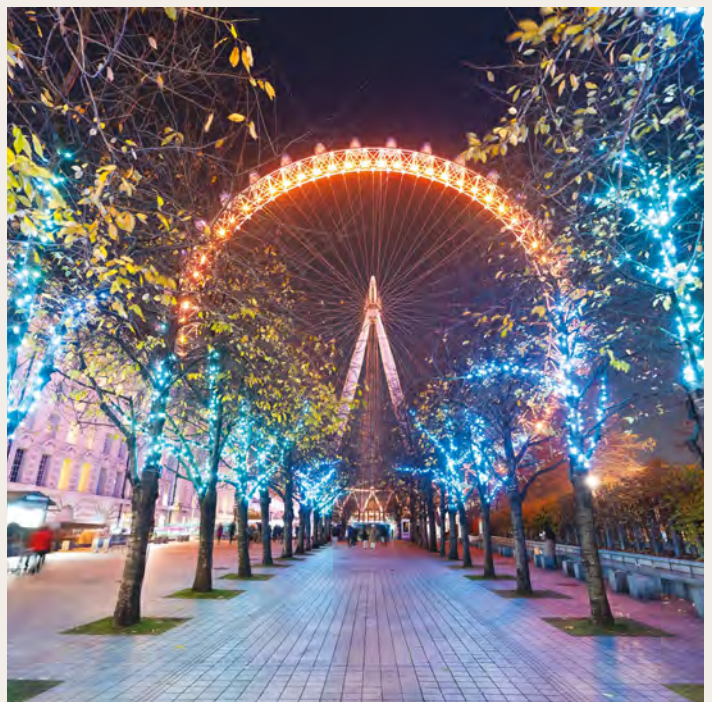


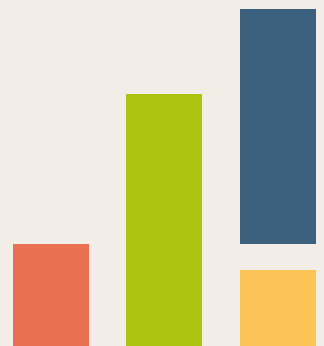


South Bank BID



SOUTH BANK
BUSINESS IMPROVEMENT DISTRICT

BUSINESS PLAN 2026-27



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WELCOME

It is my pleasure to present South Bank Business Improvement District's (BID) business plan for 2026-27.

Having served on the BID Board for nearly five years, I am delighted to now step into the role of Chair at such an important moment for South Bank. My experience both as a longstanding Board member and through my professional career, including leadership roles at IBM, gives me a strong appreciation of the importance of partnership and collaboration, sound governance, and effective delivery in shaping successful places.

This promises to be an especially exciting year for South Bank as we mark the 75th anniversary of the Festival of Britain - a landmark moment that helped spark the transformation of the area into the world-renowned cultural, leisure and business destination we know today. This anniversary gives us an important opportunity not only to celebrate South Bank's remarkable heritage, but also to spotlight its continued relevance and vibrancy on the global stage.

As the home of the Royal Festival Hall - the one lasting physical legacy of the Festival of Britain - Southbank Centre is at the heart of this year's celebrations, with an exceptional programme of activity planned alongside the already strong and compelling offers from South Bank's other cultural venues and experience economy operators. Together, this will ensure that South Bank is centre stage throughout the year. In support of this - through the South Bank London brand - South Bank BID will deliver a comprehensive wraparound marketing campaign to promote the neighbourhood, helping to maximise visibility and ensure that levy-paying businesses see the direct benefit of this significant moment in the area's story.

Last year, and following a substantial and thorough review process, six new directors were appointed to the BID Board - each one from the area's business community. I am delighted to welcome them as we strengthen the breadth of expertise, leadership and sector knowledge represented across the Board. Reflecting the diversity of South Bank's business community, the Board plays a vital role in setting the strategic direction of the BID,

overseeing the delivery of our annual business plans, ensuring sound financial stewardship, and representing the collective voice of levy-paying businesses across the neighbourhood.

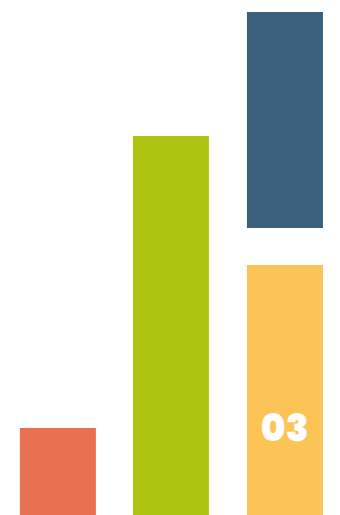
South Bank continues to evolve as one of London's most dynamic business districts. It is encouraging to see major development activity progressing, including the new Vista development at 72 Upper Ground and the completion of works at 76 Upper Ground, which will soon welcome major global occupiers including PayPal and LEGO. These developments are a clear sign of confidence in South Bank's future.

Alongside this growth, we continue to work closely with local developers and strategic partners to understand future plans for the area, ensuring that the BID remains closely involved in shaping what comes next. Central to this is our ongoing role in advocating for the needs of the business community and helping to ensure that South Bank continues to grow and develop in a way that supports long-term success.

Underpinned by robust data, research and insight, the following business plan has been developed to reflect the priorities of the area and its business community over the next twelve months. We believe it sets out a clear and ambitious programme of delivery that responds directly to the needs of levy-paying businesses while supporting South Bank's continued success as a world-class destination.

