

22 November 2017

## **Documents can be made available in alternative formats on request**

Dear Member

A meeting of the **City of Inverness Area Committee** will take place in the **Council Chamber, Town House, Inverness** on **Thursday, 30 November 2017** at **10.30 am**.

**Webcast Notice:** This meeting will be filmed and broadcast over the Internet on the Highland Council website and will be archived and available for viewing for 12 months thereafter.

You are invited to attend the meeting and a note of the business to be considered is attached.

Yours faithfully

**Stewart Fraser**  
**Head of Corporate Governance**

### **Business**

- 1. Apologies for Absence  
Leisgeulan**
- 2. Declarations of Interest  
Foillseachaidhean Com-pàirt**

Members are asked to consider whether they have an interest to declare in relation to any item on the agenda for this meeting. Any Member making a declaration of interest should indicate whether it is a financial or non-financial interest and include some information on the nature of the interest. Advice may be sought from officers prior to the meeting taking place.

- 3. Appointment to Inverness Festival Association  
Suidheachadh Dhreuchdan gu Buidhnean on Taobh A-muigh**

The Committee is invited to appoint one member to replace Mr B Boyd on the Inverness Festival Association.

**4. Inverness Business Improvement District Ballot for New Term from March 2018 (PP 1-21)**  
**Sgìre Leasachadh Gnothachais Inbhir Nis, Baileat airson Teirm Ùir airson 2018-2022**

There is circulated Joint Report No CIA/38/17 dated 15 November 2017 by the Director of Development and Infrastructure and the Inverness City Area Manager.

The Committee is invited to endorse the draft Business Plan (appendix 1 to the report) and to agree to recommend to the Council that support is given to the new 5 year term.

**5. Scottish Fire and Rescue Area Committee Performance Report for 2015/16 (PP 22-33)**  
**Aithisg Coileanaidh Comataidh Sgìreil Smàlaidh agus Teasairginn na h-Alba airson 2015/16**

There is circulated Report No CIA/39/16 dated 17 November 2017 by the Local Senior Officer for Highland.

There will also be a presentation undertaken on the future transformation of the Scottish Fire and Rescue Service.

The Committee is invited to comment and scrutinise the Area Performance Report.

**6. Council Programme and City of Inverness Area Priorities (PP 34-48)**  
**Prògram na Comhairle agus Prìomhachasan Sgìreil Baile Inbhir Nis**

**(a) Council Programme**  
**Prògram na Comhairle**

The Leader of the Council will be in attendance at the meeting to discuss the Programme for the Council.

**(b) Developing Local Priorities – City of Inverness and Area**  
**Prìomhachasan Sgìreil Baile Inbhir Nis**

There is circulated Joint Report No CIA/40/17 dated 8 November 2017 by the Director of Development and Infrastructure and the Inverness City Area Manager.

The Committee is invited to:-

- i. note the links between the Council's Programme and the City Priorities and;
- ii. consider and agree the City Priorities for submission to the Council.

**7. Draft Inverness East Development Brief (PP 49-54)**  
**Brath-ullachaidh Inbhir Nis an Ear**

There is circulated Report No CIA/41/17 dated 15 November 2017 by the Director of Development and Infrastructure.

In this regard, the draft Inverness East Development Brief (appendix 2 to the report) is circulated separately.

The Committee is invited to:-

- i. approve the draft Inverness East Development Brief at appendix 2 for public consultation;
- ii. authorise officers to make illustrative and presentational changes prior to publication, in consultation and agreement with the chair of the Committee;
- iii. note that, from the point of approval by this Committee meeting, the draft IEDB is a material consideration for the determination of planning applications;
- iv. note that comments received on the draft IEDB will be reported back to this Committee for its consideration, together with possible amendments prior to completion of procedures leading to its adoption as statutory supplementary guidance; and
- v. agree that the Council formally write to Transport Scotland to set out its case for the B variant to be selected as the preferred route for the road.

**8. Inverness City Centre Development Brief (PP 55-118)**  
**Cunntas às Ùr mu Mheadhan a' Bhaile**

There is circulated Report No CIA/42/17 dated 14 November 2017 by the Director of Development and Infrastructure.

In this regard, the Inverness City Centre Development Brief (appendix 1 to the report) is circulated separately.

The Committee is invited to:-

- i. agree for the Inverness City Centre Development Brief at appendix 1 to be taken forward as statutory Supplementary Guidance to the Development Plan, including referral to Scottish Ministers for formal adoption; and
- ii. note the comments received during the draft Inverness City Centre Development Brief consultation and agree the recommended Council responses contained in appendix 2.

**9. City Centre Development Update (PP 119-126)**  
**Cunntas às Ùr mu Mheadhan a' Bhaile**

There is circulated Report No CIA/43/17 dated 19 November 2017 by the Director of Development and Infrastructure.

The Committee is invited to note progress and agree next steps in delivering city centre improvements detailed in Sections 3 – 6 under the following themes:-

3. Visitor and Cultural Attractions
4. Access and Connections
5. Academy Street and surroundings
6. New office and residential accommodation

**10. Draft Inverness City Centre Wayfinding Strategy (PP 127-149)**  
**Dreachd Ro-innleachd Lorg-slighe Meadhan Baile Inbhir Nis**

There is circulated Report No CIA/44/17 dated 16 November 2017 by the Director of Development and Infrastructure.

The Committee is invited to:-

- i. approve the Draft Wayfinding Strategy for Inverness City Centre at appendix 1 for public consultation in early 2018;
- ii. authorise officers to consider the feedback from Community Links Plus stakeholders in finalising the Draft Strategy for public consultation, as set out in paragraph 4.4; and
- iii. note that a finalised version of the Strategy, together with feedback from the consultation, will be reported back to this Committee for consideration prior to its adoption as Planning Guidance.

**11. Inverness City Centre Trade Waste Project (PP 150-176)**  
**Sealladh-sràide a' Bhaile – Leasachadh Ghoireasan**

There is circulated Report No CIA/45/17 dated 9 November 2017 by the Director of Community Services.

The Committee is invited to approve the:-

- i. overall vision and objectives of the Inverness City Centre Trade Waste Project as provided in the report; and
- ii. implementation of the finalised policy in accordance with the timeline provided within the report.

**12. Inverness City - Traffic Regulation Order Amendment and Tariff Update**  
**Baile Inbhir Nis – Atharrachadh Òrdugh Riaghladh Trafaig agus Cunntas às Ùr mu Chìsean (PP 177-184)**

There is circulated Report No CIA/46/17 dated 20 November 2017 by the Director of Community Services.

The Committee is invited to:-

- i. discuss the options proposed for CP044 in item 4.1 and agree one to be implemented;
- ii. approve the implementation of Tariffs as detailed in item 4.2 and appendix B to the report;
- iii. approve the advertising of amendments relating to CP0061 – Waterloo Place Car Park item 5; and
- iv. note the administrative amendments proposed under item 6.



**13. Inverness Common Good Fund  
Maoin Math Coitcheann Inbhir Nis**

**(PP 185-198)**

**(a) Annual Report 2016/17  
Cunntasan airson 2016/17**

There will follow Report No CIA/47/17 by the Inverness City Area Manager.

**(b) Financial Monitoring  
Sgrùdadh Ionmhasail**

There is circulated (pp 185-188) Report No CIA/48/17 dated 10 November 2017 by the Inverness City Area Manager.

The Committee is invited to consider the financial monitoring report to 31 October 2017 and note that overall expenditure is within agreed budgets.

**(c) Grants Sub Committee – Proposal for Extension of Powers  
Fo-Chomataidh nan Tabhartasan – Moladh airson Leudachadh  
Chumhachdan**

There is circulated (pp 189-192) Report No CIA/49/17 dated 17 November 2017 by the Inverness City Area Manager.

The Committee is invited to:-

- i. agree to the Inverness Common Good Fund Grants Sub-Committee being re-named 'The Inverness Common Good Fund Sub-Committee' with immediate effect;
- ii. approve the revised Powers Delegated from the City of Inverness Area Committee as detailed within appendix 1;
- iii. agree that the new Delegated Powers detailed within Appendix 1 shall be exercised as Full Delegated Powers; and
- iv. agree that the new Inverness Common Good Fund Sub-Committee shall be required to submit an Annual report to the City of Inverness Area Committee summarising the work of the Sub-Committee for the immediately preceding Financial Year.

