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9.1.2 - Bingo



Applies to:

All non-remote bingo operating licences

SOCIAL RESPONSIBILITY CODE

Compliance with these is a condition of licences; therefore any breach of them by an operator may lead the Commission to review the operator's licence with a view to suspension, revocation or the imposition of a financial penalty and would also expose the operator to the risk of prosecution.

1. Gaming machines may be made available for use in licensed bingo premises only where there are also substantive facilities for non-remote bingo, provided in reliance on this licence, available in the premises.
2. Facilities for gambling must only be offered in a manner which provides for appropriate supervision of those facilities by staff at all times.
3. Licensees must ensure that the function along with the internal and/or external presentation of the premises are such that a customer can reasonably be expected to recognise that it is a premises licensed for the purposes of providing bingo facilities.

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Part 5: Principles to be applied by licensing authorities

- [1. Licensing objectives](#)
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Licensing objectives

5.1 In exercising their functions under the Act, particularly in relation to premises licences, temporary use notices and some permits, licensing authorities must have regard to the licensing objectives set out in s.1 of the Act, namely:

- preventing gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime
- ensuring that gambling is conducted in a fair and open way
- protecting children and other vulnerable persons from being harmed or exploited by gambling.

5.2 It is expected that the licensing authority will have set out their approach to regulation in their policy statement, having taken into account local circumstances. This is dealt with in more detail at [Part 6](#).

Objective 1 : Preventing gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime

5.3 Among other matters, licensing authorities may need to consider the location of premises in the context of this licensing objective. For example, in considering an application for a premises licence or permit that is in an area noted for particular problems with disorder, organised criminal activity etc, the licensing authority should think about what, if any, controls might be appropriate to prevent those premises being associated with or used to support crime. That might include conditions on the premises licence, such as a requirement for door supervisors. The requirement for conditions might be determined by the operator's own risk assessment or the local area profile carried out by the licensing authority, as detailed in [Part 6](#). A non-exhaustive list of licence conditions is provided at Appendix F.

5.4 A licensing authority will need to consider questions raised by the location of gambling premises when:

- formulating its statement of licensing policy
- receiving relevant representations to an application
- dealing with applications as a responsible authority in its own right
- considering applications before it.

5.5 In the context of gambling premises licences, licensing authorities should generally consider disorder as activity that is more serious and disruptive than mere nuisance. Factors to consider in determining whether a disturbance was serious enough to constitute disorder would include whether police assistance was required and how threatening the behaviour was to those who could see or hear it. There is not a clear line between nuisance and disorder and the licensing authority should take the views of its lawyers before determining what action to take in circumstances in which disorder may be a factor.

5.6 Regulatory issues arising from the prevention of disorder are likely to focus almost exclusively on premises licensing, rather than on operating licences. However, if there are persistent or serious disorder problems that an operator could or should do more to prevent, the licensing authority should bring this to the attention of the Commission so that it can consider the continuing suitability of the operator to hold an operating licence.

5.7 Of course, licensing authorities are experienced in making judgements in relation to the suitability of premises, particularly those for which they have responsibilities under the Licensing Act 2003/Licensing (Scotland) Act 2005, in which context they have wider powers to also take into account measures to prevent nuisance.

5.8 In relation to preventing disorder, licensing authorities have the ability under s.169 of the Act to attach additional conditions to premises licences, and are entitled to include a requirement for door supervision, as provided for in s.178 of the Act. If a person employed on door supervision would be required to hold a licence issued by the Security Industry Authority (SIA), that requirement will have force as though it were a condition on the premises licence. Further information on conditions on premises licences can be found in [Part 9](#) of this guidance.

5.9 There are a number of voluntary initiatives that the gambling industry participates in to address issues such as underage access, staff safety and security. These change from time to time and licensing authorities are advised to check with local operators, for example when conducting inspections, as to which (if any) scheme the operator is a part of. For example, The Safe Bet Alliance's Voluntary Code of Safety and Security National Standards for Bookmakers. Further information can often be found on the websites of industry trade associations.

5.10 Licensing authorities do not need to investigate the suitability of an applicant for a premises licence, including in relation to crime. The issue of suitability will already have been considered by the Commission, because any applicant (except occupiers of tracks who do not propose to offer gambling themselves) will have to hold an operating licence from the Commission before the premises licence can be issued. However, if the licensing authority receives information during the course of considering a premises licence application or at any other time, that causes it to question the suitability of the applicant to hold an operating licence, these concerns should be brought to the attention of the Commission without delay.

Objective 2 : Ensuring that gambling is conducted in a fair and open way

5.11 Generally the Commission would not expect licensing authorities to find themselves dealing with issues of fairness and openness frequently. Fairness and openness is likely to be a matter for either the way specific gambling products are provided and therefore subject to the operating licence, or will be in relation to the suitability and actions of an individual and therefore subject to the personal licence. However, if licensing authorities suspect that gambling is not being conducted in a fair and open way this should be brought to the attention of the Commission so that it can consider the continuing suitability of the operator to hold an operating licence or of an individual to hold a personal licence.

5.12 In relation to the licensing of tracks, the licensing authority's role will be different from other premises in that track owners will not necessarily have an operating licence. In those circumstances the premises licence may need to contain conditions to ensure that the environment in which betting takes place is suitable. Further information can be found in [Part 20](#) of this guidance.

Objective 3 : Protecting children and other vulnerable persons from being harmed or exploited by gambling

5.13 In exercising their powers under s.153, licensing authorities should consider whether staff will be able to adequately supervise the gambling premises, as adequate staffing levels is a factor to consider regarding the prevention of underage gambling. The Commission would expect the operator and the licensing authority to work together to consider how any impediments to the supervision of premises might be most appropriately remedied. Supervision also applies to premises that are themselves not age-restricted (eg bingo and family entertainment centre (FEC) premises) but which make gambling products and facilities available.

5.14 Where a licensing authority considers the structure or layout of premises to be an inhibition or potential inhibition to satisfying this licensing objective, the licensee should consider what changes are required to ensure the risk is mitigated. Such changes might include the positioning of staff or CCTV, the use of floor-walkers and the relocation of the staff counter to enable direct line of sight. Licensing authorities will need to consider the proportionality of changes to the physical layout in relation to other measures that could be put in place.

5.15 If the operator fails to satisfy the licensing authority that the risks are sufficiently mitigated, it may be appropriate to conduct a review of the premises licence.