As always, please do get in touch if you have any questions about the BID's work or the plans set out for the year ahead.

Simon Edward
Chair, South Bank BID Board



SOUTH BANK INSIGHTS 2025

The BID invests in multiple sources of data and insight, including the Greater London Authority's High Streets Data Service (HSDS), air quality monitoring across the neighbourhood, and commissioned audience research, to build a detailed and robust understanding of how South Bank is performing as a place.

This combined approach enables us to track footfall, spend and environmental conditions, understand audience behaviour, and ensure our activity is informed by real-time insight. Here's a summary of annual statistics for 2025.

94%
RATED SOUTH BANK AS GOOD OR VERY GOOD

AUDIENCE SENTIMENT

Audience sentiment towards South Bank remains exceptionally strong, with 94% of visitors rating their experience as good or very good in a recent survey – a consistent rating against research conducted in 2024. Visitors continue to value the area's cultural offer, riverside setting and overall atmosphere.

Perceptions of safety remain high, with over 80% of visitors feeling safe, while perceptions of cleanliness and wayfinding saw slight declines compared to the previous year. These insights provide important direction for ongoing investment in the public realm and service delivery where we have now bolstered our investment in South Bank Clean Team going forward.

FOOTFALL

In 2025, South Bank welcomed over 38.1 million visits, representing a 9.5% increase on 2024 and a 20% uplift compared to 2023. Footfall was particularly strong in the early and peak summer months, driven by increased international visitation and a strong programme of cultural activity. Performance remained consistently high throughout the year, with Thursdays now seeing the highest average daily footfall. While overall trends were positive, seasonal fluctuations remained influenced by external factors such as weather and the timing of key events.

I FEEL SAFE IN SOUTH BANK



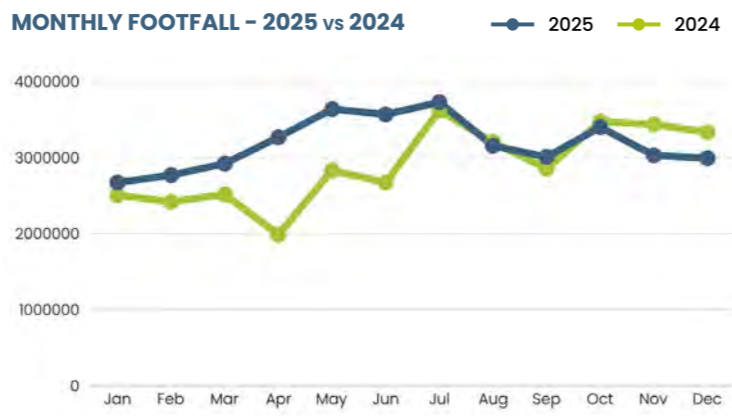
SOUTH BANK IS CLEAN & TIDY



IT'S EASY TO FIND YOUR WAY AROUND SOUTH BANK



38,132,500 TOTAL FOOTFALL IN 2025



AUDIENCE PROFILE

Visitors remain the dominant audience group, accounting for approximately two-thirds of total footfall, with a strong mix of domestic and international visitors. International visitors accounted for around 17.6% of total footfall, with peaks during the summer months as global travel continued to recover.

Importantly, South Bank continues to attract a balanced and diverse audience, including a strong proportion of workers and residents who contribute to the area's day-to-day vibrancy. This mix supports a resilient visitor economy and ensures activity is sustained throughout the week and across seasons.

SPEND PATTERNS

While footfall increased overall, spend patterns in 2025 were more mixed. The domestic spend index declined by 4.7% year-on-year, reflecting ongoing cost of living pressures impacting discretionary spending.

However, there were positive indicators within this, particularly in the hospitality sector, where weekend eating transactions increased by over 10%, highlighting demand for social and experience-led activity. This reinforces a broader trend of visitors prioritising experiences, such as culture, leisure and entertainment, over wider retail spend.

KEY DRIVERS OF FOOTFALL

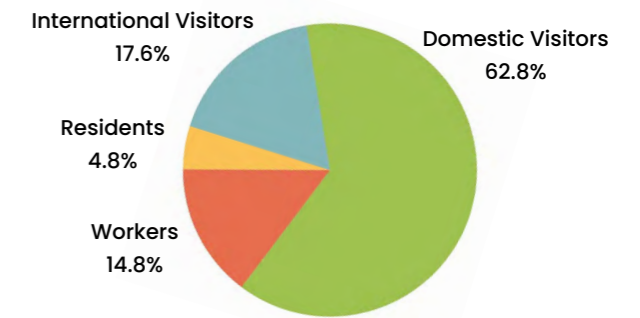
Culture continues to be the primary driver of visits to South Bank. Around 50% of visitors come to attend a cultural event, exhibition or performance, while 82% of previous visitors engage with cultural venues at least twice a year. This highlights the central role of South Bank's cultural institutions in attracting and retaining audiences.

Visitor behaviour also reflects a high degree of spontaneity, with a significant proportion planning visits on the day or within 24 hours. This emphasises the importance of strong digital visibility and real-time promotion of activity across the area.

AIR QUALITY IN SOUTH BANK

Analysis of the data since the sensors were installed in 2023 shows that average levels of nitrogen dioxide and fine particulate matter are below UK legal limits. However, they remain well above World Health Organisation guidelines, which shows that air pollution is still a serious health issue in the neighbourhood. This data provides a strong evidence base to guide action and focus effort where it is most needed. In 2026/27, we will work with air quality experts to understand how the BID can use this information to improve local air quality.

