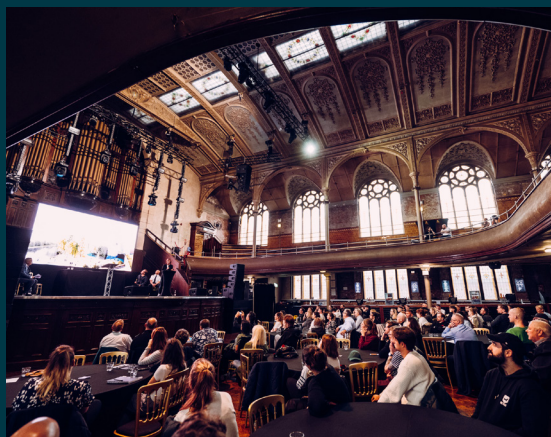


cityco

CITYCO MANCHESTER

THE CITY CENTRE MANAGEMENT COMPANY MEMBERSHIP 2025-6



Management of:



**CITY CENTRE
BUSINESS
IMPROVEMENT
DISTRICT**

Manchester
BCRP

Manchester
Pub & Club
Network

In partnership with:



**MANCHESTER
ACCOMMODATION BID**

MANCHESTER TODAY

Manchester is a global city, proud of its roots and of its future. It has survived downturn and turmoil thanks to its ability to work as one, to build partnerships between businesses, and between business and the public sector. For the past 30 years, CityCo has been at the heart of this partnership. By working together, we are continually striving to make the city a better place to visit, to work and to live.

STANDING

- Manchester is one of Europe's fastest growing cities and the 3rd most visited destination in the UK for domestic and international visitors.
- A world city, influential travel publications have placed Manchester on their 'must-see' lists including Lonely Planet, Conde Nast, National Geographic and Time Out.
- 80+ of the FTSE 100 have a presence in Manchester. The city is home to major employers including BBC, Google, AO.com, Booking.com, Octopus Energy, Rolls Royce, Cisco, Starling Bank, Santander, HSBC, Allianz, WPP, The Hut Group, Boohoo, PZ Cussons, Umbro, Kellogg's, Adidas, Siemens, Amazon, Roku, Hewlett Packard, IPM, JP Morgan, Deloitte, PwC, KMPG.
- The city is also continuing to attract major public agencies to work in the city.
- Manchester's universities are world leaders in research fields such as computer science, life sciences, art and design. **The Times Education Rankings for 2024** named the University of Manchester as number 51 in the world, out of more than 1900 institutions.
- Manchester Metropolitan University is renowned as a centre of research excellence, with 90% of its research impact seen as internationally excellent according to the **Research Excellence Framework**.
- Manchester is a **UNESCO Creative City** that recognises placing cultural industries at the core of urban development. Manchester is designated as a **UK UNESCO City of Literature**.
- The city is working to become a **UNICEF Child Friendly City**.
- Manchester has ambitious Net Zero goals. The overall target is to become zero carbon, zero waste and climate resilient by 2038.

Sources: CityCo, Colliers, Growth Company, GMCA, Manchester Growth Company, Marketing Manchester, Manchester City Council, Transport for Greater Manchester.

GROWTH

- Manchester plays a leading role in Greater Manchester's economy, worth £86b/year. This is similar to global cities including Vancouver, Lyon, and Rotterdam.
- The 2024 **Colliers Top UK Residential Investment Cities Report** forecasts Manchester to have annual GVA growth of 2.2% from 2024-27 (above a 20-city average of 1.8%).
- The city is enjoying strong growth in professional, digital, creative, science, tech and advanced manufacturing sectors. Manchester also has the largest fintech sector in Europe.
- The homegrown and relocating talent pool is helping to buck regional and national trends. Manchester is expected to record the fastest rate of employment growth of any UK town or city from 2024-2026.
- The city centre and surrounds continue to grow, with Mayfield, First Street, Campfield Market, Circle Square, Castlefield, St John's, St Paul's, St Michael's, Albert Square, New Bailey, New Jackson, Sister, Oxford Road Corridor, NOMA, Kampus, Meadowside, Medieval Quarter, Ancoats, Middlewoods Locks, Chapel Street - and more, all evolving.

