



a world-class
South Bank
for everyone

South Bank
Business Improvement District
Renewal Business Plan
2019-2024





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The Board is confident that since it was created in 2014, the BID has made a significant difference to South Bank and that its impact will grow in both delivery and voice over the next five years.

Goveth Deketh

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A word from the Chair

I have had the pleasure of chairing South Bank Business Improvement District (BID) since March 2017. In that time, the BID has delivered some outstanding projects and services that have made, and continue to make, a real difference to South Bank's businesses, to those who work here, and to our many visitors.

I am particularly proud of our security and safety work, with South Bank Patrol and our Metropolitan Police officers, who are dedicated to the area, working in partnership to keep South Bank welcoming and safe, complemented by the work that South Bank Clean Team undertakes 365 days a year to keep our neighbourhood as pristine as possible.

This work is only possible because of the investment South Bank BID makes in partnership with the revenues from the London Eye section 106 agreement, managed by South Bank Visitor Management Group.

Our destination marketing programmes have been very successful too, securing events such as Lumiere London, which brought over 150,000 visitors to South Bank, providing great opportunities for our hotels, restaurants and bars. Over 90% of visitors to Lumiere London said too that their perception of South Bank had improved as a consequence of visiting. South Bank BID now wants to build on the successes of our first five years, in taking forward a new programme of activity to 2024.



Our proposals draw on extensive business engagement and research conducted in readiness for the upcoming ballot. My colleagues on the BID Board - all levy payers and representatives of businesses here in South Bank - have crafted a vision for the next five years that we believe is suitably ambitious, and speaks to the very core of what South Bank is.

The Board is confident that since it was created in 2014, the BID has made a significant difference to South Bank and that its impact will grow in both delivery and voice over the next five years. We plan to develop our work beyond the delivery of services that are additional to those provided by local authorities, to shaping and coordinating ambitious programmes, projects and services that will enhance our unique place.

However, without your support at the upcoming ballot, this will not be possible. This is why I ask that you back South Bank BID for another five years by voting **'Yes'** again, providing the mandate for the BID to deliver to its exciting vision of a world-class South Bank for everyone.

Yours,

Govert Deketh

South Bank BID Chair,
and General Manager,
London Marriott Hotel, County Hall

Five Years of Success

South Bank BID was launched in 2014 with a strong ballot result - 90% of businesses that voted were in favour. The BID was established by South Bank Employers' Group (SBEG) and its work is overseen by an independent Board. South Bank BID operates as a not-for-profit company and delivers all its work in partnership with both local authorities of Lambeth and Southwark, the Greater London Authority, the Metropolitan Police, Transport for London (TfL) and our neighbouring BIDs, especially those in Waterloo and Bankside.

The result of this has been a well-organised and efficient provision of support that has delivered added value to our businesses from day one of the BID in terms of security, cleaning and area promotional activities. These have been delivered with the minimum of overheads, thanks to an innovative staffing and resourcing model that contracts BID delivery from SBEG's team.

In our original Business Plan, we highlighted a number of key programmes that the BID would deliver for the benefit of you, our levy payers. Here's how we did:

We said

We'd deliver a safer, cleaner and greener neighbourhood

We delivered

Strengthened and enhanced neighbourhood services. The BID now funds South Bank Patrol, South Bank Clean Team and four dedicated Metropolitan Police officers, all of whom help to make South Bank the best possible location for your businesses, our visitors, residents and students. As at 31 March 2019, the BID had delivered the following impacts and engagements:

43,795

South Bank Patrol general public engagements

677

Unlicensed street trading incidents dealt with by South Bank Patrol

180,018

Square metres cleaned / jet washed by South Bank Clean Team

138,254

Refuse bags collected by South Bank Clean Team

40,655

Square metres of graffiti removal by South Bank Clean Team

895

Square metres of fly poster removal by South Bank Clean Team

124

Prosecutions by Public Protection Officer (November 2016 to present)

1,506

Metropolitan Police Officers' interventions (April 2016 to present)

In the aftermath of the Westminster Bridge attack in 2017, the actions of South Bank Patrol were recognised by Lambeth's Police Commander, who said: **"Most people take community safety for granted; South Bank Patrol is a service that is now vital to South Bank life for businesses, visitors, residents and employees."**

We said

We'd promote South Bank and its individual businesses

We delivered

The BID has invested in South Bank London branded marketing channels, which now deliver:



South Bank BID has brought major cultural events here for the first time, including **Art Night**, which brought 70,000 people to South Bank and delivered a social media reach of 2.5 million and **Lumiere London**, which attracted 150,000 visitors over four winter nights, with an economic impact of £2.3 million and was launched on South Bank by the Mayor of London.

