Covid pandemic has clearly presented challenges to all organisations during 2020. However, the forecast business case submission tracker (final page) indicates that we can expect the value of full approvals to rapidly increase in the next six months. To support that, over the past three months, TfGM has been overhauling its procedures and now submits a monthly approval to the CA for schemes funding that have achieved the appropriate review status. Resources have been assigned to increase the capability to handle the volume of business case planned, and, a critical friend approach has been introduced to major schemes to assist in more "first pass" approvals of schemes and reduce re-working of submissions. Where appropriate, the Programme Team have also been working collaboratively with TfGM's Portfolio office to develop progressive, proactive approaches to Gateway Approvals. This is starting to take effect. Districts and TfGM continue to support each other in working towards our common goals. The graphs below detail the status of prioritised schemes (left hand axis) and in a nutshell the more complete the blue bars are the greater progress is being made through the stages to completion. A financial summary illustrates the expenditure planned and reported spend "to date". The metrics in the table are driven by the monthly MCF reports submitted by GM LA partners.

Bolton

Total Scheme Summary:

	Total (£)
Prioritised Budget	£ 7,600,000
Dev Costs Approved	£ 1,234,000
Full Approval Value	£ -
Reported Scheme Spend	£ 747,500

Bury

Total Scheme Summary:

	Total (£)
Prioritised Budget	£ 12,000,000
Dev Costs Approved	£ 1,607,305
Full Approval Value	£ -
Reported Scheme Spend	£ 701,830

Manchester

Total Scheme Summary:

	Total (£)
Prioritised Budget	£ 37,200,000
Dev Costs Approved	£ 6,144,030
Full Approval Value	£ 8,275,708
Reported Scheme Spend	£ 8,653,422

Oldham

Total Scheme Summary:

	Total (£)
Prioritised Budget	£ 12,600,000
Dev Costs Approved	£ 2,120,515
Full Approval Value	£ 773,536
Reported Scheme Spend	£ 1,259,661

Rochdale

Total Scheme Summary:

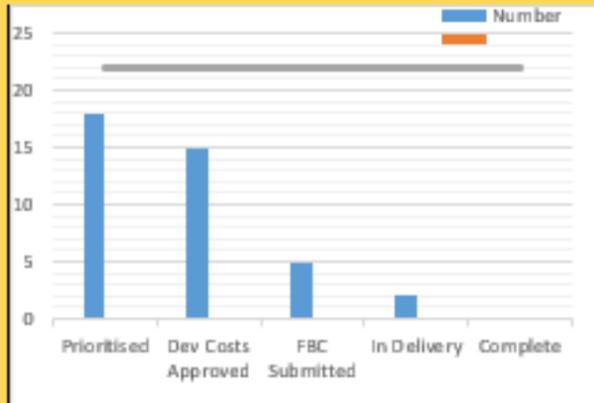


Finance Summary:

	Total (£)
Prioritised Budget	£ 11,900,000
Dev Costs Approved	£ 428,500
Full Approval Value	£ -
Reported Scheme Spend	£ 394,501

Salford

Total Scheme Summary:

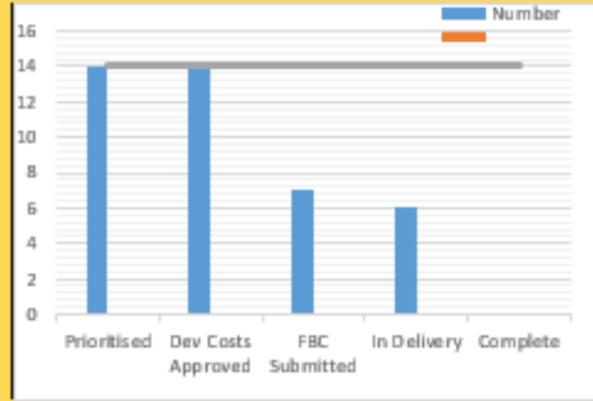


Finance Summary:

	Total (£)
Prioritised Budget	£ 28,300,000
Dev Costs Approved	£ 6,115,905
Full Approval Value	£ 13,511,986
Reported Scheme Spend	£ 8,298,661

Stockport

Total Scheme Summary:

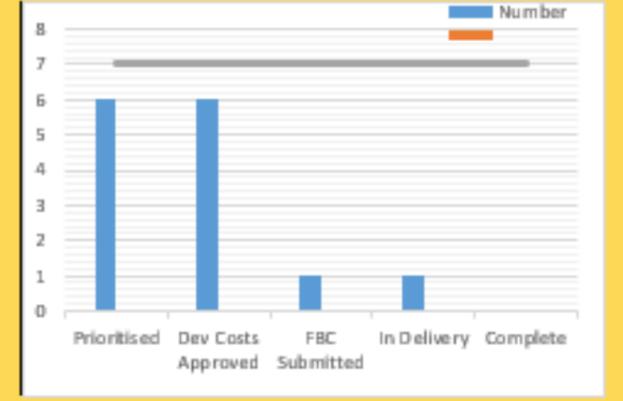


Finance Summary:

	Total (£)
Prioritised Budget	£ 27,500,000
Dev Costs Approved	£ 8,652,680
Full Approval Value	£ 14,903,931
Reported Scheme Spend	£ 11,699,236

Tameside

Total Scheme Summary:

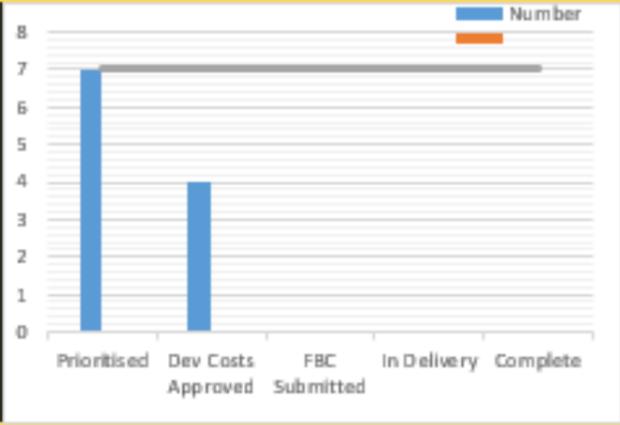


Finance Summary:

