



CO-OP LIVE COMMUNITY OPERATIONS PLAN

Co-op Live is for Manchester, of Manchester and by Manchester. The below report provides an update, twelve months post opening to provide Manchester City Council with how the building is delivering it's promises to the community from access to events, jobs and using the building for community good.

LOCAL JOB CREATION

Having established good relationships with Manchester City Council Work & Skills and Department for Work & Pensions teams, local wards and delivering localised recruitment campaigns in conjunction with City Football Group pre-opening, Co-op Live has strived to attract & upskill local people to job opportunities at the arena.

Post opening, whilst recruitment has continued this has not been at the significant levels required pre-opening. Post opening this has provided an opportunity to focus on upskilling, developing and wellbeing of everyone working at Co-op Live, valuing our partners and relationship with the community.

Co-op Live's commitment is broader than just local employment. Our community value work crosses eight pillars and this document provides an update of where we are against the commitments to this point (May 2025) one year on since opening our doors for the first time.

CO-OP LIVE COMMITMENTS

As part of our planning application in 2020, we committed to the following measures outlined and this report will catalogue progress to date against each area of seven areas.

1. **Workforce Development Commitments**
 - **Operational Jobs.** To create 1,000 direct jobs across several disciplines and approximately 1,400 indirect jobs through our supply chain.
 - **Local Recruitment.** To prioritise applicants within walking distance of the arena.
2. **Local Talent Development.** Provide upskilling, training & flexible work.
3. **Pay well.** Co-op Live is committed to being a good employer and to pay the Manchester Real Living Wage.
4. **Employment Outreach & Grass Route Initiatives.** To inspire & create opportunities for young people.
5. **Giving Back, Community Access & Resident Outreach.** To provide charitable activity to support and invest in local causes, providing free tickets to the local community and welcoming the community to access spaces when they are available and engaging schools.
6. **Volunteering.** We are looking at different volunteering opportunities to support the arena and walking route.
7. **Create Significant Economic Impact.** Provide a significant boost to Manchester's visitor economy.

CO-OP LIVE RESULTS

1. Workforce Development Commitments

1.1 Operational Jobs

Beyond the construction jobs (outlined in **Appendix 1**), Co-op Live is focused on providing local people with full time roles and casual opportunities. The original target set as part of planning within our first 20 years of operation would support approximately 47 full time positions and 1,038 part time event-based jobs each year. It is estimated that this equates to a total net gain of an estimated 586 FTE jobs.

Our current FT headcount is 156 roles, with 2,356 casual crew part time event-based roles now enrolled and working at Co-op Live which is the equivalent of 1178 FTE.

Our event day roles cover fan experience, stewarding, hospitality catering and cleaning. In addition to event day roles, we have recruited permanent full-time positions in operations, event management, technical, IT, engineering, facilities management, marketing, sales, hospitality management and F&B delivery.

- Venue - 110 roles offered as of May 2025
- F&B - 46 roles offered as of May 2025

Co-op Live Team – Proximity to Venue

Co-op Live's latest employment figures show that 84% of employees live within 10 miles of the venue exemplifying the commitment to making a positive contribution to the local community by providing employment, skills and training opportunities, and supporting community and social activities.

Permanent team

PERMANENT TEAM	0–2 miles	2–5 miles	5–10 miles	10+ miles	Not Specified	Total
Venue	2	42	11	55	–	110
F&B	15	10	11	10	–	46
CASUAL TEAM	0–2 miles	2–5 miles	5–10 miles	10+ miles	Not Specified	Total
Venue	387	299	197	98	36	1,017
F&B	582	388	155	123	91	1,339

Overall Staff Location Breakdown

Distance from Venue	Percentage	Approximate Count
0–2 miles	40%	~1,005
2–5 miles	29%	~728
5–10 miles	15%	~377
10+ miles	11%	~276
Not Specified	5%	~126
Total	100%	2,512

Diversity, Equality & Belonging

At Co-op Live, we are committed to fostering a diverse, equitable, and inclusive environment where every individual feels valued, respected, and empowered. Co-op Live's vision is to create a workplace that reflects the rich diversity of Manchester's community and promote a culture of belonging.

Co-op Live strive to embrace diversity by celebrating and respecting the unique backgrounds, perspectives, and experiences of all our team members, partners, and audiences. Equity is ensured by providing opportunities for growth and development, making sure everyone has access to the resources and support they need to succeed.

Inclusion is promoted by cultivating an atmosphere where all voices are heard, and everyone feels a sense of belonging and purpose. With the aim to drive change by

leading by example in the live entertainment industry, implementing and advocating for IDB best practices and continuous improvement.

The venue is dedicated to building an inclusive Co-op Live community that thrives on diversity and champions equity for all.

Diversity Statistics Venue Team

	Jan	Feb	Mar	Apr
DE&I				
Ethnic Diversity % - All	41.27%	41.12%	41.12%	40.29%
Ethnic Diversity % - Leadership	8.45%	8.22%	8.22%	8.22%
Gender; Female %	37.01%	35.96%	35.96%	37.05%
Female % in Leadership	43.66%	43.84%	43.84%	43.84%
Age > 50 %	23.02%	23.60%	23.60%	23.44%

Diversity Statistics Venue Casual workforce

Category	Percentage
Ethnically Diverse	39%
Aged 50+	18%
LGBTQ+	8%
Disability	2%
Female	58%
Male	39%
Non-binary	3%

1.2 Local Recruitment

Co-op Live continues to work with stakeholders and organisations in Manchester to maximise local employment and training opportunities, including working with local job centres, attending jobs fairs at various educational institutions and careers guidance days at local schools.

Investing heavily in promoting jobs to the local community, engaging with and marketing activations has helped Co-op Live attract local residents to the opportunities. (as detailed in Appendix 2).

System development measures means that we can sift candidates based on qualifications, experience and locality to the arena.

To prioritise applicants within walking distance of the arena.

Our current employee data shows;

- **45%** of FT staff travel sustainably (30% by tram, 7% train, 5% walk, 3% bus). 55% by car (15% of which use electric/hybrid).
- **56%** of casuals are travelling sustainably, including walking, cycle & public transport.
 - Tram 31%
 - Bus 16%
 - Walk 5%
 - Bicycle 3%
 - Train 1%

2.0 Local Talent Development

Training activity

Co-op Live is committed to developing talent from inspiring young people with career choices, apprenticeship and work placement schemes providing talent pathways and upskilling the local community to access jobs on offer. Post opening a review of the skills gap and possible apprentice routes are being explored. Four apprenticeships will be appointed within the next three months of our second year.

During the opening we trained all the team dependant on the skills and their role. Within the F&B team everyone completed the mandatory online learning which equates to 7 hours learning per person – 1400 learners.

All the team completed a face-to-face induction and Moonshot fan experience training and area specific training dependent on their role equating to a minimum of 4 hours per person.