FOOTFALL BY AUDIENCE PROFILE

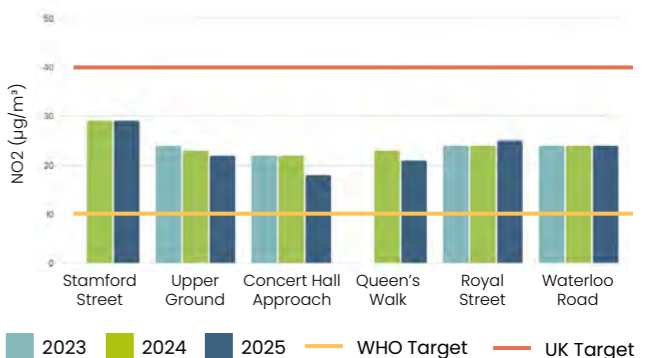


DOMESTIC SPEND INDEX



- Spend time in the area/walk along the river
- See a performance/exhibition/film
- To visit a restaurant, cafe or bar
- Visit an attraction eg London Eye, Paddington
- Other

AIR QUALITY IN SOUTH BANK



DELIVERING TO OUR FOUR STRATEGIC THEMES

The past 12 months have marked another strong year of delivery for South Bank BID, with area footfall exceeding 38.1 million in 2025.

This continued growth reinforces South Bank's position as one of London's leading destinations for culture, leisure, entertainment, education, and business. However, this scale and intensity of activity also underlines the ongoing need for the BID's work.

High footfall brings both opportunity and challenge – from supporting businesses to maximise economic benefit, to ensuring the area remains safe, welcoming, clean and well-managed for all who use it. The BID plays a critical role in coordinating partners, responding to local pressures, and delivering services that enhance the day-to-day experience of the neighbourhood.

The following pages set out the full scope of that work – providing an overview of what we have delivered over the past 12 months, the priorities and programme of activity for the year ahead, and a clear breakdown of how BID levy is invested across each of our core themes.

¹Data from High Streets Data Service
– Greater London Authority



> MARCH 2026

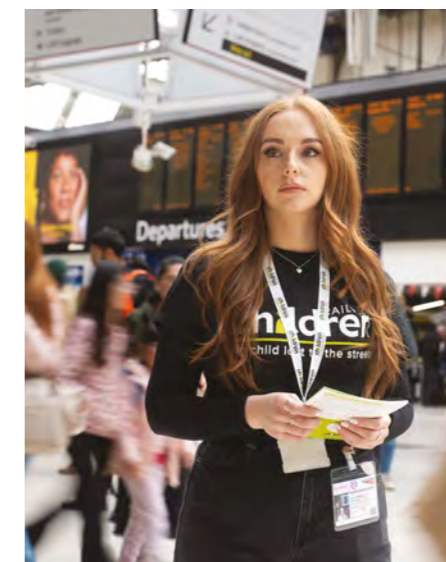
We welcomed Deputy Mayor for Policing and Crime, Kaya Comer-Schwartz, to South Bank to see our partnership approach to safety and security in action and to advocate for the business community on key issues affecting the area, including a visit to the new South Bank police room.

SAFE & WELCOMING



< September 2025

We launched a pilot scheme for a dedicated Youth Outreach Worker at Waterloo station – the first of its kind in the UK.



> September 2025

South Bank BID signed the Metropolitan Police's new Data Sharing Agreement, strengthening collaboration, intelligence sharing and joint action on business crime and anti-social behaviour.



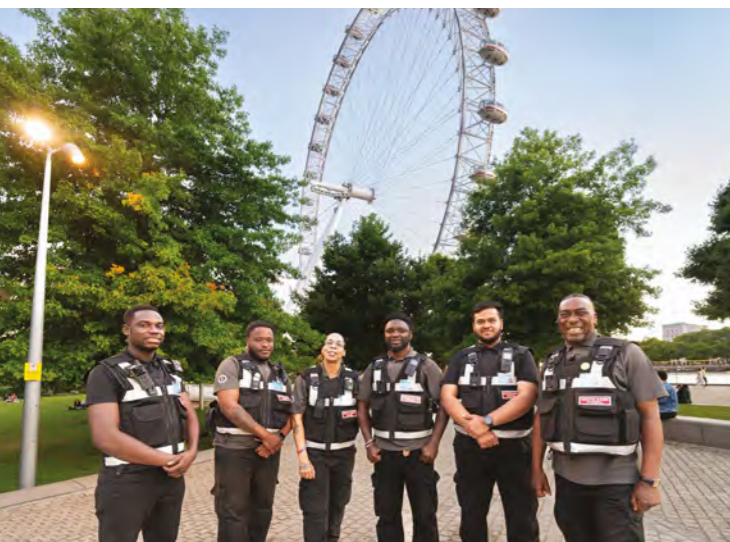
Over the past year, we have continued our coordinated approach to tackling crime and anti-social behaviour. South Bank Patrol works hand-in-hand with the Metropolitan Police Service and local venues and landowners' security teams to address the full range of safety challenges affecting the area. This includes targeted deterrence and disruption of thefts from venues, focused support for Violence Against Women and Girls (VAWG) priorities, and vigilance around hostile reconnaissance and counter-terrorism awareness.

