



CityCo
2018-19 Annual Report
cityco.com



Connecting the City

As a member of CityCo you are part of the Manchester picture. By working together across business sectors and public agencies, we are all supporting the growth of our city.





Helping you do Better Business

Our Services

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

Our services, resources, news, stats and reports can always be found on cityco.com.

We deliver a core range of Business Services:

[Operational Support](#)

[City Forums and Lobbying](#)

[Business Crime Reduction](#)

[Business Briefings and Training](#)

[City Intelligence](#)

[Corporate Events](#)

[Business Promotion](#)



Shaping the City Centre

Our City

The past twelve months have seen Manchester continue to evolve as a vibrant and successful place to do business, as the city develops its transport infrastructure, new developments appear and new neighbourhoods arise.

£1 billion is currently being invested into Manchester Airport to give the North the world class international gateway it deserves and improve capacity to handle £55 million passengers a year. Expansion and modernisation features include; Terminal 2 doubling in size, 60 new restaurants, 10,000 new car parking spaces and 112 new or upgraded aircraft stands.

Manchester's £3 billion worth of transformational property projects are progressing too. We now see the skyline changing along Oxford Road with Circle Square Manchester on the former BBC site and St John's Neighbourhood is under construction including the new arts centre, The Factory. Work continues in Piccadilly Basin, and groundworks are underway at Kampus, RHS Bridgewater Salford and Mayfield park.

Over at Manchester Museum, renovation works are ongoing and at NOMA, the beautifully-restored Hanover building is complete. In December we led members on an exclusive tour of the stunning new office spaces.

We've also seen announcements about Greater Manchester's extended network of cycling and walking lanes. In central Manchester, The Bee Network means more than £23 million-worth of new cycling facilities on Mancunian Way, the Rochdale Canal and from Piccadilly to Victoria.

Meanwhile, the major new £350 million Metrolink line is well on the way for Trafford, with six new stops including The Trafford Centre. Construction work is on schedule for a 2020 launch.

CityCo has continued to support this growth by assisting stakeholders with various consultation communications, around for example, the Clean Air GM proposal, Public

Space Protection Order (PSPO) and Manchester and Salford Inner Relief Route (MSIRR) road-works.

Our membership network has continued to expand and we have welcomed a number of new hotels including the stylish Whitworth Locke, and look forward to the opening of Dakota Hotel and Native in Ducie Warehouse.

We have continued to connect, advise, train and trouble-shoot for our CityCo community across the range of our Business Services. From our packed programme of Corporate Events, to training around the challenges of rough-sleeping, urban 'roof-topping', water-safety and counter-terrorism awareness.

Our focus has also been to support members' CSR objectives by offering opportunities to help 'Keep Manchester Tidy': a topic close to everyone's hearts. Manchester has an aspiration to become the UK's first Keep Britain Tidy 'Tidy City' by 2020 and we've been delighted to see so many businesses gather to help with our street clean-ups.

2019 is the bicentenary of Peterloo, The Cricket World Cup comes to Old Trafford and Manchester International Festival returns in July. And via Manchester's Business Improvement District, managed by CityCo, we are working in closer partnership with Manchester Pride, Manchester Jazz Festival and Greater Manchester Fringe this year. Alongside our King Street Festival and Manchester Flower Show, it's set to be a busy summer. We hope to see you at one of the many events taking place.