Since opening in F&B, Co-op Live have taken on an additional 270 new recruits who in turn have completed 7 hours of online learning.

Upskilling at Co-op Live

In the first operational year, training has been the focus with upskilling of the team to feel confident and knowledgeable within their operational roles. Sixty-seven different training topics have been delivered to the workforce, examples are:

- First Aid
- Fire Marshal
- Gold, Silver & Bronze Event Control
- Safeguarding (including Domestic Abuse and Sexual Misconduct)
- Host and F&B training for our Premium suites
- SIA training
- IOSH
- Active Bystander
- Insights Discovery

- 96% of venue casual workforce have completed 8 hours e-learning each equating to 7,810 training hours.
- Members of the team are currently completing their assessments for their NVQ level 3 and 4 in spectator safety.
- Fifteen full time staff have gone through carbon literacy training with an ambition for all staff to be trained within the first three years driving enhanced skills to enable and deliver our sustainability goals.

Inspiring the future workforce

Attracting new talent to the event and hospitality industry is critical for long term growth of Co-op Live and the Manchester Nighttime economy. The recruitment focus has shifted from mobilisation to attracting new talent and retaining great talent.

Co-op Live works in partnership with local partners, schools, colleges and universities to introduce grassroots entry roles into events and hospitality. Current partnerships have been established with;

- Manchester Metropolitan University, Manchester University, UA92, Salford University
- Colleges; Manchester College, Tameside College, Preston College, LTE Group, BIMM, Trafford College, Factory International
- Schools; East Manchester Academy, Co-op Connell College.

Examples of activity so far

Forty-six educational visits came to Co-op Live construction site and 15 outreach sessions with education partners reaching 1,512 pupils so far. Since opening we have hosted, 5 work experience placements and 18 German students with MCFC and a further 7 school visits with Co-Op Academies and local schools/colleges/universities adding a further 300 student educational tours in venue

We are currently working with Springboard and delivered study tours in December (22 delegates) and February (15 delegates) and have a further one planned in June.

- Co-op Live have attended 57 career fairs since opening, seeing an average of over 200 people per careers fair.

There have been:

- 23 work experience placements for Under 18's (job seekers), 13 placements for over 18's and 4 volunteer opportunities whilst Co-op Live was under construction.
- We have had a Connell College Student, join the marketing team and complete an apprenticeship with us and achieve a distinction in a Level 3 Junior Content Producer.
- 3 Greater Manchester work experience placements completed with our Sales Team.
- 4 Greater Manchester work experience placements completed with our Sustainability team.
- We have engaged 2 full time University placement students through MMU (academic year 23/24 and 24/25) within our F&B team
- We have had one four-month placement within our programming team.

3.0 Pay Well.

To pay the Manchester Real Living Wage

Co-op Live can confirm it pays the Manchester Real Living Wage, and we are applying for Member status of the Greater Manchester Good Employment Charter.

Provide good & flexible employment.

Co-op Live is committed to being a good employer and is working with The Greater Manchester Good Employment Charter to guide our focus as well as paying the Real Living Wage. In addition, we support our staff with the following benefits packages alongside flexible working arrangements.

Casual Crew Benefits:

- Real Living Wage rates as a minimum.
- Any person working more than 6 hours will be entitled to a meal and hot drink on shift.
- Exploring public transport costs to encourage sustainable travel.
- Uniform, lockers and shower facilities will be provided.
- Flexible shift options, selecting shifts that work around personal commitments.
- Upskilling opportunities to gain specific event and hospitality qualifications plus opportunities for promotion into permanent roles.
- No zero hours contracts.
- Mental Health First Aid team support on site

Permanent Staff Benefits:

In addition to the above, permanent employees will also receive the following benefits;

- Private Health Care & Worldwide Travel Insurance
- Access to a GP 24/7 plus EAP support
- 25+8 holidays per year
- Life Insurance & Critical Illness Cover
- Free breakfast
- Defined contribution pension scheme
- Enhanced family friendly policies
- Early access to gig tickets
- Flexible working arrangements
- Mental Health First Aid team support on site

Showcasing Co-op Live as a fair, inclusive, employer of choice is critical to our employer brand. To demonstrate our commitment to being a great employer we have achieved the following accreditations in 2023:

- Greater Manchester Good Employment Supporter (application for Member status post opening).
- Real Living Wage Employer
- Armed Forces Covenant, Bronze Award
- Disability Committed
- United for Ukraine, named partner.

4.0 Employment Outreach & Grass Route Initiatives.

Local employment outreach schemes in development

APRENTICESHIPS @ CO-OP LIVE

Apprenticeships are a brilliant option for people of all ages to launch their career in the live entertainment industry. Apprenticeships are a paid opportunity that provides applicants with high-quality training here at Co-op Live. We are launching at least four apprenticeships in summer 2025.

Apprenticeship Requirement	Apprenticeship Programs Aligned	Overview of Apprenticeship
Marketing	AI Content Creator Level 3 Multi Channel Marketing Level 3 Marketing Executive Level 4	80/20 Approach - 80% of the apprenticeship is on the job training, whilst 20% is off-the-job training which entails learning skills, knowledge and behaviors outlined by the apprenticeship
Marketing Partnerships	Multi Channel Marketing Level 3 Marketing Executive Level 4	
People and Culture (HR)	HR Support Level 3 People Professional Level 5 Team Leader Level 3 Operations Manager Level 5	
Sustainability	Green Improvement Practitioner Level 4 Associate Project Manager Level 4	
Finance	Accounts Finance Assistant Level 2 Assistant Accountant Level 3 Senior Financial Services Customer Advisor Level 3 Professional Accounting or Tax Technician Level 4	

We aim to start our work graduate placements within our first year of opening.

- Graduate work placements and graduate programs in events & hospitality management

WORK EXPERIENCE

Aimed at year 10/11 & School Leavers: the work experience programme will be aimed at school students in the first instance across Manchester, working in partnership with Manchester City Council.

Work experience @ Co-op Live: The programme will run for a week at the beginning and end of summer offering opportunities across venue management and core functions.

The scheme will be piloted in 2025 with those who have expressed an interest, with an official programme running in 2026 via official applications, video interviews and an assessment centre.

Youth Mobilisation: We will work with local communities within Manchester, upskilling and preparing them for their futures by offering a confidence building workshop, CV and Video Interviewing tips which will be inclusive of role play and interview prep.

Opportunity within Events: as part of our work experience approach, we would love to give those participating in work experience the chance to either attend a live concert at the end of their week or alternatively work on a project during the week and contribute toward the planning and running of an event.

In addition, we look at:

- Working with local disability & homeless charities to develop bespoke work programs with targeted support to get people into work.
- Offering 350 guaranteed Interviews to support developing interview skills in partnership with Work & Skills and The Growth Company.

To inspire & create opportunities for young people through grassroots initiatives.