	Total (£)
Prioritised Budget	£ 10,300,000
Dev Costs Approved	£ 1,937,125
Full Approval Value	£ -
Reported Scheme Spend	£ 1,129,000

Trafford

Total Scheme Summary:



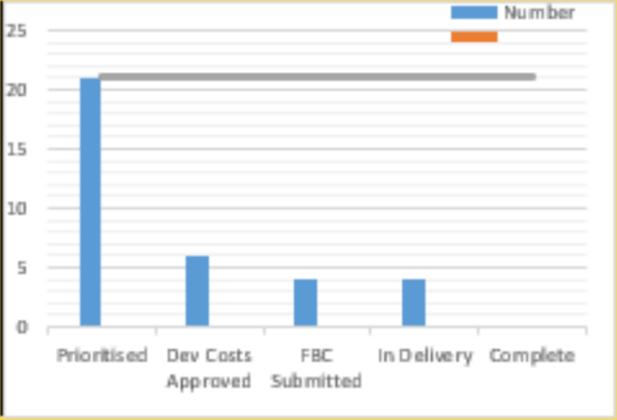
Finance Summary:

	Total (£)
Prioritised Budget	£ 20,000,000
Dev Costs Approved	£ 1,484,150
Full Approval Value	£ -
Reported Scheme Spend	£ 841,700

*Includes Phases of Schemes

Wigan

Total Scheme Summary:

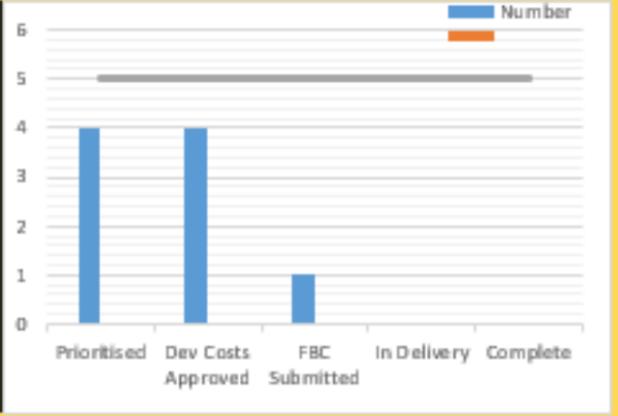


Finance Summary:

	Total (£)
Prioritised Budget	£ 19,800,000
Dev Costs Approved	£ 5,034,434
Full Approval Value	£ 2,984,544
Reported Scheme Spend	£ 1,433,770

Greater_Manchester

Total Scheme Summary:



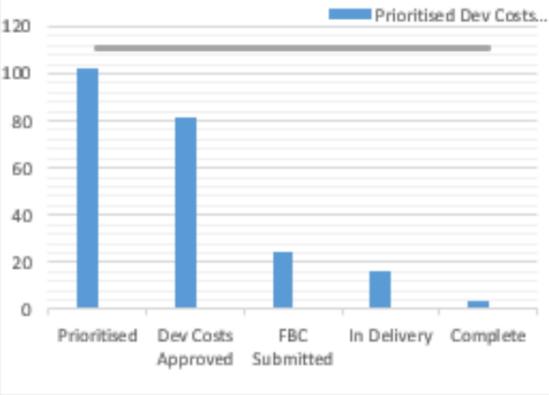
Finance Summary:

	Total (£)
Prioritised Budget	£ 29,300,000
Dev Costs Approved	£ 4,651,345
Full Approval Value	£ 14,270,666
Reported Scheme Spend	£ 2,601,789

*Includes Phases of Schemes

MCF Total

Total Scheme Summary:



Finance Summary:

	Total (£)
Prioritised Budget	£ 216,500,000
Dev Costs Approved	£ 39,659,500
Full Approval Value	£ 55,317,322
Reported Scheme Spend	£ 38,475,677
Programme Mngt Spend	£ 4,622,795
Total Spend to Date	£ 43,098,472

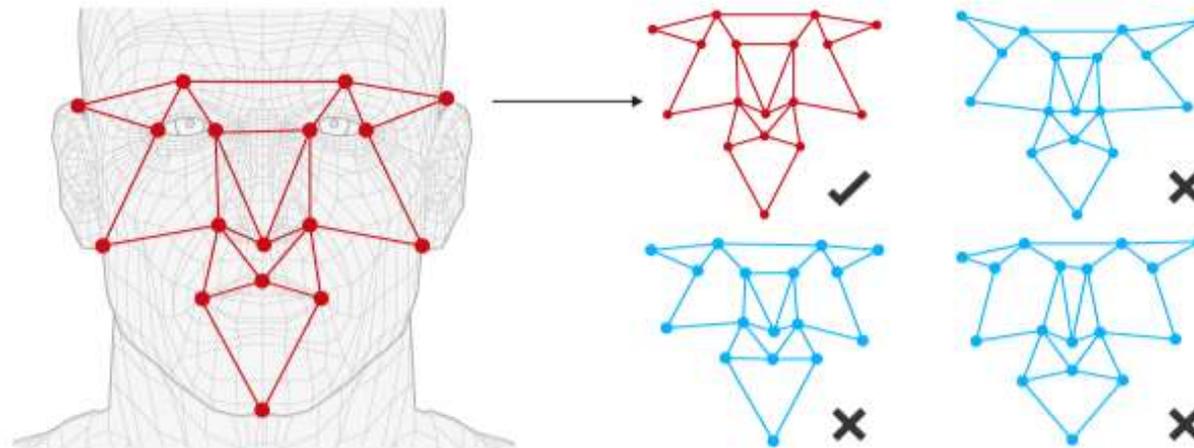
Facial Recognition Technology

Data Protection Considerations

Michelle Brown, Senior IG Lead and Chair of the Greater Manchester
Local Authority Information Governance Expert Reference Group

What is Facial Recognition Technology?