Thank you to all of our members and partners for your continued support.

cityco.com

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[CityCoManchesterBID](#)

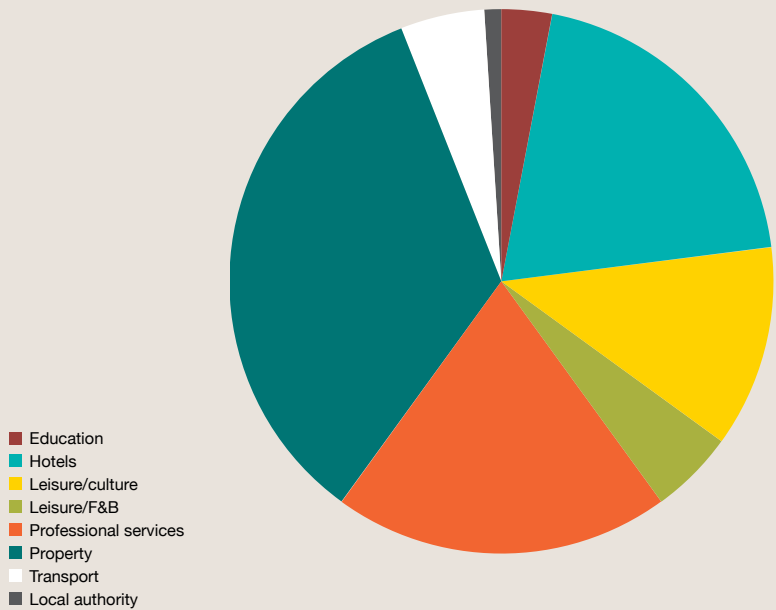
You're in Good Company

Our Network

As a member of CityCo you're in good company. We work with a leading group of over 1000 Manchester and Salford businesses including our membership network of 75 head offices, property firms, culture and leisure venues, professional services, hotels, education and transport organisations.

Our sister company the Manchester BID looks after a community of 400 retailers and restaurants and our Business Crime Reduction Partnership (BCRP) services more than 350 shops and night-time venues. We also run a thriving professional PA Network with more than 650 members.

CityCo Membership



1000

Manchester and Salford businesses

650

PA Network Members

350

BCRP Members

CityCo Forums

CityCo runs a series of working forums that bring businesses together to resolve location-specific issues.

- BCRP City Centre Intelligence Briefing
- CityCo & Manchester BID Cleansing Committee
- Greengate & Embankment Action Group
- Manchester Arndale Tenants Security Meeting
- Manchester BID Board
- Manchester BID Sector Groups (Events & Marketing, Operations, Large Stores, F&B, Jewellery, Financial Services)
- MediaCity Action Group
- Northern Quarter Small Business Forum
- Oxford Road Security & Environmental Action Group
- Petersfield Operations Group
- Piccadilly Hoteliers Group
- Salford Hoteliers Group
- Tib Street Action Group

City Committees

We also represent the needs of our business networks at a range of other city committees.

- Ancoats Forum
- City Centre Ward Coordination Meeting
- City Centre Licensing Multi-Agency Meeting
- Manchester Chinatown Business Association
- Manchester City Council Integrated Neighbourhood Meeting
- Manchester Homelessness Partnership Board
- Manchester Pub & Club Network
- North West Crime Regional Crime Meeting
- Transport for Greater Manchester Traffic and Transport Group
- Village Action Forum
- Village Business Licensing Association
- Water Safety Partnership Board

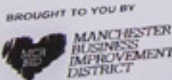
2018 in Focus

Our key priorities were to continue growing and supporting our membership, launch the second term of the Business Improvement District and promote the city centre as a vibrant, thriving destination.

START - REACH OUT CAMPAIGN
right and uplifting garden of blue, yellow and lime green where you
vited to sit down and talk through your problems. Created by staff
T, a local charity that supports adults with mental health problems
gh creative gardening and arts activities, this garden is part of the
ty's drive to raise awareness about suicide. It will transfer to their
own garden in Salford after the festival.



2ND - 3RD JUNE
KINGSTREETFESTIVAL.COM
@KINGSTFESTIVAL





Operational Support

Over the past 12 months we have had over 450 meetings with our members and public sector partners to support around a whole range of city centre neighbourhood issues. We have connected key people and helped businesses to find solutions.

From tackling street and environmental concerns outside premises, to advising around the impact of transport works, training on counter-terrorism protocols, evacuation planning, trespassing, commercial waste and cleansing.