South Bank BID launched the **STAR Card**, to ensure employees, students and residents could benefit from exclusive offers and deals from our local businesses. There are now more than 7,000 cards in circulation locally.

The BID produces **annual visitor research** programmes through a specialist market research agency, to understand South Bank's visitors and their motivations and perceptions.

The BID is poised to become a major investor in the Mayor of London's new **Domestic Tourism** programme for the next three years, which will run a series of major UK-wide marketing campaigns to help bring domestic visitors back to London. South Bank will be a major feature of these campaigns, bringing significant footfall to our area to spend money with our cultural bodies, hotels, restaurants and retailers – **but only if we win the BID ballot , thereby securing the finances to invest.**

We said

We'd manage the impact of construction on business

We delivered

South Bank BID has funded the **Construction Coordination Group**, a collaborative body of developers, landowners and businesses which oversees construction projects in South Bank to ensure minimum disruption for employers, employees, customers of your businesses, and visitors.

South Bank BID is an integral part of **South Bank Visitor Management Group**, which offers local businesses, employees and residents an invaluable online resource which provides information on major construction works, planning applications, events, road closures and maintenance work.

We said

We'd be a representative voice for South Bank businesses

We delivered

South Bank BID received Mayoral endorsement from inception and has become a **respected voice representing South Bank** business interests to many external organisations at a national and local level on issues including transport, security and infrastructure. This includes the Mayor of London and the Greater London Authority, TfL, the Metropolitan Police, Lambeth and Southwark Councils and various departments of central

Government. We launched **Living Wage South Bank** with Joanne McCartney, the Deputy Mayor for London. This was a research and business engagement project, designed to provide our levy payers with insight on the business benefits of becoming an accredited Living Wage employer.

The BID has delivered many **business events** for our levy payers including bringing to the Mayor's Local Economic Action Partnership (LEAP) team to South Bank. LEAP members are the decision makers on many of the Mayor's funding programmes. We also brought the Government's Export Hub, along with the Minister of State for Trade and Export and the Government's team who lead on exporting opportunities.



Nic Durston, Chief Executive of South Bank BID, welcomes Baroness Fairhead, Minister of State for Trade and Export, to South Bank.

We said

We'd assist with reducing operational costs for businesses

We delivered

South Bank BID worked with other London BIDs, the Federation of Small Businesses (FSB), the Mayor of London, and local Government to successfully lobby central Government to release funds to **support businesses with steep rises in business rates**. In collaboration with the Greater London Authority, the FSB and the Deputy Mayor for Business, we hosted the launch of a major report into the impact of business rate rises on London's business community. We then helped South Bank businesses to access these funds: in 2017/18 alone, we helped 69 South Bank BID levy payers receive support, totalling £400,000 of savings.

Working in partnership with London South Bank University, South Bank BID has championed the benefits to our businesses of **Higher and Degree level apprenticeships** as a means to improve productivity and reduce recruitment costs.

The BID has delivered a number of training programmes on identifying and **mitigating the impact of major incidents** on businesses, including: ACT Aware and Project Argus training, both of which support businesses to prevent, be prepared and recover in the event of a terrorist incident; Project Diffuse training with Safer Lambeth Business Crime Reduction Partnership on managing the impact of acid attacks; and cyber security training for future-proofing business systems, in partnership with the London Digital Security Centre.

The BID continues to provide employees with a range of **free business training programmes** to enhance wellbeing and improve productivity, including our School of Life training events and our Smarter Networking programmes. These continue to be very popular with our businesses.



Rajesh Agrawal, Deputy Mayor for Business, launches a report into the impact of Business Rate rises.



A levy payer event on 'Smarter Networking' - these events are always popular and free to our businesses.