Facial recognition can identify people by measuring dozens of distinguishable features on the face



1
Facial recognition software reads the geometry of a face captured from a photo or video to create a unique code or 'faceprint'

Guardian graphic

2
Faceprints are compared with those on a watchlist and a computer ranks likely matches which are later verified by a human operator

Image taken from: Sabbagh, Dan (2020). "South Wales police lose landmark facial recognition case" *The Guardian* 11 August 2020. Available at: <https://www.theguardian.com/technology/2020/aug/11/south-wales-police-lose-landmark-facial-recognition-case>

Case Studies

Case Study: Metropolitan Police Service

- Undertook trials between March 2016 and 2018.
- Began “official” use in Feb 2020 at Stratford (right)
- Suite of documentation outlining their approach (including report on the trials) available at: <https://www.met.police.uk/advice/advice-and-information/facial-recognition/live-facial-recognition/>
- Legal basis – policing powers are enough to override privacy in HRA
- Deployed for specific, targeted, temporary interventions.
- Watchlist specific to each deployment helps ensure proportionality and necessity
- Version of algorithm used (NEC-3) believed to be most accurate available.
 - However, report revealed female suspects spotted “correctly” 34.9% (compared to male 57.9%)
 - Racial bias – white males correctly identified 50.9%; south Asian 52.5%; afro-caribbean 40%



Case Study: King's Cross Central

Facial recognition

This article is more than 1 year old

Facial recognition technology scrapped at King's Cross site

Surveillance software switched off at prestigious development after backlash

Dan Sabbagh Defence and security editor
Mon 2 Sep 2019 18:00 BST

80



▲ A CCTV camera in Pancras Square near King's Cross station. Photograph: Dan Kitwood/Getty Images

Facial recognition technology will not be deployed at the King's Cross development in the future, following a backlash prompted by the site owner's admission last month that the software had been used in its CCTV systems.

- 2 cameras from May 2016 to March 2018
- Abandoned following backlash in the media in Sept 2019
 - Use challenged by Mayor of London Sadiq Khan
 - Letters between KCC and Mayor published in the press
- Highlights the need to be transparent – people unaware the cameras were present
- Ethics – still widely opposed where purpose is unclear

Case Study: Trafford Centre trial

News | Greater Manchester News | The Trafford Centre

Greater Manchester Police monitored every visitor to Trafford Centre for SIX MONTHS using controversial technology until they were told to stop

The force used new Automatic Facial Recognition (AFR) technology to scan shoppers for criminals on a watchlist and missing people

By Steve Robson
13:56, 14 OCT 2018 | UPDATED 17:55, 15 OCT 2018

NEWS

Enter your postcode for local news and info

Enter your postcode In  Your Area



Around 15 million people are believed to have been caught up in GMP's mass surveillance pilot

TRAFFORD CENTRE FACE RECOGNITION CAMERAS: YOUR QUESTIONS ANSWERED



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Get the Sky Sports Premier League channel and Sky Sports Football channel for £18 a...

See More

- In use April to October 2018
- Looking for watchlist of criminals and missing persons
- Up to 15 million people captured by cameras during 6 month period
- Concerns by the Surveillance Camera Commissioner that this was not proportionate
- GMP pulled out following legal advice.

Case Study: South Wales Police court case

Facial recognition use by South Wales Police ruled unlawful

By Jenny Rees
BBC Wales home affairs correspondent

11 August 2020

f    Share



Ed Bridges has had his image captured twice by AFR technology, which he said breached his human rights

- Case brought by Liberty and Ed Bridges (left) who objected to capture of his own images.
 - Spotted van at a peaceful protest he was part of and felt AFR was used to intimidate. (Right to protest encroached?). Also captured in Cardiff City Centre whilst Christmas shopping.
- High Court found the use of AFR lawful
- Court of appeal found use of AFR unlawful
 - No clear guidance on where it could be used
 - DPIA not good enough
 - Steps not taken against racial or gender bias
- Benefits **do** outweigh the privacy intrusion.
- Surveillance Camera Commissioner called for Home Office to revise Code of Practice
- South Wales Police confirmed images not stored, so Mr Bridges images not held as he is not on a watchlist
- Lack of transparency

Implementing AFR

How to address data protection requirements

Feasibility and Privacy by Design

- Mandated by GDPR Article 25 – data protection by design and by default
- Can you achieve your aims via other less intrusive means?
 - Do you need to use facial recognition?
 - Do you need to use images at all?
- Will it achieve what you want it to achieve?
 - Do you hold a suitable dataset to match to?
- Data Protection Impact Assessment
 - Use the SCC template