At Co-op Live we're actively supporting Manchester's wider music ecosystem, supporting the artist journey from studio to stage. Below are a few examples of how we are doing this, but it is an ever evolving 'grass routes' strategy:

- We teamed up with the **Mayor of Greater Manchester, Andy Burnham, on his 'Artist of the Month'** initiative, offering twelve winners, one each month the added exposure and performance opportunities across the venue. Co-op Live continues to host rising artists across venue's many substages. In the first year this equated to 93 local bands/ DJ's playing 1200 hours on event nights = 230 sets/gigs to c 63,000 fans.
- Co-op Live joins Manchester City Council, Oli Wilson, Factory International, Mayor Burnham and the business community in being a founding and ongoing supporter of **Beyond the Music** - an initiative to showcase existing talent and new performers across unique Manchester city spaces.
- Co-op Live have launched a new state of the art **Recording Studio** with **adidas and Abbey Road**, that will provide much needed additional recording facilities in the city as well as 300 Free Community hours for access by up-and-coming talent to utilise.
- Co-op Live and OVG are active supporters of **Nordoff & Robbins**, a leading music therapy charity bringing music into the lives of children with additional psychological, physical, or developmental needs.
- Co-op Live has provide tickets for **educational and youth providers** e.g. 4CT, Olympias Music Foundation, Reform Radio, MCR Active, KYSO (Moss Side Yth group), Black Creative Trailblazers, Our Pass, Hide Out Youth Zones and Hope Mill theatre) to inspire young people that Co-op Live is a place for them to work, play and enjoy.

5.0 Giving Back, Community Access & Resident Outreach

To provide charitable activity to support and invest in local causes.

Co-op Live is committed to giving back to the community in multiple ways, one element is a charity donation where we will work with existing charities and good causes to support national and local giving. There are three main charitable giving pillars as well as non-financial charitable activity. The current total is £1,466,208 (£1.221m directly from Co-op Live).

5.1 Co-op Foundation

Co-op Live are committed to gigs that give back and are working with the Co-op Foundation to raise over **£1million** every year to support local and national good causes.

5.2 East Manchester charity commitment

Co-op Live and the Co-op Foundation are donating £100k each to create **£200,000** per annum to the East Manchester Advisory Committee (EMAC) to support local good causes in East Manchester. More information around the grant funding purpose definitions and where the money has been allocated can be found in appendix 3.

5.3 Artist Giving

Co-op Live also contributes to artist charities, the following artist charities have been supported totalling **£266,208**:

- Elbow supporting plan with grassroots music in the Northern Quarter and Oli Wilson in development but £125k ringfenced (£25k Co-op Live and £100 OVG)

- Eric Clapton's preferred charity, Crossroads £90k (£45k from Co-op Live and £45k from OVG)
- Laim Gallagher's Happy Doggo charity £25,208 (£25k from Co-op Live and some additional fan giving)
- Pearl Jam's Vitalogy £25k (£25k from Co-op Live)
- Noah Kahan mental health charity the Busy Head's Project £1k from Co-op Live

5.4 Non-financial charities and community benefits - gigs that give back

Community complimentary tickets.

Complimentary tickets for our neighbours and those who might not be able to access events at Co-op Live by working with organisations that can connect with specific local communities where music can make a difference e.g. Concerts for Carers, Tickets for Troops, sports communities for sports events and via Our Pass to reach young people etc.

Resident Ticket Ballot

- **Opening events.** Around 250 local people were invited to the opening test events.
- **Local Resident ticket ballots.** Residents receive complimentary tickets as part of a ballot for selected shows. If residents are opted into communications they will be eligible to apply quarterly to an event-by-event ticket ballot for two pairs of free tickets to selected shows (a pair of tickets from Co-op Live totalling c200 free tickets per annum.
 - We completed four resident quarterly ballots in the first year with a total of 270 tickets distributed.

If the promoter gives approval to provide complimentary tickets where there are spare tickets for our events, these are allocated to local community causes and residents who get to access to enjoy events on their doorstep.

These 'acts of kindness' in the form of ticket giveaways or auction prizes form part of Co-op Live's Gigs that Give Back strategy.

A total of **12,359** tickets distributed in the first year to the local community from local heroes working in our NHS and social care, to armed forces personnel, young people, students and local residents via the following routes:

- Concert for Carers
- Tickets for Troops
- Tickets for Good
- Local Residents
- Local sporting clubs via MCR Active
- Young People via Our Pass and youth groups
- Students - including Royal Northern College of Music (RNCM), Chetham's School of Music, BIMM, MMU, Hope Mill Theatre, Factory International etc.

Co-op Live has also gifted tickets as competitions and for charity auctions including:

- 10 Golden Ticket winners at the Community Day
- 2 Greater MCR Fire fundraiser
- 6 tickets for the MCR Yth Zone fundraiser
- X tickets to raise funds for the following:
 - Cancer charity ball
 - High Sheriff's Police Trust

- Royal Northern College of Music charity event
- GM health and Care Champions
- Ollie Army, local Stockport boy's charity
- Tameside Macmillan Unit

Appendix 4 summarise some of the organisations the venue has connected with in the communities to deliver maximum social value.

Co-op Live's target was 1000 free tickets per annum and has exceeded this in the first year resulting in **12,359** free tickets distributed.

Resident / Community Free Access & Co-op Live Outreach

Co-op Live will be welcoming the community to access their spaces when they are available. Here are a few initiatives that show different ways in which the local community will be invited into Co-op Live, but this plan will be continually developed with input from residents, partners, local communities and organisations.

Co-op Live Spaces. Co-op Live is keen to ensure the community can access and use Co-op Live and spaces outside and within the arena to drive social and community value. The arena is committed to opening their doors at least 20 times a year to provide community groups, charities, social enterprises and local organisations the opportunity to access for free and use the building for social value. In the first year, Co-op Live have opened the doors **26** times for a community day, community boxing event, UFC press event and weigh-ins, resident forums, consultation activity, school and college tours, charity activation and photography tours. Appendix 5 details the spaces which are being made available for the community to use. Co-op Live can only offer space when it is available and the venue is not in commercial use and will be subject to programming and potentially client/partner approval e.g. the promoter allowing community use on a build day. Confirmation will be three months prior to the event day.