5.16 In relation to casinos, the Commission has issued a code of practice on access to casino premises by children and young persons, as provided for by s.176 of the Act. The code of practice is available as part of the [Licence conditions and codes of practice](#) (LCCP) or as [Gambling codes of practice - consolidated for all forms of gambling](#). In accordance with s.176 of the Act, adherence to the code will be a condition of the premises licence. Further information can be found in [Parts 9](#) and [17](#) of this guidance.

5.17 The Act does not seek to prohibit particular groups of adults from gambling in the same way that it prohibits children. The Commission does not seek to define 'vulnerable persons' but it does, for regulatory purposes, assume that this group includes people who gamble more than they want to, people who gamble beyond their means and people who may not be able to make informed or balanced decisions about gambling due to, for example, mental health, a learning disability or substance misuse relating to alcohol or drugs.

5.18 Licensing authorities need to consider, in relation to particular premises, whether any special considerations apply in relation to the protection of vulnerable persons. This could be a local risk that is reflected in the licensing authority's policy statement. Any such considerations need to be balanced against the authority's objective to aim to permit the use of premises for gambling.

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Part 7: Premises licences

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- [3. Access to premises](#)
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Consideration of planning permission and building regulations

7.58 In determining applications, the licensing authority should not take into consideration matters that are not related to gambling and the licensing objectives. One example would be the likelihood of the applicant obtaining planning permission or building regulations approval for their proposal. Licensing authorities should bear in mind that a premises licence, once it comes into effect, authorises premises to be used for gambling. Accordingly, a licence to use premises for gambling should only be issued in relation to premises that the licensing authority can be satisfied are going to be ready to be used for gambling in the reasonably near future, consistent with the scale of building or alterations required before the premises are brought into use. Equally, licences should only be issued where they are expected to be used for the gambling activity named on the licence. This is why the Act allows a potential operator to apply for a provisional statement if construction of the premises is not yet complete, or they need alteration, or he does not yet have a right to occupy them. [Part 11](#) of this guidance gives more information about provisional statements.

7.59 As the Court has held in a 2008 case (The Queen (on the application of) Betting Shop Services Limited –v- Southend-on-Sea Borough Council [2008] EWHC 105 (Admin)), operators can apply for a premises licence in respect of premises which have still to be constructed or altered, and licensing authorities are required to determine any such applications on their merits. Such cases should be considered in a two stage process; first, licensing authorities must decide whether, as a matter of substance after applying the principles in s.153 of the Act, the premises ought to be permitted to be used for gambling; second, in deciding whether or not to grant the application a licensing authority will need to consider if appropriate conditions can be put in place to cater for the situation that the premises are not yet in the state in which they ought to be before gambling takes place.

7.60 For example, where the operator has still to undertake final fitting out of the premises but can give a reasonably accurate statement as to when the necessary works will be completed, it may be sufficient to simply issue the licence with a future effective date, as is possible under the Regulations (SI 2007/459: The Gambling Act 2005 (Premises Licences and Provisional Statements) Regulations 2007 and SSI No 196: for Scotland). The application form allows the applicant to suggest a commencement date and the notice of grant allows the licensing authority to insert a date indicating when the premises licence comes into effect. In other cases, it may be appropriate to issue the licence subject to a condition that trading in reliance on it shall not commence until the premises have been completed in all respects in accordance with the scale plans that accompanied the licence application. If changes to the pre-grant plans are made, then parties who have made representations should be able to comment on the changes made. [Part 9](#) of this guidance gives more information about licence conditions.

7.61 If the plans submitted at the time of the application for a premises licence are changed in any material respect during the fitting out of the premises after the grant of the licence, then the applicant will be in breach of the licence. If the applicant wishes to change the proposed plans after grant then, in order to avoid breaching the licence, it will be necessary for the applicant to either make a fresh application under s.159 or seek an amendment to a detail of the licence under s.187 of the Act. If there are substantive changes to the plans then this may render the premises different to those for which the licence was granted. In such a case, variation of the licence under s.187 is not possible. For this reason, and while this is a matter of judgement for the licensing authority, the Commission considers it would be more appropriate in the case of any material post grant change, for the applicant to make a fresh application under s.159 to preserve the rights of interested parties and responsible authorities to make representations in respect of the application.

7.62 The local authority will need to be satisfied in any individual case that the completed works comply with the original, or changed, plan attached to the premises licence. Depending upon circumstances, this could be achieved either through physical inspection of the premises or written confirmation from the applicant or surveyor that the condition has been satisfied.

7.63 Requiring the building to be complete before trading commences would ensure that the authority could, if considered necessary, inspect it fully, as could other responsible authorities with inspection rights under Part 15 of the Act. Inspection will allow authorities to check that gambling facilities comply with all necessary legal requirements. For example, category C and D machines in a licensed family entertainment centre must be situated so that people under 18 do not have access to the category C machines. The physical location of higher stake gaming machines in premises to which children have access will be an important part of this, and inspection will allow the authority to check that the layout complies with the operator's proposals and the legal requirements.

7.64 If faced with an application in respect of uncompleted premises which it appears are not going to be ready to be used for gambling for a considerable period of time, a licensing authority ought to consider whether – applying the two stage approach advocated above – it should grant a licence or whether the circumstances are more appropriate to a provisional statement application. For example, the latter would be the case if there was significant potential for circumstances to change before the premises opens for business. In such cases, the provisional statement route would ensure that the limited rights of responsible authorities and interested parties to make representations about matters arising from such changes of circumstance are protected. Licensing authorities may choose to discuss with individual applicants which route is appropriate, to avoid them having to pay a fee for an application that the licensing authority did not think was grantable.

7.65 When dealing with a premises licence application for finished buildings, the licensing authority should not take into account whether those buildings have to comply with the necessary planning or building consents. Nor should fire or health and safety risks be taken into account. Those matters should be dealt with under relevant planning control, building and other regulations, and must not form part of the consideration for the premises licence. S.210 of the Act prevents licensing authorities taking into account the likelihood of the proposal by the applicant obtaining planning or building consent when considering a premises licence application. Equally, the grant of a gambling premises licence does not prejudice or prevent any action that may be appropriate under the law relating to planning or building.

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HELP RESHAPE PICCADILLY

A PLACE TO BE PROUD OF.....

What is it that makes a great city? When people think of their favourite cities around the world, they often think of its great public spaces. These spaces play an integral part in city life.

Piccadilly needs to do better so it can play its part in the continued success of Manchester's city centre.

We have made a start by taking down the unpopular 'small wall' and we will do more as funding becomes available.