**(d) Grants and Capital Projects  
Pròiseactan Tabhartais agus Calpa**

There is circulated (pp 193-198) Report No CIA/50/17 dated 13 November 2017 by the Inverness City Area Manager.

In this connection, there is circulated separately a copy of supporting documentation as Booklet A.

The Committee is invited to consider the application for funding and scrutinise the current status of capital projects.

**14. Scottish Junior Football Association - Inverness City Football Club – Lease Extension – Bught Park, Inverness (PP 199-201)  
Comann Ball-coise Òigridh na h-Alba – Club Ball-coise Baile Inbhir Nis – Leudachadh Aonta-màil – Pàirc a’ Bhucht, Inbhir Nis**

There is circulated Report No CIA/51/17 dated 10 November 2017 by the Inverness City Area Manager.

The Committee is invited to homologate the decision taken by the Director of Development and Infrastructure and the Inverness City Area Manager to allow an extension of the current lease of a Sports Pitch at Bught Park, Inverness, granted to Inverness City Football Club (ICFC), until 15 May 2018.

**15. Minutes (PP 202-229)  
Geàrr-chunntas**

The following Minutes are circulated for noting or approval as appropriate:-

- i. City of Inverness Area Committee held on 14 September 2017 (pp 202-211) for noting;
- ii. Inverness City Arts Working Group held on 17 October 2017 (pp 212-215) for approval;
- iii. Events and Festivals Working Group held on 18 September (pp 216-219) and 30 October 2017 (220-223) for approval; and
- iv. Inverness Common Good Fund Grants Sub-Committee held on 6 November 2017 (224-229) for approval.

**City of Inverness Area Committee Membership**

Mr R Balfour	Mr J Gray
Mr B Boyd	Mr A Jarvie
Mr I Brown	Ms E Knox
Mrs C Caddick	Mr R Laird
Miss J Campbell	Mrs I MacKenzie
Mrs G Campbell-Sinclair	Mr D Macpherson
Mrs H Carmichael	Mr R MacWilliam
Mr A Christie	Mrs E McAllister
Mr G Cruickshank	Mrs T Robertson
Mrs M Davidson	Mr G Ross
Mr K Gowans	Mr C Smith
Mr A Graham	

**Members are requested to note that details of other issues of interest relating to the City of Inverness Area Committee are available through the Bulletin on the Council’s Intranet.**

**1. Housing Performance Report – 1 April to 30 September 2017**

Agenda Item	<b>4</b>
Report No	<b>CIA/38/17</b>

## HIGHLAND COUNCIL

**Committee:** City of Inverness Area Committee

**Date:** 30 November 2017

**Report Title:** Inverness Business Improvement District  
Ballot For New Term From March 2018

**Report By:** Director of Development and Infrastructure  
and Inverness City Area Manager

### 1. Purpose/Executive Summary

- 1.1 This report:
- provides a summary of the proposals being made by the Board of Directors of Inverness BID Ltd (BID) for a Renewal Ballot for a new 5 year term from 1 April 2018 for Inverness City Centre Business Improvement District;
  - explains the Council's involvement in the process; and
  - highlights the opportunities given to the Council to promote the City through working in partnership with BID, the linkage with the Council's Programme and the Development Plan structure for the City – particularly the Inverness City Centre Development Brief and City Priorities.
- 1.2 The Committee is invited to endorse the draft Business Plan and to agree to recommend to Council that support is given to the new 5 year term.

### 2. Recommendations

- 2.1 Members are asked to endorse the draft Business Plan (**Appendix1**) and to agree to recommend to Council that support is given to the new 5 year term.

### 3. Introduction

- 3.1 Inverness BID is a geographic Business Improvement District representing the City Centre business sectors (office, hospitality, retail and property owners) which commenced operating on 1 April 2008 and is a creation of statute, that being the Planning (Scotland) Act 2006. (BID).
- 3.2 BID is an independent, not for profit company limited by guarantee which is entirely separate from the Council. BID and is run by a Board of Directors drawn from Members of the Company which are businesses located within the City Centre and are liable to pay BID levy.
- 3.3 Businesses in the BID area originally voted for a BID to be established in March 2008, with 73% voting in favour. At the first term renewal ballot in March 2013 businesses supported a further 5 year term to March 2018 with 79% in favour.
- 3.4 In the 5 year period to 31 March 2018, more than £1.125m will have been generated by way of BID levy paid by businesses and invested in Inverness City Centre.
- 3.5 The current term of office runs until 31 March 2018, when a renewal Ballot, to extend the term for a further 5 years, is to be held.
- 3.6 The City of Inverness Area Committee has Delegated Power to recommend to Council any proposals for Business Improvement Districts. The Inverness City Area Manager manages the relationship and the tie in that Inverness BID has with the strategy that the Council has for the City.
- 3.7 The Council has formal roles with regard to:
- **Levy Collection** – The Council undertakes this role for BID. This is governed by an Operating agreement which sets out the roles and responsibilities. The Levy amounts to approximately £225k of income to BID in each financial year. The collection rate continues to run at an acceptable 96%; and
  - **Service provision – added value** – It is fundamental to the role of BID that it shows that it is ‘adding value’ to what the businesses pay in Non- Domestic Rates, for the services of the Council and its Public Sector partners .This is supported by reference to a Service Level Agreement between the Council and BID. An agreement reviewed on an annual basis.

### 4. Decision making process

- 4.1 The Environment, Development and Infrastructure Committee considered the BID Proposals at their meeting held on 8 November 2017 (<http://www.highland.gov.uk/NR/rdonlyres/4047362C-CFBE-4372-BF10-36A973AEE415/0/Item16ped7112.pdf>). Based on an assessment of the draft BID proposals against the prescribed circumstances as set out in the Planning etc. (Scotland) Act 2006 and associated Business Improvement Districts (Scotland) Regulations, it was considered that there were no grounds for the Council to exercise its Power of Veto over a BID proposal and hence determine whether a ballot shall be held or not.
- 4.2 Once the final BID Business Plan is received, a further assessment will be undertaken to review any changes made to the draft BID proposal. Where any changes exist and

they materially affect the assessment made and the BID team are unwilling or unable to amend, this matter will require to be considered by Council at its meeting on 14 December 2017.

- 4.3 The CIAC has power to comment on BID proposals and the recommendations made by the Committee will be given to the Council when it meets on 14 December 2017, to decide whether or not to vote in favour of a new 5 year term for Inverness City centre BID when the Ballot is held on 22 March 2018.

## 5. The New BID Term

- 5.1 The law provided for BID to operate for a term of 5 years after the majority of City Centre businesses voted in favour of its creation in March 2013. The proposals for a new BID Team have been prepared by the Board of Directors which was endorsed by a strong sample of City Centre businesses in a survey carried out by BID. If successful in achieving a 'yes' vote from the majority of City Centre businesses on 14 March 2018, BID will continue in existence for a further 5 years up until 31 March 2023.
- 5.2 The proposals (draft Business Plan) are attached at **Appendix 1**. In line with BID good practice the programme proposals in the Business Plan reflect the feedback from the City Centre businesses as to their priorities for BID over the next 5 year term. They focus on 'adding value' to the services provided by the Public Sector. There is a clear emphasis on developing the strategy for regenerating the City Centre together with the Council. The successful development of the refreshed City Centre Development Brief is strong evidence of the strength of the partnership approach on this mutually important issue for the Council and BID.
- 5.3 During the preparation of the 2018-23 BID Business Plan the BID Directors did consider possible options to review the BID area. A map of the BID Area is attached at **Appendix 2**. Any proposal to expand the BID area would have needed to receive the support of both the new and the existing businesses whilst such an expansion may have had the potential to increase the bid levy income available at the same time increased costs would have had to be incurred to service the new businesses which it was considered would have different priorities to the existing levy payers.
- 5.4 Given the synergy of the BID programmes to the main City Centre area the Directors agreed that the City Centre businesses would be best served by maintaining dynamics of the existing boundaries of BID for the third term.
- 5.5 Accordingly the BID Area will be unchanged and again cover all separate relatable properties in the heart of Inverness City Centre – this includes Retail, Office, Leisure and other commercial businesses.

