

cityco

CITYCO MANCHESTER

THE CITY CENTRE MANAGEMENT COMPANY MEMBERSHIP



Management of:



CITY CENTRE
BUSINESS
IMPROVEMENT
DISTRICT

NORTHERN
QUARTER BID

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 third most visited destination in the UK for international tourists after London and Edinburgh.
- A world city, Manchester features on the ‘must-see’ lists of influential travel publications including Condé Nast, Lonely Planet and National Geographic.
- Many FTSE 100 companies have a presence in Greater Manchester, and the city region is home to major brands and employers including Adidas, Allianz, Amazon, AO.com, Autotrader, BBC, Booking.com, Debenhams Group, Deloitte, Google, HSBC, JP Morgan, Kellogg’s, KPMG, Octopus Energy, PwC, PZ Cussons, Santander, Siemens, Starling Bank, The Hut Group, Umbro, Virgin Media O2 and WPP.
- The city also continues to attract major public bodies, not least No.10 North, GCHQ, DWP and NICE.
- Manchester’s universities are world leaders in research fields such as computer science, life sciences, and art and design. The University of Manchester is ranked 56th in the world and 8th in the UK in the Times Higher Education World University Rankings 2026, which assess more than 2,000 institutions.
- Manchester Metropolitan University is renowned as a centre of research excellence, with 90% of its research impact rated world-leading or internationally excellent in the Research Excellence Framework.
- Manchester is a UNESCO City of Literature, part of the UNESCO Creative Cities Network, which recognises cities that place culture and creativity at the heart of urban development.
- Manchester was officially recognised as a UNICEF Child Friendly City in 2026.
- Manchester has ambitious net zero goals, with an overall target to become zero carbon, zero waste and climate resilient by 2038.

GROWTH

- Greater Manchester has become the UK’s fastest-growing city region, with average annual growth of 3.1% since 2015, double the UK rate.
- The city is enjoying strong growth in its professional, digital, creative, science, tech and advanced manufacturing sectors. Manchester is the UK’s fastest-growing fintech cluster.
- The city centre and its surrounding areas continue to grow, with neighbourhoods and developments including Victoria North, Mayfield, First Street, Campfield, Circle Square, Castlefield, St John’s, St Michael’s, Albert Square, New Bailey, New Jackson, Sister, Oxford Road Corridor, NOMA, Kampus, Meadowside, Medieval Quarter, Ancoats, Middlewood Locks and Chapel Street all evolving.

TRANSPORT

- The Bee Network, Transport for Greater Manchester’s integrated transport system, now brings the whole of Greater Manchester’s bus network under local control. Since January 2025, all 577 bus routes and 1,600 buses have been locally accountable, with contactless ‘tap and go’ fares capped across bus and tram.
- 64 train stations will join the Bee Network by 2028, starting with the Glossop and Stalybridge lines in December 2026, and a further 32 will join by 2030. The plan is expected to add 1.3 million train trips a year.
- Manchester Airport’s £1.3bn transformation programme has doubled the size of Terminal 2.

POPULATION

- The city centre population is approaching 100,000.
- Manchester’s Housing Strategy sets a target of 36,000 new homes by 2032, including 10,000 affordable homes, 3,000 of them in the city centre.
- Key residential growth areas include New Jackson, Trinity Islands, Ancoats, Holt Town and Strangeways, while Victoria North will deliver 15,000 new homes.
- Greater Manchester has the UK’s largest student population outside London, at around 100,000, roughly a quarter of them international. More than half of graduates stay in the city, a retention rate second only to London, giving the city a continuous supply of skilled talent.

CULTURE

- Manchester’s bar and restaurant scene is thriving. Skof and Mana both hold Michelin stars, retained in the 2026 Michelin Guide.
- Co-op Live continues to attract world names in entertainment and remains the largest indoor arena in the UK, with a capacity of 23,500. Following its £50m redevelopment, AO Arena has also increased its capacity to 23,000.
- In 2025, Factory International hosted the 10th edition of Manchester International Festival, Manchester Jazz Festival celebrated its 30th birthday and HOME, its 10th. The Science and Industry Museum reopened its historic Power Hall, The Whitworth marked 250 years since Turner’s birth, and David Hockney’s immersive exhibition came to Aviva Studios. MCR Live ‘25 brought a summer of music, and Oasis took over Heaton Park.
- In early 2026, Manchester hosted the BRIT Awards for the first time, followed by the MOBO Awards. The year also marks the 50th anniversary of the Royal Exchange Theatre and the 30th anniversary of The Bridgewater Hall.
- 2027 brings more major events to Manchester, including an NBA game, the return of the BRIT Awards, Country 2 Country, another Oasis residency, the World Climbing Series, Manchester International Festival, concerts at Wythenshawe Park, the Tour de France Femmes, and the G20 Summit.
- The restoration of Manchester Town Hall is due to complete by spring 2027, in time for the building’s 150th anniversary.
- Manchester is the home of football, with two Premier League clubs that have a worldwide following. In 2028, The City of Manchester Stadium (Etihad) will be a host city for UEFA EURO 2028.
- English National Opera (ENO) remains on track to relocate to Manchester by 2029.