“

South Bank Patrol, funded by South Bank BID, are a welcome and visible presence in the area. They've established a great working relationship with our ground floor reception team, who feel reassured to know they're always nearby.

Tigho Feldman Head of Operations, Ballet Rambert

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South Bank BID has made a real difference to my business and helping me apply for the Lambeth hardship fund made a real difference to my business rates. We enjoy a good relationship with the team and enjoy the community spirit they bring to the South Bank. I am happy to support the BID for a second term.

Mark Evans Owner, Locale Restaurant

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We love the STAR Card provided by South Bank BID, and every member of staff at GIA now has one to make the most of all the great local offers available.

Louise Parkin Office and Facilities Manager,
GIA Chartered Surveyors

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Bankside Hotel are excited to be a new addition to South Bank's vibrant business community, and have already engaged with South Bank BID's team on a number of initiatives. We're excited about what the BID can achieve for all of our businesses in South Bank in the next 5 years.

Douglas McHugh General Manager, Bankside Hotel

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HELLO is very proud to be associated with South Bank, it is in essence where HELLO was launched. I am excited by the change taking place in the area right now, and happy to support South Bank BID's work to make it an even better place for our businesses.

Kevin Petley Business Director, HELLO Magazine

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Research: What You've Told Us

South Bank BID has consulted with levy payers on the services and programmes that are needed in the area, and the priorities that need to be addressed to make South Bank the best possible place for our business community. This builds on business engagement work undertaken to inform the 2018 South Bank Manifesto. The Manifesto's priorities are endorsed by businesses, local councillors, residents and the area's two MPs, and provides a clear agenda for the area. South Bank BID is supportive of the Manifesto, and its aims.

Over the past 12 months, we have undertaken more specific consultation and engagement with you, our levy payers, to understand what you want South Bank BID to deliver, and that will secure your support for a further five-year term.

We have already engaged over 90% of our levy payers, and this work will continue right up to the end of the ballot.

Our research and engagement with South Bank's business community had told us that levy payers:

- See South Bank is a world-class place for leisure and culture
- See South Bank is a world-class destination for tourists
- Agree that the events that South Bank BID has invested in have been key to attracting more visitors and have helped to build a real sense of a world-class destination
- See the positive impact of the work of South Bank Patrol and South Bank Clean Team, all of which is greatly welcomed
- Recognise that our complex urban environment continues to need effective place management services to tackle issues, including rough sleeping and begging



Sadiq Khan, Mayor of London and Justine Simons, Deputy Mayor for Culture and Creative Industries, launch Lumiere London on South Bank.

In the next five years:

- Businesses want to see the area's retail offer improve, given the growth in businesses now based in the area and the increasing number of employees working here.
- Businesses, including those that are new to South Bank, would like to be kept informed on what's on offer in the area - especially what's provided by our amazing cultural bodies and attractions - and how they and their employees can benefit from being in this dynamic place.

Which services are most important to you?



Source: Depth interviews conducted with 80 South Bank BID levy payers, 2019.



The National Theatre and its Understudy bar are always popular summer locations for South Bank employees and visitors.

Our vision:

A walk around South Bank today offers the same riverside views and world-famous arts and cultural institutions that people have always loved about the area, but there is significant and exciting ongoing change happening too.

South Bank BID's main purpose is to ensure that the needs of its levy-paying businesses are met, and that South Bank remains one of central London's most desirable neighbourhoods for business and commerce. We now have an area that features a rare and exciting mix of sectors, including culture and the arts, creative and digital, tech, health, tourism and hospitality, and we have a growing office-based business community.

South Bank is an exciting place to work, live, visit and study in, but its ongoing growth brings challenges too. A number of development projects are already under way or planned during the next five years. The Southbank Place scheme will soon be completed, Waterloo Station is set to become a new major retail destination and the planned redevelopment of Elizabeth House will deliver one of London's foremost office locations. In addition, several public realm and transport projects will be delivered in the next five years - all part of South Bank's growth.

South Bank faces significant competition from other parts of London, who all recognise the economic, social and environmental benefits of investing in successful places. Many services and projects that currently sustain South Bank are provided by its businesses and employers - including BID levy payers.