CULTURE

- Manchester's bar and restaurant scene is thriving. The city has gained a second Michelin star for Skof in 2025, to join restaurant Mana's existing accolade.
- Co-Op Live opened in 2024 and is attracting world names in entertainment. It is the largest indoor arena in the UK with a capacity of 23,500. AO Arena has also completed a major redevelopment to increase capacity to 23,000 and enhance viewing spaces.
- AVIVA Studios, home of Factory International, will celebrate the 10th edition of Manchester International Festival in 2025. 2025 is also the 125th anniversary of John Rylands Library, 30th anniversary of Manchester Jazz Festival, 25th Anniversary of Lowry Theatre, and 10th anniversary of HOME.
- Manchester Museum completed a revamp and extension in 2024, and the Science and Industry Museum's historic Power Hall will reopen in 2025.
- The ENO (English National Opera) will relocate to Manchester by 2029 and stages its first productions in the region in 2025.
- Manchester also celebrates 150 years of Turner's art, with In Light and Shade: a special J.M.W Turner exhibition at The Whitworth. Sponsored by Manchester Accommodation BID.

TRANSPORT

- The Bee Network, Transport for Greater Manchester's integrated transport system is bringing together buses, trams, rail and cycling. 250+ bus services are now under local control.
- 64 train stations will widen The Bee Network by 2028. Another 32 will join by 2030. A move that could increase passenger numbers by 1.3m a year.
- Manchester City Council's aim is for Manchester to be recognised as the most accessible city in Europe. Making walking and cycling a realistic choice to make the streets safer, cleaner, greener.
- Manchester Airport's £1.3bn transformation programme is scheduled to complete in 2025. Works have doubled the capacity of Terminal Two. Around three quarters of passengers will use the new terminal. Part of the development is a new Private Terminal - aether - opening soon.

OFFICE

- The Manchester city centre office market delivered a robust performance in 2024 reported by **Manchester Office Agents Forum (MOAF)**, with notable transactions including by Channel 4, Virgin Media and Bank of New York Mellon contributing to the city's position as a leading hub for corporate occupiers seeking high-quality office space.
- Across 2024, 536,180 sq ft of office space was let in transactions of 20,000 sq ft or more in the city centre, double the number of transactions compared to 2023 and marking the strongest year for office take-up since the pandemic.

POPULATION

- Manchester's population has increased from 503,000* to 607,000** in the last ten years (*2011 Census ** Manchester City Council estimate). The city centre population is expected to increase from 80,000 to 100,000 people in the next 5 years.
- **Manchester's Housing Strategy** through to 2032 has a target of building 36,000 new homes, 10,000 of which will be affordable. 3,000 will be affordable homes in the city centre.
- Key residential growth areas include New Jackson, Trinity Islands, and Ancoats as well as Holt Town to the east and Strangeways and Cambridge to the north. On the edge of the city centre, Victoria North will deliver 15,000 new homes.
- Manchester has second highest student population behind London with more than 100,000 students. A high number are international students (c.20%). With a 50% graduation retention rate, second only to London, students provide a continuous supply of skilled labour.

TOURISM

- Greater Manchester is the third most visited destination in the UK, only behind London and Edinburgh.
- **Marketing Manchester and Global Tourism Solutions (UK)** report the economic impact of tourism activity was £9.5bn in 2022. Tourism supports more than 50,000 jobs and contributes to the city's lively and diverse visitor experience.

The Greater Manchester Strategy for the Visitor Economy 2025-2030 sets out several aims:

- The area should become the most visited UK city-region outside of London and a top 20 European destination.
- Manchester will be ranked as the most sustainable English city in the UK and in the top 50 in the world on the Global Destination Sustainability Index.
- The visitor economy will grow to become worth £15bn. 30% of all passengers using Manchester Airport will be international.
- All supported by ongoing major redevelopment of areas including around Etihad Campus and Trafford City.
- In 2025 Emirates Old Trafford will host some of the world's biggest cricket events including England v India matches for Women's International T20 and Men's Test Cricket.
- Summer 2025 will be a celebration of Greater Manchester music when the city hosts OASIS Live '25, amongst Parklife, Sounds of the City and more high-profile gigs.
- Manchester also celebrates its profile as a renowned film and TV location in 2025, showcasing the city to 'set-jettlers' in partnership with Visit Britain.
- The city hosts Japan Week 2025 in September, the 50th anniversary of the international event that will bring arts, music, fashion and sports to the city with free events.
- The Manchester Town Hall restoration project completes in 2026.
- Of course, there is Manchester City and Manchester United football. The Etihad will host some of the UEFA Euros matches in 2028.