Alongside the resident ballot and comp tickets being offered to local residents, Co-op Live has invited the community to attend free events/free access/no venue hire costs for over **8,191** people for the following events/activities:

- Boxing - Press event = 50
- UFC event
 - Media/press night = 2672
 - Weight in event = 3750
- Community Day = 650
- Boxing warm up and park run = 235
- Students 'open door' = 300
- Resident Forum x4 events and consultation = 115
- MCC away day = 220
- Charity use = 135
- Business tours with GM Chamber, photography club and Retired engineers = 64
- **Open Door Resident Forum.** Every quarter we will invite c20-30 residents to come and talk to us face to face so we can listen and respond on how Co-op Live can be great neighbours. The first Co-op Live Resident Forum was on 7th March,

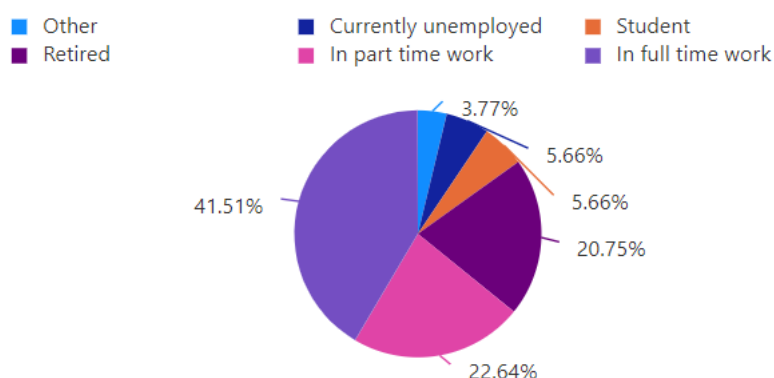
the second just after opening in June, the third was on Oct 29th and the fourth on 15th May

- **Tours of the arena.** Co-op Live is happy to host regular tours of the venue to support community engagement, subject to availability. The arena have hosted a charity, a retired members group and photography club:
 - FeedmyCity – food charity and now discussing dates for a volunteering event
 - Institution of Engineering and Technology (IET), Manchester Retired Members Group
 - Buty photography club
- **Schools/College and Uni Engagement.** Co-op Live will continue the work started by their construction partner BAM, in supporting educational visits to the venue to help inspire future talent pathways into the music, events and hospitality industries. We will provide the opportunity for as many school visits per year as possible. This year Co-op Live completed **8** school visits to **300** students.

6.0 Volunteering

BAM created 10 volunteer opportunities on site as part of the building of Co-op Live. Since opening Co-op Live has supported 419 volunteers across our opening season events to support the fan welcome. Totalling 1759 hours.

- 6% of volunteers are students
- 6% are unemployed
- 21% Retired
- 23% in part time work
- 41% in full time work



The main benefits of volunteering with Co-op Live are:

- 98% said it was fun (42% strongly agreed & 56% agreed)
- 96% got a 'buzz' out of volunteering
- 94% enjoyed the social side
- 93% said it kept them fit and healthy
- 91% agreed it provided them with event experience
- 90% of volunteers surveyed strongly agreed/agreed that volunteering built their confidence
- 83% said it's a way to give back to my community
- 83% agreed it build their confidence
- 80% agreed it got them out of the house
- 28% said it progressed their career into the music industry

The social aspect of volunteering is important ★★★★★
4.1 Average Rating

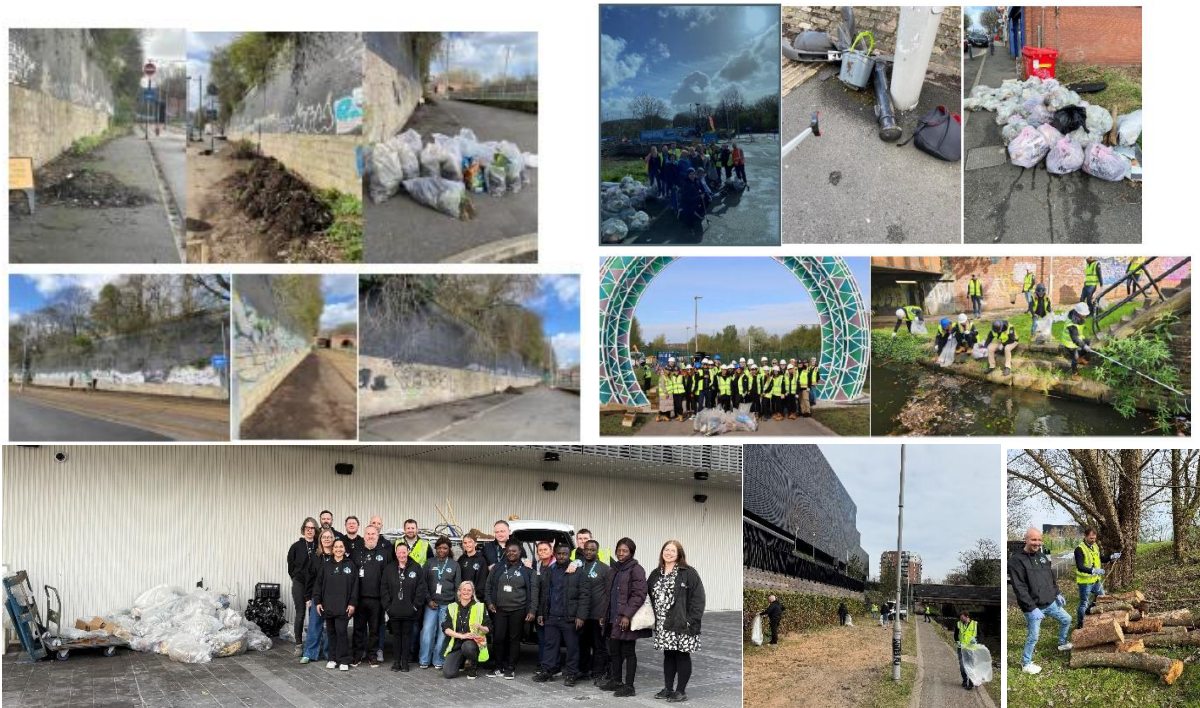
Developing skills and experience is also highly rated by our volunteers ★★★★★
3.6 Average Rating

Supporting their health and wellbeing is also recognised ★★★★★
4.0 Average Rating

And final access to free tickets is a motivator ★★★★★
4.3 Average Rating

Co-op Live supports volunteering to enhance the communities skills as well as the fan welcome but we also advocate volunteer action with our staff that aligns with our values of enhancing the community e.g. canal clean ups, litter picks etc.

Co-op Live have delivered 4 volunteering events with our colleagues, focusing on litter picking around the venue and the new walking route. Circa 49 colleagues which is circa 42% of our full-time workforce have been involved in these sessions. Co-op Live have also partnered with the local council and other public bodies to support broader Greater Manchester Spring Cleaning events. Photos of these events are below.