This collaboration has been further strengthened through South Bank BID becoming one of the first London BIDs to sign the Metropolitan Police's new Data Sharing Agreement. This enables a more consistent and effective approach to sharing intelligence between businesses and the police, supporting faster responses and improved outcomes.

Alongside enforcement, we have continued to take a partnership-led approach to supporting vulnerable individuals. Delivered by Thames Reach and funded by the BID, our Outreach Worker around Waterloo Station provides ongoing, frontline support to people experiencing homelessness, helping to reduce rough sleeping and connect individuals with appropriate services. Building on this, we launched a 12-month Youth Outreach Worker pilot with Railway Children, and secured funding through South Western Railway. This role focuses on early intervention - supporting young people at risk of exploitation, homelessness or harm - representing a significant step forward in preventative work within the area.

We have also strengthened our approach to personal safety, particularly for women and girls. Over the past year, our Security Manager has registered as a White Ribbon Ambassador, and the BID has signed up to the Mayor of London's Women's Night Safety Charter. These commitments are helping to embed best practice across our operations and ensure South Bank remains a safe and inclusive environment at all times of day and night.

In March, we welcomed the Deputy Mayor for Policing and Crime to the area, providing an important opportunity to demonstrate both the challenges facing South Bank and the scale of partnership working in place to address them. The visit enabled direct engagement with businesses and stakeholders, strengthening advocacy on key issues including retail crime, anti-social behaviour and perceptions of safety. During the visit, she also toured the new South Bank police room ahead of its opening in 2026, highlighting the continued investment being made in local safety infrastructure.



Alongside our work on safety and security, the BID has continued to invest in enhanced cleansing services to help manage the pressures associated with South Bank's consistently high footfall. The South Bank Clean Team provides a level of service beyond that of local authorities, ensuring the area remains a clean, well-maintained and welcoming environment for businesses, workers, visitors and residents.

Over the past year, the Clean Team has delivered a flexible and responsive approach, targeting areas of highest need and responding directly to requests from BID levy payers. In addition to daily cleansing activity, the team plays an important role in monitoring the public realm - identifying and reporting defects, damage and maintenance issues to local authorities to support a more coordinated approach to place management.

Feedback from our annual audience survey indicated a slight decline in perceptions of cleanliness, reinforcing the importance of sustained and enhanced investment in this area. In response, the BID is increasing its cleansing provision to ensure standards are maintained in line with the expectations of a high-profile, high-footfall neighbourhood.

As part of this continued investment, from summer 2026 the Clean Team will be equipped with upgraded resources, including a new portable jet washer, street vacuum and dedicated Clean Team vehicle - enabling a more efficient, visible and impactful service.

PROGRAMME OF ACTIVITY 2026-27

- Provide South Bank Patrol coverage 364 days a year, maintaining a visible and responsive on-street presence
- Maintain a coordinated, proactive approach to tackling crime and anti-social behaviour, working in partnership with the Metropolitan Police and local stakeholders
- Continue to support vulnerable individuals through our Outreach Worker provision and Youth Outreach pilot
- Deploy Night Time Economy Marshals to support a safe and well-managed evening and late-night environment
- Embed best practice in safety through our commitments as a White Ribbon Ambassador and supporter of the Women's Night Safety Charter
- Sustain and enhance cleansing services to manage high footfall and maintain a clean, welcoming environment
- Invest in improved Clean Team equipment and resources from summer 2026 to increase efficiency and impact
- Work closely with local authorities to identify and address public realm issues, supporting a well-maintained and resilient neighbourhood
- Co-invest in a project alongside local partners to help transform the BFI IMAX subways, improving the user journey and experience to create a more welcoming environment and better connect Waterloo Station with surrounding areas of the neighbourhood
- Continue to fund first-year Business Crime Reduction Partnership (BCRP) membership for new retailers at Waterloo Station to support early engagement in local business crime prevention initiatives
- Work with the Metropolitan Police, the Mayor's Office for Policing and Crime, and Braeburn Estates to open the South Bank Police Room. The BID will be using levy and other revenues to fund this.

BUDGET ALLOCATION 2026-27

Contribution to South Bank Clean Team	£120,910
Contribution to South Bank Patrol	£80,042
Security Manager	£63,907
Night-time Economy Marshalls	£61,851
Place Management	£12,155
Outreach Team	£56,979
Police Room	£7,500
SBEG delivery	£105,573
Safe & Welcoming Total	£508,917

VIBRANT & PROMOTED



Delivered under the South Bank London brand, our destination marketing activity continues to position the area as a leading destination for arts, culture, leisure and entertainment – driving footfall, dwell time and spend. At the heart of this is our digital presence, with the South Bank London website receiving over 705,000 visits in 2025 and our social channels continuing to grow, with Instagram now exceeding 104,000 followers. Together, these platforms provide a consistent, content-rich foundation that underpins all campaign activity.

Over the past year, we have delivered a focused programme of seasonal campaigns, with summer and winter activity promoting the area at key trading periods. Each was supported by high-quality printed guides distributed to 35,000 local households, alongside targeted digital and social advertising across YouTube, Instagram and Facebook.

Our print advertising continues to reach key visitor audiences through Visit London tourist maps, WHERE Magazine and London Planner, each with a distribution of over 100,000 copies across London hotels. We've also

delivered advertising within BFI festival programmes, encouraging visitors to engage more widely with the neighbourhood beyond individual events.