You have told us how important it is for the BID to provide a range of high-quality place management services to maintain and enhance the area, and we are confident that South Bank BID can further strengthen our work during the second term of the BID, if you vote **Yes** in the ballot.

The BID will continue to work with Lambeth Council, Southwark Council, major landowners, property developers and all new businesses coming to South Bank to ensure that levy payers are fully informed about future developments and that major projects are managed to cause the minimum of disruption.

Five years from now, our area will be transformed and South Bank BID will ensure that South Bank remains a world-class place for our businesses and all those that work, visit, live and study here.

This is South Bank BID's vision:

A world-class South Bank for everyone

South Bank 2019-2024: a world-class place to be

You've told us that feeling safe and secure in a clean environment is essential to your businesses and enhances your positive experience of South Bank as a place. Over the next five years, South Bank BID will build on the successful work it has already accomplished, to deliver a series of services that ensure this area is a truly world class place to be.

What We Will Continue to Deliver

South Bank Patrol

South Bank Patrol will continue to provide a **reassuring and effective presence in public areas**, dealing with petty crime, anti-social behaviour and illegal trading.

The Patrol Service, working in partnership with statutory agencies, also addresses issues arising from street drinking, aggressive begging and rough sleeping. The Patrol Service is at the centre of a network of security information sharing and coordination to make the South Bank a safer and more welcoming place to work in and visit.

Partnership with the Police

Levy payers are clear: seeing a visible uniformed presence on the South Bank is a strong deterrent to crime and provides an increased feeling of safety for their customers and their people. South Bank BID will **retain the services of four Metropolitan Police Officers** dedicated to the South Bank area, despite the additional investment required through the new Partnership Plus scheme, which replaces the previous Met Plus programme.

South Bank Clean Team

This service will continue to provide additional street cleaning and litter picking in the South Bank area providing a flexible, responsive service where it is needed. This ensures the area remains **clean and free of graffiti** to a standard appropriate for a world-class destination for everyone.

Business Crime Reduction Partnership

South Bank BID will continue to work with Lambeth Council, Southwark Council and neighbouring BIDs to deliver a successful Business Crime Reduction Partnership in the area. This is a **network of Police and security professionals** dedicated to targeting specific crimes that are a concern to business and that are prominent on South Bank. Training for businesses will continue to be provided across a range of essential security issues, including counter terrorism and dealing with acid attacks in public spaces.



What's New

More comprehensive police coverage of BID area

Due to South Bank BID providing further investment in security in Waterloo Station, the coverage of our four Metropolitan **Police Officers will be more comprehensive across the BID area** in the second term, focusing on areas our intelligence has shown require more attention.

A dedicated South Bank base for the Police

Working in partnership with Southbank Place Management Ltd, the BID will provide support to a **new base for the Police**, provision for which has been made centrally in South Bank. This will be a dedicated office for our Police officers, and will also be a base for other officers who look after the wider area.

Waterloo Station and British Transport Police

The retailers in Waterloo Station have told us that there are ongoing issues with theft and aspects of anti-social behaviour. To enhance our security team, South Bank BID will work in partnership with British Transport Police, to provide **a dedicated British Transport Police Community Special Officer** to work in and around the station. This builds on a similar model that is operating very successfully in London Bridge Station, and which is delivering real results for retailers.

New electric cleaning vehicles

Improving air quality and reducing carbon emissions are vital ways the BID can support a better South Bank. If successful, the BID will **purchase new electric vehicles** - an eco litter picker and a van for graffiti removal and street cleansing. These vehicles will improve air quality and will be located in the BID area on a permanent basis.

South Bank 2019-2024: a world-class destination

As the home of the National Theatre, Southbank Centre, British Film Institute, and Ballet Rambert, South Bank is a firmly established destination for world-class culture and creativity. Businesses recognise that South Bank provides a creative environment that's truly unique - and this has driven a surge of creative and digital industries arriving in the last two years. Over the next five years, the BID will play a key role in further enhancing South Bank's position as the cultural and creative heart of London, while ensuring the growing number of South Bank employees are better aware of what's on locally.

