



## CityCo

The city centre management company  
for Manchester and Salford

[Join our network](#)

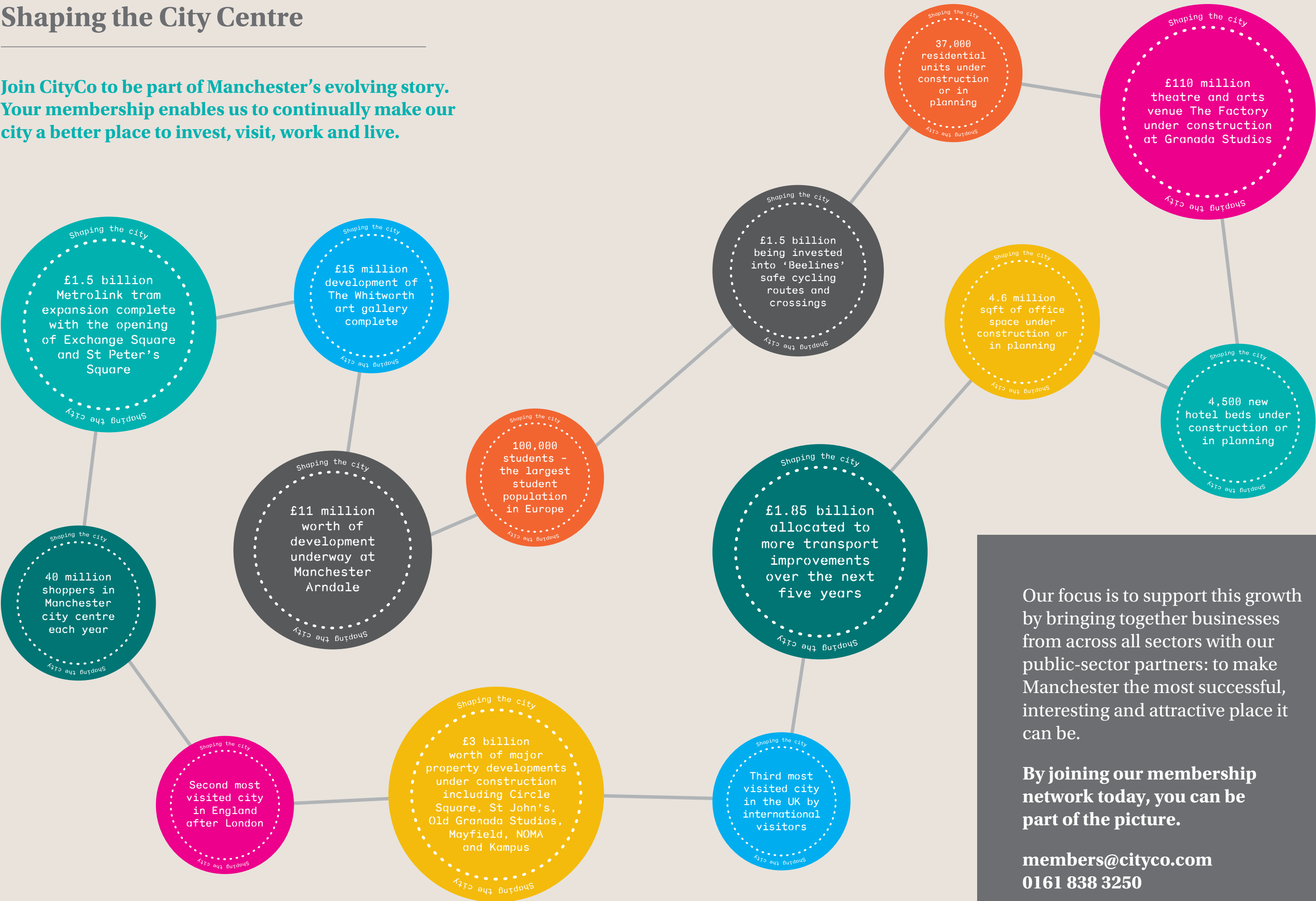


---

[cityco](#) [in CityCo Manchester](#) [cityco.com](#)

# Shaping the City Centre

Join CityCo to be part of Manchester’s evolving story. Your membership enables us to continually make our city a better place to invest, visit, work and live.



Our focus is to support this growth by bringing together businesses from across all sectors with our public-sector partners: to make Manchester the most successful, interesting and attractive place it can be.