RETAIL

- Manchester is one of the UK's biggest retail economies after London, with annual sales over £900m. The city offers high street brands, international luxury brands, independents and pop-up experiences. Annual footfall in the central retail district is over 40m per year.
- Retail is supported by mixed-use leisure hubs, attracting people to places like Manchester Arndale, The Printworks, Corn Exchange, Great Northern, Circle Square, St John's, New Jackson, Kampus, Mayfield, Northern Quarter. All offer a unique sense of place and commercial offer.

CITYCO MANCHESTER

CityCo, The City Centre Management Company, is the membership organisation representing the business community in the city centre. Through various networks, we bring together over 1500 companies.



We work across every sector and represent the needs of businesses with partners such as Manchester City Council, Transport for Greater Manchester, Greater Manchester Police, Marketing Manchester, and many others.

We offer advice and help in planning new projects, link members, and ensure the city's public agencies are aware of what the private sector needs to thrive.

CityCo members are in the best company. Our network includes Manchester's leading names. From head offices to independents, property developers to professional services, cultural attractions to bars and hotels.

Part of our work is to manage The City Centre Business Improvement District (BID), incorporating retailers, hospitality operators and office tenants.

We are also delivery partners for Manchester's pioneering Accommodation BID (ABID), representing hoteliers.

We run the Manchester Business Crime Reduction Partnership (BCRP) and administer the Manchester Pub and Club Network.

This means we support hundreds of city centre businesses, across multiple sectors, locations, and of very different sizes.

By bringing influential people together and providing expert guidance, our aim is to make the city work for everyone.



CITYCO MEMBERSHIP

CityCo helps members to operate effectively in the city centre and have their opinions heard at the right tables. We offer a range of Business Support Services, and all members have a dedicated Account Manager.

BUSINESS SUPPORT SERVICES

OPERATIONAL SUPPORT

CityCo assists members with the tactical challenges and opportunities of running a business in Manchester city centre. We pre-empt and provide support across issues that can affect successful operation. We identify needs and then help to problem solve, make recommendations, and bring decisionmakers together to find solutions.

MEMBERS BENEFIT FROM:

- 364 days a year, reactive and proactive operational and security business support
- Training, briefings, workshops and bespoke support with issues to do with:
 - Commercial waste, bins, recycling, litter
 - Street cleaning, graffiti removal
 - Vermin, drains, flooding, noise, light pollution
 - Public realm, skating, trespassing, urban exploring
 - Anti-social behaviour, security, ACT Awareness
 - Traffic management, road closures, protests
 - Premise licensing, outdoor seating
 - Urban Exploring, auditors, drones, filming
 - Safety, water safety
 - Homelessness, rough sleeping
- Representation with public sector partners over plans for expansion or new development.
- Invites to urban resilience training and bespoke workshops
- Invites to operational-specific meetings and location-based forums.
- Invites to participate in membership City Tours (neighbourhood familiarisation trips)





URBAN RESILIENCE TRAINING

CityCo has a unique position at the heart of the city centre, at the intersection of business sectors, public agencies, delivery partners and operational suppliers. This means we are always in the loop and know who to talk to. We can help you stay up to date with the latest tactical and training knowledge.