What We Will Continue to Deliver

STAR Card promotions

The return of 3,500 Shell employees and the launch of the new WeWork Waterloo building will provide huge **opportunities for our retail and hospitality businesses** and operators. Voting **Yes** provides you with the chance to promote your business to this ever-growing workforce in South Bank, and the STAR Card is the perfect mechanism through which to do this. We will continue to ensure the STAR Card becomes the essential card for any employee, resident or student in South Bank.

Destination marketing

Building on the success of the South Bank London website and social media channels, both of which the BID invests in, we will continue to work with partner agencies and key tourists attractions to ensure that people continue to see South Bank as **the place to visit in central London**. Through this consumer-facing brand, all the major events and attractions in South Bank will be promoted through a range of high quality online and offline resources.

World-class projects

If you vote **Yes**, the BID will **support world-class initiatives** such as Illuminated River, an ambitious project that will light up the bridges across the Thames in central London, which comes to the South Bank in 2020. We will similarly look to celebrate the launch of Waterloo's new leisure and retail complex 'Waterloo London' in 2021, which includes the arrival of Time Out Market, with South Bank chosen as the preferred location in London.

Events and experiences

Large-scale events boost South Bank's bars and restaurants by driving significant footfall; they make businesses proud to work here, and ultimately help to keep South Bank front of mind as a major visitor destination for local, domestic and international audiences. South Bank BID understands how important securing high-profile visitor events are to our businesses, and we will continue to ensure that we bring **high impact events to South Bank**, just as we have in the first term of the BID with Lumiere London and Art Night.



Art Night



What's New

Domestic marketing campaigns

If the ballot is successful, South Bank BID will increase its investment and influence by becoming a major supporter of the **new domestic marketing programme** of London & Partners, the Mayor of London's promotional agency, showcasing London – and the South Bank specifically – to UK-wide audiences over the next three years, to bring domestic visitors back to London given the decline that we have experienced in recent years.

The BID will also work with London & Partners at a strategic level to promote the South Bank to an international audience and to the professional conference sector.

Access and orientation

With so much change underway, and new developments planned, South Bank BID will ensure that the area is “joined up” with **new orientation, coordination and signage initiatives**. This will provide helpful guidance to those visiting the area and drive footfall, but it will also celebrate the area's diverse offer and lesser known “quarters” like Leake Street and parts of Belvedere Road. The BID will work with landowners, developers and local authorities to achieve this.

Enhanced BID marketing and engagement

The BID will relaunch its website with **more news and events content** and make the connections to the latest STAR Card offers much more evident to the employees, residents and students of South Bank. As the home to a diverse range of businesses, offering everything from artisan coffee to global technology solutions, there is so much that every business in the area could do to support each other. South Bank BID's engagement team will act as the conduit for this, helping to introduce businesses within the area, both formally through networking opportunities but also informally by having a world-class BID team that understands the work your organisation does.

We will work closely with our levy payers to deliver free to attend **relevant and engaging workshops** that bring our businesses together to talk and share ideas. This will build on the work done during the first BID term with The School of Life and Smarter Networking programmes.

We will also look to help the growing workforce in South Bank make more of our cultural institutions and attractions by arranging **exclusive access** to events and exhibitions for our businesses and by making our “What's On” programming via South Bank London marketing channels equally applicable to employees working here as it currently is to our visitors.

South Bank 2019-2024: a world-class place for business

South Bank has seen real changes over the first five years of the BID, with more companies choosing it as the place they want to be. The area already provides employers and employees with a unique experience that brings together culture and leisure of the very highest order with a series of new office developments transforming the area. The BID will provide support over the next five years to ensure that levy payers continue to see South Bank as the place to do business.

What We Will Continue to Deliver

A voice for South Bank

Representing businesses ranging from SME retailers to FTSE 100 businesses, South Bank BID is in a strong position to **speak with authority on the needs of the local business community**. The BID will build on the success it has had already in this area and will continue to champion the needs of South Bank with local and national Government, as well as the Mayor of London, and the Greater London Authority. This will build on the success of the last five years where the BID has successfully lobbied to release funds from central Government and worked with smaller businesses to significantly reduce their business rates.