CityCo also coordinated a number of clean-up days, bringing together volunteer teams from across the membership on focused initiatives around the retail district, Oxford Road and Piccadilly.

For operational and security services please email operations@cityco.com.

2018/19 Initiatives

We set-up new operational working groups for Oxford Road and Greengate to bring local businesses together around issues and opportunities

We coordinated a range of clean-up events with volunteers from across the membership, tackling Oxford Road, Piccadilly and the central retail district

We ran sessions of our Petersfield Operations Group and Northern Quarter Small Business Forum to talk through the latest city centre developments

We ran numerous corporate events to tour behind-the-scenes of new developments and advise around issues including traffic management and major events

We ran Piccadilly and Salford Hoteliers Groups, giving updates on transport and development schemes including the Manchester & Salford Inner Relief Route (MSIRR), Mayfield, Piccadilly Basin, Kampus and Circle Square

We delivered a series of urban exploring and rough-sleeping briefings to educate businesses and offer practical help around the issues

We delivered a half-day tabletop scenario to major city centre property management companies, to support estate managers with business continuity around flooding, critical infrastructure failure and counter-terrorism

We ran Water-Safety training days, combining classroom training with hands-on demos of using throw-lines along the river and canals

We ran the City Centre Cleansing Committee and continued to report problematic hot-spots, waste, broken bollards and street furniture

We employed a dedicated Night-Time Economy Officer, to strengthen our support for businesses in this sector

We ran our commercial waste removal programme around King Street and St Ann's Square

We worked behind the scenes with Transport for Greater Manchester and Manchester City Council to represent business interests. We brought together members at a series of briefings and consultation to talk through major projects such as the GM Clean Air Zone and Manchester and Salford Inner Relief Route (MSIRR) works around Regent Road and Chester Road

Business Crime Reduction

CityCo's Business Crime Reduction Partnership (BCRP) of 350 members 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 radio link and real-time intelligence.

Over the past 12 months we have continued to support Greater Manchester Police, Manchester and Salford Licensing Units and Anti-Social Behaviour teams to reduce crime through the BCRP's offender management system with 3722 incidents recorded, generating 2199 individuals of interest; 240 exclusion notices served and 2100 warning letters sent.

To support, the team trained more than 200 staff on reducing loss from theft, credit card fraud, counterfeit currency and conflict management.

Action on Rough Sleeping

Rough-sleeping on Manchester's streets remains complex and challenging and a multitude of work is going on across city stakeholders to tackle the issue.

CityCo was one of the founding partners of The Manchester Homelessness Partnership which brings together charities, local authorities, service providers, businesses and people with personal-experience of homelessness. The MHP has continued to meet regularly to deliver tactical projects including Street Support and BigChangeMCR.

Street Support is an app that signposts people to donate time, money or items that are needed to help people. BigChangeMCR is the city's alternative-giving campaign and has been shared across varied platforms due to the support of many CityCo members and media supporters.

Action on Urban Exploring

Urban exploring or roof-topping has become an emerging and serious trend in the past 12 months. CityCo and our Business Crime Reduction Partnership (BRP) have worked with Greater Manchester Police, Manchester City Council's Anti-Social Behaviour Team and Eversheds-Sutherland to raise awareness, share intelligence and deliver advice on how to protect buildings and staff. The partnership approach includes protocols around juvenile safeguarding and other civil tools to reduce urban exploration.

Manchester BCRP

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**

Action on Water Safety

CityCo is a member of Manchester's Water Safety Partnership and we are committed to sharing messages that support water-safety in the city centre, especially around licensed premises. We have organised a series of cross-agency seminars and training events with member businesses, the Royal Life Saving Society, Manchester City Council, Canal & River Trust, Greater Manchester Fire and Rescue Service and Greater Manchester Police. We also maintain a register of throw-line locations and other safety equipment across the city.