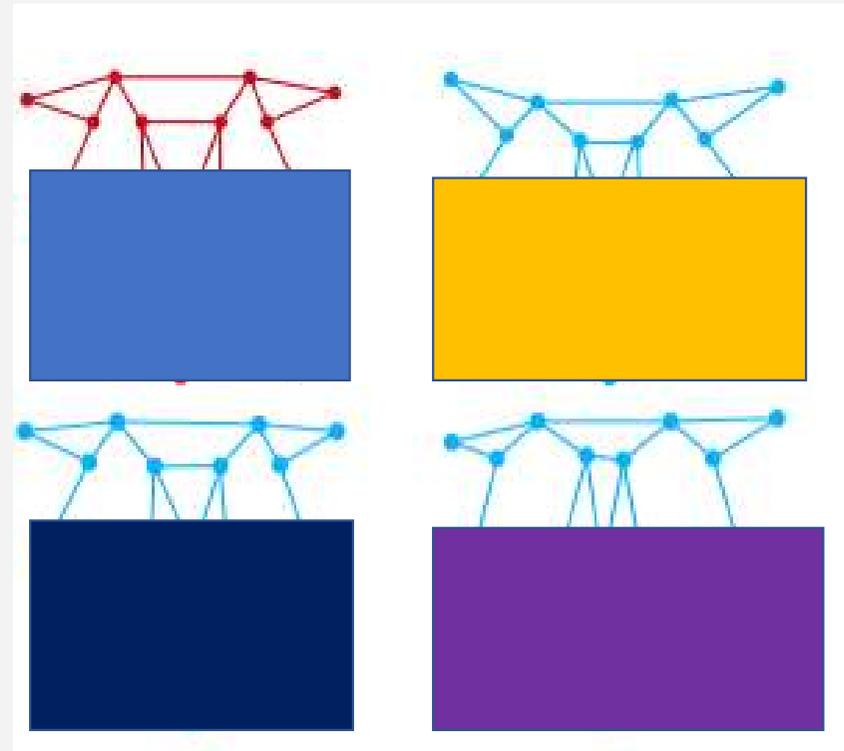


**Consult DPO/IG
Team for advice
before
committing!**

Accuracy

- Need to ensure processing is as accurate as possible.
 - MPS using most accurate available, yet success rate circa 50% maximum
- Gender and racial bias proved to be an issue with current technology – responsibilities as a public body under Equalities Act 2010
- Face coverings:
 - Seasonality – hoods, scarves etc.
 - Facial covering for religious reasons
 - Face masks – current requirements during the Covid-19 pandemic (future use?)

Facemasks and Facial Recognition

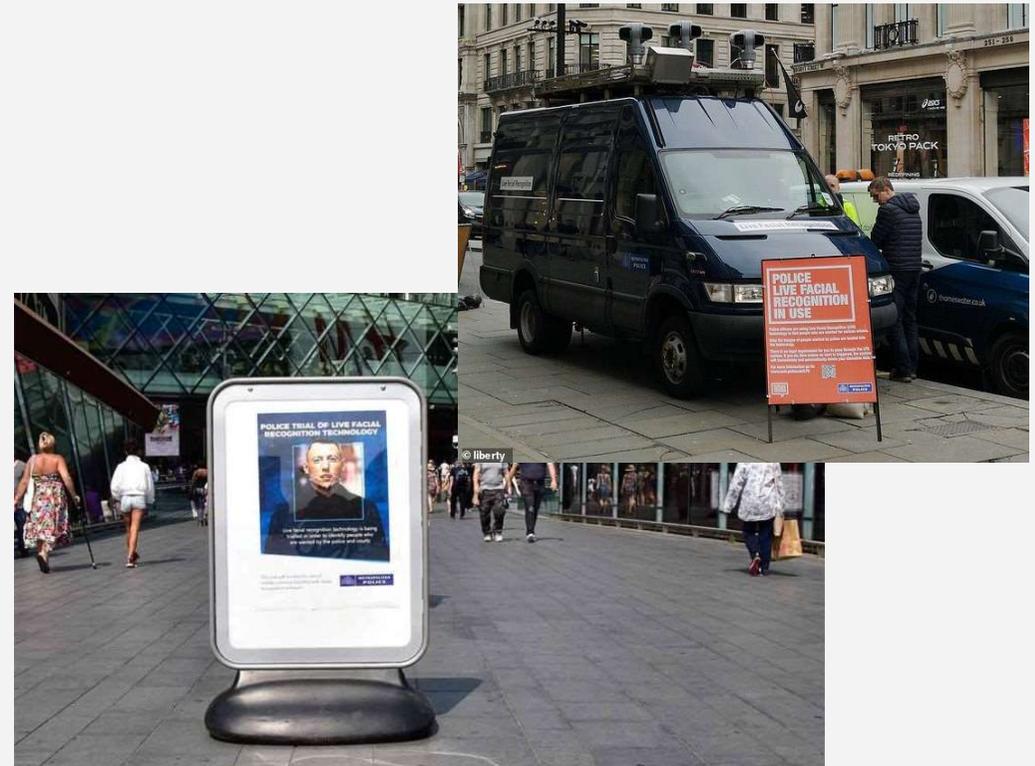


Automated Decision Making

- Article 22(1) GDPR – *“The data subject shall have the right not to be subject to a decision based solely on automated processing, including profiling, which produces legal effects concerning him or her or similarly significantly affects him or her.”*
- Can only carry out automated decision making like this if:
 - Necessary for a contract;
 - Authorised by law; or
 - Based on explicit consent.
- Processing which includes human intervention NOT classed as automated decision making
 - For example, MPS use AFR to identify persons of interest, images checked by officers before sending officers in on the ground.