Construction coordination

When the large-scale developments that are planned in South Bank proceed, there is a risk of sustained serious disruption throughout the area, including long-term road and pavement closures, parking suspensions, diversions and loading restrictions. South Bank BID is an integral part of an established mechanism and resource to **coordinate construction activity across sites, mitigating the impact on the area** as far as possible, and providing businesses with the most detailed and up-to-date information on potential disruption and impacts, and advice on how best to manage these issues.

Local Energy

Currently in concept stage, the BID will support the continuing exploration of a peer-to-peer **South Bank energy network**, which will allow members to effectively trade energy with each other, creating a decentralised, local economy which will reduce carbon and financial costs.

Accessible South Bank

Working with industry specialists AccessAble, the BID is supporting businesses in the auditing of their premises and venues to **make South Bank London's most accessible destination**. This service ensures that businesses are able to promote and improve their accessibility, making a highly positive impression on customers and visitors. This project also provides updated accessibility information on area of South Bank's public realm, and its main transport hubs. In a recent survey, 98% of disabled people said they searched in advance before going somewhere for the first time, and 76% hadn't visited somewhere due to lack of prior information.



South Bank BID and leading charity AccessAble launch "Accessible South Bank".

What's New

Construction coordination and leadership

If successful at ballot, the BID will **fund and appoint a dedicated Construction Coordinator**, on secondment from Lambeth Council, who will be responsible for working with all the major developers operating in South Bank. As well as working to minimise disruption, through planning and coordination, this resource will - via South Bank BID communication channels - provide you with detailed and up-to-date information on work planned and potential impacts, so that you can plan accordingly, to minimise disruption to your employees and customers. This will be a major enhancement from the services currently provided in partnership with the South Bank Visitor Management Group.

Recruitment and skills support

The BID will work with Waterloo Job Shop, now located in York Road, in the heart of South Bank, to help levy-paying business secure the best in available talent, including local residents. The BID will work at a sector level to **establish jobs and skills requirements and shortages in our businesses**, in partnership with our various local education bodies, which it can then address through an enhanced and place-specific employment and skills service.

South London Procurement Network

South Bank BID will support the work of South London Procurement Network, which is based in South Bank, to ensure we **provide support to local companies and businesses** that could supply services to South Bank BID's levy payers.

Freight consolidation

Working with TfL and a number of large South Bank employers, landowners and property developers, South Bank BID plans to launch a freight consolidation programme, which will reduce the impact of freight movement throughout South Bank BID area. This connected approach will not only save businesses money, but will **substantially reduce congestion and improve air quality**.



How Do I Vote?

The appointed voter for your business will receive a ballot paper from Lambeth Council (who oversee the vote for Lambeth and Southwark) around 28th May 2019. If you want to retain the services of South Bank BID to provide the programme of security, cleaning, marketing and business services outlined in this Business Plan for the next 5 years, simply vote **Yes** when you receive your ballot paper and return it as indicated.

The ballot will run for 28 days from 28th May 2019, closing on 27th June and you can vote on any day during that time. While the ballot is running,

the South Bank BID team will be on hand for any questions or guidance you require, or to arrange replacements for any lost voting papers. We will contact you to ensure you received the papers or provide any help we can to support you making an informed decision.

Lambeth Council will then announce the result of the ballot on **28th June 2019**. If successful, South Bank BID will continue after the first BID term ends on 30th September 2019 to provide its services to you from 1st October 2019 for a further 5 years, to 30 September 2024.





Vote Yes

to minimise the impact of major developments on your business, through innovative construction coordination and freight management schemes.



Vote Yes

for a growing investment in business security services, with a dedicated team of South Bank Patrol, Metropolitan Police and British Transport Police officers.



Vote Yes

for a clean environment and ongoing litter picking and graffiti removal services that can only be delivered through the additional support of the BID.



Vote Yes

for a voice for South Bank, championing the needs of our businesses with the Greater London Authority and with national and local Government.



Vote Yes

for an exclusive new employment and skills business service and opportunities to find local talent that can transform your business.



Vote Yes

for a programme of business training and networking opportunities to build a stronger South Bank business community.



Vote Yes

for event and marketing programmes that ensure millions of visitors continue to visit South Bank and support our hotels, restaurants and retailers.



Vote **Yes** for a world-class South Bank for everyone

BID Rules and Governance

In developing the rules that will apply to the BID, consideration has been given to 'The Industry Criteria and Guidance Notes for BIDs' published by British BIDs.