OFFICE

- Manchester city centre’s office market recorded 1.06 million sq ft of take-up in 2025. Professional services (29%) and technology, media and telecoms (25%) were the most active occupier sectors.
- Autotrader’s 130,000 sq ft letting at No.3 Circle Square was the stand-out deal of 2025.
- The major St Michael’s development is fully let, and the Rylands building (the former Debenhams) will begin to be occupied from 2027.

Sources: Beauclair, Bee Network, Centre for Cities, CityCo, Deloitte, FinTech North, GMCA, Manchester City Council, Manchester Accommodation BID, Manchester Airport, Manchester City Centre BID, Manchester Arndale, Michelin Guide, MOAF, Springboard, Times Higher Education, UNESCO, UNICEF, Visit Manchester.

TOURISM

- Greater Manchester’s tourism economy is worth £8.7bn, with Manchester alone accounting for £4.65bn and supporting 45,600 jobs.
- The city’s hotel pipeline has grown significantly in recent years, with 13,500 room capacity in the city centre and a further 1,500 coming soon.
- The Greater Manchester Strategy for the Visitor Economy 2025–2030 sets out several aims:
- Greater Manchester will become the most visited UK city region outside London and a top 20 European destination.
- Manchester will be ranked the most sustainable city in England, and in the world’s top 50, on the Global Destination Sustainability Index.
- The visitor economy will grow to be worth £15bn, and 30% of inbound passengers using Manchester Airport will be international.

RETAIL

- Manchester is one of the UK’s biggest retail economies outside London. In 2025, city centre retail, hospitality and leisure businesses recorded more than £1bn in debit card sales for the first time, a landmark year for the city.
- The city offers high street and international luxury brands, independents, and pop-up experiences. Footfall in the central retail district remains above 40million visits a year.
- Retail is supported by mixed-use leisure hubs that draw people to places such as Manchester Arndale, King Street, The Printworks, Corn Exchange, Great Northern, Circle Square, St John’s, New Jackson, Kampus, Spinningfields, Mayfield, and the Northern Quarter, each with its own distinct character.



CITYCO MANCHESTER

CityCo, The City Centre Management Company, is the not-for-profit membership organisation representing the business community in Manchester city centre. Through our various networks, we bring together over 1,500 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 make sure 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, and cultural attractions to bars and hotels.

Part of our work is managing the **Manchester City Centre Business Improvement District (BID)**, which brings together retailers, hospitality operators and office tenants, and we will manage the new **Northern Quarter BID** from 2027. We are also delivery partners for Manchester's **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 and locations, and of all 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 day-to-day challenges and opportunities of running a business in Manchester city centre. We anticipate issues that can affect successful operation and provide support when they arise. We identify needs, then help to problem-solve, make recommendations and bring decision-makers together to find solutions.

MEMBERS BENEFIT FROM:

- Reactive and proactive operational and security support, 364 days a year
- Training, briefings, workshops, and bespoke support on:
 - Commercial waste, bins, recycling and litter
 - Street cleaning and graffiti removal
 - Vermin, drains, flooding, noise and light pollution
 - Public realm, skating and trespassing
 - Anti-social behaviour, security and ACT (Action Counters Terrorism) Awareness
 - Traffic management, road closures and protests
 - Premises licensing and outdoor seating
 - Urban exploring, social media "auditors", drones and filming
 - Safety and water safety awareness
 - Homelessness, rough sleeping and the street community
- Representation to public sector partners on plans for expansion or new development
- Invites to urban resilience training and bespoke workshops
- Invites to operational meetings and location-based forums
- Invites to join membership City Tours (neighbourhood familiarisation trips)
- Invites to join the CityCo POPS Forum (Privately Owned Public Spaces)





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 (GDPR compliant)
- Secure access to StoreNet/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, counter-terrorism awareness, reducing loss from theft, combating credit card fraud, how to deal with counterfeit currency, and conflict management
- Full training on data compliance

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 resilience and preparedness awareness sessions, utilising Martyn's Law principles and ACT Awareness (delivered in partnership with Greater Manchester Police and Manchester Council)
- Invites to join the Manchester PACT (Public Access Trauma Kit) scheme, in partnership with Steroplast Healthcare
- Invites to Women's Night-Time Safety Charter 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
- 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



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 weekly Manchester City Council City Centre Partnership Meeting, Transport for Greater Manchester briefings and Police & Communities forums
- Representation at action groups including the Manchester Homelessness Partnership, Manchester Water Safety Partnership, Manchester Food Board, Manchester Hotelier's Association, Castlefield, St Ann's Square and Medieval Quarter groups
- Representation at CityCo-led senior meetings including the CityCo Board, City Centre BID Board, Northern Quarter 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 - benefiting from multi-channel PR and marketing activity
- Over 10 years, CityCo's public events have delivered £28 million+ AVE (advertising value equivalent) of media exposure to benefit Manchester city centre, with features across national news, TV, radio, online and social media



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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