Transparency

- Need to tell people clearly that AFR is in use
- Ethical – to earn trust from the public
- Lawful – Privacy Notice under Article 13 GDPR
- Can be layered
 1. Sign – brief detail, but include link to...
 2. Website with full detail



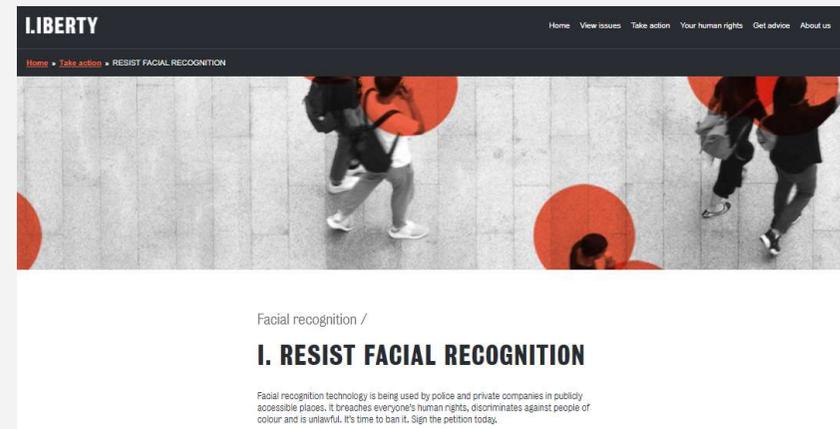
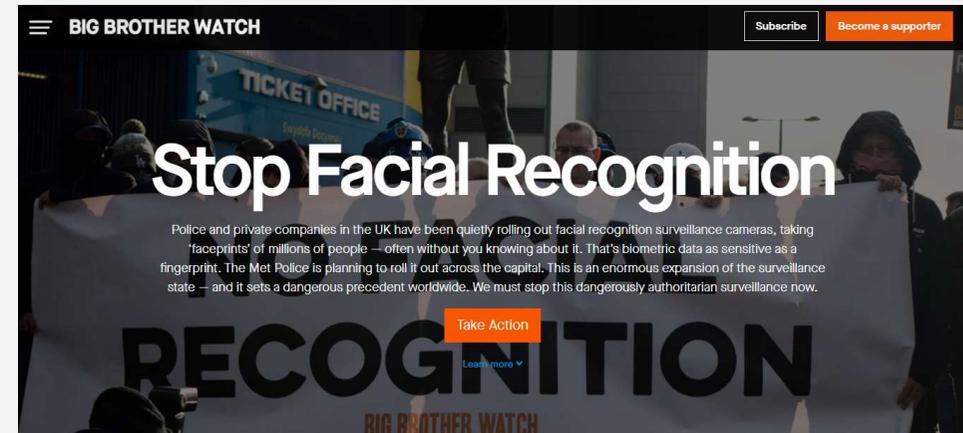
Consultation

- Required by GDPR - Article 35(9) – *“Where appropriate, the controller shall seek the views of data subjects or their representatives on the intended processing...”*
- Useful to establish if there is support for the implementation in question.
- Ada Lovelace Institute (Right) undertook a study in 2019 to look at attitudes from the public within the UK:
https://www.adalovelaceinstitute.org/wp-content/uploads/2019/09/Public-attitudes-to-facial-recognition-technology_v.FINAL.pdf



Ethical considerations

- Camera technology seen to be intrusive – should you use it?
- UK DP regime based on Human Rights - compliance with DP law should help use be ethical
- Human right to privacy vs benefits of use
 - Threshold for intrusion high e.g. policing purposes/protecting the public from crime
- Results of your consultation – will it be supported or opposed by the public?
- Ada Lovelace study – *“The public expects the government to be placing limits on the use of facial recognition technology...”*



Seek Advice from your IG team and DPO!

Undertake a DPIA

Accuracy – racial and ethical bias

Ensure use is lawful, proportionate, and ethical

Consult the Public

Be transparent

Questions

Thank you!

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R4GM Communications and Behavioural Change Action Plan April 2021 to March 2022

THE IMPACT OF COVID-19

The impact of COVID-19 has been felt across the economy, the waste and recycling industry and is still a threat to the health and well-being of the public and economic recovery. As such the media is still dominated by COVID-19 and local authority communications are focused on advising residents of the latest measures and ensuring support is provided to the most vulnerable. This presents us with a challenge in how to communicate clear recycling messages to residents that cuts through the COVID-19 communications to reach the audience. The R4GM Communications team are exploring new ways of communicating and engaging with the public and have had to adapt the communications plan accordingly. For example, during the lockdown some newspapers were not being printed, libraries and community centres were closed and the team were mainly relying on social media and council websites to get messages out to the public. The team have been looking at using new networks and channels of communication such as digital display advertising (targeted data driven graphic advertising) which appears on most frequented websites.

One of the biggest changes the team has had to make is in delivering the education service. Visits to the education centre at Longley Lane in South Manchester had to be suspended due to COVID-19 but the team have developed a new range of virtual online education sessions which are being successfully delivered to community groups and schools. The first live virtual school assembly was delivered to a primary school in Oldham on 23rd September. Four year groups (Years 8, 9, 10 and 11) took part from separate classrooms with a link up to TV screens in each classroom. The team has also set up a new R4GM Facebook group specifically aimed at teachers and community leaders to promote the new resources.

COMMUNICATIONS AND BEHAVIOURAL CHANGE PLAN 2021/22

The main focus of this year's delivery plan is reducing contamination in household paper and card recycling bins. This will continue to be the focus of next year's plan. The communications plan is split over 5 aims and these will continue to be central to the 2021/22 Plan:

- Reduce contamination and improve the quality and quantity of recycling;
- Encourage waste prevention;
- Raise awareness of recycling across Greater Manchester;
- Develop and promote the education service; and
- Increase recycling at the HWRCs.

Reduce Contamination and increase recycling

The focus of these campaigns will continue to be on improving paper and card contamination. With paper and card prices depressed and increasing quality

requirements being imposed by reprocessors, this has had a severe impact on council's collections leading to more wagon loads of recycling being rejected.