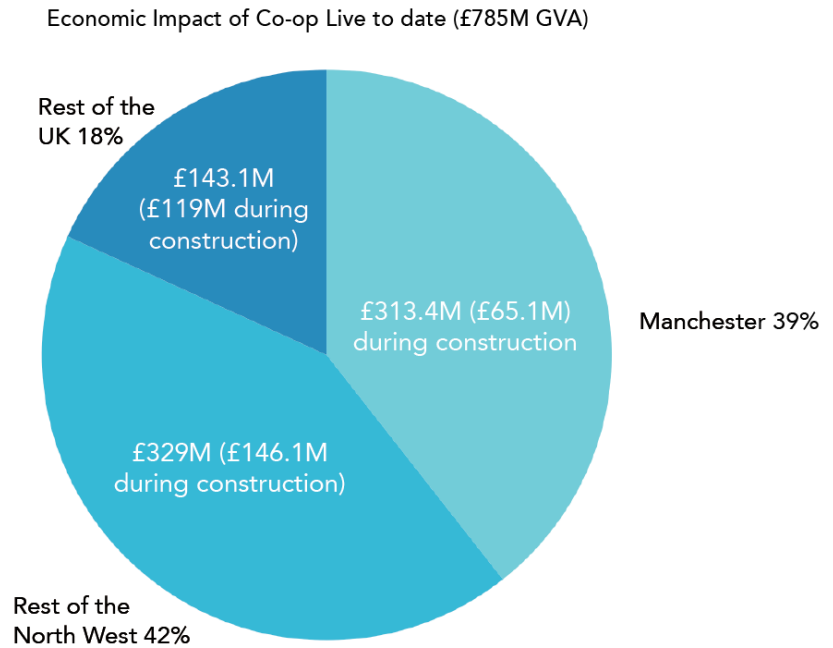
7.0 Create Significant Economic Impact.

Provide a significant boost to Manchester's visitor economy.

As part of the planning application, Co-op Live commissioned an independent report that determined an overall economic impact of £1.3bn over 20 years. The full independent report can be found [here](#). Please see a [new independent report](#) that details initial economic impact. Here are some of the economic impact highlights:

- £450M invested in building the arena with significant local supply chain value
- By hosting 105 events in year one and potential 120 events in year two – Co-op Live are doubling the number of events attracted to the city leading to considerable increase in the number of day visitors and overnight visitors.
 - 12 UK arena exclusives – Eagles residency, Paul McCartney and only UK arena show for Bruce Springsteen's tour.
 - X2 internationally broadcasted events (UFC 8.45bn and MTV EMA 7.25bn)
- £330M gross value added by Co-op Live alone
- 1.5M fans attracted to the region bringing overnight stays and day visitors

- Creating £785.5M boost to UK economy impact to date (including construction)



Reporting and Governance

The Community Plan will be updated on a regular basis as the arena moves from its opening year and will continue to be re-developed in tune with the community.

An annual report will be presented back to the East Manchester Advisory Committee including Strategic Director for Neighbourhood Services and all local elected members for the three neighbouring wards. The EMAC will oversee the following:

- Progress on the general build of the Co-op Live arena and the wider community impact
- Progress on funding and the strategy for the Co-op Foundation
- Issues in East Manchester from residents
- Agree a framework for allocation of funding from Co-op Live to be allocated to community and voluntary sector within the 3 adjoining wards

The venue will also seek international and national recognition and so far, can confirm the following accolades, further putting Manchester on the map for music excellence.

- Pollstar ranking update - No.1 in UK and Europe
- New Concert Venue of the Year (International) - Pollstar Awards
- Best Sustainable Initiative - Access All Areas Awards
- Large Venue of the Year - Ticketmaster Awards 2025
- Building of the Year - Greater Manchester Chamber of Commerce

Conclusion

This is the start of a 15-year commitment to a strategy that will be shaped during our first year and continue to evolve. Co-op Live's long-term Local Community Plan will be formed, shaped, and developed by our Resident Forum with input from our partners, EMAC, local stakeholders including the council, health professionals, charities and community groups and organisations.

Great progress has been made so far, and the groundwork has provided the foundations for a positive first year impact as summarised below

1,178	84% STAFF ARE FROM WITHIN 10 MILES OF CO-OP LIVE	40% 1005 JOBS ARE FROM WITHIN 0-2 MILES OF CO-OP LIVE	40% OF ALL STAFF ARE ETHNICALLY DIVERSE
1,759	1,818+	12,359	8,192
£1.4M+	300 HOURS OF FREE COMMUNITY USE OF THE ABBEY ROAD STUDIO	26x FREE ACCESS TO CO-OP LIVE SPACES FOR COMMUNITY, CHARITIES & EDUCATIONAL ACTIVITY	105 EVENTS PER YEAR ATTRACTING £1.2M FANS IN YEAR 1

Appendix 1 - Construction Summary

An overview of the impact of building Co-op Live up to end April 2025.

Total number of contractors is 302. And BAM have had a total of 7688 people inducted on site.

Table below shows this broken down for the local workers inducted (59.4% within 30 miles of the site):

0-5 miles	1592 workers	20.4%
5-10 miles	1341 workers	17.2%
10-15 miles	583 workers	7.5%
15-20 miles	313 workers	4.0%
20-25 miles	422 workers	5.5%
25-30 miles	371	4.8%

KPI	Target	Actual (Sept '24)
EMPLOYMENT OPPORTUNITIES		
No. of new jobs created by Co-op Live	100	921
No. of new jobs taken up by MCR residents	20	293
No. of existing staff working on Co-op Live	400	658
No. of existing staff to be MCR residents (based on 20% of above)	80	239
APPRENTICESHIPS & WORKPLACEMENTS		
No. of new apprentices recruited for Co-op Live	100	85
No. of New Apprentice Weeks to be Offered	400	2,536
No. of New Apprenticeship Roles taken up by MCR Residents	20	31
No. of Existing Apprentices Working on Co-op Live	36	104
No. of Existing Apprentice Weeks Working on Co-op Live	2800	3,025
No. of Existing Apprenticeship Roles taken up by MCR Residents (based on 20% of Above)	7	24
SUPPLY CHAIN (SCM's)		
No. of SCM's Expected to Work on Co-op Live	100	1,015
No. of SCM's from the City of Manchester - 0-5 Mile Radius (based on 20% of Above)	20	276
No. of SCM's from Greater Manchester - 5-20 Mile Radius (based on 65% of Above)	65	263
No of Meet the Buyer Events	3	5
SUPPLY CHAIN SPEND		
Total Spend on Project (to date)	£250M	£366,474,055
Total Spend in Tier 1 - Manchester	20%	£62,208,966 (17%)
Total Spend in Tier 2 - Greater Manchester	55%	£203,540,073(56%)
Total Spend in Tier 3 - North West Region	75%	£233,570,628(64%)
DEVELOPING STAFF		
No. of Staff Applicable for CSCS Card Training		100%
No. of Staff Receiving CSCS Card Training		100%
No. of week Staff Receiving Other Training	400	774

No. of training placements for Students, Graduates & Interims on Co-op Live	30	30
LEARNING & EMPLOYABILITY		
Engage relationships with Secondary Schools/Colleges, offer Employability Skills: career talks/mock interviews/CV writing	25	33
On Site Careers talks/Activities (e.g. Site Tours / Taster Days)	25	50
Work Experience for Under 18's (job seekers)	25	25
Work Placements for Over 18's	16	14
Volunteer Opportunities	4	10
WORKING WITH COMMUNITY		
Offer the Community sessions with Skills and Employability Outcomes	3	5
Other Community Projects i.e. help local projects with time and materials	3	18
SUPPORTING LOCAL BUSINESS GROWTH		
Mentor a Local Business	1	1
Offer Opportunities to a Social Enterprise i.e. local Community Group	2	5
Join or Support a Local Business Network	1	15
OTHER		
Newsletter to local residents during construction - emailed and hand delivered to local residents	1	10

Appendix 2 - LOCAL RECRUITMENT & ATTRACTION

Manchester Work & Skills, DWP and The Growth Company have been instrumental in supporting the engagement of local people. A list of local partners supporting the recruitment campaign can be found below.