By joining our membership network today, you can be part of the picture.

[members@cityco.com](mailto:members@cityco.com)  
0161 838 3250

## What We Do

As the city centre management company for central Manchester and Salford, we bring together private and public-sector organisations to support city growth and create a vibrant, resilient city.

We pride ourselves on helping members do better business. Whether it is via sharing critical intelligence, environmental, street or security assistance, events or promotional opportunities, our aim is to help the city work for you.

We offer a core range of Business Services:

<b>Operational Support</b>	Pg 6-7
<b>City Forums and Lobbying</b>	Pg 8-9
<b>Business Crime Reduction</b>	Pg 12
<b>Business Briefings and Training</b>	Pg 13
<b>City Intelligence</b>	Pg 14
<b>Corporate Events</b>	Pg 15
<b>Business Promotion</b>	Pg 16

Part of our work is to manage Manchester's Business Improvement District, a working consortium of retailers and restaurants across the heart of the city. The BID is investing an additional £6 million over the next five years into improving the shopping district.

## Who We Are

We are a passionate team working across six service areas: Business Crime, Finance, Manchester BID, Marketing, Membership and Operational Support.

### CityCo Senior Team

**Vaughan Allen**  
CityCo Chief Exec

**Alexandra King**  
Partnership Director

**Phil Schulze**  
Manchester BID Manager

**Laura Dyson**  
Head of Marketing

**Annie McGoff**  
Head of Finance

We report to a Board of business, civic and cultural leaders from across Manchester and Salford.

### CityCo Directors

**Chair**  
**Kate Vokes**  
Director of Culture, Bruntwood

**Deputy Chair**  
**Cllr Pat Karney**  
City Centre Spokesperson, Manchester City Council

**David Allinson**  
Centre Director, Manchester Arndale

**Paul Dennett**  
City Mayor, Salford City Council

**Sir Richard Leese**  
Leader, Manchester City Council

**Richard Lewis**  
Property Director, TCS

**Jeremy Roberts**  
Director, Living Ventures

**Jim Taylor (Alternate Director)**  
Salford City Director, Salford City Council

**Sara Todd**  
Deputy Chief Executive, Growth & Neighbourhoods  
Manchester City Council



## CityCo Membership Network

As a member of CityCo you are in good company. We work with 1000 central Manchester and Salford businesses including head offices, property firms, culture and leisure venues, professional services, hotels, education and transport organisations.

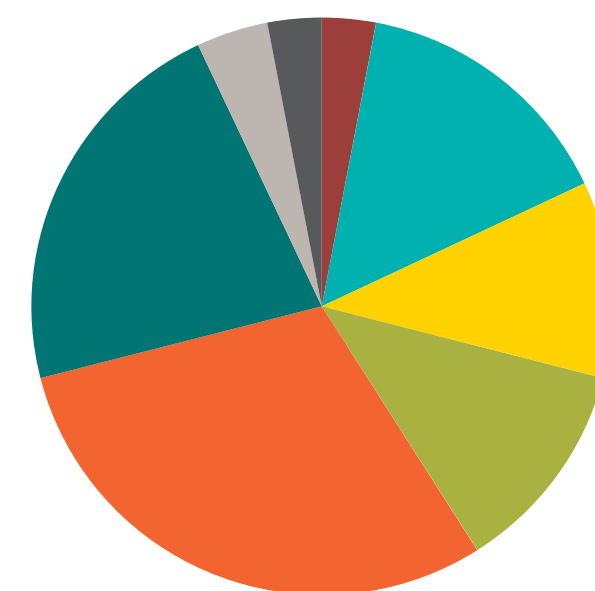
Our sister company Manchester's Business Improvement District (BID) looks after a community of 400+ retailers and restaurants, and CityCo's Business Crime Reduction Partnership (BCRP) services more than 350 shops and night-time venues.

We run a thriving PA Network with more than 600 members and our Manchester F&B Network gives a unified professional voice to the hospitality industry.

We also work in close partnership with Manchester City Council, Salford City Council, Transport for Greater Manchester, Greater Manchester Police and Marketing Manchester.

We help you to have your opinion heard, expand your activities and connect with the right people at the right time.