## 6. Links with the Council's Programme and City Priorities

- 6.1 There is synergy with the Council's Programme and proposed City Priorities in the promotion of a strong vibrant City which will in turn lead to investment and more jobs. The combination of the Council's strategy of making best use of development opportunities through the City of Inverness Area Committee and the City Task Force provides the ideal platform for a proactive strategic approach to be taken. The key focus of the new Business Plan will be on:

- **Marketing & Events**

- **Attractiveness of the City Centre**
- **Safer City Centre**
- **Advocacy**
- **Business Development**

6.2 The City-Region Deal and notably the project to develop the Castle into a major visitor attraction which is designed benefit city centre businesses is a key link. Bid's contribution to the creation of a refreshed City Centre Development Brief (CCDB) has also been significant. It is particularly important that links with the business community are enhanced at a time of economic pressure. This is very important for the well-being of the City and the preparation of a refreshed CCDB has been widely supported. BID made an important contribution to this and we now have a clarity and agreement on what we need to do to enhance the economic vibrancy of the City.

6.3 Going forward, if BID were to have a new 5 year term, there would be new opportunities to take forward programmes which would concentrate on supporting the City Priorities to be agreed by Council which focus on Economy and Regeneration

## **7. Conclusion**

7.1 All the above projects support the development of the quality of the City in the Highlands either as a place to live in or very importantly, as a place to invest in. All the contributions made by BID to operational projects can be seen as 'adding value' to the services provide by the Council or its partners in the public sector. A number of them would not be deliverable by the Council or would cost more to do so. The Partnership offered by BID with the Public Sector offers both flexibility in delivery and engagement with a vital sector of the business community, often leading to a contribution either in kind or financially – through the commitment of Levy funds – to the delivery of projects that make a difference.

## **8. Implications**

8.1 Resource - Since April 2017 the costs of collecting the Levy by the Highland Council have been met by BID from its levy income. The Director of Finance has confirmed that it is proposed that this arrangement continue in the event that businesses support a further 5 year term at the renewal Ballot. Collection is administered by the Council as part of the collection arrangements for Non –Domestic Rates.

There are no additional resource implications other than those detailed in the report

8.2 Legal - This assessment of the Inverness Business Improvement District proposal relative to the Council's right of veto was made by the Environment, Development and Infrastructure Committee on 8 November 2017 all in accordance with the Planning Etc. (Scotland) Act 2006 and the Business Improvement Districts (Scotland) Regulations.

8.3 Community (Equality, Poverty and Rural) - No Implications

8.4 Climate Change / Carbon Clever - The Partnership working undertaken with the Inverness BID assists in progressing Council Policies which promote a Low Carbon Economy

8.5 Risk – No Implications

8.6 Gaelic – No Implications

Designation: Director of Development and Infrastructure

Date: 15 November 2017

Author: David Haas, Inverness City Area Manager



# **Inverness BID Renewal Ballot**

**Third Term Business Plan**

**1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2023**

**DRAFT**

**Word Only Version**



# Why Business Improvement Districts are Important<sup>7</sup>

A Business Improvement District (BID) is a geographically defined area where businesses come together and agree to invest collectively in projects and services that the businesses believe will improve their trading environment. Those improvement projects are funded by the money collected through an investment levy agreed to be paid by all businesses in the BID area.

In spring 2008 the Inverness City Centre businesses voted with 73% in favour to create Inverness BID - one of the first to be formed in Scotland. And in 2013 those businesses voted to reconfirm that remit by voting 79% in favour of a further 5 year term for BID to March 2018.

Development of Business Improvement Districts is part of the Scottish Government's Economic Strategy and less than 10 years after the first BID was established in Scotland, there are now 38 BIDs fully operational in Scotland with another 22 in development.

This phenomenal growth is demonstrated throughout the UK where there are now 270+ BIDs.

This is because BIDs really do work as a tool for providing the improvements that businesses want for themselves, their staff, customers and clients.

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## Welcome from the BID Chairman

It is my privilege to introduce the Inverness City Centre BID Business Plan for the next five year term 2018-2023. As your Chairman, I have served on the BID Board since 2015

What brought me to Inverness? My company, Caledonian Sleeper, established our head office here in Inverness in 2014, creating over 30 new jobs in the city centre.

Inverness is a great place to do business. And it's an even better place with a well established BID. Over the last 5 year term, the city centre BID has proved what a cohesive and effective BID can do for a city.

All the great global cities have a common thread: marketing their attractions. We're not as big as London or as iconic as Sydney, but our ambition to have a vibrant and thriving city centre here in Inverness is core to the BID mission. BIDs coach ambassadors welcomed a record 2200+ coaches to Inverness last year, bringing over 90,000 new visitors to the centre of our city. BID continues to champion events throughout the year - our hugely successful street festival attracts thousands of people to experience all that the city centre has to offer.

It's also about getting the basics right. BID's "Enhancing the City Centre" strategy is doing just that - working with other agencies to tackle some of the challenges any city faces - the nuisance of gulls & the need to balance waste collection for city centre businesses so that bins don't become the dominant feature of our streetscape.

BID is front and centre of the redevelopment of the Victorian Market. We have the potential to create a unique attraction. I'm determined that we maximise that opportunity and make the Market one of Scotland's "must do" retail destinations. And we won't stop there. BID has a critical role to play in drawing together a range of agencies to make our city attractive to the private sector, through pressing for initiatives to enhance our retail mix, making the case for high quality office jobs and looking at ways to increase footfall in the city through creating attractive residential and student living accommodation.

Successful BIDs are the champion and advocate of the city's businesses. In Inverness, we have a number of small businesses, who without BID, would have difficulty in making their voice heard. I've been impressed with the partnership, with businesses both large and small - the Eastgate Centre, our national retailers and the independent shops - working on issues to make our city better. BIDs approach to car parking, leading to the 15 minute free parking trial, is an excellent example of our strategy to engage and champion the city centre.

We want our city to be safe and attractive. We want Inverness to be free from the anti-social elements of society which detracts from many modern cities. BID has been successful in working with Police Scotland to double police resources, with the creation of a dedicated group of officers to cover the city centre. We've already seen less anti-social behaviour on our streets and through BIDs "Safe and Welcoming City Centre" strategy, we'll continue to work with the Police and other agencies with a relentless focus on making the city safe and secure.

Inverness is a city on the up. Your Inverness City Centre BID has an exciting five year business plan soundly based on a strategies to deliver the things you told us were important to you. Without BID, all of the work which BID has been doing on your behalf to create a vibrant and attractive Inverness would come to an end.

**The BID will only continue if a majority of businesses vote YES in the ballot at the beginning of next year. A NO vote will mean that the BID will finish at the end of March 2018 and all the benefits will be lost.**

So please vote YES to secure the future of the city centre. And together we can make Inverness a vibrant, attractive and thriving city and share in its success.

**Peter Strachan  
Chairman  
Inverness City Centre BID**

## Delivered in the Term 2013-18

### The City Centre Business's Aspirations were:

The BID Business Plan for 2013-18 reflected the comments, views and aspirations of the businesses to create a well promoted, safe, and vibrant and well managed City Centre for customers, employees, businesses and investors through the themes of:

- A Better Promoted Inverness
- An Advocate for Inverness
- A Safer Inverness
- A More Attractive Inverness
- A Better Inverness for Business

### Examples of what BID has helped deliver for the BID Area:

#### A Better Promoted Inverness:

- Marketing of the City Centre Businesses and the area through social Media and other channels.
- BID Ambassadors welcomed visitors from 2200+coaches in 2017 to "Coach Friendly" Inverness.
- Annual event programme designed to attract the public and move them around the City Centre.
- Welcome Package linked to and in support of major events in the City Centre.

#### An Advocate for Inverness:

- A strong voice representing the views of the City Centre businesses.
- Lobbying on proposals which could have disadvantaged the BID area businesses.
- Changes to Planning Guidance re "Houses in Multiple Occupancy" in the City Centre.
- Effective and beneficial Partnership Working with other City Centre stakeholders.