Reaching local people within walking distance to the arena has been the focus of a targeted marketing campaign in addition to working with universities to target young people for casual crew roles. Local engagement activity has included;

- In October 23, circulated 27,490 job flyers to local residents across Clayton, Openshaw, Ancoats, New Islington Beswick, Miles Platting & Newton Heath promoting the Co-op Live Roadshows. This will be repeated in January 2024.
- Issued regular local newsletter highlighting job opportunities hand delivered to M11 households.
- A3 posters provided to local community outreach centres to promote opportunities from Ancoats, New Islington & further including local councillor requests.
- Teams engagement workshop attended by 85 local partners promoting jobs.
- Attraction video shared with all job centres across Manchester, Salford & Tameside
- Co-op Live 'Jobs Roadshow' held at local community hubs in Clayton, Openshaw, Beswick, Ancoats, Miles Platting, Newton Heath, Cheetham Hill, Crumpsall, Blakely, Harper Hey, Charleston and Moston.
- Casual opportunities advertised across all MCC partners through Works & Skills team.
- BAM Newsletter hand delivered to 870 local homes promoting job opportunities.
- Careers fairs commitment to meet local people and promote opportunities;
 - DWP careers fayres once a month, engaged with approx. 750 people
 - Co-op Live careers fayre facilitated by W&S in September with 120 attendees.
 - W&S in Tameside hosted a Co-op Live careers fair, approx. 450 attendees
 - W&S in Salford, Salford shopping centre careers fair approx. 200 attendees.
- All candidates with a disability will be invited to interview for a role.
- Utilising 5+ diverse jobs boards to attract diverse candidates.
- Directly supported individual local applicants with CV and application submissions.
- Engaged with and continue to update local ward councillors on developments.
- An email was sent to all residents 'opted in' with an M11 postcode promoting the current jobs available and we will continue to promote this to our 'local' resident database contacts.

LOCAL PARTNERSHIPS ENGAGED THROUGH WORKS & SKILLS TEAM

The contact list below verified with DWP and Manchester Works & Skills shows the local team engagement and attraction of candidates to roles.

Contact	Partner Type	Local Area
Back on Track	Charity	Ancoats
Mustard Tree	Charity	Ancoats
Awarak Walton Housing Association	Housing Association	Ardwick
S4B Manchester	Housing Association	Ardwick
Bury Employment Support	Council	Bury
Bury Job Centre	Job Centre Plus	Bury
Neighbourhood lead Gorton	Manchester City Council	Central Manchester

Antz Junction	Charity	Central Manchester (M1)
Business in the Community	Charity	Central Manchester (M1)
Mosley Street Job Centre	Job Centre Plus	Central Manchester (M1)
Booth Centre	Charity	Cheetham Hill
Cheetham Hill Job Centre	Job Centre Plus	Cheetham Hill
FAST Manchester	Charity	Cheetham Hill
Great Places Housing Group	Housing Association	Didsbury
Southways Housing	Housing Association	Didsbury
Didsbury Job Centre	Job Centre Plus	Didsbury
Eccles Job Centre	Job Centre Plus	Eccles
Your Manchester Housing Association	Housing Association	Fallowfield
Gorton Job Centre	Job Centre Plus	Gorton
DePaul	Charity	Greenheys
Pure Innovations	Charity	Hazel Grove
Pure Insight	Charity	Hazel Grove
Hulme Job Centre	Job Centre Plus	Hulme
Kath Locke Centre	Charity	Hulme
One Manchester Housing Association	Housing Association	Hulme
Restart Programme/Ingeus	Partner	Manchester city wide
Work & Health Programme/ Growth Co	Partner	Manchester city wide
GC Employer Engagement/ Growth Co	Partner	Manchester city wide
Back To Work/Unemployment contracts	Partner	Manchester city wide
NCS - national Careers Service	CIAEG partnere	Manchester city wide
MAES - Manchester Adult Education Service - MCC	Adult skills provider MCC	Manchester city wide
Jobcentreplus/DWP	Jobcentre	Manchester city wide
Jobcentreplus/DWP	Jobcentre	Manchester city wide
Jobcentreplus/DWP	Jobcentre	Manchester city wide
Jobcentreplus/DWP Openshaw	Jobcentre	Manchester city wide
Smart Works	Charity	Manchester city wide
Standguide Training	Partner	Manchester city wide
seetec/ Provider	Partner	Manchester city wide
One Manchester	Housing Association	Manchester city wide
MCC - Support for Ukraine on secondment from The Growth Company	Manchester City Council	Manchester city wide
Career Connect - Support 16-18 NEETS	charity	Manchester city wide
Refugee Support into Employment - MCC	Manchester City Council	Manchester city wide
All Libraries across Manchester	Libraries and Warm Hubs	Manchester city wide
List of partners below who have been involved in the recruitment since April 23	Partners/Comm orgs/ Work Clubs/Housing Associations	Manchester city wide
Work&Skills Specialist MCC focus over 50's	Manchester City Council	Manchester city wide
Work & Skills Specialist MCC focus on young people	Manchester City Council	Manchester city wide
Northwards	Housing Association	Manchester city wide
Skills/Training Lead - Work & Skills Team	Manchester City Council	Manchester city wide
Unity Radio	Radio Station	Media City
Jigsaw Homes Housing Group	Housing Association	Miles Platting