### CityCo Membership



Education  
Hotels  
Leisure/culture  
Leisure/F&B  
Professional services  
Property  
Transport  
Local authority



## We work with some of Manchester and Salford's leading businesses including:

ABode Hotel, AC Marriott, ASK, AVIVA, BDP, Biffa, The Bridgewater Hall, Bruntwood, CBRE, CEG, Corn Exchange, Crowne Plaza Hotel, Deloitte, DoubleTree Hilton Hotel, DWE, GG Hospitality, Great Northern, Helical, Hilton Hotel, HOME, Hotel Football, INNSIDE Melia Hotel, KPMG, Lancashire Country Cricket Club, The Lowry Hotel, Lowry Theatre, Malmaison, Manchester Arndale, Manchester Art Gallery, Manchester Cathedral, Manchester Central, Manchester Museum, Marriott Victoria & Albert Hotel, Museum of Science and Industry, Living Ventures, NCP, NOMA, Peel Media, The Printworks, Rider Levett Bucknall, Royal Exchange Theatre, Schroders, Spinningfields, Stagecoach, TCS, U+I.



# Our Business Services

## Operational Support

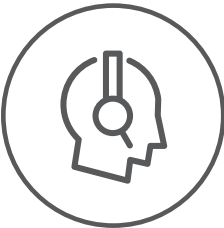
We work on behalf of members and with public sector partners to identify member needs, make recommendations, offer relevant support and develop action plans. We pride ourselves on connecting, advising and helping members find solutions to day-to-day and longer-term business issues.

We look for better arrangements for a range of operational services such as commercial waste collection, recycling, street furniture, litter and cleansing. We bring the right people to the table to resolve neighbourhood issues together and deliver targeted projects to support these areas.

We also encourage business community action to empower staff to take a positive environmental stance themselves; for example, by cleaning around your premises or volunteering at our ‘clean-up’ days.

## CityCo members can benefit from:

- Dedicated Account Manager to provide proactive and reactive operational support
- Access to 24/7 emergency response (including issues around street cleansing, commercial waste, graffiti removal, blocked drains and flooding, rough sleeping, noise and trespassing)
- Online ‘How to Report’ guidance signposting to direct services around street cleaning, commercial waste, counter-terrorism, squatting, urban exploring, trespassing and rough sleeping
- Support from CityCo’s Business Crime Reduction Partnership including intelligence, bespoke training and access to the city’s security radio-link
- City intelligence including emerging city trends, property and commercial developments mapping, scheduled road closures and major events that may impact business
- Bespoke business training around areas such as counter-terrorism awareness, urban resilience, ‘Table Top’ emergency scenarios and evacuation planning
- Access to CSR opportunities such as introduction to grass-roots charities and volunteering at environmental clean-ups days



# Representing Your Interests

- We support the city’s daily environmental monitoring activities, ensuring street issues outside member businesses are referred to the correct agencies to resolve.
- We offer Counter-Terrorism Awareness training in partnership with Greater Manchester Police and the Counter-Terrorism Unit. We can facilitate access to ACT: Awareness training online or in person.
- We run localised hotelier groups for members to share and address topics such as regeneration schemes, transport works and best practice around tackling anti-social behaviour.
- We run city centre commercial waste management schemes so members can jointly manage shared waste collection and reduce the environmental impact.
- We deliver bespoke ‘Table Top’ and crisis management scenarios to inform business continuity and resilience planning at a local level.
- We work with local authority compliance teams to enforce the confiscation and prosecution of illegal street traders and address noise and nuisance outside member businesses.
- We run a bimonthly Northern Quarter Small Business Forum to update on local developments and share issues and crime trends, helping to find solutions.
- We support ‘Our Manchester’ clean-up drives across the city centre, helping members to give-back in local areas and take direct positive environmental action.
- We help members to tackle rough sleeping issues around buildings, by signposting services to help homeless people and providing practical solutions for the premises.

Change the way you give and really help Manchester’s homeless.

**BIG CHANGE MCR. CO.UK**

Donations to Big Change go to better use.

Your money could get someone training for a job, or a deposit to move into a flat, or tickets to travel for interviews or to reach family out of town.

Big Change builds people’s independence off the streets. And we stay in touch with those you help, so your donation works long-term.

Your kind donations have helped hundreds so far — thank you for your support.

It’s not just about money. Big Change needs your time, skills and more.