Keep Manchester Tidy

In support of Keep Britain Tidy's national 'GB Spring Clean', CityCo brought together a whole group of member businesses to litter-pick, clean, jet-wash and help to spruce the area around Oxford Road and the Rochdale Canal. Supported by Biffa, 25 large bags of rubbish were collected by amazing volunteers from Bruntwood, Costa Coffee, Fresh Start Waste, Manchester Science Park, McDonalds and Whitworth Locke Hotel.

City Centre Deep-Clean

Following consultation with the Manchester BID Board, CityCo's Operations Team coordinated an extra specialist clean of high footfall streets in January. With cleansing partners Ramora, the initiative focused on the removal of a staggering 250,000 pieces of chewing gum. We also power-washed the flagstones and paving on Market Street, New Cathedral Street, Cross Street, Corporation Street, King Street, Deansgate, Exchange Square and St Ann's Square, to help bring some sparkle back after the busy Christmas markets period.





How we're helping our members: Case Studies

Property Site Support

A CityCo member acquired a new in the Piccadilly area of the city. During their initial period of operating the site, they became aware of environmental issues that needed a multi-agency and coordinated response. We arranged visits with council officers, third sector outreach and Greater Manchester Police and able to highlight issues, understand any action underway and monitor. We then checked with the building management on a weekly basis, made observations and centrally collated reports. By working in partnership, local landowners were encouraged to clear disused sites, cut back overgrown vegetation and improve signage. The area has since seen a marked improvement. CityCo keeps in regular touch and responds swiftly to issues before they get to a critical point.

Urban Exploring

Via our active social-media monitoring, a high-profile city centre site was identified and targeted by roof trespassers. CityCo called the building management to advise and improve vigilance. In a similar incident, an urban explorer was live streaming their activity on Facebook. Again, this was noticed and we took appropriate action with our member.

Event Support

CityCo supported a member when a planned event for their estate hit operational snags. An external production team hadn't secured the correct permissions to carry out the event to the satisfaction of Manchester City Council and the event faced last minute cancellation. We reviewed the application, suggested suitable changes and applied our local knowledge to help the team resubmit successfully.

Soup Kitchens

A busy member hotel felt very intimidated by a soup kitchen that regularly arrived outside their premises. Although in place with good intentions, this led to many evenings of a large number of people gathered; resulting in disorder, incidents of exploitation and a high level of staff and visitor vulnerability. CityCo helped to bring in outreach experts to liaise with the kitchen and we held a training session on alternative ways to help the city's most vulnerable.

Squatters

A CityCo property member experienced a takeover of one of their empty properties. CityCo contacted the owner to

alert and talked through the landlord's responsibilities. We briefed Greater Manchester Fire & Rescue Service and other agencies for outreach and welfare visits. We also verbally updated and reassured neighbouring and street level tenants. Subsequent court action was taken and, prior to eviction, CityCo members with adjacent properties were alerted.

Tabletop Exercise

On request, CityCo developed a series of exercises to help identify any weaknesses in business continuity planning and emergency procedures at a prestigious local estate. CityCo held a long history of the common issues in that location, so we were able to speak with confidence and discretion about likely scenarios and areas of management that needed improving.

City Developments Report

CityCo was asked by a hotel member to produce a pipeline development report for the Piccadilly area, alongside wider city centre developments. The purpose was to support potential investment into the hotel. We used our data, together with key press reports and local knowledge to produce a supportive summary for hotel management to present to the owners.

Development Site Support

We have supported a hotel member adjacent to an ongoing major development site. While the overall development is welcomed, there are understandably operational challenges to be met. CityCo has worked with private and public partners to provide the hotel with direct road closure notifications, organised stakeholder meetings and supported on other issues such as jet-washing and signposting.