#### A Safer Inverness:

- Recognition by agencies of the economic cost of anti social and criminal behaviour in City Centre.
- Provision of BID Security Task Team and Taxi Marshals jointly funded with the Common Good Fund.
- Regular liaison group focused on City Centre issues with Police, Council & other stakeholders.
- Programmes with businesses and other agencies to assist community safety and crime reduction.

#### A More Attractive Inverness:

- Gull Control Project to reduce their nuisance – 10,000+ eggs removed to SNH guidelines.
- Research into other city schemes to potentially reduce of number of waste bins on our streets.
- City Centre summer floral decorations with more than 770 baskets/displays annually.
- Focus on the need to improve customer access to the City Centre e.g. 15 minute free parking.

#### A Better Inverness for Business:

- Inaugural City Centre Business Awards highlighting 110+ businesses & attracting 14,000 public votes.
- A vision for the Victorian Market and the need for on-site professional management.
- Acting as "Eyes and Ears" for individual businesses on City Centre developments and activity.
- Free advice and skills training for the City Centre businesses.

### Consultation with BID Businesses:

In the Autumn of 2017 BID circulated a detailed Business Questionnaire to all the businesses based in the City Centre as well as to the head offices of these national companies. We received back 136 questionnaires representing a response rate of 20.1% which compares favorably with other similar sized BIDs.

The business consultation demonstrated overwhelming support for BID to continue for a further term:



### Your Priorities for the Next 5 Years:

The responses to the Questionnaire provided a robust basis for this Business Plan. The priority issues and activities that the City Centre businesses said they want addressed in term 2018-23 to improve the BID area trading environment are:

- **A Safer BID Area (34%)**
- **An Enhanced Retail Mix in the BID Area (19%)**
- **A More Attractive BID Area (18%)**
- **A Strong Voice for BID to Lobby and Speak on Issues Affecting BID Area Businesses (13%)**

### Focus of the BID Business Plan 2018-23:

In summary the focus of the BID Business Plan 2018-23 will be through:

**Our Mission Statement** will continue to be “to deliver a series of projects and services to improve the trading environment of Inverness City Centre to the benefit of the City Centre economy, the levy paying businesses, their customers, clients and visitors”.

### Our Core Themes to Deliver Your Priorities for the next Term are:

- 1. Marketing the City Centre – attracting people to a vibrant and thriving City Centre**
- 2. Enhancing the City Centre - enhancing the experience and fabric for visitors & residents alike**
- 3. Engaging & Championing the City Centre – engaging to champion the City Centre & its businesses**
- 4. Safe & Welcoming City Centre – essential that the BID Area is viewed as Safe & Secure**

### Our Objectives are to work to:

- Create a Friendly and Vibrant City Centre
- Expand the promotion of the City Centre area, its events and businesses
- Improve the Retail Mix on offer in the BID Area
- Attract more people to enjoy the facilities in the BID area
- Encourage tourists to the area
- Work with other stakeholders on strategic initiatives and investment
- Develop the Victorian Market as a footfall driver for itself and the whole of the Old Town
- Create a cleaner and more attractive City Centre
- Support businesses to develop a stronger economy
- Represent and act as the voice of the businesses on a range of issues
- Work with partner organisations to create a safe and welcoming City Centre

## MARKETING THE CITY CENTRE

### ATTRACTING PEOPLE TO A VIBRANT & THRIVING CITY CENTRE

ACTIVITY	FUTURE
<p><b>Promotion of the BID Area and its Businesses</b>            Attracting people to the City Centre is fundamental to ensuring that we have a thriving and vibrant trading area. Profiling the City Centre area and its businesses will underpin all of BID's programmes over the next term.</p>	<ul style="list-style-type: none"> <li>• BID will provide a co-ordinated approach to marketing offering a consistent message to increase the profile of the City Centre and its business community.</li> </ul>
<p><b>Coach Friendly</b>            BID Coach Ambassadors organised &amp; welcomed visitors from more than 2200 tourist coaches in 2017 (3 year total 5698) to the Ardross Street pick up/drop off facility. In 2017 a record 53 coaches used 11 bay facility in a day. Project jointly funded by the Common Good Fund &amp; BID. Following BID's application on behalf of Highland Council, Inverness was awarded national "Coach Friendly" status.</p>	<ul style="list-style-type: none"> <li>• BID to seek support from the Inverness Common Good Fund to ensure this important tourism project continues.</li> <li>• The City Centre businesses have confirmed their ongoing support for this project.</li> </ul>
<p><b>BID City Centre Business Awards</b>            The inaugural 2017 Business Awards attracted 110+ business nominations from the public for the 7 business categories. An amazing 14,000 votes were received for the 87 business finalists who all received Awards at a Presentation Evening. The Awards media partner was the Inverness Courier.</p>	<ul style="list-style-type: none"> <li>• The Business Awards are an important vehicle for promoting the City Centre and raising standards.</li> <li>• Planning is already underway for the 2018 Awards which are proposed to be extended to 9 categories.</li> <li>• Courier have confirmed that they will continue as the Awards media partner.</li> </ul>
<p><b>Social Media Marketing</b>            In recent years BID has developed as a resource to pro-actively promote both individual businesses and events as well as the City Centre as "a place to visit." BID's social media marketing delivers a much wider reach than many similar types of organisations. In support BID has run numerous free social media training courses.</p>	<ul style="list-style-type: none"> <li>• Ensure that BID social media presence continues to be the "go to place" to get information on City Centre activities.</li> <li>• BID to continue to promote a mix of the businesses, events and City Centre.</li> <li>• Continue to offer social media training.</li> </ul>
<p><b>Events in the City Centre</b>            Events are crucial to the ambiance and profile of the City Centre as well as benefitting the trading economy. BID organises a number of annual events such as the Easter Egg Hunt, Classic Vehicle, Street Festival and Elf on the Shelf attracting thousands to the BID area and encouraging them to move around and shop. BID also works with commercial promoters to attract and promote events into the City Centre. This includes working with concert promoters, the Snowman Rally etc</p>	<ul style="list-style-type: none"> <li>• BID is a member of Highland Council's Festivals Working Group and will continue to support its programme of events.</li> <li>• BID will encourage and support promoters to stage events in the City Centre to the benefit of the economy.</li> <li>• BID will annually review the events programme seeking to increase range of events.</li> </ul>
<p><b>Marketing Campaigns</b>            BID promotes the area and City Centre businesses to the wider Highlands by marketing campaigns. For example the 2017 Christmas/New Year festive campaign features radio advertising, social media promotions, newspaper adverts &amp; City Centre banners.</p>	<ul style="list-style-type: none"> <li>• BID to review annually the content and campaign delivery vehicles.</li> <li>• BID to engage with stakeholders to explore opportunities to extend such campaigns.</li> </ul>
<p><b>Places to Eat &amp; Drink Guide</b>            Profiling more 115+ venues, BID's Guide is a prime source of information to visitors on the City Centre. The leaflet is on display at the airport and all major City Centre outlets – it is also available as a download.</p>	<ul style="list-style-type: none"> <li>• It is proposed to deliver a 50,000 print run of the Guide in 2018.</li> <li>• Downloadable version will also be available.</li> </ul>
<p><b>BID City Centre Business Directory</b>            BID profiles 472 businesses in free web directory</p>	<ul style="list-style-type: none"> <li>• BID to look to expand the well used directory's content and focus.</li> </ul>