Find out how to help at:

**BIG CHANGE MCR. CO.UK**

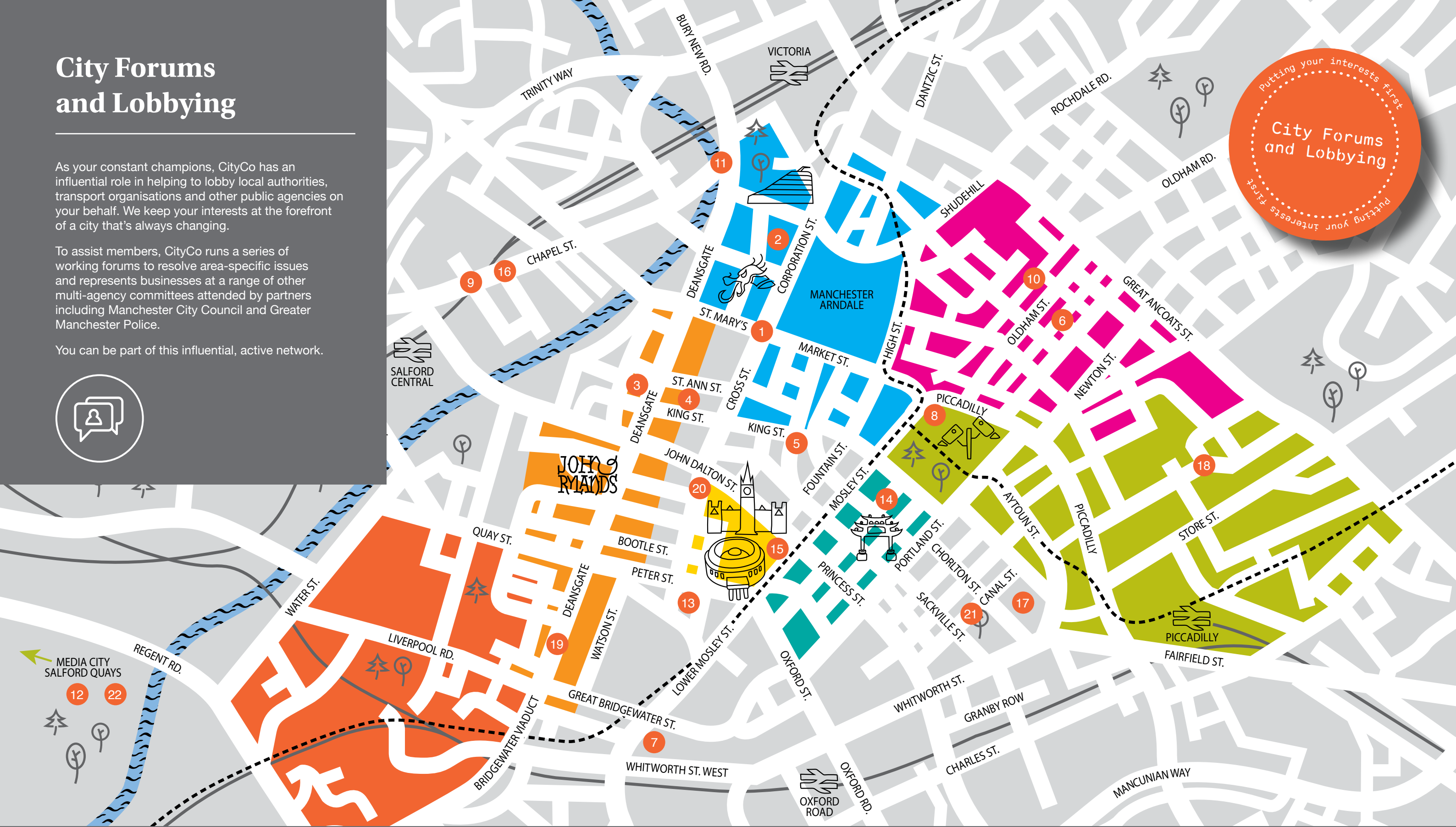


# City Forums and Lobbying

As your constant champions, CityCo has an influential role in helping to lobby local authorities, transport organisations and other public agencies on your behalf. We keep your interests at the forefront of a city that's always changing.

To assist members, CityCo runs a series of working forums to resolve area-specific issues and represents businesses at a range of other multi-agency committees attended by partners including Manchester City Council and Greater Manchester Police.

You can be part of this influential, active network.