To help promote South Bank as a prime destination for meetings and events, we have delivered targeted campaigns aimed at corporate event bookers. This activity highlights the area's unique mix of venues, accessibility and cultural offer, helping to drive business tourism and midweek footfall across the neighbourhood.

Alongside this, we have strengthened engagement with local worker audiences through the launch of Your South Bank, a bespoke magazine showcasing the area's offer – from hospitality to everyday amenities. The publication was launched at the King's College Staff Festival, where over 500 copies were distributed directly to staff, supporting increased awareness and local spend among this key, repeat audience.

On the ground, our network of outdoor signage units continues to promote the wider neighbourhood, encouraging exploration beyond primary routes and highlighting hidden gems and local businesses. This is complemented by our STAR Card scheme, which provides an ongoing platform to engage local employees and residents and drive repeat visits.



< July 2025

Our Paddington Bear mural on Concert Hall Approach, delivered in partnership with London & Partners and Network Rail, won First Place in the Out of Home category at the 2025 Travel Marketing Awards. Originally intended as a four-month installation in 2024, we have helped secure an extension of the mural's position until 2027.

PROGRAMME OF ACTIVITY 2026-27

- Maintain a strong and consistent digital presence across the South Bank London website, social media channels and email communications, delivering original, high-quality content year-round
- Develop more dynamic, short-form video-led content capturing the energy, atmosphere and diversity of South Bank and directly support levy-payers through video exposure
- Invest in targeted digital advertising to extend reach and connect with key audiences
- Publish and distribute two seasonal South Bank London area guides, promoting activity across summer and winter and supporting key trading periods
- Launch improvements to the STARCard platform to enhance user experience, making offers easier to search, filter and access
- Deliver targeted marketing activity to promote South Bank as a destination for meetings and events, supporting business tourism and corporate audiences

BUDGET ALLOCATION 2026-27

Destination Marketing Campaigns	£71,250
South Bank London Digital Channels	£39,000
Festival of Britain 75th Anniversary	£50,000
Branding & Signage	£17,500
STAR Card	£4,000
Consumer PR	£25,000
Venues Promotion	£15,000
Contingency	£2,500
SBEG delivery	£120,046
Vibrant & Promoted Total	£344,296

In 2026, South Bank celebrates the 75th Anniversary of the Festival of Britain, a key moment in the area's history that marked the beginning of its transformation into the thriving, cultural destination we know today. This year's enhanced events programming has already attracted national and international media attention – creating a powerful moment for the entire district.

This year's South Bank London summer campaign uses the 75th anniversary as a significant narrative to shine a spotlight on the whole neighbourhood. We know that culture is a key footfall driver in South Bank, and in particular this year's campaigns aim to educate and influence these cultural audiences to explore more, to eat, drink, shop and stay longer during their visit.

Our summer campaigns have already begun with South Bank London securing the front cover of the April-May edition of WHERE magazine, followed by further advertising in other key tourism publications through the summer. This year will also see expanded Out of Home advertising under the South Bank London brand, targeting local audiences in London and the South East, as well as partnerships with select London media titles and creators to generate editorial content showcasing the breadth of our offer and providing sustained visibility for local audiences throughout the season.





SUSTAINABLE & RESILIENT

> OCTOBER 2025

We hosted our first annual stakeholder event, bringing partners together to discuss and shape shared sustainability priorities



< SEPTEMBER 2025

Along with Sustain Us partners, we delivered the Wonderful Waterloo and South Bank Fun Day, celebrating local sustainability initiatives and engaging residents and communities across the neighbourhood.



South Bank BID remains committed to supporting a fairer and greener neighbourhood through our partnership approach to delivering the **South Bank and Waterloo Sustain Us** programme. Sustain Us is focused on delivery – building on the foundations laid since its launch in October 2024 and progressing practical projects that support progress towards our net zero neighbourhood ambition.

Sustain Us is structured around four programme goals: clean energy and efficient buildings; improving air quality; building greater resilience to climate change; and reducing waste and consumption. The BID continues to play an active role in supporting delivery, working closely with Lambeth and Southwark Councils, neighbouring BIDs, South Bank and Waterloo Neighbours and a wide network of local partners.

Through our investment, the BID is helping to unlock additional external funding and drive forward practical, place-based projects that support the transition to a greener, more climate-resilient neighbourhood.

In May 2025, a £130,000 government-funded Heat Network Feasibility Study for the area was completed, providing a strong evidence base for the potential development of low carbon heat infrastructure. This was followed by stakeholder roundtables in July and December, bringing together building owners and partners to explore next steps towards a more affordable and sustainable energy future.

South Bank BID has also supported practical action to improve air quality across the neighbourhood. Six air quality sensors funded by the BID provide real time data, helping businesses better understand local pollution levels and take informed action.

Alongside this, Sustain Us has delivered a wide-ranging programme of engagement activity to support knowledge-sharing and collaboration. As part of London Climate Action Week, we co-hosted a Climate Resilience workshop with Bloomberg and the BFI, bringing together 80 representatives from across London's creative industries to explore how cultural venues can adapt to the impacts of climate change.

In October 2025, Sustain Us convened its first annual stakeholder event at Lambeth Palace, providing an opportunity to reflect on progress to date and shape priorities for future high-impact projects. The event also showcased how historic buildings can successfully transition to more energy-efficient models.