## ENHANCING THE CITY CENTRE

### ENHANCING THE CITY CENTRE FOR VISITORS AND RESIDENTS ALIKE

ACTIVITY	FUTURE
<p><b>Driving Increased Footfall in the City Centre</b>            BID considers that it is vital to create higher footfall for the city centre, both for the daytime and night-time economy. This can be achieved through creating an improved and more attractive retail mix, attracting businesses with high quality office space and by opening up the city centre to new, residential opportunities &amp; student accommodation.</p>	<ul style="list-style-type: none"> <li>• BID will work in partnership with the Highland Council, Highlands and Islands Enterprise, the private sector and other public-sector agencies to develop proposals and initiatives to attract retail, office and residential development in the city centre</li> </ul>
<p><b>Creating an Iconic Inverness</b>            Inverness has natural advantages but needs an iconic “must do” attraction of national &amp; international significance. Inverness Castle presents a unique opportunity to create such an attraction, provide a centrepiece for the city and a major boost to retail and hospitality businesses.</p>	<ul style="list-style-type: none"> <li>• BID welcomes the Highland Council's development of the Castle and the surrounding area and will work in partnership with the Council and prospective investors to create an iconic attraction for the city.</li> </ul>
<p><b>“Access to the City Centre”</b>            BID recognises the need to have an accessible city centre through all modes of transport, including the provision of short, free parking on city centre streets where appropriate to do so.            BID welcomes redevelopment of the Railway Station.</p>	<ul style="list-style-type: none"> <li>• BID will work to make the 15 minute free parking trial, permanent.</li> <li>• BID will work with the relevant agencies to improve the pedestrian, parking and traffic access for the station and adjacent streets.</li> </ul>
<p><b>Development of the Victorian Market</b>            BID has long urged that the Market should not only be a footfall generator in its own right but act as a catalyst to increase trading activity in the whole of the Old Town. BID has promoted the need for more professional management &amp; marketing arrangements for the Market.</p>	<ul style="list-style-type: none"> <li>• BID supported the Highland Council decision to adopt a comprehensive development plan for the Market.</li> <li>• As a member of the Victorian Market Stakeholder Group BID welcomes the appointment of a Market Manager.</li> </ul>
<p><b>Promoting Inverness ‘Old Town’</b>            The BID Directors are supportive of a major initiative to profile ‘Inverness Old Town’ as a defined marketed area. Aimed to encourage the growth of unique independents to compliment the offer elsewhere in the City Centre.</p>	<ul style="list-style-type: none"> <li>• The City Centre businesses are supportive of this initiative.</li> <li>• Engage with other stakeholders to seek consensus as to taking this initiative forward.</li> </ul>
<p><b>Summer Floral Displays</b>            BID arranges the much-complimented City Centre displays (775). Our role includes creating, installing, removing &amp; watering baskets at least a twice weekly. Inverness Common Good Fund is the main funder of the displays.</p>	<ul style="list-style-type: none"> <li>• City Centre businesses are supportive of BID continuing this service.</li> <li>• An application will be made for funding from the Common Good Fund and BID funding will continue</li> </ul>
<p><b>Gull Project</b>            Without intervention SNH projects that the Inverness gull population would rise by 7% annually. Over the past 6 years BID has been working to reduce the population by an annual nest &amp; egg removal programme. This has resulted in 10,000+ eggs being removed/destroyed. Jointly funded by BID levy &amp; Common Good Fund.</p>	<ul style="list-style-type: none"> <li>• Businesses have agreed BID should continue to support this project.</li> <li>• Propose a bi-annual gull census (subject to budget).</li> <li>• Although businesses were generally supportive of a cull of gulls BID will consult further on the implications.</li> </ul>
<p><b>Waste Bins</b>            Edinburgh and Glasgow Councils have introduced schemes to reduce the number of bins on their streets. The Highland Council is currently consulting as to support for introducing a similar scheme as a pilot in the City Centre. BID has had extensive discussions with Highland Council on the issues involved if such a project were to go ahead.</p>	<ul style="list-style-type: none"> <li>• The BID Directors share the desire to reduce the number of bins on the City Centre streets.</li> <li>• However it agrees with the response from businesses that implementation of such a project must be sensitive to the business needs &amp; facilities available.</li> </ul>
<p><b>“Quick Responder Service”</b>            BID acts as a frontline responder on amenity issues includes removing graffiti/flyposting, liaison on clean issues.</p>	<ul style="list-style-type: none"> <li>• Businesses have agreed that BID should continue this role</li> </ul>



## ENGAGING AND CHAMPIONING THE CITY CENTRE

### ENGAGING WITH STAKEHOLDERS TO CHAMPION THE CITY CENTRE AND ITS BUSINESSES

ACTIVITY	FUTURE
<p><b>Promoting the Value of the City Centre</b>            BID positively promotes the City Centre area and its business community.            BID also endorses the value of the City Centre both to residents and visitors alike.            That the City Centre businesses contribute more than 10% of the non-domestic rates for the whole Highland area demonstrates their value and benefit to the economy.</p>	<ul style="list-style-type: none"> <li>The City Centre businesses have approved BID's role in continuing to promote the importance of the City Centre and its trading economy to the City of Inverness and the Highlands.</li> </ul>
<p><b>Developing a Stronger City Centre Economy</b>            BID looks to work with all City Centre stakeholders (including the City Centre businesses) to recognise and exploit all opportunities to create a stronger City Centre trading economy.</p>	<ul style="list-style-type: none"> <li>The BID Directors and staff will engage with all parties to progress any project which could benefit and strengthen the City Centre economy.</li> </ul>
<p><b>Ensuring Business is Involved in Decision Making</b>            By virtue of its formal mandate from the City Centre businesses in a statutory ballot, BID believes it should be engaged in all decision-making affecting the BID area.            BID is able to act as the "Voice" for the collective group of City Centre businesses.            Representatives of levy paying businesses can stand for election as one of the 16 BID directors.</p>	<ul style="list-style-type: none"> <li>Businesses consider that it is important that BID is recognised as representing them and their views with regard to City Centre matters.</li> <li>BID undertakes to liaise regularly with the City Centre businesses.</li> </ul>
<p><b>"Eyes and Ears"</b>            BID takes a proactive approach to ensuring it is aware of activity and developments in the City Centre which may potentially affect a business and/or the overall City Centre trading economy.            It is increasingly difficult for individual businesses to keep abreast of such matters.            Issues range from those specific to a group of businesses (e.g recent building works which restricted access &amp; visibility for customers by not according to the licence granted) to major work proposals for Millburn Road &amp; Academy Street which would have restricted future traffic flows in/out of City centre for customers &amp; service vehicles.</p>	<ul style="list-style-type: none"> <li>Increasingly BID is contacted by businesses seeking advice on issues which they are concerned could affect their trading.</li> <li>With public sector staffing being reduced previous contacts are often no longer available which is frustrating for business.</li> <li>BID's experience and involvement not only helps the businesses but it also benefits the public sector agencies.</li> </ul>
<p><b>Partnership Working</b>            BID represents the interests of the City Centre businesses at numerous City Centre stakeholder forums including the Victorian Market Stakeholder Group, Inverness Community Safety Partnership, Academy Street Heritage Lottery Project, Operation Respect, Festivals Committee.</p>	<ul style="list-style-type: none"> <li>BID values partnership working and will continue to engage with stakeholders on behalf of the City Centre businesses.</li> <li>BID will continue to be a strong voice lobbying on behalf of the businesses.</li> </ul>
<p><b>Business Continuity</b>            BID is experienced in, and responsive to unforeseen incidents that can have a major effect on the City Centre. Examples include the Eastgate Hostel and M&amp;Co fires but there have been other important, less serious incidents.            BID is able to present the business perspective into the multi-agency response group considerations.            BID ensures that businesses are kept updated on matters.</p>	<ul style="list-style-type: none"> <li>Previously the absence of BID's involvement has led to decisions being made which have disadvantaged individual businesses or the City Centre trading economy.</li> <li>The businesses have approved BID continuing in this role.</li> </ul>
<p><b>Skills Training Support</b>            Appropriate training courses offered FREE to City Centre businesses.</p>	<ul style="list-style-type: none"> <li>Businesses have agreed that BID should continue to offer this service.</li> </ul>