The R4GM Communications team is currently discussing the best approach to this situation with the 9 councils. It is proposed that we allocate the underspend from the current budget (£300,000) to develop a sustainable approach to changing residents behaviour. Through research and visual inspections residents fall broadly into two groups of contaminators, those who are doing it knowingly (willfully contaminating) hiding waste such as bin bags under the paper and card recycling in their bin and those who want to recycle right but are getting a few things wrong. From experience, engaging residents on the doorstep is the most effective way of changing behaviour. Clear and consistent communications should also be used in conjunction with other interventions such as rejecting contaminated bins at the kerbside, using bin tags, letters and leaflets to inform residents of why their bin has not been collected and door knocking to speak to residents directly. This should be supported by wider communications to explain the problem in more detail including what happens to the paper and card once it has been collected and sent for recycling.

For many councils, who are facing difficult choices regarding budgets, the main issue is not having the officers required to resource this kind of direct face to face approach, and being able to follow up issues with individual households. A business case is being developed to explore funding a team of recycling officers to deliver the engagement at the doorstep and the follow up needed to tackle this problem. If approved, it is proposed to run a 12 month intensive programme of direct resident engagement to reduce rejected loads and improve the quality of paper and card contamination.

Increase Food Waste Recycling

The Government are consulting on the National Waste and Resources strategy which includes the introduction of separate weekly food waste collections. A recent waste compositional analysis study showed that 28.4% of the general waste bin contains food. Removing food waste from the general waste will create more capacity in residents bins and may also help to improve contamination rates in the recycling bins where food has been left in packaging and placed in the recycling bin. This campaign will focus on reminding the public of how to use their food and garden waste service in order to capture all food waste.

Encourage Waste Prevention

Reuse Shops

By the end of March 2021, there will be 3 reuse shops located on household waste recycling centres in Trafford, Oldham and Salford. SUEZ and R4GM's communications teams are working together to develop the required branding, communications and marketing activity to promote the reuse shops. In 2021/22, the reuse hub will open, this will be a larger facility that will process and improve re-use items (possibilities include repairing bikes, testing and refurbishing electrical equipment and upcycling furniture) in order to stock the reuse shops and make

additional items available for the third sector. The hub will be located at Nash Road in Trafford Park. The operational plans for the hub are still to be fully developed, but the communications and engagement plan to support this will be twofold. Firstly we will need to focus on encouraging residents to donate items at the household waste recycling centres that might have otherwise gone on the general waste container. Secondly, the communications will focus on the benefits of the shops and the hub to the community, the third sector and on seeing the value in waste.

Raise Awareness of Recycling Across Greater Manchester Using On and Offline Channels

Website Improvements

Improvements are currently being made to the R4GM website to simplify the information and site rules provided about the 20 household waste recycling centres and make it clear that these are for residents to dispose of household waste only. Improvements will continue next year and will focus on waste prevention pages including information about the new reuse shops and reuse hub.

General Messages about Recycling, Waste Prevention and Reuse

New videos will be developed to explain what happens to paper and card once it's been collected to raise awareness of the contamination issue. A new suite of photography will be procured to promote the new reuse shops and support a wider waste prevention campaign.

In addition a consistent messaging regarding recycling will continue to be drip fed throughout the year and resources and assets will be developed for the council communications team to use.

Education

The education service will continue to support the main key messages. For example contamination campaigns are supported by delivering the e-learning module, which has been shortlisted for the Learning Awards 2020 to bin crew and contact centre staff ensuring they fully understand what is collected in each bin and the impact of putting the wrong items in.

Tours will resume at Longley Lane education centre as soon as it's safe to do so and in line with guidance regarding COVID-19. The education centre is currently being refitted with up to date interactive displays. The team will pay for coaches to encourage schools to start visiting the education centre. They will also offer outreach to schools and community groups prioritising those who are located too far away from the education centre to commute during the school day.

Tours are no longer being offered at the Energy from Waste plant at Bolton and the Hurstwood Court building which houses the education centre and classroom is being leased to SUEZ to make use of the empty office space.

In 2021/22, the education team will identify what opportunities exist to develop an educational service at the reuse hub. For example providing a classroom at the reuse

hub will enable us to showcase the repair and reuse of household waste again emphasising the importance of waste reduction and it provides the opportunity to show visitors what happens to the waste they deposit at a household waste recycling centre.

The new virtual online education sessions and resources will continue to be used to reach audiences that aren't able to visit the education centres and a blended service will be developed. The team will continue to promote the new Facebook group and increase the number of followers.

Visits to the solar farm in Bolton will continue to be provided when requested. These visits last for approximately 1 hour as there is no educational facility at the site.

Increase Recycling at HWRCs

The contractual recycling rates targets at the HWRCs for year 3 (2021-22) are 62.3% for Lot 1 and 61.2% for Lot 2. To achieve these SUEZ will need to continue to implement the trade waste policy to deter traders from using the recycling centres unlawfully to dispose of trade waste and continue to encourage residents to separate their waste correctly and place it in the correct container. In addition the 3 reuse shops are due to open by the end of March 2021 and the reuse hub in contract year 3. This will mean more waste is prevented from going to Energy from Waste or landfill pushing up the recycling rate.

Communications will therefore focus on communicating the trade waste policy to traders and on deterring fly tipping, promoting new materials that can be recycled such as mattresses and carpets and on encouraging residents to donate household items for reuse.