This survey is about giving you the opportunity to help the Council shape what this future looks like.



Making Piccadilly a distinctively Manchester experience

HELP RESHAPE PICCADILLY

WHAT DO WE MEAN BY PICCADILLY, AND WHAT CAN WE CHANGE?

This map shows that we are talking about the wider area round Piccadilly Gardens: Piccadilly, Mosley Street, Parker Street (where the bus stops are) and Market Street – so we are including how you get into and out of Piccadilly too.

Some things cannot change: the tramlines, statues and the pavilion housing the cafés (which we do not own) must stay.

HAVE YOUR SAY

We would love to hear what you think. We want to know how you use the area now, and how you would like to use it in the future.



RETAINED FEATURES

1. The Victoria Monument
2. The Wellington Monument
3. The Pavilion
4. Tram stop and tram lines
5. The Tree of Remembrance
6. Air Monitoring Station
7. The Peel Monument
8. James Watt Statue

Area being considered as part of this survey and the features to be retained as the space changes.

HELP RESHAPE PICCADILLY

THE CHALLENGE

Piccadilly plays many roles for Manchester, Mancunians, and its visitors. It is an interchange for buses, trams, and pedestrians – so it is well connected - and for many it is their first experience of Manchester.

It is our busiest public space - on average, 150,000 people pass through and use the space on a normal day - so everyone has their own experience of Piccadilly.

Of course, there are challenges, and the design must tackle issues of crime and anti-social behaviour if it is to be successful. We will also be looking at how the space can be managed on a daily basis to make it safe and welcoming.

We want to design out some of the problems and design in more of what you like. But we must also find solutions to the problems of making this a usable, useful, safe, attractive hub for thousands of residents, workers, shoppers and visitors.



HELP RESHAPE PICCADILLY

FIVE TALKING POINTS WE'D LIKE YOUR VIEWS ON

SPACE

How do we share the space between people and transport, as well as landscape, socialising and movement?

MOVEMENT

How do you – and the thousands who arrive here – move through Piccadilly and what gets in the way?

ACTIVITY

How do you want to use the space?

EVENTS

What events and activities will work well in the space?

EXPERIENCE

What will the experience of the space be?

The following pages set out our aspirations and principles for the redesign of Piccadilly. We would love to hear what you think and get your ideas for the future.



The talking points for Piccadilly

HELP RESHAPE PICCADILLY

SPACE

Piccadilly was never designed to cope with so many people using and moving through the space. This has created a congested space with roads, buses, trams, landscape, seating, pathways, and people battling for space. How do we share the space between people and transport, as well as landscape, socialising and movement? Here is what we are thinking:

PEOPLE FIRST

We will reduce the number of roads and traffic moving through the space to make it safer and easier to move around.

GREEN HEART

The city's getting greener, and so should Piccadilly. It is good for our health and we want it looking lovely – no matter the weather.

LIVELY

We need to make sure the businesses and restaurants around the edge of the space make Piccadilly a lively, safe, and fun place to be.

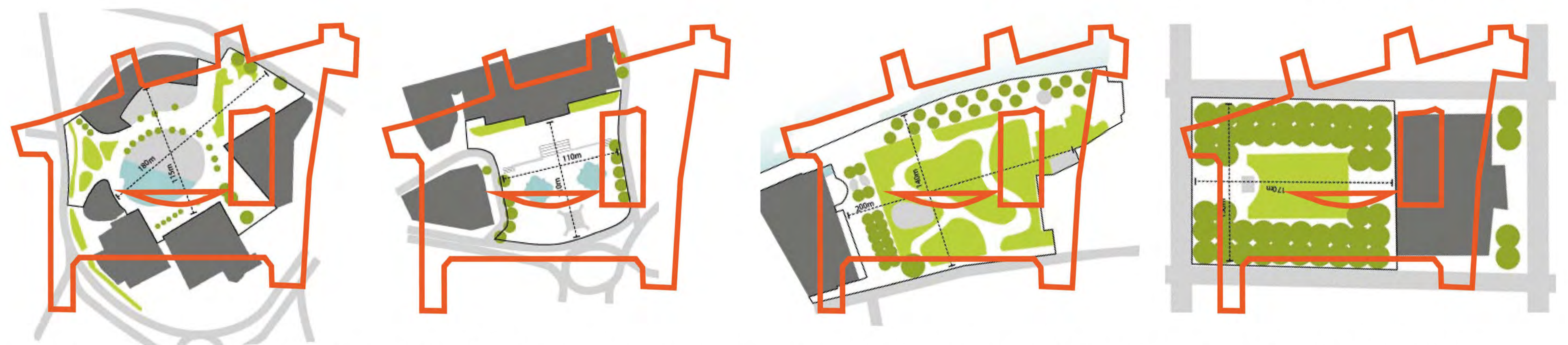
BALANCE

We need to give people, transport, and landscape the right amount of space: thousands of people move through – we will strike the right balance between paving, plants and trees for this to be a great experience.



We are looking at extending Piccadilly to become a larger, more united space.

Piccadilly Area: 37,100m²



1. Centenary Square, Bradford: 20,000m² equating to 53% of Piccadilly.

2. Trafalgar Square, London: 13,500m² equating to 35% of Piccadilly.

3. Jubilee Gardens, London: 29,000m² equating to 78% of Piccadilly.

4. Bryant Park - New York City: 30,000m² equating to 80% of Piccadilly.

HELP RESHAPE PICCADILLY

MOVEMENT

How do you – and the thousands who arrive here – move through Piccadilly and what gets in the way? Can we make moving through better for all? Here is what we are thinking:

A PLEASURE TO MOVE THROUGH

For pushchairs, wheelchairs, joggers, strollers, and lunch goers– it has got to be safe, easy, and pleasant to walk through the space.

FOR EVERYONE

Manchester includes everyone: young, old, active, chilling, busy, relaxing . . . we need designs where nobody is left out.

WELCOMING

We want to come up with a warm Mancunian welcome that celebrates what we are. Something different.



POSSIBLE FUTURE MOVEMENT through the space with a reduced bus station and increased space for pedestrians with clear links to surrounding streets.



EXISTING MOVEMENT NETWORK: a web of overlapping tram, bus, and pedestrian routes.

HELP RESHAPE PICCADILLY

ACTIVITY

How should we show off the energy and character of Manchester? And how do you want to use the space? Here is what we are thinking:

TAKE IT ALL IN

We need more places to sit, chill, and watch the world go by.