## A SAFE AND WELCOMING CITY CENTRE

### A CITY CENTRE WHERE EVERYONE FEELS SAFE & SECURE AT ALL TIMES

ACTIVITY	FUTURE
<p><b>Policing in the City Centre</b> The BID Directors have long made the case for the need for a greater emphasis on reducing anti-social behaviour, crime &amp; fear of crime in the City Centre. The Police have now recognised BID's arguments by increasing their daytime resources allocated to the City Centre from 4 to 9 officers who will cover the City Centre from 7am to 10pm seven days a week. Equally importantly the Police have committed that these officers will be dedicated to the City Centre. BID Directors agree with the Police assessment that adequate resources are presently allocated to the night time economy.</p>	<ul style="list-style-type: none"> <li>• BID will continue to support the Police with the many successful safety and crime reduction initiatives below.</li> <li>• BID will actively work with the Police, Highland Council, other agencies and third sector organisations to address the underlying causes of these City Centre problems.</li> <li>• BID to monitor with the Police the needs of the night time economy and its businesses.</li> </ul>
<p><b>Task Team</b> BID organises the SIA trained Task Team which provides added security &amp; re-assurance plus an ambassadorial service for visitors and residents to the City Centre during the annual holiday &amp; festive periods. Jointly funded from BID levy and the Inverness Common Good Fund the Task Team dealt with 589 incidents over their 18 weeks operating in the past year (to Oct 2017).</p>	<ul style="list-style-type: none"> <li>• Businesses confirmed they want BID to continue to support the excellent work of the Task Team from bid levy.</li> <li>• BID will explore with partners any opportunities to widen the role and operation of the Task Team.</li> </ul>
<p><b>Taxi Marshal Service</b> BID currently provides Taxi Marshals at the 3 City Centre taxi ranks on monthly "pay" weekends funded from levy. This service is extended during the crucial festive period when it is funded jointly with the Common Good Fund.</p>	<ul style="list-style-type: none"> <li>• Businesses have confirmed they want BID to provide levy funding to continue the monthly reassurance that the Taxi Marshals offer the public.</li> </ul>
<p><b>Safe Inverness Business Crime Reduction Partnership</b> BID organises and offers businesses free membership to Safe Inverness the local crime reduction partnership and to the Inverness Retail Security Group. Under its auspices businesses are provided with: - access to secure online intelligence, information and image databases. - training in subjects such as retail &amp; cyber crime. - support in conjunction with Scottish Resilience Centre.</p>	<ul style="list-style-type: none"> <li>• Safe Inverness benefits city businesses by promoting business interests in Consultations and by representing at Partnership Groups.</li> <li>• There is significant support from businesses for BID to work with other similar organisations to seek arrangements to reduce begging on the City Centre streets.</li> </ul>
<p><b>"Best Bar None" Awards Scheme</b> BID co-ordinates this national scheme in the Inverness area to continually increase the standards in the licenced trade sector. BBN supports the Hospitality Industry and Licensed Trade venues to achieve national benchmarks and provides a platform for them to showcase their customer offer.</p>	<ul style="list-style-type: none"> <li>• The hospitality sector is of ever increasing importance to the City Centre economy.</li> <li>• BBN continues to raise standards.</li> <li>• Inverness BBN Awards Evening is now recognised as the most important date in the hospitality sector.</li> </ul>
<p><b>Inverness Pub Watch</b> The licensees come together to exchange best practice, set and enforce acceptable standards of behaviour and compliance to ensure a safe environment for all. BID provides administrative support to the member licensed premises liaising with Police and other agencies.</p>	<ul style="list-style-type: none"> <li>• Servicing of Pub Watch will continue to be an important part of BID's remit to ensure that Inverness continues to offer a safe evening economy.</li> </ul>
<p><b>Inverness Community Safety Partnership</b> A founder member of ICSP, BID works with other agencies including Police, NHS, Council &amp; the Third Sector to address crime and safety issues affecting our local area. BID acts as the servicing agent for ICSP.</p>	<ul style="list-style-type: none"> <li>• Given the business's priority is for a "Safe &amp; Secure City Centre" the BID Directors consider that it is important that BID continues to be actively engaged with ICSP.</li> </ul>



## The BID Area

During the preparation of the 2018-23 BID Business Plan the BID Directors did consider possible options to review the BID Area. Any proposal to expand the BID area would of course have needed to receive the support of both the new and the existing businesses. Whilst any such expansion may have had the potential to increase the bid levy income available at the same time, increased costs would have had to be incurred to service the new businesses which it was considered would have different priorities to the existing levy payers.

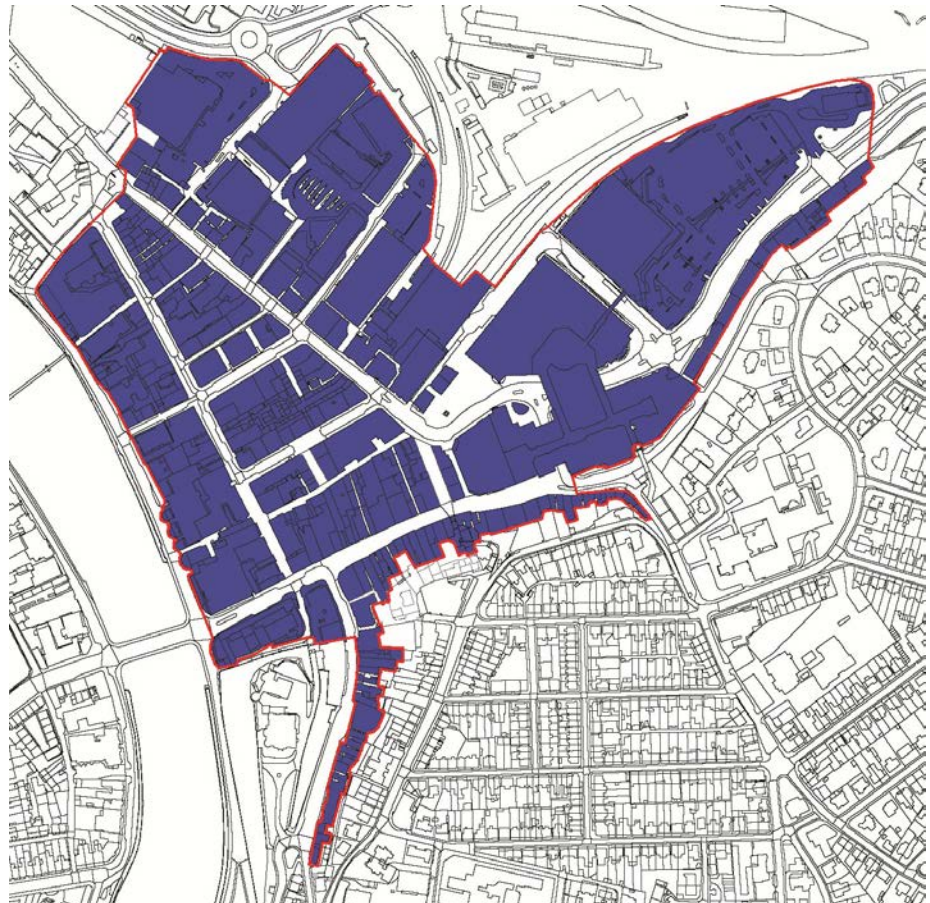
Given the synergy of the BID programmes to the dynamics of City Centre area, the Directors agreed that the City Centre businesses would be best served by maintaining the existing boundaries of BID for the third term.

Thus the BID Area will be unchanged and again cover all separate rateable properties in the heart of Inverness City Centre – this includes retail, office, leisure and other commercial businesses.

The BID area extends from the Eastgate Centre to Bank Street at Ness Riverside and from Castle Street to High Street and up Friar's Lane.

