



**Meets requirements for accreditation award.**

Yorkshire Coast is a large BID in year 5 of its first term. Although at an early stage in its BID cycle, it is clear that the BID has made strides to be well-managed applying good governance and staffing arrangements, financial management, performance management and communication processes to the delivery of the BID.

In terms of governance, Yorkshire Coast BID has clear articles. There is an excellent Board recruitment process with induction training given and a Director Handbook (similar to a terms of reference) acting as an excellent introduction to the role. The BID has a good range of Directors from different sectors and from across the boundary; they also have access to finance, HR and legal support where needed.

The BID is aware of conflicts of interest with a form to complete and a process to follow when conflicts are identified and declared. It is recommended that the protocols around these are strengthened with a register of interests for key staff, conflicts reviewed each year and collated and a declarations of interest item on the agenda.

The work of the staff team is overseen by a CEO and Board who liaise regularly and who are clearly involved and interested in influencing project delivery evidenced by the paperwork presented. There would also appear to be good relationships with most of the local authority partners; changes to the local government structure with a new unitary will strengthen this further in the months ahead.

Staff roles and capacity are appropriate for a BID of this size and good staff management practices include the usual contractual processes with job descriptions and staff contracts and regular performance reviews including assessing training needs. There is also a great induction process with a training review and a staff handbook that staff sign to say they accept the contents.

In terms of procurement, there are contracts in place and the BID has clearly evidenced it takes action against poor performance. It is recommended that Yorkshire Coast BID documents its procurement policy, processes and appropriate thresholds.

Good data and GDPR protection policies have been implemented and Yorkshire Coast BID is registered with the Information Commissioner.

There are clear financial management protocols in place for purchases, processing invoices and Director sign offs. Annual accounts are prepared by independent accountants and there are very comprehensive management accounts presented to the Board. Operating costs are within suitable levels for a BID of this size and the collection rates are improving with detailed monitoring. The local authority levy collection fee charged is within best practice levels. Whilst the BID has a variation policy within its business plan, this does not include the scope to vary budgets across project themes. It is recommended that a statement to this effect is agreed by the Board.

Yorkshire Coast BID has secured sizeable additional contributions within a short space of time and this is likely to increase as the BID continues. Whilst the BID has sizeable reserves, there are plans to allocate this funding. The levy payer leaflet needs to include how the BID intends to spend the following year's levy as well as how it has spent the past years when future bills are issued. Yorkshire Coast BID has a thorough process in place to set its annual budget.

In terms of performance management, Yorkshire Coast BID has a set of appropriate KPIs which it tracks on a regular basis. There are good examples of levy payer surveys and whilst response rates are low, it is evident that the BID acts upon business feedback given and makes an effort to interact with businesses on a one-to-one basis.

It is clear that Yorkshire Coast BID is regularly in contact with its levy payers through a variety of mechanisms including face to face opportunities, newsletters and annual reports. They also issue a letter outlining opportunities levy payers can get involved with which is sent to new businesses. The BID has an excellent communications overview document.

Overall, Yorkshire Coast BID is very well-managed with some good processes both internal and external. It is a BID that has achieved a considerable amount in a short space of time and is committed towards improving its governance processes going forward.