BUZZING

We want space for lots of events and activities in and around Piccadilly.

PLAYFUL

Piccadilly will be a place where families, children, and young people feel safe and welcome to play and have fun.

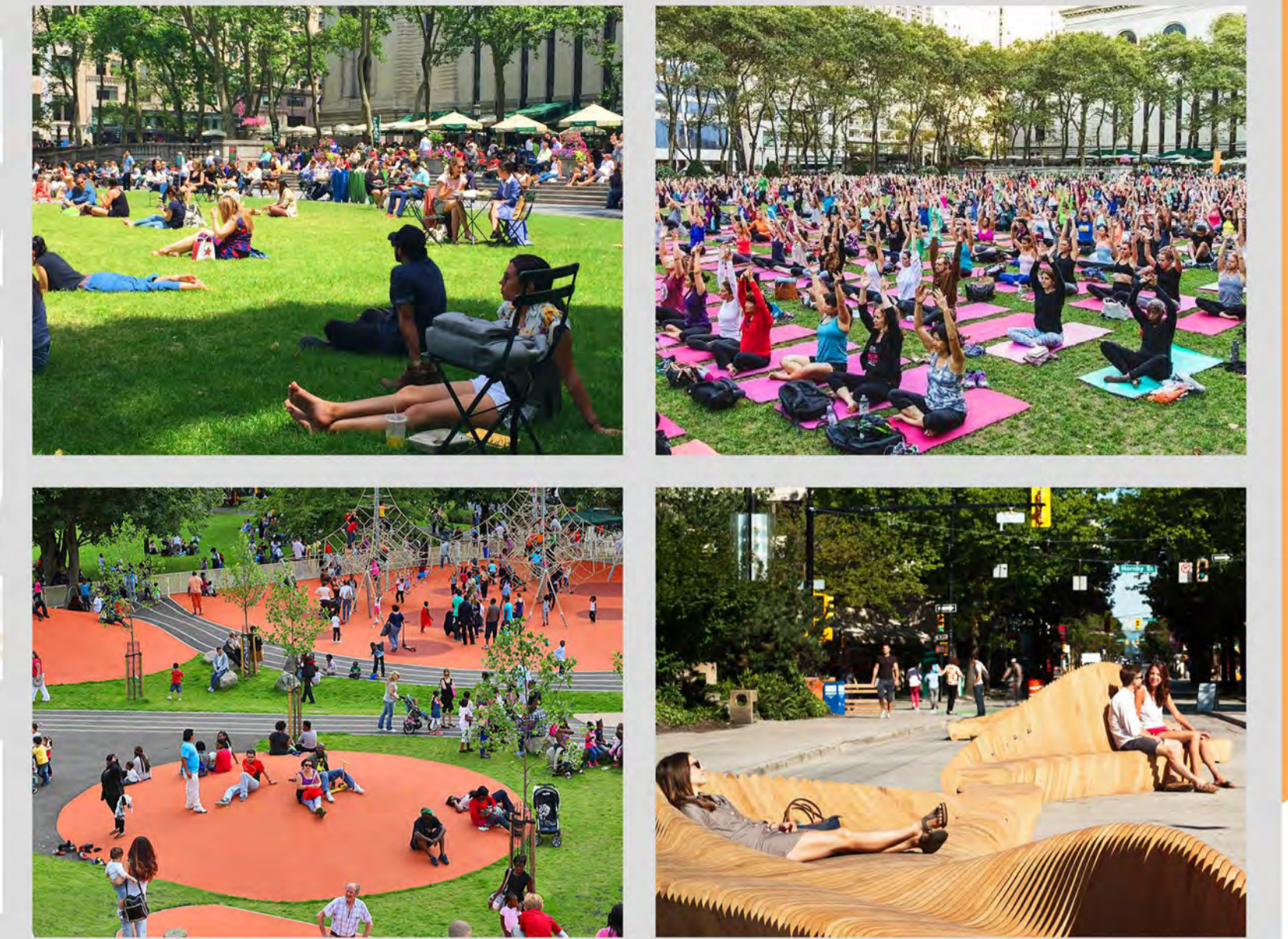
HEALTHY HEART

Let us make it somewhere people want to get active and be outside.