BID Rules

The income to be derived through the BID levy will be based upon a set of levy rules as follows:

- 1** The term of the BID will be for a period of five years from 1 October 2019 to 30 September 2024.
- 2** All properties or hereditaments with a rateable value of £50,000 or more will be liable for payment of the levy.
- 3** The levy rate to be paid by each property or hereditament is to be calculated as 1.12% of its rateable value as at the 'chargeable day' (notionally 1st April each year) using the 2017 ratings list for all eligible levy payers.
- 4** The number of properties or hereditaments liable for the levy is circa 290. New hereditaments will be charged based on the rateable value at the point of occupation.
- 5** From April 2021 onwards, the levy rate will be inflated by 3% year on year – i.e it will rise to 1.15%, then 1.18% etc.
- 6** The levy will be charged in the first instance for the 6 months from 1 October 2019 to 31 March 2020 inclusive. It will then be charged annually in advance for each chargeable period (April to March each year). No refunds will be made.
- 7** The ratepayer for untenanted properties or hereditaments will be liable for payment of the levy.
- 8** Hereditaments within Waterloo Station that are subject to a service charge will receive a 50% discount.
- 9** Hereditaments owned and/or occupied by Guy's and St Thomas' NHS Foundation Trust (however so named) will be capped at a maximum of £40,000 per annum.
- 10** Those businesses in receipt of charitable relief on business rates will receive a reduction of 80% on their levy.
- 11** The levy charged to any single hereditament shall not exceed £30,000 (an increase from £20,000 in 2014).
- 12** The total levy paid by any single liable party in each Borough will not exceed £40,000 (an increase from £30,000 in 2014).
- 13** There will be no VAT charged on the BID levy.

Finances

- 1 A cautious approach has been adopted to providing the indicative budget for the BID term.
- 2 A levy collection rate of 95% has been assumed and this reflects national average.
- 3 The average annual levy available to be spent by the BID for the term is approx. £878,400.
- 4 The contingency of £237,000 equates to approximately 5% of expenditure.
- 5 Operating costs of the BID Company are estimated as 16% of total expenditure.

Ballot

- 1 Lambeth Council will send those responsible for properties or hereditaments subject to BID levy a ballot paper prior to Friday 31st May 2019.
- 2 Each voter liable for properties or hereditaments subject to BID levy will be entitled to one vote per property or hereditament in respect of the BID proposal in a 28 day postal ballot which will commence on Friday 31st May 2019 and close at 5pm on Thursday 27th June 2019. Ballot papers received after 5pm on that day will not be counted. The result of the ballot is due to be announced on the following day.
- 3 In order for the proposal to be successful at ballot, the result will need to meet, as a minimum, two independent criteria, which are; (a) of those ballots returned by the close of ballot, those voting in favour of the proposal must exceed those voting against it, and (b) of those ballot papers returned by close of ballot, the total rateable value of those properties or hereditaments which vote in favour, must exceed to the total of rateable value of those voting against.
- 4 If successful at ballot, the second BID Term for South Bank BID will commence delivery of services as specified in the business plan (part of the overall BID proposal) on 1st October 2019.

Accountability and Transparency

- 1 The BID company recognises the importance of accountability and transparency within its governance arrangements.
- 2 The number of Directors for the BID Company (the Board – maximum of 12) will include representation from all business sectors to ensure inclusion. This may include some non levy payers, although always in a minority. The Board will meet as a minimum quarterly.
- 3 Provided that the BID is meeting its overall objectives and subject to consultation with the BID Board, it shall have the ability to vary service delivery and expenditure allocation according to the changing demands of levy payers. However, in accordance with the BID regulations, changes to the BID boundary or to the levy rate might require an alteration ballot.
- 4 The BID will file annual accounts compiled by independent accountants with Companies House. The accounts will be available to all levy payers. An annual report on activities, including finances, will be published. An annual meeting for levy payers will be held.
- 5 Operating agreements, including Council baseline services, will cover the term.
- 6 Notification of the intention to hold a ballot was sent to the Secretary of State on 4th January 2019.
- 7 The BID Board will commission an independent mid-term review.