Phone Boxes

Many CityCo members experience issues with phone boxes around their businesses. The route to resolving environmental and anti-social issues isn't simple. Operators have a duty to maintain the appearances, functionality and cleanliness of each box but this is rarely done. To address we have mapped ownership and monitor them. Whilst government has indicated that it will review the status of planning regulations, currently phone boxes fall under permitted development. We therefore monitor applications on behalf of our members.

Corporate Events

CityCo's networking events are an opportunity to meet with other CityCo members, tour the latest developments, share best practice and hear from inspiring speakers from across the UK.

Our main set of events are CitySessions hosted by our team of leading journalists. We also run City Tours, CityBriefings, an Annual Members Lunch, Annual Property Dinner and The PA Network evening series.

Still new to our programme is the Manchester F&B Network that offers a forum for people working in food and beverage to join-in conversations with peers. All event speakers are Manchester operators and we aim to provide practical information with an operational focus.

We've looked at Manchester's radical history and the dates that made the city what it is today; we've heard from the Leader of Manchester City Council, Sir Richard Leese and we've provided a number of platforms for Transport for Greater Manchester to share vital travel and road development news to members.

We also explored the subject of ethical retail and asked what we can all do to be more responsible; echoed by an F&B Network discussion about sustainability in the restaurant industry. Tour events took us for sneak previews of Mayfield with U+I, Manchester Cathedral's West Tower and NOMA's Hanover Development.



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 cross-sector networking opportunity