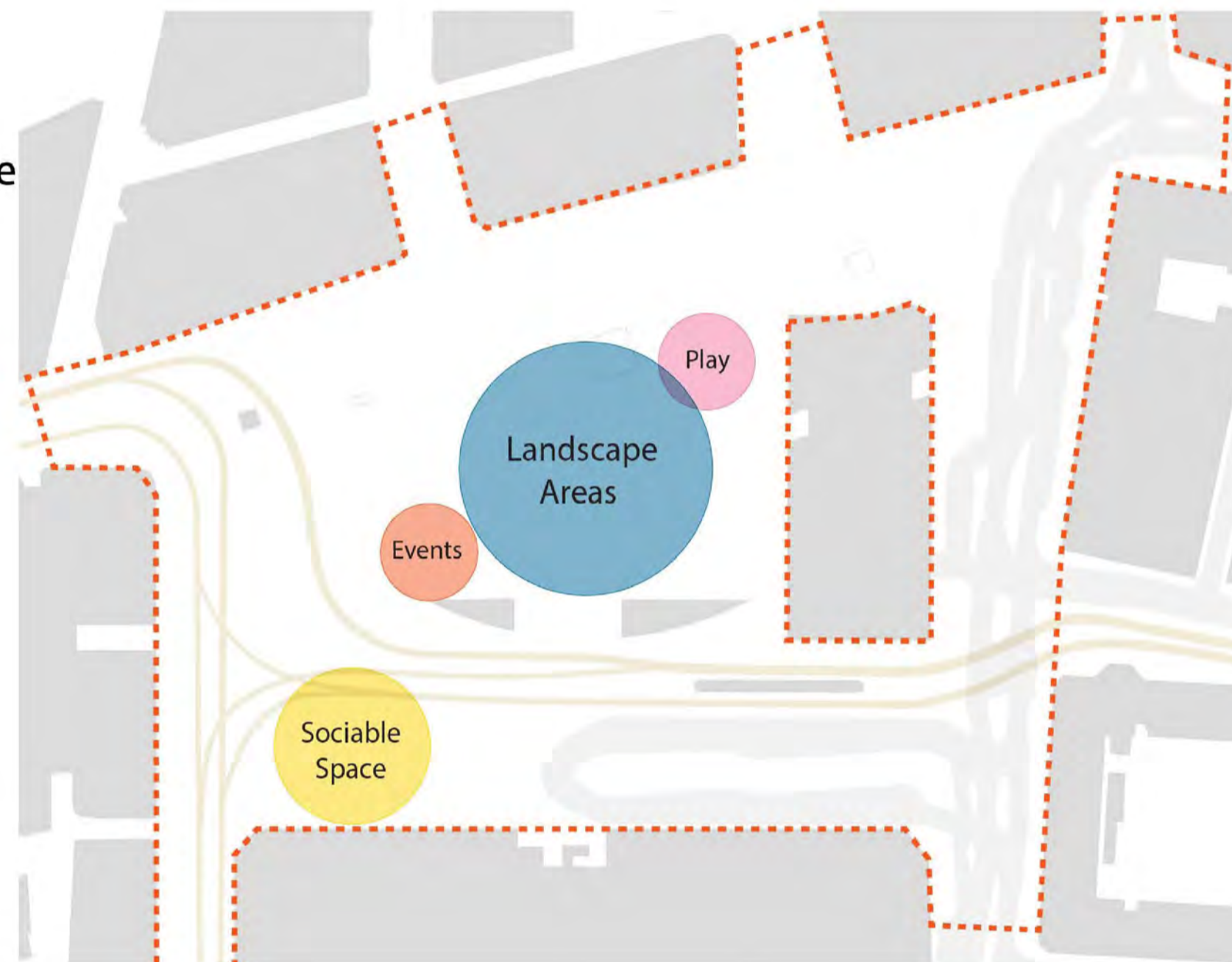
NATURAL

Through trees and planting, Piccadilly will bring nature to the city, reducing the impact of pollution.

Potential to design the space with increased opportunities for socialising with example images.



Potential to design the space with more landscape with example images.



Potential to increase opportunities for play in Piccadilly with example images.



HELP RESHAPE PICCADILLY

EVENTS

We think there is space to be flexible about year-round events in Piccadilly. What events would work well here for you? Here is what we are thinking:

CENTRE STAGE

We can design for seasonal performances, markets, school holiday activities and year-round events.

PART OF EVERYDAY LIFE

We do not want an unused and deserted space when there is nothing on - we want designs that are flexible for everyday use.

BALANCE

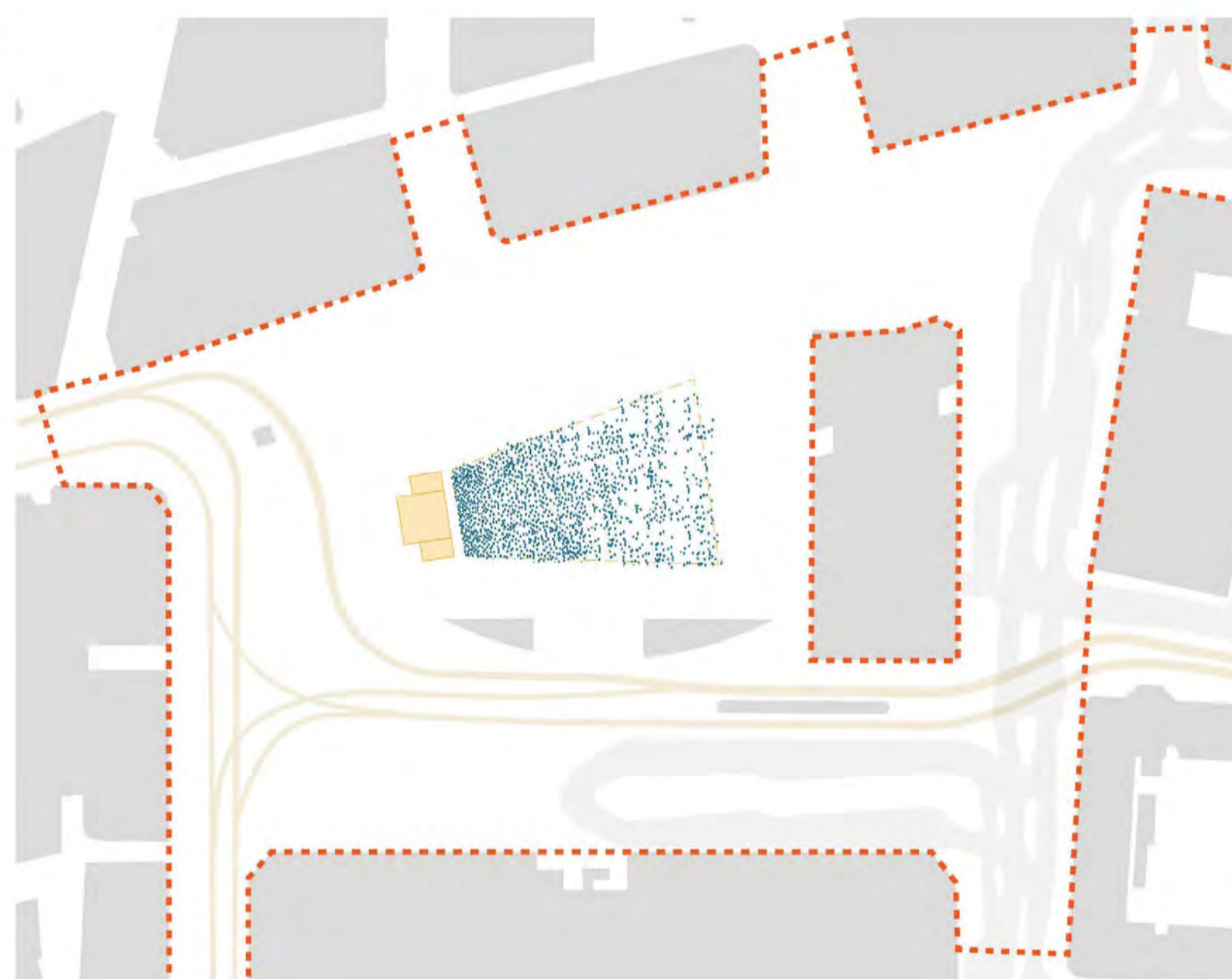
The space must be able to hold events without getting in the way of business and people going about their everyday life.

The plans opposite show how events could possibly be accommodated in Piccadilly.