DEFINITION

For the purposes of definition, the term 'renewal' means replacement of the existing BID at the end of its current term with new Arrangements as set out herein

BID Budget & Spend Allocation

Income	6 months to 31st March 2020	2020/21	2021/22	2022/23	2023/2024	6 months to the 30th Sept 2024	Total
	£000s	£000s	£000s	£000s	£000s	£000s	£000s
BID Levy	368	758	781	804	828	427	3,966
BID Levy (new developments)	15	65	95	98	101	52	426
Voluntary/associate members	5	10	10	11	11	6	53
Other income	5	65	65	65	65	40	305
Total	393	898	951	978	1,005	525	4,750
Expenditure							
World Class place to be							
Cleansing graffiti removal	36	74	76	78	80	41	384
Patrol and Metropolitan Police	77	166	168	170	173	135	889
Waterloo station security and services	15	40	40	40	40	20	195
World Class destination							
Area Promotion	59	154	154	104	104	70	645
Levy payer engagement	51	90	90	90	90	50	460
Accessibility and orientation	29	54	54	54	54	31	276
World Class place for business							
Construction and freight management	13	70	70	70	70	35	328
Employment & Skills	66	115	115	115	115	66	592
BID administration							
Management	65	121	121	122	122	74	625
Levy collection	8	16	17	17	18	9	85
Renewal budget	0	0	0	0	0	30	30
5% contingency	20	45	48	49	50	26	237
Total Expenditure	437	946	953	909	915	588	4,747
Surplus/deficit	-44	-47	-2	69	90	-63	2
Cumulative surplus/deficit	-44	-92	-94	-25	66	2	0



Meet your BID Board

Members of South Bank BID's Board are drawn from local organisations and employers. Together the Board represents the interests of around 265 businesses in the South Bank area.



Govert Deketh
London Marriott, County Hall

Stefanie Hardy
PPHE Hotel Group

Duncan McKeitch
BFI

David Pelly
Prospect

Mark Wakefield
IBM

Dom Lake
Spiritland

Sunny Jouhal
Merlin Entertainments

Sergio Leandro
Sea Containers

Rejinder Bangar
Network Rail

Alison Pinner
Coin Street Community Builders

Carl Goard
Bouygues Energies & Services

Lily Lubowitz
OXO 2

Meet your BID delivery team

To minimise cost and risk, and to make the best use of existing resources and staff, South Bank BID does not employ staff. Instead it delivers its programmes and projects through South Bank Employers' Group (SBEG), a partnership of the major organisations in South Bank, Waterloo and Blackfriars, with a long-term shared commitment to making the South Bank as attractive and prosperous as possible for employers, visitors and residents.

The BID Delivery team is multi-disciplinary and is led by Nic Durston as Chief Executive.

Your Local Authority Observers

Cllr Kieron Williams
London Borough of Southwark

Cllr Victor Chamberlain
London Borough of Southwark

Cllr Kevin Craig
London Borough of Lambeth

Cllr Ibrahim Dogus
London Borough of Lambeth

Your BID delivery team



Nic Durston Chief Executive



Metropolitan Police Officers



South Bank Patrol



South Bank Clean Team



Oladayo Bello Public Protection Officer

The BID area

London Borough of Lambeth

Addington Street
Albert Embankment (Part)
Balcony, Waterloo Station
Belvedere Road
Broadwall
Cab Road
Carlisle Lane (Part)
Charlie Chaplin Walk
Chicheley Street
Coin Street
Colonnade, Waterloo Station
Concert Hall Approach
Cornwall Road (Part)
Doon Street
Duchy Street
Exton Street (Part)
Hungerford Bridge
Lambeth Palace Road
Lambeth Road (Part)
Leake Street (Part)
Mainline Concourse, Waterloo Station
Mepham Street
The Queen's Walk (Part)
Royal Street
Secker Street
Stamford Street
Tenison Way
Upper Ground
Upper Marsh (Part)
Waterloo Bridge
Waterloo Road (Part)
Westminster Bridge Road (Part)
York Road

London Borough of Southwark

Barge House Street
Blackfriars Road (Part)
Broadwall
Hatfields (Part)
The Queen's Walk (Part)
Rennie Street (Part)
Stamford Street
Upper Ground