Action Plan April 2021 to March 2022

Waste Prevention			
Activity	Timescale	KPIs	Budget
<p>Reuse shops 3 Reuse shops are being introduced by the end of March 2021. Communications will continue to promote repair and reuse to encourage residents visiting the HWRCs to separate their waste so that items in good condition can be resold.</p> <p>Produce advert style video</p> <p>Reuse Hub This will open in Trafford Park during Year 3 of the contract (April 2021 to March 2022) Communications be developed to promote the benefits of the hub – this is unique to the GM contract. Support and explore on line sales opportunities Explore opportunity for a classroom to deliver waste prevention activities</p>	<p>Reuse shops – open by end March 2021. Reuse hub – timescales to be agreed once SUEZ have developed the project plan</p>	<p>Visitor numbers Sale figs</p>	<p>£40,000</p>
<p>Support the Plastic Free GM campaign by encouraging residents to reduce the use of single use plastic and look for alternatives where possible.</p>	<p>Ongoing</p>	<p>Website pages visits</p>	<p>£2,000</p>
		<p>Total</p>	<p>£42,000</p>

Greater Manchester Wide Digital Support			
Activity	Timescale	KPIs	Budget
R4GM website development	April 2021 to March 2022	Google analytics used to monitor page visits	£30,000
Research and implement the use of new digital platforms such as podcast, SEO, chatbot etc.	April 2021 to March 2022		£10,000
Support services (e.g. mailchimp subscription, google maps, social media management)	April 2021 to March 2022		£15,000
Updating resources to meet accessibility regulations	April 2021 to March 2022		£15,000
Digital display advertising	April 2021 to March 2022		£50,000
			£120,000

Educate residents, schools, universities, colleges, community groups			
Activity	Timescale	KPIs	Budget
Promote Longley Lane visitor centre following refit and closure from Covid. Allocate budget to pay for transport to each WCA who can nominate schools to benefit from free coach travel	Ongoing	No of visitors	£14,000
Develop new resources for outreach	April to Sep 2021	Feedback from users	£6,000

Update and promote existing ESOL resources, E-Learning and videos	Develop resource April to August 2021 Delivery from Sep 2021	Feedback from users	£25,000
Continue to deliver tours at MRF, Longley Lane, Solar Farm, Bolton for schools, colleges, universities, professional groups and community groups. Day to day running costs for the education centres and solar farm tour, including PPE, headsets, cleaning, stationary.	April 2021 to March 2022	Monitor and report visitor numbers	£10,000
		Total	£55,000

Reduce contamination and improve the quality of recycling

Activity	Timescale	KPIs	Budget
Run food waste recycling campaign to encourage residents to use their food and garden bin service.	April 21 to March 22		£90,000
Drip feed capture messages target all recycling streams. The campaign would mainly run on digital channels with some off line. Toolkits would be provided to districts to support on line campaign.	Ongoing		£20,000
			£110,000

Increase recycling at the HWRCs

Activity	Timescale	KPIs	Budget
Continue communications to support the trade waste access policy and continue to communicate to residents about how they should use the HWRC.	April 2021 to March 2022	Recycling rate at	£20,000

Run fly tipping campaign to raise awareness of duty of care		each HWRC	
Continue to work jointly with Suez to promote and improve recycling rates		Landfill diversion	
		Total	£30,000

Joint Suez Communications

Activity	Timescale	KPIs	Budget
Promote compost made out of Greater Manchester's food and garden waste. Use to support communications to promote district food waste recycling service	April 2021 to March 2022	Sale figs	£20,000
Support SUEZ social value plan with regular media releases and social media.		Media coverage	Nil
			£20,000

General

Activity	Timescale	KPIs	Budget
Continue promoting home composting to residents to reduce the burden on councils garden waste collection service	Ongoing	Website analytics No of compost bins sold	£20,000

		via promotion	
Videos and photography			£20,000
Supporting national campaigns (e.g. Recycle Week, WEEE {waste electric and electronic equipment} Campaign)			£20,000
		Total	£60,000

Budget Summary

	£
Salaries	480,216
Waste prevention	42,000
Digital support	120,000
Education	55,000
Reduce contamination	110,000
Increase recycling at HWRC	30,000
SUEZ joint comms	20,000
General	60,000
Total	917,216

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Motion Tracker: Full Council Meeting – 28th July 2021

ITEM	RESPONSE/ACTIONS REQUIRED	WHO RESPONSIBLE	PROGRESS/ DATE COMPLETED
<p>Council Motion – Delivering increased solar panels</p>	<p>Council is therefore committed to:</p> <p>(i)Increasing the amount of solar generated power in the Borough, as part of a broader shift to being a carbon neutral borough</p> <p>(ii)Investigate schemes, including those delivered by other local authorities, to help residents and local businesses assess the suitability of their homes for solar panels</p> <p>(iii)Investigate schemes to make investment in solar more affordable, including facilitating low-cost borrowing schemes</p> <p>(iv)Use its various media platforms to promote any</p>	<p>Director of Operations</p>	<p>Bury Council are working with GMCA and other local GM local authority partners on a project called “Go Neutral”. This scheme aims to increase the amount of solar energy generation and smart energy measures on council assets – both land and buildings. It is proposed that we will work in partnership with the private sector to produce and deliver innovative business models for installing solar and smart energy measures.</p> <p>We are now in the process of providing a list of suitable council assets which can be taken forward for further assessment by a private sector partner. This partner will then develop business cases for several options during October to December 2021. We can then consider which options we want to progress.</p>

	<p>subsequent initiatives to Bury residents</p> <p>(v) Conduct an assessment of Council buildings to see if solar panel installations would be viable on these properties</p> <p>(vi) Council resolves to bring a report to Cabinet on the above before the end of 2021, so that any recommendations can be reflected in the 2022-23 Council Budget.</p>		<p>We are working with GMCA to look at options for expanding solar generation on residential properties. GMCA are currently developing a Retrofit Accelerator programme which will help our communities to access renewable energy solutions such as heat pumps and solar. The aim is to appoint providers to provide good quality renewable energy installations with suitable financial packages to help residents and businesses to pay for them.</p>
<p>Council motion – Local involvement in planning decisions</p>	<p>(i) Call on the Government to protect the right of communities to object to individual planning applications.</p> <p>(ii) Call on the Government to protect residents’ rights to retain a voice over planning applications, recognizing that</p>		<p>Appendix 1</p> <p>Appendix 2</p>

