

Manchester City Council COVID-19 Marshals

CityCo & Manchester BID FAQs for the Businesses Community

Question: What are the Marshals?

Answer: The COVID-19 Marshals are a team of people employed by ShowSec. They are contracted to Manchester City Council

They advise and support city centre businesses and the public in relation to COVID-19 rules.

Question: What do they look like?

Answer: They wear a 'MCC COVID Marshal' hi-vis vest.

Question: What are their main roles?

- Engage, reassure and help businesses and the public with COVID-19 rules and regulations
- Highlight “on the ground” issues such as badly managed queues, shops over capacity, groups gathering and other breaches in a friendly and helpful way
- Report problems to Manchester Council or GMP if enforcement is needed

Question: Can the marshals come into my place of work?

Answer: They will not enter a business to ask them to comply with the regulations. They may offer support and advice with queues and other relevant issues.

Question: What enforcement powers do they have?

Answer: The marshals have no enforcement powers. The marshals report directly to Manchester Council who will share urgent information with the police and other partners if necessary

Their first point of action is to offer assistance and support the public and businesses.

Question: What are their patrol areas and teams?

Answer: The marshals do not have set patrol routes, but they will concentrate on hotspots such as Market Street and Piccadilly. The marshals operate in teams of two, and have a roaming supervisor.

Question: Will the marshals help our store with issues we have?

Answer: Yes – if it is outside such as queuing. The marshals' approach at all times is to “lend a hand” – whether that is queue management in the public realm, crowd build up or queries around the regulations.



Question: What other duties will they have?

Answer: The marshals will report issues affecting COVID compliance. They will not directly deal with issues such as people who sleep rough, aggressive begging, buskers or other anti-social behaviour. Observations will be shared with Manchester Council and Greater Manchester Police only if relevant

Question: How can we support the marshals?

Answer: Reporting issues will help keep the city centre Covid secure.

Please don't hesitate to communicate through the BCRP, City Host team or directly with the marshals. Contacts below.

Question: How do I contact a marshal?

Answer: CityCo, Manchester BID and Manchester Arndale have direct contact details for the marshals.

Speak to our City Host teams, or speak to the marshals in person. Contact us on the below:

CityCo: operations@cityco.com

BCRP / Storenet & Nitenet: bcureporting@cityco.com 0161 838 3261

Additional contacts:

Manchester Council: 0161 234 5000

GMP Non urgent 101

GMP Urgent 999