

Schedule 4

The Support Services

Introduction

The Council currently provides a range of support services to its City Centre Management Team ("the City Centre Management Team"). This team is to be seconded from Plymouth City Council to the Plymouth BID Company for the lifetime of the BID. As part of its contractual commitment to the BID, the Council will continue to provide (as a minimum) the existing (2004-05) levels of support service to the City Centre Management Team throughout the lifetime of the BID (2005-10).

City Centre Management Team

The City Centre Management Team currently consists of 4 full-time staff: City Centre Manager, Assistant City Centre Manager, City Centre Project Officer (BID Project Manager) and Community Safety Manager. In addition, the Council intends to employ a Street Operations Manager and Admin Sec/Project Officer, both of whom shall also be seconded to the BID Company. Finally, the Council is committed to employing and supporting 4 other staff: 4 Plymouth Hosts.

Support Services

The existing support services are listed below, along with their baseline standards and levels that the Council will provide the City Centre Management Team throughout the lifetime of the BID. The minimum level of support services will be the levels at which those support services were provided to the City Centre Management Team in the financial year 2004/2005.

Human Resources

Policies: The Council will continue to recruit, train and support staff in the City Centre Management Team, in accordance with the Council's policies. These policies cover: Recruitment and selection; Equal Opportunities; Managing attendance; Disciplinary procedures.

Support: The Council will continue to provide human resources support, including advertisements for new posts, sending job packs, collation of applications, interviews, taking up references, medicals, letters of appointment, contract, probationary periods, terms and conditions, job evaluations, restructuring, Union consultations, capability issues due to long term sickness and sometimes eventual dismissal.

Performance management: The Council offers support to managers to guide staff members through the process and bring them up to the required standards.

Health & Safety: Occupational health; Sickness referrals; Counselling support.

Training: The Council will offer and provide any scheduled training to City Centre Management Team staff.

ICT

The Council will provide ICT support to the City Centre Management Team commensurate with the level of service required and funded, and in line with the policies and procedures prevailing at any given time.

The service expected to be delivered supports the following functional areas i.e. telephone and fax, PCs, network access, Internet access, software and any associated peripheral devices. Any faults or work requests will be managed under the same procedures as operated by the Council, as a whole.

Office Accommodation

The Council will continue to provide the City Centre Management Team with adequate office accommodation. This office accommodation will be in a centrally situated location, within a 10-minute walk of the BID Area. The office should provide each of the staff with a suitably designed desks chairs and adequate filing cabinets.

Administration

The Council will continue to provide the City Centre Management Team with photocopying, stamps, telephone costs, stationery and all other reasonable administration costs associated with managing the City Centre. The Council will continue to pay the rental, heat, light, power and telephone costs associated with the City Centre Management Team.

Legal

The Council will continue to provide a full legal service to the City Centre Management Team.

BID Levy

The Council will cover the costs of billing, collection and enforcement for the BID levy, including meeting any Court costs, to a maximum of £9,000 per annum. However, if the cost exceeds £9,000/annum the Company will contribute towards the additional costs.

Banking

The Council will act as a payroll bureau for salary and invoice payments, and for receipt of any income.

Cheque payments will go out as PCC pre-printed cheques signed by the Council's Director of Corporate Resources, although invoices will be required to be correctly addressed to Plymouth City Centre Company Ltd for VAT purposes.

Payment Authorisation

BID Company operations staff will have authority to place orders on the BID Company's behalf up to the level designated by the BID Company's Board. Orders above those limits will need to be agreed in advance by an appropriate board member with appropriate documentation i.e. signed letter, e-mail etc and held as a record. The Council's ordering system does not allow different authority levels for different groups of accounts, however the requirement mentioned above and a

monthly exception report for the board's finance group will regulate the levels of orders being raised.

Accountancy and Audit Support

The Council's finance service will provide accountancy and payments support to the BID for the following areas:

- Day to day orders and payments
- Routine budget and expenditure queries
- Jointly responsible with the operational team for producing a financial report to each board meeting and sub-board meeting as appropriate
- Assistance in cash flow forecasts
- Preparation of VAT returns
- Management of Payroll for all City Centre Management Team staff, except for City Centre Manager position

Business and Performance Team

The Council's Business and Performance Team will continue to provide the City Centre Management Team with the full range and level of services currently provided. This includes assistance/advice with website development and maintenance; publications, image and internal Council communications; loan of all available equipment e.g. cameras, digital projector, laptop.