Annual Property Dinner

An opportunity for sector-led discussions

The PA Network

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

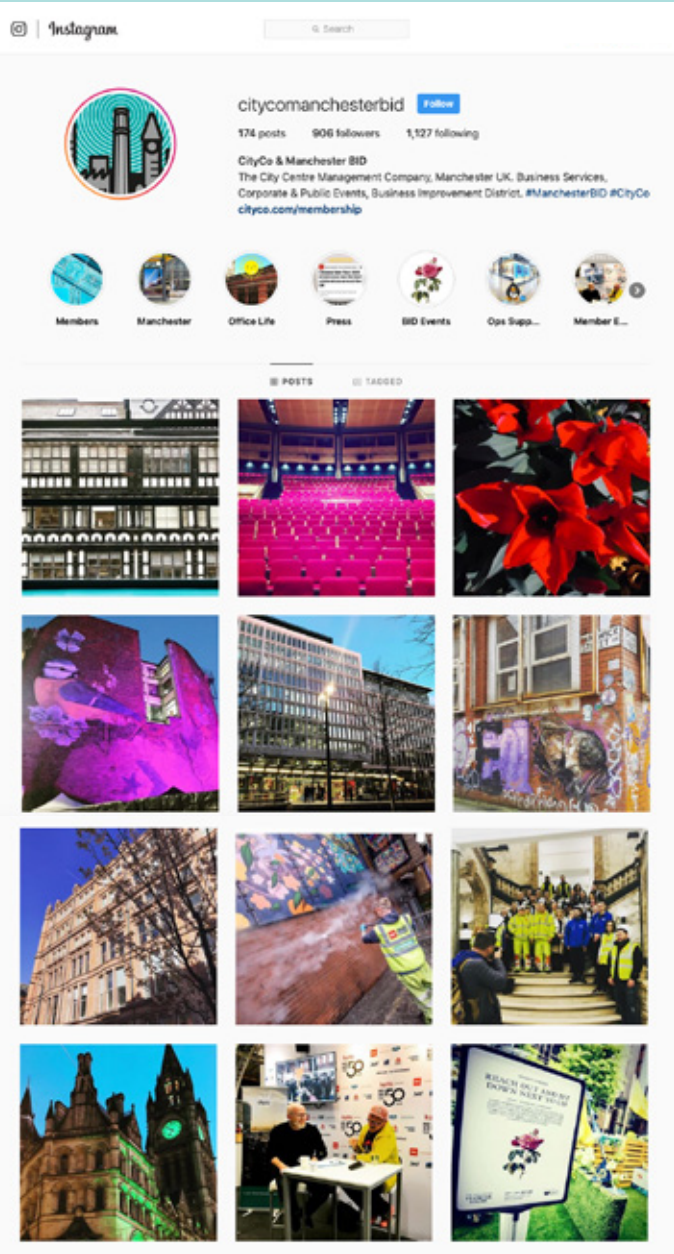
Manchester F&B Network

Bringing together food and drink operators

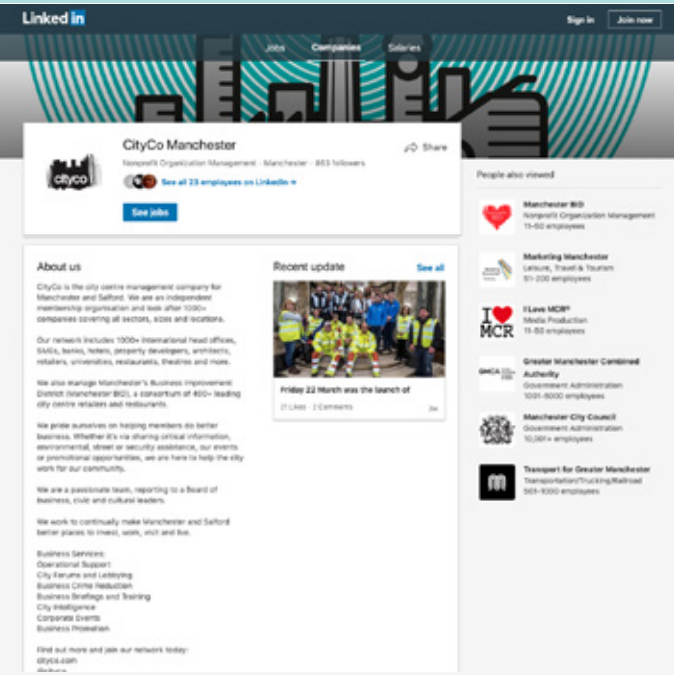
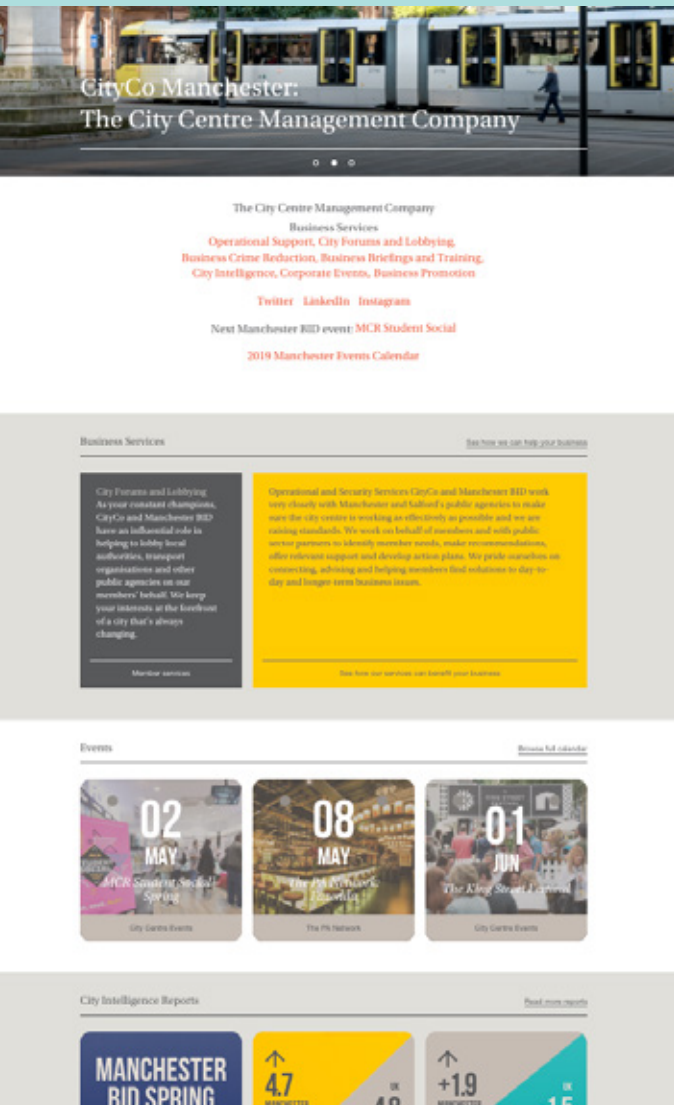