## CityCo Forums

- |   |   |                            |
|---|---|----------------------------|
| 1 BCRP City Centre Intelligence Briefings     | 5 Manchester F&B Network                | 9 Salford Hoteliers Group  |
| 2 CityCo & Manchester BID Cleansing Committee | 6 Northern Quarter Small Business Forum | 10 Tib Street Action Group |
| 3 Manchester BID Board                        | 7 Petersfield Operations Group          | 11 Greengate Action Group  |
| 4 Manchester BID Sector Groups                | 8 Piccadilly Hoteliers Forum            | 12 MediaCity Action Group  |

## City Committees

- |   |  |  |
|---|--|--|
| 13 Manchester Business Continuity Forum                     | 16 Manchester Hoteliers Association      | 20 Manchester Homelessness Partnership Board |
| 14 Manchester Chinatown Business Association                | 17 Village Action Forum                  | 21 Manchester Pub & Club Network             |
| 15 Manchester City Council Integrated Neighbourhood Meeting | 18 Water Safety Partnership Board        | 22 Salford Marketing Group                   |
|   | 19 City Centre Ward Coordination Meeting |  |









# Business Crime Reduction

CityCo's Business Crime Reduction Partnership (BCRP) helps to create a safe and secure city for customers, staff and visitors by reporting and tackling crime; offering expert training, providing access to the city centre day/night radio link and real-time intelligence.

We support the work of Greater Manchester Police, Manchester and Salford Licensing Units and Anti-Social Behaviour teams through an offender management system with thousands of incidents recorded; identifying individuals of interest and exclusion notices.

The BCRP also delivers bespoke business training sessions on reducing loss from theft, credit card fraud, counterfeit currency and conflict management.



## CityCo members can benefit from:

- Dedicated Account Manager
- Access to DISC: online portal that shares data on repeat offenders
- Business representation at meetings attended by Greater Manchester Police
- Access to StoreNet/NiteNet radio network, linked to city CCTV control room
- Management of Civil Exclusion scheme
- Security training sessions including fraud, theft and conflict management

# Business Briefings and Training

CityCo has a unique position at the heart of the city. With a business network spanning all sectors including hotels, professional services, property firms and public authorities, we can help to ensure your business has the confidence to operate effectively in a changing cityscape.

From reception desks to the boardroom, we can provide the practical tools and advice needed to address your priorities and concerns. We ensure staff teams have the most up-to-date knowledge from the right city agencies, to prepare and respond to modern urban challenges.

As part of your resilience strategies, CityCo can offer a suite of best practice support. We can facilitate in areas such as addressing rough sleeping, aggressive begging and anti-social behaviour, noise, trespassing, waste management, road works and transport disruption.

We can also offer counter-terrorism awareness advice to get staff up-to-speed with national guidelines, and run training on workplace skills such as first aid and how to use a defibrillator.



## CityCo members can benefit from:

Invites to regular briefings, forums and training sessions around critical city issues including counter-terrorism awareness, rough sleeping, retail crime, urban exploring, trespassing, first aid at work, defibrillator use, water safety and transport updates

Business continuity 'Table Top' workshops, training around common scenarios and city emergencies

Prelaunch/new build support; arming you with local knowledge to inform operational policy







## City Intelligence

As a CityCo member you will always be in the know. Our established relationships with businesses, public agencies, service providers and decision-makers across the city makes us well-placed to share the latest intelligence with our networks.

In a city that is growing and changing, we can help you to plan ahead. By sharing snapshots of what's happening and the latest best practice guidance, we can help you to direct business operations, maximise marketing opportunities and deliver effective resilience plans.

From industry conferences to international festivals, we can also point you to Manchester's diverse calendar of civic and cultural events, to help you plan and prepare for seasonal peaks and busy times ahead.

We are the only network you need to be part of to ensure you are armed with the right intelligence about city trends that may impact your sector or business planning.