Complementing this strategic work, we also supported community-led activity through the Wonderful Waterloo & South Bank Fun Day, delivered in partnership with South Bank and Waterloo Neighbours (SoWN) and Coin Street. This event celebrated local sustainability initiatives and encouraged residents and workers to engage with the shared ambition of creating a greener and fairer neighbourhood.

PROGRAMME OF ACTIVITY 2026-27

- Support the coordination of heat network and clean energy opportunities by bringing together building owners and stakeholders to share technical evidence and improve access to trusted energy advice
- Maintain and enhance air quality monitoring and sustainable travel initiatives by operating the neighbourhood sensor network, improving data communication and supporting practical action to reduce pollution from buildings and deliveries
- Deliver the Green Infrastructure Delivery and Investment Strategy by mapping existing assets, identifying priority greening projects and coordinating long-term investment to cool streets, enhance biodiversity and reduce flood risk
- Progress Thames flood resilience through development of a river wall survey, working with partners to secure funding and inform future adaptation planning
- Engage businesses and the local community through initiatives such as a Sustainability Summit, alongside providing guidance and signposting to support organisations on their sustainability journeys
- Reduce waste and support circular initiatives by promoting reuse, repair and recycling, and improving access to practical support for businesses to minimise resource consumption across the neighbourhood

BUDGET ALLOCATION 2026-27

Sustain Us Programme Core Costs	£56,390
Sustain Us Events	£10,000
Communications & Info Guides	£5,000
Technical Consultancy	£15,000
Professional Memberships	£1,500
Breathe London Air Quality Monitors	£23,206
Sustainable & Resilient Total	£111,096

SUPPORTED & CONNECTED

▼ March 2026
Our CEO, Nic Durston, spoke at London & Partners' Tourism Means Business conference, sharing insight on evolving visitor behaviour and the future of London's experience economy.



Through proactive engagement and evidence-led advocacy, South Bank BID works to influence policy, shape strategy and secure the best possible outcomes for businesses across the area.

Over the past year, we have continued to represent the local business community through regular engagement with local authorities, the Greater London Authority and national stakeholders. This has included contributing to major strategic documents, with BID priorities reflected in the Lambeth Growth Plan (July 2025), the Lambeth Night Time Economy Strategy (January 2026), and the Lambeth Creative Economy Strategy (March 2026) ensuring the area's needs are embedded within wider policy frameworks. We have also strengthened our engagement with Southwark Council, including through our membership of the Southwark Skills Partnership, supporting wider work around inclusive talent growth and skills development within the borough.

In September, we partnered with Lambeth Council, SCI, and South Bank Employers' Group and its member organisations at the London Real Estate Forum, positioning South Bank and Waterloo within the wider narrative of London's and Lambeth's growth. This reinforced the area's role as a key destination for investment and economic activity, supported by strong local partnership working.

A key focus of our advocacy this year has been responding to the impact of large-scale protests, marches and demonstrations in the area. Working closely with businesses, we gathered detailed evidence to clearly articulate these challenges. This informed a series of meetings with senior representatives from the Metropolitan Police, Florence Eshalomi MP, local Councillors and Council officers, where we presented our findings and recommendations. As a result, we are now seeing improved communication and coordination from the Metropolitan Police, demonstrating that concerns are being heard and acted upon.

< March 2026
We hosted a Data, Research & Insights breakfast at etc.venues County Hall, sharing our latest analysis of South Bank footfall and spend, alongside key trends shaping the area. This was complemented by a keynote from Bernard Donoghue OBE - CEO of the Association of Leading Visitor Attractions, who brought valuable insight, actionable ideas and a national perspective on the visitor economy.

Alongside our advocacy work, we have continued to bring businesses together through a programme of engagement and networking opportunities. This included our Annual Reception in April 2025, where we welcomed Florence Eshalomi MP as a guest speaker, providing a valuable platform for levy payers and partners to connect, share insights and engage directly with key decision-makers. We also held a briefing and Q&A on 'Martyn's Law', with Tony Read (Head of Security UK & Eire - Merlin Entertainments) outlining upcoming requirements and how businesses can prepare for these new regulations.

South Bank BID continues to invest in high-quality data and insight to support decision-making and deliver value to levy payers. Through our subscription to the GLA's High Streets Data Service, we monitor footfall and spend trends, complemented by audience and sentiment research delivered by Indigo Cultural Consulting. Together, these datasets provide a comprehensive understanding of how South Bank is performing and how people engage with the area.

We have continued to deliver quarterly insight reports to levy payers, providing detailed, locally relevant analysis to support informed operational and strategic decision-making. Our audience research has also deepened understanding of visitor motivations, satisfaction levels and areas for improvement, directly informing our own planning and prioritisation.

In March 2026, we hosted a Data, Research and Insights breakfast briefing, bringing together businesses and partners to share the latest data and explore emerging trends. The session featured a keynote from Bernard Donoghue OBE, Chief Executive of ALVA, who provided valuable national insight into shifting consumer behaviour and the performance of the visitor economy. His perspective, alongside our own analysis, helped contextualise local trends within the wider London and UK landscape, giving attendees a clearer view of the opportunities and challenges ahead.