Business Promotion

We continue to share city and CityCo news, resources, services information and how to join or participate in activities on our website cityco.com, Twitter, LinkedIn and Instagram. Do keep an eye on all of our channels to stay in the loop.



cityco.com @cityco CityCoManchester CityCoManchesterBID



Manchester BID Second Term

Following the successful renewal of Manchester's Business Improvement District in 2017, from last April the CityCo team has supported the launch of the second term. Manchester BID is run by CityCo, bringing together 400 retailers and restaurants across the central shopping district.

The BID's second Business Plan from 2018-2023 continues to develop and market public events and festivals that attract footfall to the central retail shopping area; aims to increase the profile of the city through promotional partnerships; ensures there is a lobbying voice for retail with the public sector and aims to increase environmental standards through operational services.

77%
*voted in favour of the
2018-2023 BID*

£6million
*will be invested in the
heart of Manchester*

Event Highlights

We had a monster Manchester takeover of the city's buildings with our giant inflatables, welcomed thousands of students on the shopping spree of their lives, created a street paradise of florals for the Manchester Flower Show and worked with Bee in the City to create the biggest summer buzz. Manchester BID events are staged with our members in mind and there are many opportunities to benefit from the national PR and have 121 interaction with the thousands of potential customers that walk our streets every day. Talk to us about partnership, sponsorship and experiential opportunities.



Chinese New Year

February. CityCo and the BID have worked in partnership with Manchester City Council and the Federation of Chinese Associations of Manchester (FCAM) to celebrate Chinese New Year for the last six years. In 2019, we followed the Year of the Horse, Ram, Monkey, Rooster and Dog with a campaign for the Year of the Pig, designed by internationally-renowned illustrator Stan Chow.

The BID's incredible giant art installation 'Piglet' by artist Alex Rinsler took-up residence in St Ann's Square alongside four days of food, fortune, fireworks and fun from Albert Square to Manchester Arndale.

£1.77m
*worth of press and marketing
coverage across 196 titles*

200,000
people enjoyed the celebrations



Halloween In The City

October. Halloween has been celebrated by the BID for three years now and the 2018 event took the festival to monster proportions. The event is now a city-wide takeover with family events on the streets, in the shops and at leisure and cultural venues.

We marked the arrival of Halloween with green-lit buildings and a trail of super-sized creatures on the rooftops of Mayfield, Manchester Arndale, House of Fraser, 35 Dale Street, Piccadilly Place, Manchester Hall, Debenhams, M&S and Afflecks. The BID also hosted a Trick or Treat Trail, giant skeleton parade and children's storytelling with CBeebies.

£1m
*worth of national press
coverage across 136 titles*

Footfall up

+15%
2018 vs 2017 in the BID area

The School of CityCo

Looking to the year ahead, we are launching a programme of operational workshops based on our learnings around Manchester and Salford city centres.

Gold Level: Resilience tabletop exercise

Working on a particular site, building, or area we can act as a critical friend to test the ability to react to major events such as terrorism, flood or major power outages. How do your current evacuation plans stand-up? How does business continuity-planning work?

Workshops

360 Degree Placemaking

Best practice around how to attract footfall and revenue when developing a new area or a piece of public realm, while dealing with the social issues we face in the 21st Century.