### CityCo members can benefit from:

Dedicated Account Manager to advise around city intel sources

Quarterly membership review including bespoke reporting

Invitation to CityCo's programme of networking events including topical panel discussions, an annual executive-level lunch, behind-the-scenes tours of development sites and the chance to hear from key city influencers

Real-time emergency response including critical information from trusted sources, alerts, guidance and briefings in the event of emergencies in the city

Advance notice of demonstrations, marches, protests and scheduled road closures

Monthly footfall, weekly footfall and weekly sales trends reporting

Access to a calendar of the city's major festivals, civic events and transport developments that may impact business continuity or offer marketing opportunities

Access to online Manchester Property Developments Map, in partnership with Urblnfo

Bespoke version of the Manchester Property Developments Map in line with your priorities or location

Opportunity to explore partnerships with Manchester BID's network of more than 400 retailers and restaurants in the heart of the city

## Corporate Events

CityCo's corporate events are an opportunity to meet others, track city developments, share best practice and hear from inspiring speakers from across the UK. We only host events at member venues – allowing you to showcase your corporate hospitality to Manchester's leading network.

Our main events are CitySession panel discussions, hosted by industry experts, leading academics, respected journalists and broadcasters. We also run behind-the-scenes CityTours, an Annual Members Lunch, Property Dinner, a city snapshot with the Leader of Manchester City Council, The Manchester F&B Network and The PA Network.

We've looked how Manchester can prepare for anything and everything with a panel of top resilience experts; we've discussed what keeps us working, moving and growing with place-makers from Civic Engineers, U+I and Vestre; we've talked through Manchester's ambitions on the global stage with Manchester International Festival, Marketing Manchester, Manchester China Forum and Hotel Football; we've heard from a motivational panel of foodies from Mowgli, Mackie Mayor and Harvey Nichols and we've had sneak previews of the Corn Exchange, NOMA, The Whitworth, Central Library and Mayfield developments.

Our programme is under constant review to best reflect the needs and interests of our membership and to respond to our growing and changing city.



### CityCo members can benefit from:

#### CitySessions

Panel debates on the hot topics that are affecting Manchester and Salford

#### CityTours

A chance to see behind-the-scenes of the latest property developments

#### Annual Members Lunch

An exclusive high-level executive networking opportunity

#### Annual Property Dinner

An opportunity for sector-led strategic discussions

#### The PA Network

An opportunity to showcase corporate hospitality to the city's top event-bookers

#### Manchester F&B Network

Giving food and drink operators a professional, unified voice





# Business Promotion

CityCo is committed to supporting business growth and influence in Manchester and Salford. We can help to sing your praises and showcase your achievements across a network of 1000 businesses.

Whether your sales targets are hitting the roof, you've just appointed a new director or have introduced a new CSR initiative, we can help your organisation to gain more visibility and recognition.

We offer a range of promotional platforms including the opportunity to engage with The PA Network and showcase your corporate hospitality offer. You can also partner with Manchester BID events such as Chinese New Year and Halloween. These city-wide festivals attract thousands of potential customers and millions of pounds worth of press coverage across the region and beyond.

As a unique benefit of membership, we only ever host our corporate events at CityCo member venues. Preferred supplier status is exclusive to members and we only recommend the goods and services of members.

## CityCo members can benefit from:

Exclusive opportunities to host a CityCo event, briefing, forum or social to showcase your workplace, venue or hospitality offer

Opportunity to put forward a speaker at a CityCo event to share your unique business insight on one of our discussion panels

Opportunity to share corporate stories, good news, growth and good practice in our monthly network newsletter

Opportunity to showcase your services or news to The PA Network via Twitter or by hosting an event

Opportunity to engage with, or sponsor, large-scale public events and festivals delivered by Manchester's Business Improvement District, to benefit from local, regional and national PR

Preferred supplier status including the opportunity to feature on CityCo's 'Venue Finder'; a one-stop resource for event bookers