PROGRAMME OF ACTIVITY 2026-27

- Continue to provide high-quality data and insight through quarterly reports, supporting levy payers with locally relevant analysis of footfall, spend and visitor behaviour
- Deliver an annual audience and sentiment survey to deepen understanding of perceptions, motivations and areas for improvement across the neighbourhood
- Host networking opportunities and events to bring together the South Bank business community, strengthening collaboration and knowledge sharing
- Deliver the South Bank BID Annual Reception event, providing a key platform to share progress, priorities and convene the local business community
- Maintain a proactive programme of advocacy, representing the interests of businesses with local, regional and national stakeholders
- Provide regular, timely updates to levy payers, ensuring businesses are informed about developments, opportunities and challenges affecting the area
- Continue to strengthen engagement with partners to influence policy, shape local strategies and support positive outcomes for South Bank
- Deliver a mid-term consultation with levy payers to review our third term Business Plan priorities and ensuring alignment with levy payer needs

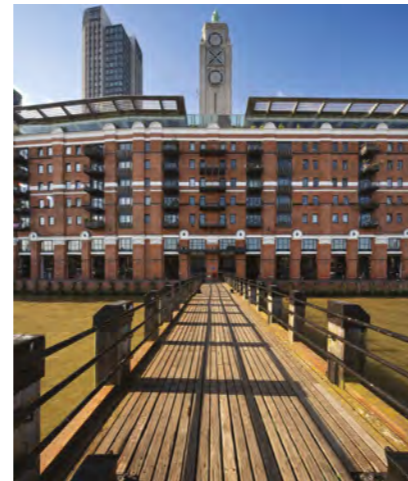
BUDGET ALLOCATION 2026-27

Networking Events	£7,000
Annual Reception	£12,000
GLA Data & Insight	£9,000
Visitor Research	£15,750
Levy Payer Comms & Engagement	£6,000
External Memberships	£25,567
Professional Fees & Other Costs	£5,500
Contingency	£1,000
SBEG Delivery	£93,649
Supported & Connected Total	£175,466



BUDGET 2026-27

The 2026-27 budget sets out the planned services, activities and projects that South Bank BID will deliver over the coming year. Delivery of the programme will be funded through levy income from businesses across Lambeth and Southwark. The Board has reviewed the financial position and is confident that the BID remains in a strong and resilient position, with healthy reserves in place to support delivery and ensure continued financial stability throughout the year.



INCOME

BID Levy Lambeth	1,160,869
BID Levy Southwark	324,629
Investment Income	11,700
Total Income	1,497,198

EXPENDITURE

Safe & Welcoming	508,917
Vibrant & Promoted	344,296
Sustainable & Resilient	111,096
Supported & Connected	175,466

BID Administration

Finance, Governance & Administration	152,611
Rent	66,209
Levy Collection Fees	30,196
Contingency	103,985
Total BID Administration	353,001

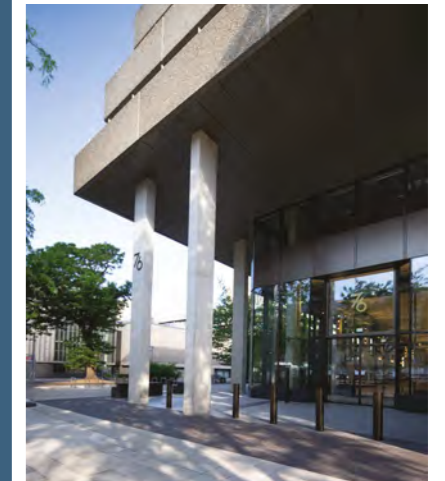
Total Expenditure

Total Expenditure	1,492,776
Deficit in the year 26-27	4,422
B/F reserves 25-26 (forecasted)	318,349