The following streets are included either in whole or in part:

Academy Street  
 Academy Street Arcade  
 Bank Lane  
 Bank Street  
 Baron Taylor's Street  
 Bridge Street  
 Castle Street  
 Castle Wynd  
 Church Lane  
 Church Street  
 Drummond Street  
 Eastgate  
 Eastgate Shopping Centre  
 Falcon Square  
 Falconer Building  
 Fraser Street  
 High Street  
 Inglis Street  
 Lombard Street  
 Manse Place  
 Margaret Street  
 Market Brae  
 Market Close  
 Market Hall  
 Millburn Road  
 Post Office Avenue  
 Queensgate  
 Queensgate Arcade  
 Railway Terrace  
 Raining Stairs  
 Rose Street  
 School Lane  
 Station Square  
 Stephen's Brae  
 Strothers Lane  
 Union Street  
 Victorian Market



## BID Ballot Process

- The BID ballot is a confidential postal ballot conducted by Electoral Reform Services and Highland Council on behalf of the Inverness BID and in accordance with Scottish BID Legislation.
- Both the owner of a property (the Property Owner) within the BID area and the organisation trading from that property (the Property Occupier) that are “eligible businesses” are entitled to vote in the BID ballot.
- An “eligible business” is one based in the BID area that is registered with the Highland Council as having a rateable value of £10,000 or above as at 18<sup>th</sup> January 2018 and which is not exempt from paying BID levy.
- As defined in the legislation the Property Owner and Property Occupier shall have the following voting rights:
  - A Property Owner will have one vote in the **ballot by number** (irrespective of the number of properties owned) and in the ballot **by rateable value**, will vote 50% of the rateable value of each property they own.
  - A Property Occupier will have one vote for each premise they trade from in the **ballot by number** and in the **ballot by rateable value**, will vote 50% of the rateable value of each property they occupy.
- Where a business property is vacant the Property Owner will receive the ballot paper as the person eligible to vote.
- Ballot papers will be issued by the Electoral Reform Society on behalf of the Highland Council (the election agent) to every eligible person in the BID area on Thursday 8<sup>th</sup> February 2018 ie 42 days before the final ballot date.
- The ballot papers, together with a copy of the BID Business Plan, will be posted to the person responsible for casting a vote within their business. In the case of national companies the responsibility for voting may lie with head office.
- The final date for all ballot papers to be returned is 5pm on Thursday 22<sup>nd</sup> March 2018. Ballot papers received after this date and time will not be counted.
- Voting papers are easy to complete, simply place a cross on either "YES" or "NO" to the question "are you in favour of a BID?" The ballot paper must then be signed by the person deemed eligible to vote by the business and returned in the pre-paid envelope.
- For the ballot to be successful there must be a minimum 25% turnout (the headcount) of the total number of businesses and minimum 25% turnout (the headcount) by combined rateable value.
- Of those that vote, over 50% by number and 50% by combined rateable value must then vote in favour of the BID for the vote to be successful.
- The ballot papers will be counted on Friday 23<sup>rd</sup> March 2018 and the results announced within one week.
- If successful at ballot, BID will recommence on 1 April 2018 and will run for a period of five years until the 31<sup>st</sup> March 2023.

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## The BID Proposer

Inverness BID Ltd is a not-for-profit limited company that was established in 2008 to deliver the initial BID for Inverness City Centre for the 5 years to 31<sup>st</sup> March 2013. We will deliver the renewed business plan for the period 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2023 and represent the interests of all BID businesses through a dedicated Board of elected, voluntary, non-executive Directors elected from the BID levy payers together with a Highland Council’s representative, the Leader of the City of Inverness Area Committee.

## BID Levy Arrangements

- As BID Proposer the BID Board of Directors propose that the BID levy arrangements for term 2018-23 are based on the rateable value of a property.
- Throughout the term 2018-23 the levy will continue to be based on the rateable values established in 2017 as in force at the date of ballot irrespective of any national revaluation ordered by Scottish Government during the new term.
- There will be no adjustments to the levy charged during a year to reflect changes in individual rating values due to a successful appeal. However any such changes in rating values will be reflected in a corresponding change to the levy for the appropriate properties in the year following a successful appeal.
- All eligible non-domestic properties with a rates valuation that are listed on the Inverness City Centre Valuation Roll by the Scottish Assessors on the day of the ballot will be liable for the investment levy for the duration of the BID subject to the exemptions detailed below.
- The levy payments are not linked to what businesses actually pay in rates but are based on the rateable value of the property.
- For the year to 31<sup>st</sup> March 2019 the BID levy would be 1.03% on the rateable value of the property at the date of going to ballot.
- For Year 2 (2019-20) and subsequent years, the BID Board will have the discretion to increase the levy annually by the rate of inflation (CPI) but any such increase will be limited to a maximum increase of 2% per annum.
- The BID levy payments will be made 50% by the Property Owner and 50% by the business operating from the property (the Property Occupier) with the exception of vacant premises when it will be the responsibility of the Property Owner to pay the full levy.
- Any new commercial development or new business with a rateable value over £10k coming into the BID area during the 5-year term of the BID, will be liable for the BID investment levy although if a business ratepayer occupies the premise for less than a year the amount of BID investment levy will be calculated on a daily basis.
- Where a property is vacant, undergoing refurbishment or being subdivided on the date the levy is issued, the Property Owner will be liable for the levy amount which must be paid within 28 days.
- The Board will continue to pursue any non-payment of the BID Investment levy using the available statutory powers to ensure fairness to those businesses that have paid the levy

## Exemptions to Paying BID Levy

The current BID Board of Directors as the BID Proposer, propose that the following BID levy exemptions operate for term 2018-23:

- Any property with a rateable value of less than £10,000 shall be exempt from paying levy. However such businesses may pay a voluntary contribution to become a member of BID.
- Churches & other established places of worship shall be exempt from paying BID levy as shall non-retail charities and stand-alone ATM's.
- For clarity charity retail shops will be liable to pay BID levy as they will benefit from the improved trading environment created by BID.
- Properties in the Eastgate Shopping Centre and the Victorian Market will contribute the levy as defined above but as they already pay a service charge for safety, marketing and promotional services they will again be subject to a reduction in levy payable (Eastgate 35% and Victorian Market 30%) in return for their offering "in kind support" to the BID Project.

## Financials for 2018 -2023

The BID Board of Directors will continue to seek to use the money raised through the BID levy to lever additional project support and sponsorship to add value to the contribution from businesses. In the year 2017/8 a total of £105k of such additional funding was achieved to invest along with the BID Levy in the City Centre

The Board shall have the ability to adapt or alter the projects and services from year to year to reflect any change in economic circumstances or any new opportunities that may arise and which are in the best interests of the businesses providing that the BID aims and objectives remain adhered to.

Budget	2018/19	2019/20	2020/21	2021/22	2022/23
<b>Income:</b>					
• BID Levy *	£211,800	£215,900	£220,100	£224,400	£228,700
• Project Funding **	£94,590	£94,590	£94,590	£94,590	£94,590
<b>TOTAL</b>	<b>£306,390</b>	<b>£310,490</b>	<b>£314,690</b>	<b>£318,990</b>	<b>£323,290</b>
<b>Expenditure</b>					
• Marketing the City Centre	£102,000	£103,000	£104,000	£105,000	£106,000
• Enhancing the City Centre	£98,000	£99,000	£100,000	£101,000	£102,000
• Safe & Welcoming	£43,000	£43,500	£44,000	£44,500	£45,000
• Engaging & Championing	£14,390	£15,490	£16,690	£17,990	£19,290
• Organisational Costs	£49,000	£49,500	£50,000	£50,500	£51,000
<b>TOTAL</b>	<b>£306,390</b>	<b>£310,490</b>	<b>£314,690</b>	<b>£318,990</b>	<b>£323,290</b>

\* Net Levy is based on levy being invoiced at rate of 1.03% for 2018/19 plus projected annual cost of living (CPI) increases but limited to additional 2% per annum. This is netted by the 96% rate of collection achieved in previous terms.

\*\* BID has received project funding from the Inverness Common Good Fund during the current BID term to undertake projects (including floral decorations, community safety & amenity) and these projects are expected to continue in the five year period to 2023. The funding shown for 2018/19 has been confirmed and it is proposed that annual applications will be made for future years funding. Should this support not be available in any of the years 2019/20 to 2022/23 above, then the project(s) would be reviewed to either be funded by alternative sources or to be reduced or cancelled.

## What will the Levy Cost my business?

The proposal is that the BID levy for 2018/19 will be 1.03% of your business premises rateable value with the cost being shared equally between the Property Owner and the Property Occupier.

On that basis the cost to business is shown in the following table:

Rateable Value of Business	Annual Cost of Levy to Property Owner (50%)	Annual Cost of Levy to Property Occupier (50%)	Monthly Cost	Daily Cost
<b>£10,000</b>	£51.50	£51.50	£4.29	14p
<b>£15,000</b>	£77.25	£77.25	£6.44	21p
<b>£20,000</b>	£103.00	£103.00	£8.58	28p
<b>£50,000</b>	£257.50	£257.50	£201.46	69p
<b>£100,000</b>	£515.00	£515.00	£41.66	£1.41
<b>£250,000</b>	£1,287.50	£1,287.50	£107.29	£3.53
<b>£500,000</b>	£2,575.00	£2,587.00	£215.58	£7.06

## Meet the BID Board of Directors

The BID Board of Directors are drawn from the different trading sectors (retail, office, hospitality and property owners) and oversee delivery of the BID's City Centre programmes.

