

# BID SUPPORT SERVICES

DEVELOPING AND DELIVERING  
BUSINESS IMPROVEMENT DISTRICTS

**pfb UK provides a range of BID services to help you deliver the best results for your levy payers.**

## BID REVIEWS AND AUDITS

We provide an independent and impartial review of current operations, using nationally recognised auditing standards for BIDs. We offer on-going support and advice to you in respect of any adjustments which you might like to consider to assist in the provision of effective project delivery for your BID levy payers. This includes annual and mid-term business surveys, a complete health check and reviews of agreements including your Operating Agreement.

## KPI'S, RETAIL SALES AND FOOTFALL MONITORING

For over 10 years we have been providing a unique sales and footfall analysis service to businesses, local authorities, town and city centre partnerships and managers.

Using data from providers such as Springboard, Experian and others, pfb UK provide weekly sales and footfall monitor reports which take account of local circumstances. This can include retail sales, footfall, car park and bus usage statistics depending upon the datasets available. pfb UK provides the initial set-up service and ongoing analysis, interpretation and reports.

## TRAINING AND INDUCTION FOR RANGERS/AMBASSADORS

pfb UK has established and manages uniformed Ranger/Ambassador teams in BIDs across the country providing on-going support and training.

pfb UK provides recruitment, including any advertising, interviewing, payroll and contract set-up; the preparation of Operating Manuals, procedures and templates; Staff Handbooks, sourcing uniform, equipment and bespoke training to suit the specific needs of your team. This can include training on-site and shadowing at other BIDs.

## MANAGING BID FINANCE

pfb UK has an in depth understanding of how the different financial mechanisms relating to a BID work. We will liaise with your accountants to help you ensure that you have the right systems in place to establish an audit trail for financial accountability and give you rigorous cash flow management and budget control.



## GDPR COMPLIANCE

pfbb UK is in a unique position of using its BID knowledge and expertise together with a leading firm of solicitors to provide a complete package of support to ensure GDPR compliance.

Based upon the ICO's GDPR checklist we will work closely with you to undertake an audit of all data which the BID holds and will identify the appropriate lawful basis for handling this data. We will produce bespoke documents and agreements which convey the policies and terms relating to the collection, retention, use and security of BID data.

We also offer workshops and training for Directors, BID Managers, Rangers/Ambassadors and project delivery teams and produce policies and templates for you to deal with 'subject access requests' and data breaches.

## TELEPHONY SUPPORT

When it comes to clients and stakeholders, the provision of a professional, efficient call handling service is paramount to encourage trust and confidence in your BID.

pfbb UK provide a seamless telephone handling service for BIDs – callers phone a local number to the BID, and it is answered by our call handlers, acting as your BID representative. We can handle the call directly, or transfer it to a member of your BID team as if it were an extension.

## STRATEGIC & OPERATIONAL SUPPORT

Where BIDs employ their own BID Project Manager, pfbb UK can provide retained technical and strategic support. We form an integral part of your management and project delivery team providing direct support (including action planning, best practice, systems, procedures and templates) to the BID Project Manager and their team and strategic guidance to the Board.

This provides a real boost to new BID Managers in particular, who benefit from hands-on experience working alongside them to prioritise activity which generates results effectively and efficiently. This service is a particularly cost effective approach for small and medium BIDs who want to benefit from a more strategic and experienced operational management input.

## CONTACT US

We are happy to help at any time so please do not hesitate to call us and discuss your requirements.

Call our team on **01332 419051**

Email us on **[enquiries@pfbbuk.co.uk](mailto:enquiries@pfbbuk.co.uk)**

Visit our web site at **[www.pfbbuk.co.uk](http://www.pfbbuk.co.uk)**

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