CityCo
The city centre management company for Manchester and Salford

Join our network

cityco  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
0161 838 3250
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:

- Operational Support
- City Forums and Lobbying
- Business Crime Reduction
- Business Briefings and Training
- City Intelligence
- Corporate Events
- Business Promotion

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: David Allinson, Centre Director, Manchester Arndale
- Deputy Chair: Councillor Pat Karney, Manchester City Council
- Paul Dennett, Mayor of Salford, Salford City Council
- Ciara Keeling, CEO, Bruntwood Works
- Sir Richard Leese, Leader, Manchester City Council

CityCo Membership

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 Network

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

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-up 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 should get somewhere move onto a job or a house to live or a home to live or to reach territory out of town.
Big Change builds people’s independence of the bread. 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
2. CityCo & Manchester BID Cleansing Committee
3. Manchester BID Board
4. Manchester BID Sector Groups
5. Manchester F&B Network
6. Northern Quarter Small Business Forum
7. Petersfield Operations Group
8. Piccadilly Hoteliers Forum
9. Salford Hoteliers Group
10. Tib Street Action Group
11. Greengate Action Group
12. MediaCity Action Group
13. Manchester Business Continuity Forum
14. Manchester Chinatown Business Association
15. Manchester City Council Integrated Neighbourhood Meeting
16. Manchester Hoteliers Association
17. Village Action Forum
18. Water Safety Partnership Board
19. City Centre Ward Coordination Meeting
20. Manchester Homelessness Partnership Board
21. Manchester Pub & Club Network
22. Salford Marketing Group
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

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

Business Briefings and Training

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Business Briefings and Training
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 make 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 UrbInfo
- 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 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 take your business to the next level.

Events

- 12 Oct: Citypassions #14
- 30 Oct: PA Networking evening
- 27 Oct: First Aid in a Day
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

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<th>Account Management</th>
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<tbody>
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<tbody>
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<td>Host a CitySession/Tour</td>
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<td>Host a PA Network Event</td>
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<td>Preferred Supplier Status</td>
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| Note | |
|------|---
| NB. Above fees apply to a single property or venue. Fees are subject to bespoke agreements for landlords with multiple properties or venues. BCRP radio contract available at all membership levels at an extra cost.
| All are starting fees, subject to occasional inflationary increases.
| Please talk to us to discuss members@cityco.com

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<th>Membership Level</th>
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<td>Gold</td>
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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.