A digital badge to display your membership and commitment to the city

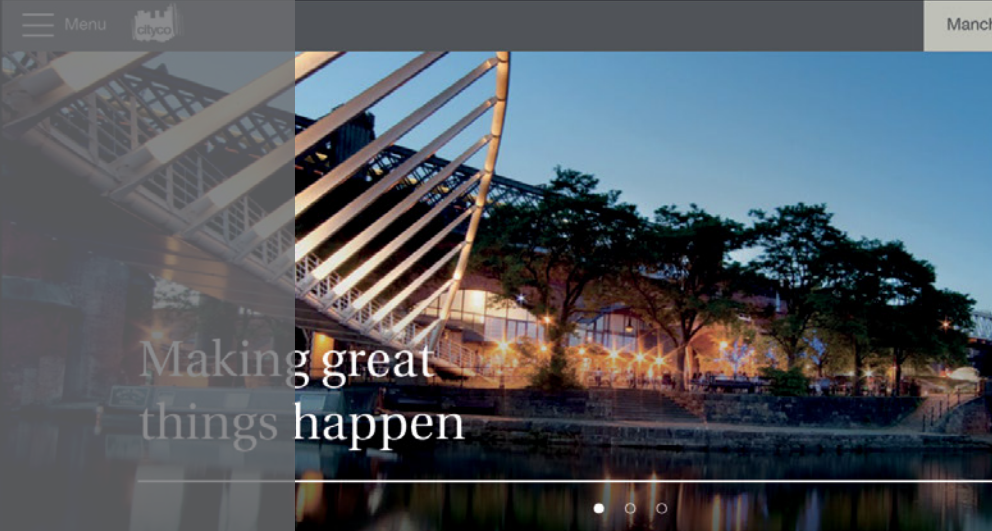


# Keeping You Up-to-Date

As a member, there's always someone at CityCo to answer your questions, offer advice and let you know what's happening in the city. We also post news, events, reports and reliable city guidance on our website cityco.com and share via Twitter and LinkedIn.

## Follow us today

- cityco.com
- cityco
- CityCo Manchester



CityCo works to make Manchester a vibrant, prosperous, international city. We connect businesses and public agencies, bringing together the people, ideas and projects that make great things happen. [Read more about CityCo](#)

## Member services

**Networking & Introductions**  
We connect members with the right people at the right time. We can help you to take your business further.

Member services

**Operational Support** We work very closely with Manchester and Salford's public agencies to make sure the city is working as efficiently as possible. We advise our members on anything that affects productivity, access, health or safety and deliver targeted projects to support these areas.

See how our services can benefit your business

## Events

12 OCT

Citysessions #14

30 OCT

PA Networking evening

27 OCT

First Aid in a



# CityCo Business Services

We can offer a range of membership services tailored to your needs. We offer flexible agreements depending on business priorities and areas of interest and all members have a dedicated Account Manager.

Talk to us about a package that works for you.

members@cityco.com

0161 838 3250

Bronze	Silver	Gold
B £1200	S £2400	G £5000

Account Management	B	S	G
Dedicated Account Manager	✓	✓	✓
Quarterly Membership Review	✓	✓	✓
Monthly Membership Newsletter	✓	✓	✓
Biannual meeting with CityCo Chief Exec			✓
Operational Support			
Advised Environmental Support		✓	✓
Access to 24/7 Emergency Response		✓	✓
Online 'How to report' Guidance	✓	✓	✓
Resilience Business Training		✓	✓
CSR Opportunities		✓	✓
City Forums and Lobbying			
Invites to Sector/Location Meetings	✓	✓	✓
Representation at City Committees	✓	✓	✓
Business Crime Reduction			
Access to DISC			✓
Business Representation with Greater Manchester Police			✓
Access to StoreNet/NiteNet Radios*			✓
Civil Exclusion Scheme			✓
Security Training			✓
Business Briefing and Training			
Invites to Briefings and Training on critical city issues	✓	✓	✓

City Intelligence Developments	B	S	G
City expertise via Account Manager	✓	✓	✓
Property Developments Map (cityco.com)	✓	✓	✓
Property Developments Map (bespoke report)		✓	✓
Footfall and Sales Trends	✓	✓	✓
City Centre Events calendar	✓	✓	✓
Corporate Events			
Invites to Corporate Events	✓	✓	✓
Business Promotion			
Host a CitySession/Tour	✓	✓	✓
Host Annual Members Lunch		✓	✓
Host a PA Network Event		✓	✓
Host a F&B Network Event	✓	✓	✓
Feature a business story in monthly Membership Newsletter	✓	✓	✓
Speaker Opportunities		✓	✓
Sponsor a Manchester BID Event	✓	✓	✓
Partner with a Manchester BID Event	✓	✓	✓
Preferred Supplier Status	✓	✓	✓

\*BCRP radio contract available at all membership levels at an extra cost.





## Helping You Do Better Business

---

CityCo helps to make Manchester a better place to invest, work, visit and live. As part of our city, you're part of the story, part of what makes this city tick and part of what makes our city succeed.

We're here to help you have your opinion heard, expand activities and connect with the right people, at the right time.

**Get in touch to discuss how you can benefit from CityCo membership.**



**cityco.com**  
**members@cityco.com**  
**0161 838 3250**