Mossacre St Vincent Housing Association	Housing Association	Moss Side
Newton Heath Job Centre	Job Centre Plus	Newton Heath
Yes Manchester	Charity	Newton Heath
Work & Skills Specialist MCC Social & Economic Value Programme Manager (North Mcr)	Manchester City Council	North Manchester
Work & Skills officer MCC focus on business's in North	Manchester City Council	North Manchester
Wai Yin Community service/non profit	Charity	North Manchester
ANS	Charity	North Manchester
Operations Manager Yes Manchester	Charity	North Manchester
N Manchester Community Partnership	Charity	North Manchester
Welcome Centre (NMCP)	Charity	North Manchester
Manchester Youth Zone	charity	North Manchester
Neighbourhood Lead North	Manchester City Council	North Manchester
We Mind the Gap	charity	North Manchester
Work Clubs	Community Orgs	North, South and Central
Centre Point Charity	Charity	Northern Quarter
First Choice Homes	Housing Association	Oldham
Oldham Council	Council	Oldham
Oldham Job Centre	Job Centre Plus	Oldham
Working Well	Council	Oldham
Community Led Initiatives	Charity	Pendleton
Salford Job Centre	Job Centre Plus	Pendleton
Community Led Initiatives	Charity	Pendleton
GMMH NHS	NHS	Prestwich
Rusholme Job Centre	Job Centre Plus	Rusholme
Clarion Homes	Housing Association	Seedley
DePaul	Charity	South Levenshulme
Stockport Jobs Match	Council	Stockport
Stockport Job Centre	Job Centre Plus	Stockport
Stockport Homes	Housing Association	Stockport
Wythenshawe Job Centre	Job Centre Plus	Stockport
Salix Homes	Housing Association	Weaste
Pure Insight	Charity	Worsley
Worsley Job Centre	Job Centre Plus	Worsley
Wythenshawe WCHG	Housing Association	Wythenshawe

Appendix 3 - EMAC overview

The allocations/grant funding will be in a ring-fenced account for the intended purpose within each ward. A separate grant funding agreement relating to this would be signed between the City Council's Finance service and both Co-op Live and Co-op Foundation. It is also proposed that there be some flexibility in the agreement to enable movement of funds allocated for a ward across financial years. The City Council's Finance Service would coordinate and provide either an annual or 6 monthly update on how funding has been allocated and spent with relevant outcomes. These would be provided in advance of EMAC board meetings.

The Council will enter into separate funding agreements with Co-op Live and the Co-op Foundation to allow the transfer of funds into MCC on an annual basis and that these are managed through a ring-fenced account for deployment solely in the three wards of Ancoats & Beswick, Clayton & Openshaw and Miles Platting and Newton Heath.

(iii) That funding allocated per ward is allowed to be carried over into the following financial year to ensure effective allocation.

(ii) Monitoring information be provided on an annual or six-monthly basis based on requirements from Co-op Live and Co-op Foundation.

The Section 106 Agreement states that funding will be distributed to local causes with the direction of EMAC. These are defined as *'those community causes identified by EMAC for the Annual Donation to be applied towards in accordance with the objectives of, and in the proportions determined by EMAC (it being acknowledged that Council members from Local Wards on EMAC shall have a prominent role in the determination of these matters)'*. It had been recommended and agreed at EMAC that the following criteria are confirmed and that funding for wards be based on providing added value rather than on areas or activity that could be seen as Business as usual.

- (i) Employment opportunities for young people
- (ii) Improving health and wellbeing outcomes
- (iii) Investment in other good local causes which support improvements in local communities and neighbourhoods

It should be noted that the definition of 'community causes' and criteria seem flexible as long as members of EMAC are in agreement. It is understood that Co-op Live and the Co-op Foundation would not support schemes which would be regarded as 'business as usual' and that there will be a requirement to know the benefits that the investment has made to the communities in each ward in terms of outcomes.

EMAC also recognise that this fund has the potential to provide sustainability, focus and revolutionise our relationship with the voluntary and community sector in the North East of the City. Co-production and a recognition of capacity would be a key consideration. EMAC has proposed that the annual funding allocation is split evenly within the 3 wards.

The priorities for spend would be decided by a meeting of the 3 ward members in each ward in May of each year with ratification through Co-op Live and Co-op Foundation.

- In the event that members are unable to agree on schemes to fund or in the event that EMAC does not support the funding proposals, the Strategic Director of Neighbourhoods or Director of Neighbourhood Delivery would have authority to sign off the final schemes to be funded.
- In terms of distribution this could be on an application basis mirroring other community-based funding, commissioning to build capacity or pilot new initiatives or a blend of both. This discussion can be had with ward members once allocation of funds has been agreed.

Funding investment proposal

Please see the recommendations from local councillors for where the money has been allocated to date with some surplus carryover.

Ancoats and Beswick

Amount	Organisation	Objective
£10k	East Manchester Youth Network	Detached youth work with activities budget
£1k	Education for All	Homework clubs
£2k	East Manchester Youth and Play Partnership	Youth bank – fund for young people to apply for funding for sports kits, equipment and travel to attend activities and events
£6k	4CT / The Grange	Digital skills training programme in the community
£2,500	Constituted groups in the ward	Match funding to Step Up's Neighbourhood Health Fund to develop trauma informed and trauma responsive communities
£15k	Various	Small grants programme for grassroots organisations (up to £2k)

Clayton and Openshaw

Amount	Organisation	Objective
£10k	East Manchester Youth Network	Detached youth work with activities budget
£1k	Education for All	Homework clubs
£2k	East Manchester Youth and Play Partnership	Youth bank – fund for young people to apply for funding for sports kits, equipment and travel to attend activities and events
£6k	4CT / The Grange	Digital skills training programme in the community
£15k	Various	Small grants programme for grassroots organisations (up to £2k)
£3,500	Renaissance Centre	Match funding for a community kitchen
£2,000	Eden Garden Orchard	Funds for a new polytunnel which will be used as a community hydroponics. Also, to refurbish the shed

		and turn it into a community space and workshop
£1,000	Strawberry Duck Mens' Group	Funds for a men's event hosted by the Strawberry Duck Mens' Group addressing men's mental health and wellbeing
£2,500	Constituted groups in the ward	Match funding to Step Up's Neighbourhood Health Fund to develop trauma informed and trauma responsive communities

Miles Platting and Newton Heath

Amount	Organisation	Objective
£10k	YPAC / 4CT	Detached youth work with activities budget
£1k	Education for All	Homework clubs
£2k	East Manchester Youth and Play Partnership	Youth bank – fund for young people to apply for funding for sports kits, equipment and travel to attend activities and events
£20k	Collyhurst Construction Skills Centre	Women's DIY skills programme. Cohort of 40 participants.
£5k	Mens Shed	Encourage make, repair, repurpose, build links and skills in the community.
£15k	Various	Small grants programme for grassroots organisations (up to £2k) to run community events across the ward in the next twelve months, with a focus on bringing communities together and cohesion.