	<p>the best way to get necessary new homes built is to support communities, councils and developers to work in partnership.</p> <p>(iii) Write to the Government to support these commitments being included in future legislation.</p>	Director of Economic Regeneration/Chief Executive's Office	
<u>Emergency motion</u>	<p>i) To condemn, in the strongest possible terms, the recent arson attack on the Leader of Oldham Council, Councillor Arooj Shah.</p> <p>ii) To continue to work alongside the police and criminal justice system, in our own Borough, to protect victims and prevent violence and harassment.</p>	<p>Chief Information Officer</p> <p>Chief Executive and Deputy Chief Executive</p>	<p>We work with all Partners including Police and Criminal Justice through regular problem-solving meetings at operational and strategic levels to combat violence and harassment. We also commission a variety of services to work directly with victims and perpetrators of violence to prevent revictimization. Addressing</p>

	<p>iii) To instruct the Chief Executive to fully implement Bury Council's recent equality review</p>		<p>violence and harassment in all its forms will also be a priority in the new 3-year Community Safety plan currently being developed.</p> <p>Following on from the external review of inclusion within the Council and CCG a joint Inclusion Strategy was agreed by both organisations in January 2021. This set out the organisations' commitment to implement the outcomes of the review across seven new equality objectives and the Chief Executive is fully committed to the Strategy's implementation. - Regular updates are provided to the Strategic Commissioning Board (SCB) with the last update in April. A new Director level post joined the Council in May to provide strategic leadership of the inclusion agenda and is currently developing a substantive update to the SCB on progress and the next phase of priorities. A specific</p>
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			action plan focused on race inclusion has also been developed and is being progressed.
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Our Ref GL/HM071/Council
Date 30 July 2021
Please ask for Geoff Little
Direct Line 0161 253 5103
E-mail g.little@bury.gov.uk

The Rt Hon Robert Jenrick MP
Secretary of State for Housing, Communities and Local Government
Ministry of Housing, Communities and Local Government
Fry Building
2 Marsham Street
London
SW1P 4DF

Letter sent via email to: PSRobertJenrick@communities.gov.uk

Dear Mr Jenrick MP,

Bury Council Notice of Motion: Local Involvement in Planning Decisions

Bury Council at its Full Council meeting on 28 July 2021 debated a notice of motion in relation to local involvement in planning decisions.

The full council motion is set out below:

“The Government has published highly controversial proposals to reform the planning system. One aspect that has raised particular concern is the proposal to remove local residents’ right to object to individual planning applications in their own neighbourhood if the area is zoned for growth or renewal.

Although there is no legal right for members of the public to speak at meetings of Bury Council’s Planning Control Committee, Bury Council does allow members of the public to do so and voice their concerns around particular, individual proposed developments within our authority.

The right to object to or support individual planning applications in the local decision making process, is one which residents of Bury cherish and invoke on regular occasions. As such it is a right that should be protected in any future planning reforms.

Planning works best when developers and the local community work together to shape local areas and deliver necessary new homes and developments”.

The Council resolved to:

1. Call on the Government to protect the right of communities to object to individual planning applications.
2. Call on the Government to protect residents' rights to retain a voice over planning applications, recognising that the best way to get necessary new homes built is to support communities, councils and developers to work in partnership.
3. Write to the Government to support these commitments being included in future legislation.

I look forward to your response on this matter so that an update can be provided to Members of Bury Council.

Yours sincerely,



G Little
Chief Executive



Ministry of Housing,
Communities &
Local Government

Rt Hon Christopher Pincher MP
Minister of State for Housing

***Ministry of Housing, Communities and Local
Government***

Fry Building
2 Marsham Street
London
SW1P 4DF

Mr Geoff Little
Bury Metropolitan Borough Council
Knowsley Street
Bury
Lancashire
BL9 0SW

Tel: 0303 444 3430
Email: christopher.pincher@communities.gov.uk

www.gov.uk/mhclg

Our Ref:12080813

20 August 2021

Dear Mr Little,

Thank you for your letter of 30 July to the Secretary of State for Housing, Communities and Local Government about Bury Council's Notice of Motion about local involvement in planning decisions. I am replying as Minister of State for Housing.

The '*Planning for the Future*' White Paper proposed comprehensive reform to the English planning system. This package proposes significant changes to both the focus and processes of planning, to secure better outcomes in terms of land for homes, beauty and environmental quality, as well as processes which give greater certainty and speed for communities, councils and developers. At the heart of these reforms is a need to make the planning system simpler, quicker and more accessible for local people.

The Members of Bury Council have asked for clarity on the role of community involvement in the planning process. I confirm that our proposals are intended to increase such input, which is why we are making plan making much more straightforward and digital, so it becomes easier for local people to influence the plan and have their say on the location and standard of new development. Communities will continue to be consulted on the detail of proposals, for proposals that diverge from the Local Plan and for areas where planning permission continues to be required, such as in protected areas. Planning committees formed of elected members will continue to be part of the route to determining planning applications. The best place to consider the strategic use of land is at the Local Plan stage, settling these questions at the outset will give certainty to communities, authorities and developers that development will come forward in areas best identified for growth. Communities and councillors will be a critical part of place-shaping through engagement on local design codes. This will ensure real influence over the design of development.

Thank you again for your letter. I hope you find this information helpful. I enjoyed my visit to Bury on 19 August to see the work being doing to bring forward brownfield sites for development in Radcliffe and other areas of your historic town.

Thank you for hosting me. As I told you yesterday, the Government is keen to see local authorities focus on brownfield development, near to infrastructure, to help level up local communities and relieve pressure on green spaces. I have told my colleagues James Daly and Christian Wakeford that I look forward to a future visit to see progress.

*Yours sincerely,
Christopher Pincher*

RT HON CHRISTOPHER PINCHER MP