MEMBERS BENEFIT FROM:

- Invites to operational and security training including ACT Awareness (Action Counters Terrorism) in support of Martyn's Law as it is enacted. ACT is delivered in partnership with North West Counter-Terrorism Unit, Greater Manchester Police, Manchester City Council Licensing
- Invites to PACT (Public Access Trauma Kit) use training, in partnership with Steroplast Healthcare
- Invites to Women's Night-Time Safety Charter and WalkSafe app training, in partnership with Manchester City Council
- Invites to Water Safety training, in partnership with Greater Manchester Fire & Rescue Service, Royal Life Saving Society, Canal & River Trust
- Introduction to The Circuit, a nationwide defibrillator network
- Access to bespoke 'tabletop' training delivered by CityCo's Operations Team, helping members prepare for common urban scenarios and city emergencies
- Corporate discounts for third party operational training and supplies including First Aid for All and Steroplast

BUSINESS CRIME REDUCTION

Manchester BCRP helps to create a safe environment for businesses, their employees, clients, and customers. The team reports business-related crime in partnership with Greater Manchester Police and Manchester City Council Licensing and anti-social behaviour teams.

MEMBERS BENEFIT FROM:

- Secure access to an online portal that shares data and information on repeat offenders, named 'Disc' (GDPR compliant)
- Secure access to Store/NiteNet security radio networks, linked to the city's CCTV control room
- Membership of Manchester's Civil Exclusion Scheme (sector-specific)
- Supply of real-time security intelligence
- Notifications of city centre protests and emergency security alerts
- Invites to monthly intelligence briefings on emerging issues, with guest speakers
- Invites to city centre security briefings
- Invites to expert training on crime prevention, anti-terrorism awareness, reducing loss from theft, combatting credit card fraud, how to deal with counterfeit currency, and conflict management
- Full training on Disc and data compliance



CITY INTEL & INTRODUCTIONS

CityCo is the best-placed organisation to find out whatever it is you need to know about operating in Manchester city centre. Our virtual concierge service is there to answer questions, give advice and let you know what is happening. We provide information and briefings on city activities, whether planned or spontaneous, thanks to our trusted intelligence partnerships.

MEMBERS BENEFIT FROM:

- Bespoke notice of activity in the city centre that could impact business operations, for example demonstrations, protests, civic events, local road closures and transport works
- Emergency communications and crucial guidance in the case of a major city centre incident
- Invites to input into business consultations around property developments, licensing applications, street and transport works, council, and transport matters
- Access to third party data including footfall and sales reporting, property, and hotel development mapping
- Invites to topic-specific meetings and location-based forums
- Invites to CityCo's Monthly City Centre Performance Briefing, with the latest stats and trends



CITY FORUMS & LOBBYING

As constant corporate champions, CityCo has an influential role in lobbying on behalf of members with the city's public agencies, helping to keep business interests at the forefront of tactical and operational planning. We attend various meetings on behalf of businesses and run numerous working groups.

MEMBERS BENEFIT FROM:

- Representation at local authority-led committees including the Manchester City Council Integrated Neighbourhood Meeting, City Centre Ward Coordination Meeting, Transport for Greater Manchester briefings and Greater Manchester Police forums
- Representation at action groups including the Manchester Homelessness Partnership, Manchester Water Safety Partnership, Manchester Food Board, Manchester Hotelier's Association
- Representation at CityCo-led senior meetings including the CityCo Board, Manchester BID Board, Accommodation BID Board and City Centre Accountability Board
- Invites to CityCo-led 'Local Area' network meetings
- Invites to CityCo-administrated Manchester Pub & Club Network events (700+ day and night-time economy venues) and area-specific licensed groups





BRAND AWARENESS

CityCo is committed to raising the profile and standing of Manchester as the leading business and visitor destination. A key strand of our work for Manchester City Centre BID and Accommodation BID is delivering high-profile events in the city centre that attract footfall and positive press, and they offer plenty of promotional opportunities for members.

The calendar includes The Super Duper Family Festival, Manchester Flower Festival, Halloween in the City, SCENE: LGBTQ+ Film & TV Festival, and MCR Student Social - a shopping event in partnership with Manchester Arndale.

MEMBERS BENEFIT FROM:

- Invites to participate in, partner, sponsor and publicise BID events - benefitting from multi-channel PR and marketing activity
- Events have delivered £25 million+ AVE (advertising value equivalent) of media exposure to benefit Manchester city centre, with features across national news, TV, radio, online and social



JOIN US

There are a range of CityCo membership packages that can be tailored depending on business needs and priority areas. We offer flexible arrangements.

To talk about a proposal that works for you, please email info@cityco.com

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