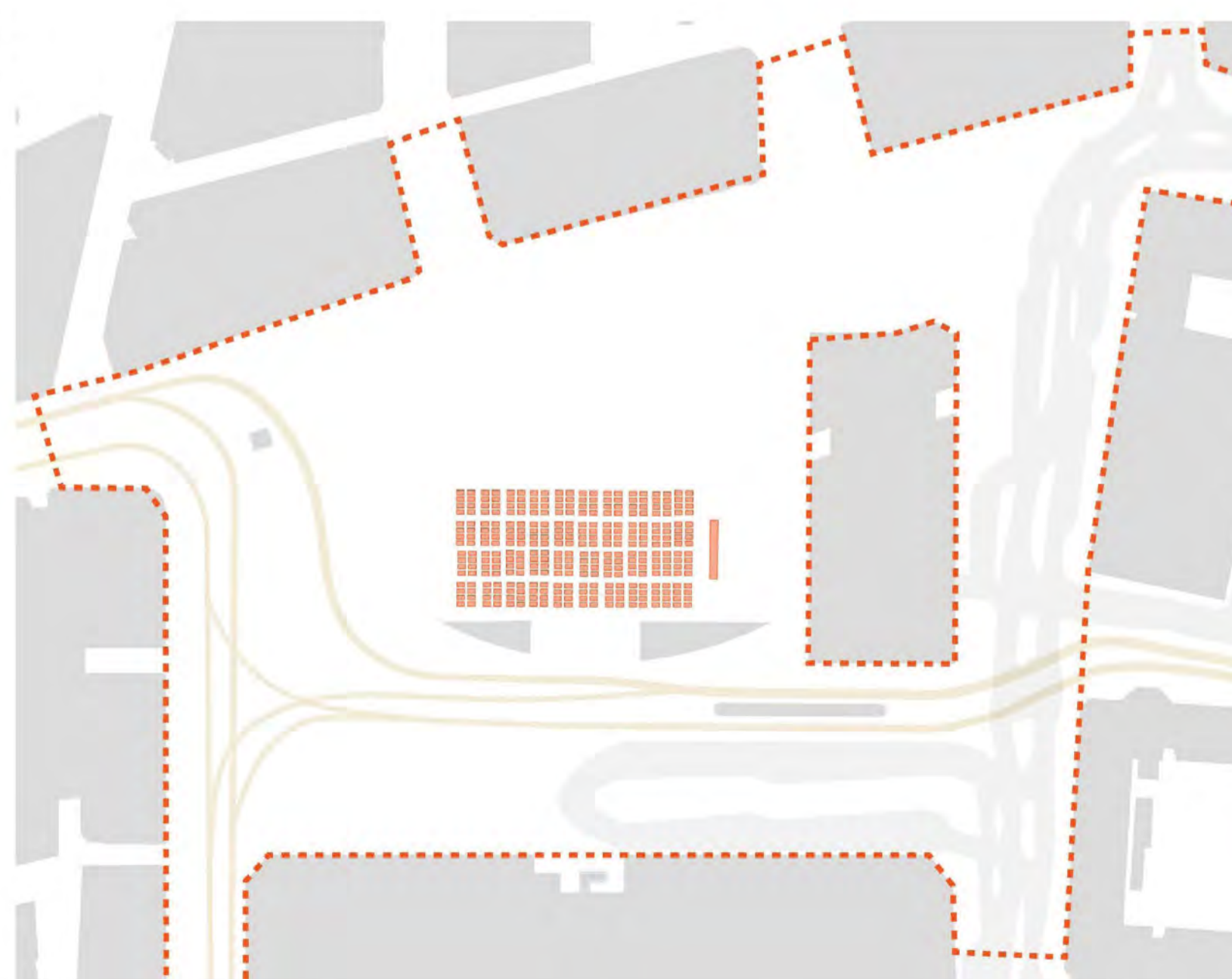
Space required for 75 Market stalls with example images.



Space required for a large stage and crowd and example images.



Space required for a cinema/screen event with example images.



HELP RESHAPE PICCADILLY

EXPERIENCE

What is the best way to make Piccadilly say: "Welcome - this is Manchester!"? Whatever you are doing there, we want you to love it. What will help make that happen for you? Here is what we are thinking:

GREEN HAVEN

It has got to be beautiful and green all year.

SAFE AND WELCOMING

It must feel safe and inviting for all users throughout the day.