Urban Resilience

Best practice around how a business plan can cover elements to strengthen resilience. From reaction to major events (evacuation and continuity) to addressing ongoing social concerns such as litter and anti-social behaviour.

Rough Sleeping

Best practice around tackling rough sleeping and associated issues (such as spice addiction) based on the experience of The Manchester Homeless Partnership and businesses working together with the public sector. What are right messages? How can your business affect real change?

Urban Explorers

Best practice around recognising the problem of roof-topping or trespassing, and how to mitigate against the risk. A risk that could see could see landlords liable for any accidents that might take place.

Counter-Terrorism

Best practice around how to apply national counter-terrorism guidelines to local businesses and premises. How to plan and prepare, link-in with police and emergency services and deliver post-event communications.

Event Strategy, Creation and Management

Best practice around how to run a major events programme that attracts thousands of visitors and national press coverage. Event strategy, the power of public/private partnerships and on-the-day event management.

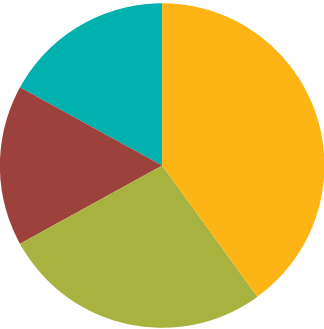
All workshops are open to members free of charge, and to other private partners, landlords, building managers and public realm practitioners for a fee.

Get in touch for more information:
operations@cityco.com



2018/19 CityCo Finances

Total Income



- Member Contributions
- Manchester City Council Contribution
- BCRP Member Contributions
- Earned Income

Total Income £784,891

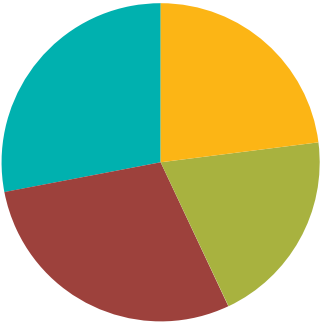
Member Contributions
£317,168 – 40%

Manchester City Council Contributions
£210,000 – 27%

BCRP Member Contributions
£131,879 – 17%

Earned Income
£125,845 – 16%

Total Costs



- Operations support and staffing
- Membership support and staffing
- Overheads
- BCRP Licences, system support and staffing

Total Costs £769,302

Operations support and staffing
£176,210 – 23%

Membership support and staffing
£218,226 – 28%

Overheads
£222,565 – 29%

BCRP licences, system support, staffing
£156,301 – 20%

CityCo Board

Chair

Kate Vokes
Director of Culture,
Bruntwood



Deputy Chair

Councillor Pat Karney
Manchester City Council

Directors

David Allinson
General Manager, Manchester Arndale

Paul Dennett
Mayor of Salford, Salford City Council

Sir Richard Leese
Leader, Manchester City Council

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

Rooms for Hire

The CityCo team have moved to a new office just off Albert Square. The address is: 3rd Floor, Lloyds House, 22 Lloyd Street, M2 5WA.

We look forward to welcoming everyone to our fresh office space and to showcase our stunning new event and meeting venues. The building is a Grade-2 listed former cotton warehouse and we have three rooms for hire.

- **The Shipping Office** is a large, impressive room for up to 80 guests with heritage features, original pitched ceiling and bay window overlooking Manchester Town Hall. Prices from £50p/hr - £800/day +VAT
- **The Cotton Room** is an airy board room for up to 14 guests. Prices from £50p/hr - £350p/day +VAT
- **The Sorting Room** is a beautiful meeting room for up to 12 guests. Prices from £50p/hr - £350p/day +VAT

10% discount rate for members. Talk to us about your needs and arrangements, bespoke requests and special rates.



Talk to us

CityCo staff work across six teams: Operational Services, Business Crime, Membership Services, Marketing, Manchester BID and Finance. We're here to help, so do get in touch and make sure you're making the most of your CityCo membership.

cityco.com

members@cityco.com

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