Appendix 4 - Community complimentary ticket routes

Who	Volume in database
Local Residents M11,M40, M4 postcodes (opted into emails) but constantly growing	6400+ (opted in)
Concerts for Carers – route to target NW NHS and professional care workers with a ‘free’ ticket ballot.	Concert for carers – 12,000 registered in NW
Tickets for Troops – armed forces personnel	C4000 in NW (1.6k in MCR)
Tickets for Good	18000 community champions on a database in MCR from local NHS, to charity workers and teachers
Our Pass – 16 – 18 year olds	26,500 young people in GM (8,000 in MCR)
Music students – in MCR colleges and universities 	c.2000+ students at school, colleges and Universities in Manchester.
Youth routes e.g. Olympias Music Foundation, Hide out Youth Zone, Manchester Youth Zone, Beyond the Music, Reform Radio, KYSO (Moss Side Yth), TAP Project (marginalised families), Black Creative Trailblazers, Our pass.	n/a
Volunteers e.g. Feed my city	n/a
Local creative and cultural hubs like Hope Mill Theatre, Factory etc	n/a
Photography clubs	n/a
Ad hoc requests – email and social requests and endorsements for community local hero ‘surprise and delight’	n/a
TARGET	1000+ TICKETS PER YEAR X2 TICKETS TO 500 PEOPLE
15th May, 2025	12,359 (1235% ABOVE TARGET)

Appendix 5 - Floor Spaces for Community use spaces.

The following floor spaces are the focus for community use.

Exterior

Canalside. Podium/terrace, external concourse suitable for outside events and activities adjacent to the canal with inbuilt terrace.

- Capacity of c.2,000-3000, 1500sqm

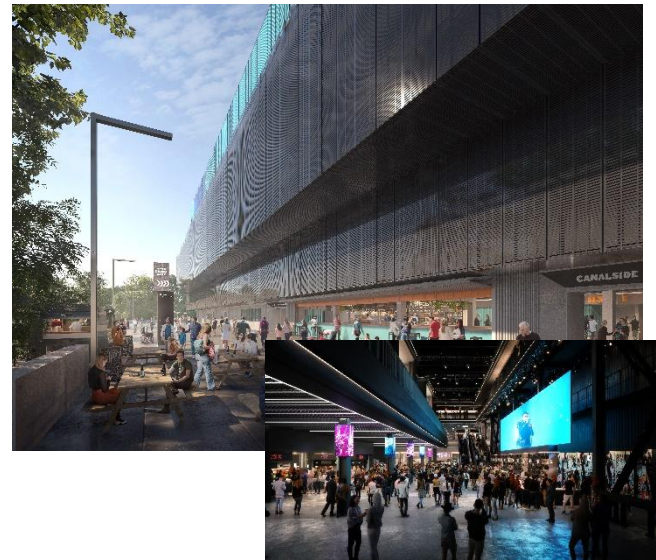
Level 0 - The Street and Decibel

The Street. Level 0 - 1724sqm

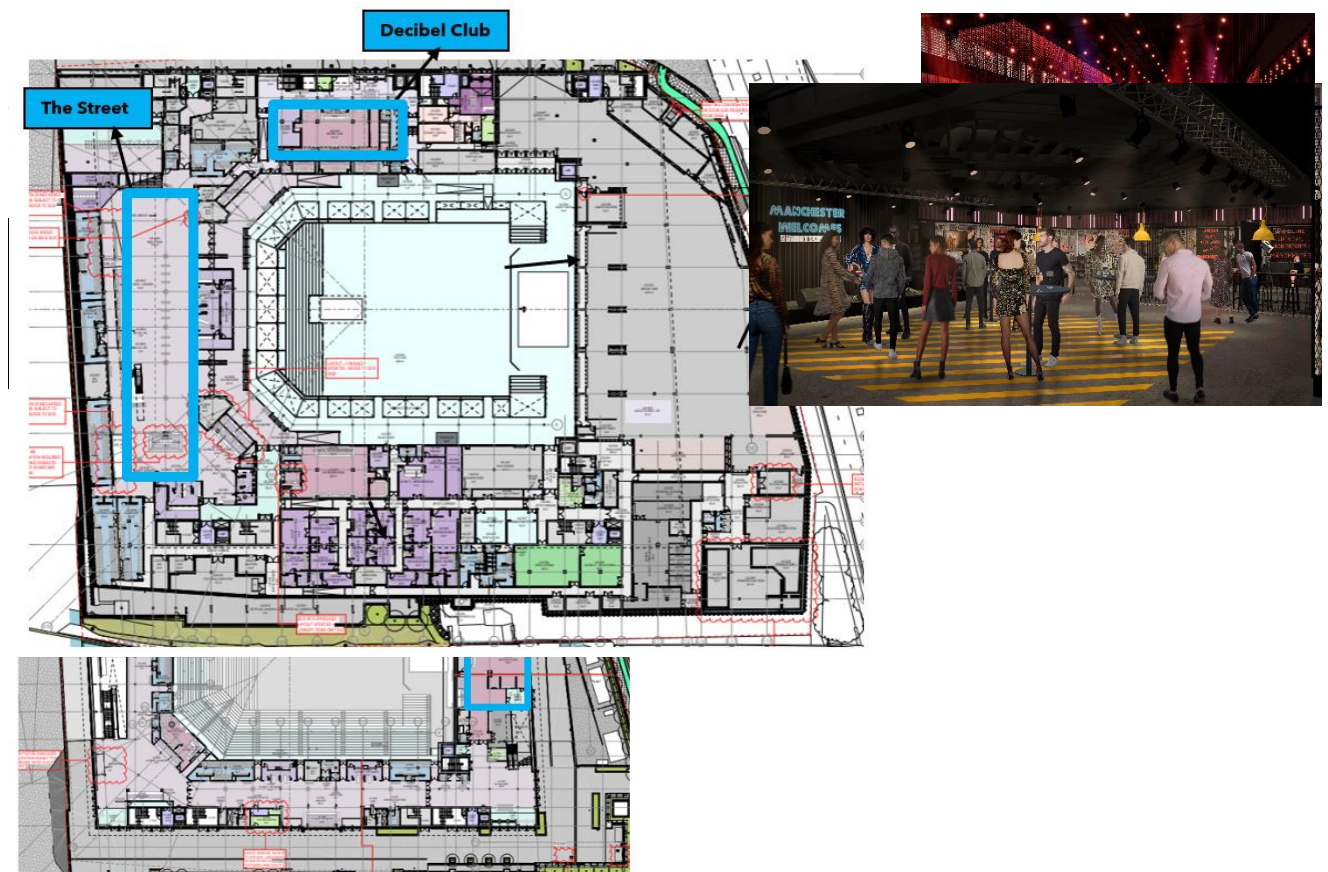
- 2500 standing reception, 1,000 theatre style, 320 banquet style, 256 cabaret style, 37 exhibition stands (3x2m).

Decibel. Level 0 - 317sqm

- 300 standing reception, 126 theatre style.



The Street, Level 0 - 1724sqm	Decibel, Level 0 - 317sqm
2500 standing reception	300 standing reception
1,000 theatre style	126 theatre style
320 banquet style	
256 cabaret style	
37 exhibition stands (3x2m)	



Level 4 - Board Room

Boardroom. Level 4 - 85sqm

- 20 Boardroom and Event types: Small meeting room and private dining

Boardroom, Level 4 - 85sqm
20 boardroom
Event types: Small meeting room and private dining