Year End Balance 26-27

322,771

GOVERNANCE



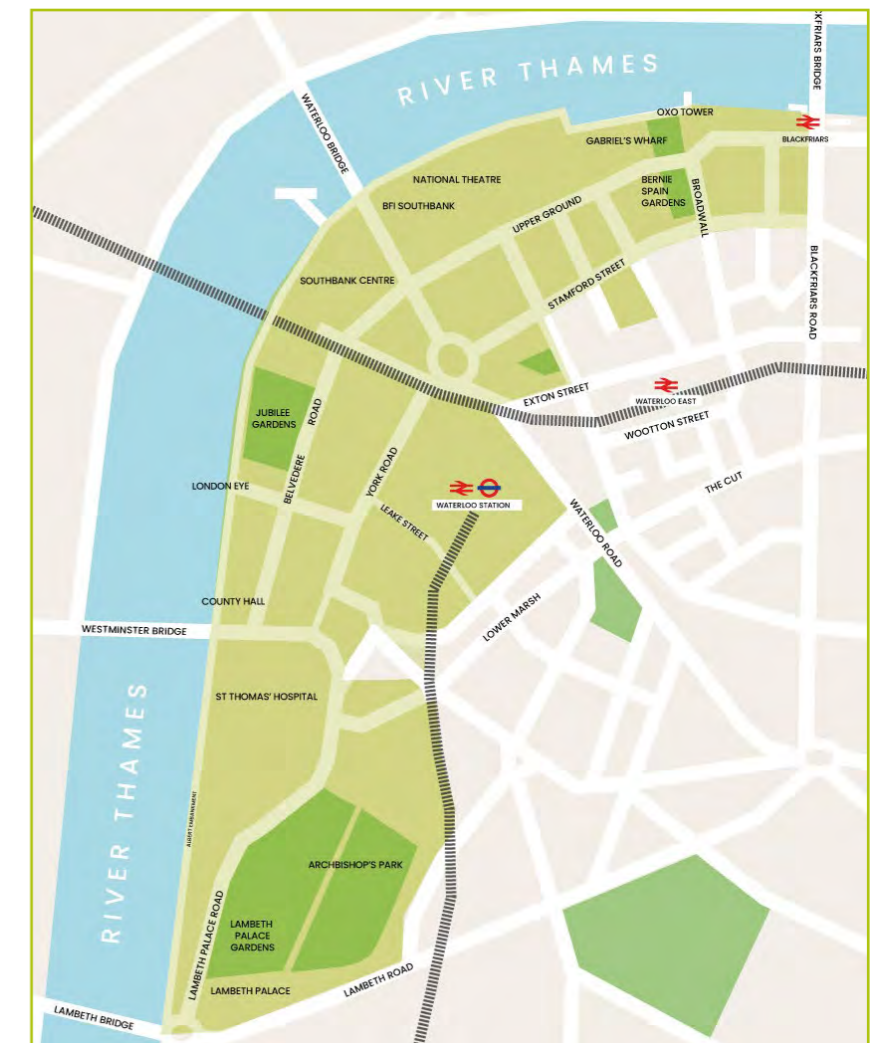
ESTABLISHMENT & BALLOTS

South Bank BID was introduced on 1 October 2014 following a ballot of eligible businesses which ran in May and June 2014. The BID was approved with over 90% of eligible hereditaments voting yes, representing over 95% of rateable value.

In May and June 2019, the BID held its ballot to secure support for its second term, to run from 1 October 2019 to 30 September 2024. It got exceptionally strong endorsement from the South Bank's business community, with a then UK record ballot result of 99% of voters - both in terms of overall majority and rateable value - supporting the proposition.

In January and February 2024, the BID held a ballot for its third term, to run 1 October 2024 to 30 September 2029. As with the previous ballots, the BID gained strong support from its eligible levy payers, with a 99.34% majority by number, and 99.55% by rateable value.

South Bank BID spans parts of Lambeth and Southwark, and the BID's boundary is set out on the right.



To understand more about the work of South Bank BID, to read our full five-year business plan, levy rules and governance, visit our website at southbankbid.co.uk



THE BID COMPANY

South Bank Business Improvement District Ltd is a company limited by guarantee, number 09288782.

The Memorandum and Articles of the company provide for the following:

1. Company Membership Categories
 - 1.1. BID levy payers: occupiers liable to pay the Business Improvement District levy.
 - 1.2. Voluntary Members: those businesses with a rateable value lower than the £50k threshold will be invited to join on payment of a 1% voluntary contribution, enabling businesses below the threshold that wish to participate in BID programmes and activities to do so as members of the BID Company.
 - 1.3. Associate Members: includes representatives of residents or public authorities, or others with a relevant interest who make an application to the Board and are admitted with the approval of the Directors.

2. Board of Directors

A minimum of nine and a maximum of 17 members, drawn from those representing larger business members, those representing smaller business members, voluntary and associate members. The Board can co-opt up to three further members. As at March 2026, the Board members are:

- Simon Edward (Chair) – Ambassador, London Tech Week
- Iain Corker – Network Rail
- Duncan McKeich – British Film Institute
- Alex Caetano – PPHE Hotel Group
- Floris Kouijzer – Bankside Hotel
- Anne Legrand – London Marriott Hotel County Hall
- George Islay Calderwood – The Vaults
- Helen Manley – Coin Street Community Builders
- Cait Saunders – Coin Street Community Builders
- Funmbi Tikare – Greggs

THE BID DELIVERY TEAM

To minimise overheads and risk and make the best use of existing resources and expertise, South Bank BID does not directly employ staff. Its programmes and projects are delivered by South Bank Employers' Group (SBEG), under a service level agreement for agreed rates for staff time and overheads.

SBEG was established in 1991 to coordinate and deliver many of the improvements and initiatives that have made South Bank the vibrant and exciting place that it is today. Working with SBEG in this way ensures that those services and projects supported by South Bank BID are coordinated and joined up, to ensure maximum benefit to South Bank's business community. SBEG is a not-for-profit company, limited by guarantee and is an accredited London Living Wage employer.

The agreement between SBEG and South Bank BID Ltd runs for the duration of the BID term. There is a provision for termination of the agreement in the event of unsatisfactory performance.

Nic Durston	Chief Executive
Indranie Sookdeo	Chief Operating Officer
Alex Valenzuela	Director of Place
Kelly Bliss	Head of Communications, Engagement & Brand
Issie Ryans	Head of People and Business Performance
Sara Harrison	Head of Place Management
Umer Khalid	Security Manager
Stefania Jardim	Delivery Support Administrator
Jackson Bylett	Net Zero Programme Lead
Nola Smart	Sustainability Officer
Louise Whitworth	Marketing and Communications Manager
Natalie Ridgway	Engagement Officer
Shahrukh Bhatti	Financial Controller
Natanya Flack	Business Operations Manager
Simone Brown	Senior Finance and Operations Officer
Lilyana Ivanova-Sheppard	Governance Manager

Please note that as employees of SBEG, members of the BID Delivery Team undertake other services and duties which are not funded by revenues from South Bank BID. This includes running SBEG as a not-for-profit membership organisation, the ongoing management and maintenance of Jubilee Gardens on behalf of Jubilee Gardens Trust, and the management and administration of services that are funded by revenues from the London Eye S106 agreement.

South Bank BID

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