




CITY WELCOME REPORT

Initial 6 months

April 2023 – September 2023

Below is a summary of activities delivered as part of the City Welcome Workstream of the Manchester Accommodation Business Improvement District.

<p>KPIs:</p>	<ul style="list-style-type: none"> • Extend the current city centre hosting scheme to cover transport interchanges and major points into the early evening. • Provide funding for city centre cleansing across main routes of arrival into the city centre, enabling regular cleans and ad hoc support. • Deliver a robust reporting scheme for accommodation providers to enhance hotel security, through the city centre’s extant BCRP system. • Deliver monthly training to providers in legislation such as counterterrorism, crime etc. • Provide e-briefings on changes in the city centre. • Improve overall visitor satisfaction levels in the city centre. 	 
<p>Hosts:</p>	<ul style="list-style-type: none"> • The Host team now has 10 staff, with a mix of part- and full-time roles. • Hosts work across a 6-week rota to ensure daily coverage of Hosts in the city centre 363 days a year (Christmas Day and Easter Sunday are not worked). • 488 hours worked a month/122 hours a week/3000 in 6 months. • 4.4 million steps covered across the city in 6 months. 	

<p>City Cleansing:</p>	<ul style="list-style-type: none"> • 650 bags of waste collected. • Over 3000 images of cleansing evidence. • The team collects approximately 6-8 bags of general waste per day, annually this equates to over 1 tonne of waste additionally picked up. • The team also collect a similar amount of cardboard from rough sleeping sites, and fly tipping next to Manchester City Council bins.
<p>Hotel Action Days:</p>	<ul style="list-style-type: none"> • Hotel walkway sanitisation and cleansing. • High volume foam washing around hotels and high footfall areas. • Sanitisation and deodorizing of guest waiting areas. • Graffiti removal and deodorizing of private doorways along ABID Gold Routes. • To date, the team have serviced Piccadilly Approach, Portland Street, Aytoun Street and Oxford Road.
<p>Security & Training:</p>	<ul style="list-style-type: none"> • 5 training sessions delivered. • Over half of ABID members have registered with the BCRP. • ABID members have access to the full CityCo suite of training, including Action Counter Terrorism, Water Safety Training, Women’s Safety etc. • ABID members invited to attend monthly CityCo Briefings.



Manchester
BCRP