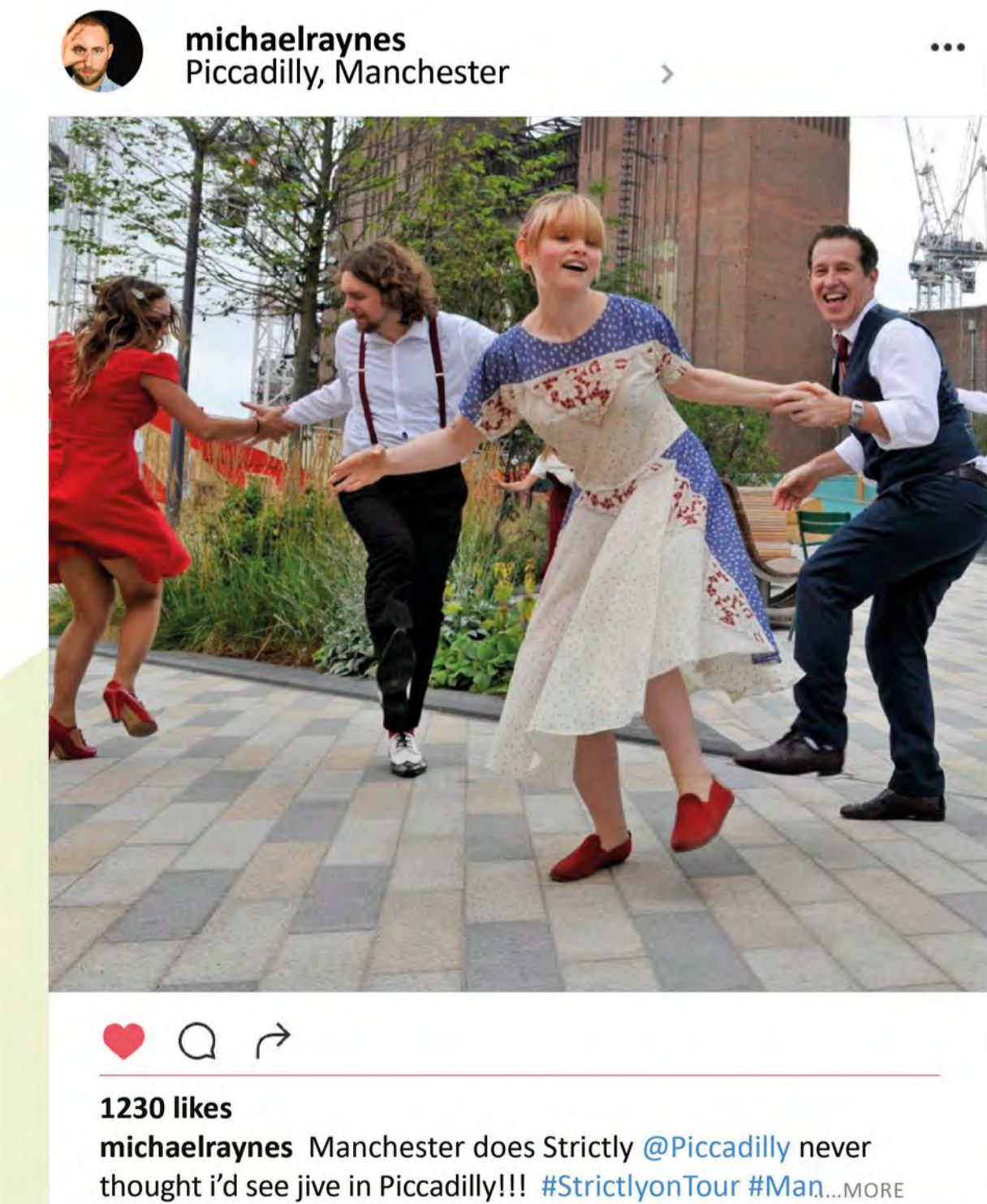
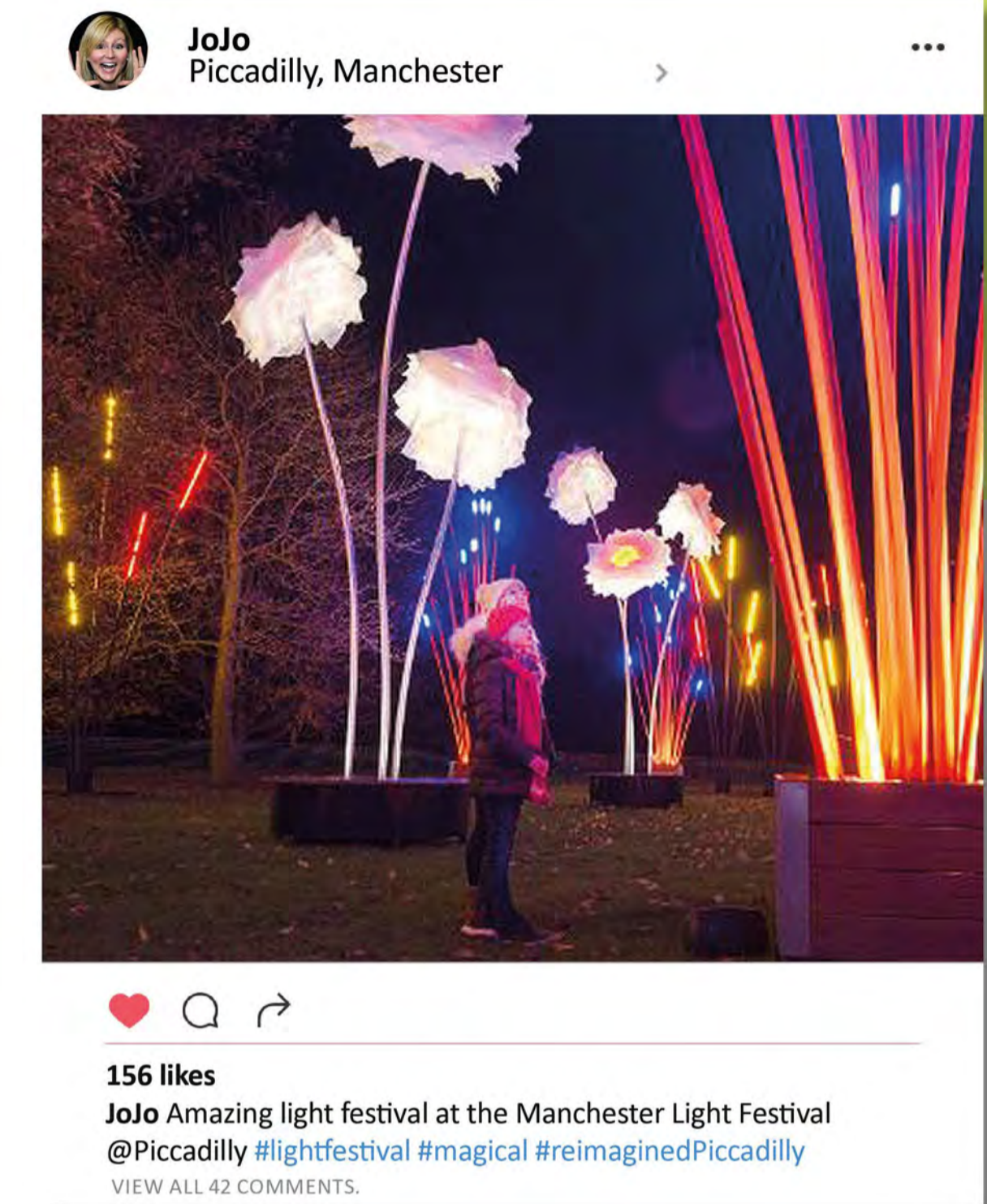
MANC TO THE CORE!

It needs to give a playful, warm, and characteristically Mancunian experience of the city.

CELEBRATE

We are thinking lighting and public art could help the place look and feel great.

What kind of place could Piccadilly Gardens be? Possible future social media posts for Piccadilly.



HELP RESHAPE PICCADILLY

HERE IS WHERE YOU COME IN!

We have asked a lot of questions and made a few assumptions here. We want to hear from you to let us know if we are on the right track, and to gather some more ideas which could help us shape the future for Piccadilly.

We have created a survey which asks you for feedback about what you think of Piccadilly, and your ideas for what the space could be like in the future. The survey should only take 5 to 10 minutes to complete.

WE NEED YOU

How can we re-imagine Piccadilly for the future?



YOU CAN HELP US RESHAPE PICCADILLY

WELCOME

HELP US RESHAPE PICCADILLY

If you live in Manchester, chances are you are very familiar with Piccadilly. It is one of our city centre's busiest open spaces - a central hub used by people to get to work, get around the city and as an outdoor area for meeting and socialising.

It's a key entry point to the heart of Manchester, but we all know it has some challenges. We agree with you and we want to see this important area of public realm reshaped by people who call Manchester their home.

This website has been set up so that we can reimagine Piccadilly together. We'd like to invite you to join the conversation, [view our virtual exhibition](#), and share your thoughts.



WHAT WE WANT TO DO

As a major outdoor area in central Manchester, Piccadilly makes a big impression on visitors as well as people who live here.

It acts as a major hub for transport, and it's also home to green space which many of us enjoy. We want to make Piccadilly a better, safer public area for everyone. We'd like to give the area a strong Manchester identity with spaces for events, gatherings and areas for people to meet and relax. We'd like to provide safe and easily accessible routes for people trying to get to work. We'd like to encourage biodiversity and we'd like to promote cleaner air.

This is our vision for Piccadilly, but we want to know what yours is.

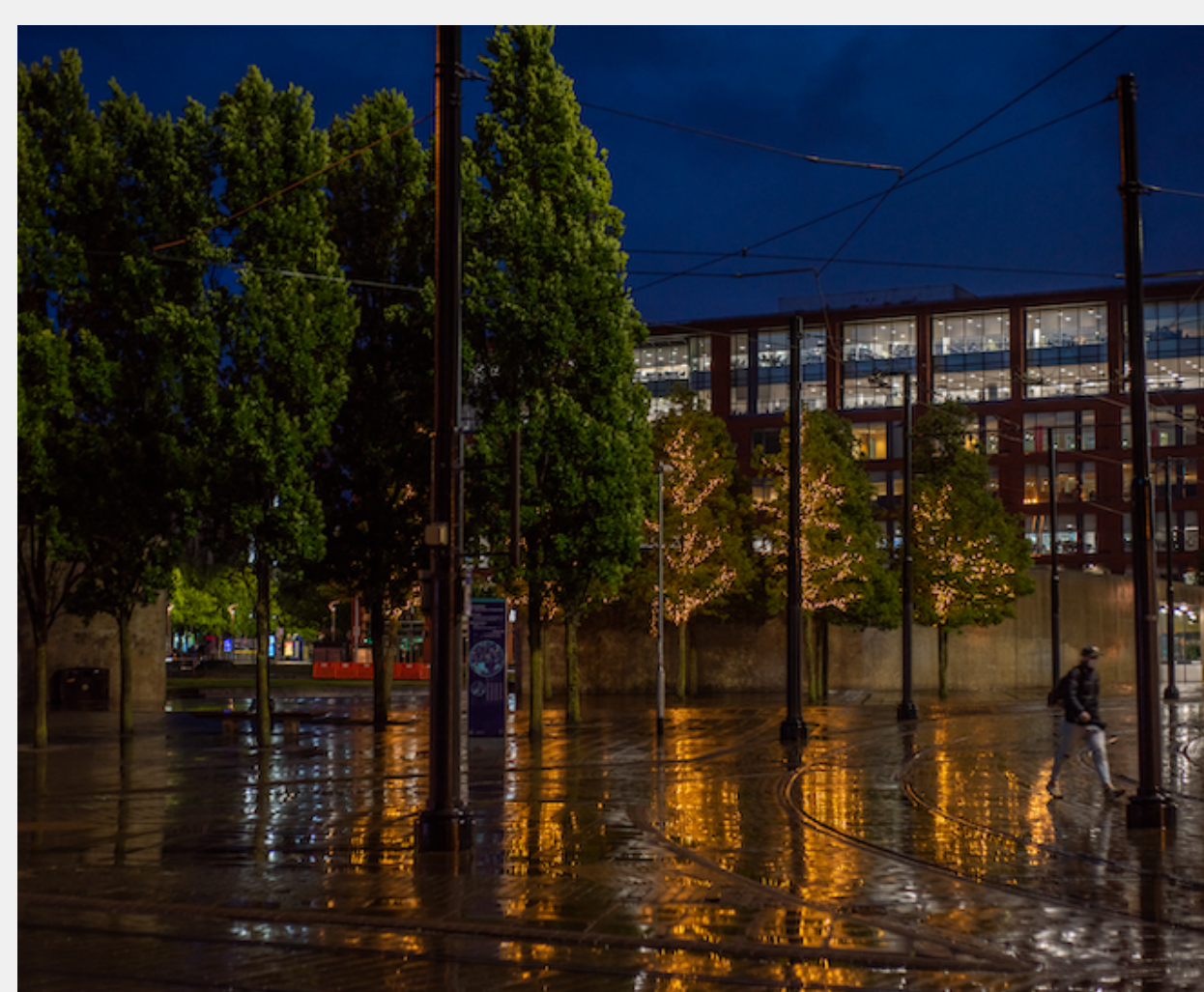


OUR APPROACH

We have asked LDA Design, a specialist landscape design consultancy, to come up with some initial ideas about how Piccadilly could be improved. Some elements of the area can't be changed – we can't alter the routing of the trams and we wouldn't want to disturb the memorials. However, there are lots of aspects we can look to change, and this website introduces some of this thinking.

The purpose of this website is to begin an initial conversation with you to find out what is most important to you. Once we've gathered your thoughts, we will put together some more detailed proposals and will hold another round of consultation.

As a Council, we have secured funding to develop a "shovel-ready" plan for Piccadilly as we recognise the importance of this space to the city. Once we have a shovel-ready plan, the next step will be to secure the funding required to deliver this important project.



WE NEED YOU

So where do you come in?

We want Piccadilly to be a public space that has been shaped and imagined by Manchester. We want you to help us redesign the area by telling us what you want this space to look like.

On this website, you'll see that we've put together a [virtual exhibition](#) which explains some of our initial ideas. Please take a look through these and then [share your ideas with us here](#). We want to hear your ideas and thoughts.

[VIEW OUR VIRTUAL EXHIBITION](#)

[SHARE YOUR THOUGHTS ON THE FEEDBACK PORTAL](#)



HELPING EVERYONE TO HAVE THEIR SAY

It's really important to us that everyone has the ability to provide their views. We have other ways we can share information to ensure everyone can still participate in the Piccadilly conversation.

Please call our consultation team on [0808 1968670](tel:08081968670) and we can arrange to send a pack of printed information in the post to anyone who can't access this website. This phone number is also available for anyone who may want to provide their feedback over the phone rather than online. You can reach us between 9am and 5pm, Monday to Friday.

If you can access information online, we encourage you to provide your views by completing our feedback questionnaire. However, if you have additional information you would like to share, you can also provide your feedback via email to citycentre@manchester.gov.uk