### **BID Chairman:**

**Peter Strachan**

(Serco Caledonian Sleeper)

### **BID Vice-Chair:**

**Jackie Cuddy**

(Eastgate Centre)

### **Cllr Helen Carmichael**

(Inverness Provost – The Highland Council)

### **Duncan Chisholm**

(Duncan Chisholm & Sons, Kiltmaker)

### **Craig Duncan**

(McDonalds Restaurant)

### **Bill Fraser**

(Duncan Fraser & Son, Butcher)

### **Malcolm Fraser**

(Duncan Fraser Fishmongers)

### **Corra Irwin**

(MacLeod & MacCallum)

### **Charlie Lawrence**

(Graham & Sibbald)

### **Don Lawson**

(Johnny Foxes)

### **Isobel Main**

(Boots)

### **Gordon McIntosh**

(Munro & Noble)

### **Owen McManus**

(Marks & Spencer)

### **Brian Philip**

(Music Shop)

### **Graine Riach**

(Edinburgh Woollen Mill)

### **Graham Thomson**

(Coffee Affair)

## Governance

Inverness BID Ltd, a not-for-profit limited company, will continue and deliver the renewed Business Plan for the period 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2023 through its Board of Directors and a management team lead by the BID Manager.

In carrying out this role the Board will take all steps to minimise any risk associated with the BID (financially or otherwise), adopting best practice whilst being open & transparent. It will report annually to the BID levy payers at an AGM.

The Board will also enter into a new Service Level Agreement with the Highland Council to ensure that the projects & services that BID delivers are additional to those delivered by the Council.

## Measuring Success

Throughout the lifetime of the BID, all work on the BID projects will be monitored to ensure the projects proposed in the BID Business Plan achieve a high level of impact, and are delivering to the satisfaction of the businesses that voted for the BID.

The BID Board of Directors will monitor and oversee the efficient delivery of the BID projects.

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## Exit Strategy

Should the BID Third Term Ballot in March 2018 fail to gain the required majority of support from businesses, the BID Board will have no option but to wind up the activities of Inverness BID Ltd when the current BID term ends on 31<sup>st</sup> March 2018. Under such circumstances, all projects and initiatives funded by the BID levy will cease immediately.

## BID Area

## Appendix 2

The boundaries for the second term of BID will be as present covering all separate rateable properties in the heart of Inverness City Centre – this includes retail, office, leisure and other commercial businesses.

The BID area extends from the Eastgate Centre to Bank Street at Ness Riverside and from Castle Street to High Street and up Friar's Lane.

The following streets are included either in whole or in part:

Academy Street  
 Academy Street Arcade  
 Bank Lane  
 Bank Street  
 Baron Taylor's Street  
 Bridge Street  
 Castle Street  
 Castle Wynd  
 Church Lane  
 Church Street  
 Drummond Street  
 Eastgate  
 Eastgate Shopping Centre  
 Falcon Square  
 Falconer Building  
 Fraser Street  
 High Street  
 Inglis Street  
 Lombard Street  
 Manse Place  
 Margaret Street  
 Market Brae  
 Market Close  
 Market Hall  
 Millburn Road  
 Post Office Avenue  
 Queensgate  
 Queensgate Arcade  
 Railway Terrace  
 Raining Stairs  
 Rose Street  
 School Lane  
 Station Square  
 Stephen's Street  
 Stephen's Brae  
 Strother's Lane  
 Union Street  
 Victorian Market



Agenda item	5
Report no	CIA/39/17

### THE HIGHLAND COUNCIL

**Committee:** City of Inverness Committee

**Date:** 30 November 2017

**Report title:** Scottish Fire and Rescue Committee Performance Report for Q1 and Q2 of 2017-18

**Report by:** Local Senior Officer for Highland

#### 1. Purpose/Executive Summary

- 1.1 This report provides an update to City of Inverness Committee Members on progress against the priorities outlined in the Scottish Fire and Rescue Service Plan for the city of Inverness 2017-2018.

Priority areas are identified through a range of Intervention, Prevention and Protection activities which are delivered through partnership to reduce the risk to the communities of Inverness.

The report also contains previously agreed information and performance data as requested by Local Committees.

#### 2. Recommendation

- 2.2 Committee Members are invited to **comment on** and **scrutinise** the attached City of Inverness Performance Report.



3.	<b>City of Inverness Performance Report</b>
3.1	The attached performance report provides the current figures for Quarter 1 and Quarter 2 of 2017-18 from the central Scottish Fire and Rescue Service (SFRS) performance management database against the key indicators and timelines of previous reports.
3.2	In achieving the priorities within the Local Plan for the City of Inverness 2017-2018 a number of activities are being progressed including: the delivery of free home fire safety visits (HFSVs) and post domestic incident response (PDIR) aimed at reducing dwelling house fires. SFRS continues to play an active part in the delivery of partnership safety initiatives including the Driving Ambition road safety programme and the reduction of fire-related antisocial behaviour through targeted youth engagement activities and thematic action plans.
3.3	<p>Analysis of the detail behind the performance report for the City of Inverness generally shows a consistent theme across performance indicators during Q1 and Q2 2017-18 when compared with the previous reporting periods and in comparison to the 5 year average.</p> <ul style="list-style-type: none"> <li>a. The occurrence of twenty-two (22) Accidental Dwelling Fires attended by SFRS in Q1 and Q2 of 2017/18 is a decrease on the thirty-three (33) attended in Q1 and Q2 of 2016/17, and a welcome decrease on the twenty-seven (27) attended in the previous Q3 and Q4 period.</li> <li>b. During Q1 and Q2 of 2017-18 SFRS attended one (1) Fatal Accidental Dwelling Fire in the City of Inverness which led to a fatality.</li> <li>c. There have been Eight (8) Non-Fatal Accidental Dwellings Fire Casualties at fire incidents attended by SFRS during Q1 and Q2. This is an increase in the average over a 5 year period and we continue to be pro-active in delivering free HFSVs.</li> <li>d. There were forty-four (44) Deliberate Fires attended by SFRS during Q1 and Q2.  SFRS refers any suspicious fires, or patterns of potential wilful fire raising, to Police Scotland for detailed investigation.</li> <li>e. SFRS attended Twenty-three (23) Special Service Road Traffic Collisions (RTCs) during Q1 and Q2 of 2017-18. We will continue to work with partner agencies in reducing the trend of SFRS attendance and involvement at RTCs in the City of Inverness area.</li> <li>f. A total of two hundred and ninety six (296) occurrences of Unwanted False Alarm Signals (UFAS) were attended by SFRS during Q1 and Q2 in the City of Inverness area.</li> </ul>

	<p>SFRS continues to work with the responsible person for each premises which generates repeated false alarms. The aim is to prevent the reoccurrence of this type of incident by advising on equipment and its effective management.</p>
3.4	<p>SFRS continues to actively deliver and refine its Whole-time duty system (WDS) and Retained Duty System (RDS) recruitment and training processes to meet national and local needs. A national SFRS WDS recruitment campaign for new fire-fighters will commence on 30<sup>th</sup> November. We are actively recruiting RDS fire-fighters at a range of fire stations throughout the Highlands.</p> <p>A new shift system was introduced on the 15<sup>th</sup> April 2017 for WDS, this system is designed to provide a greater degree of flexibility and reduce costs, while remaining family friendly and being attractive for staff.</p> <p>During this reporting period the area has been inspected by Her Majesties Fire Service Inspectorate. The Inspectorate has visited all stations in the Highlands and has met a number of key partners during their visit. A report will be published and shared with the committee in due course.</p> <p>More information on recruitment for WDS and RDS fire-fighters can be found at: <a href="http://www.firescotland.gov.uk">www.firescotland.gov.uk</a></p>
<b>4.</b>	<b>Implications</b>
4.1	Not applicable.
<p>Date: 17 November 2017</p> <p>Author: <b>Group Manager Gordon Morrison</b></p> <p>Attachment: Highland – City of Inverness Committee - Performance Report</p>	



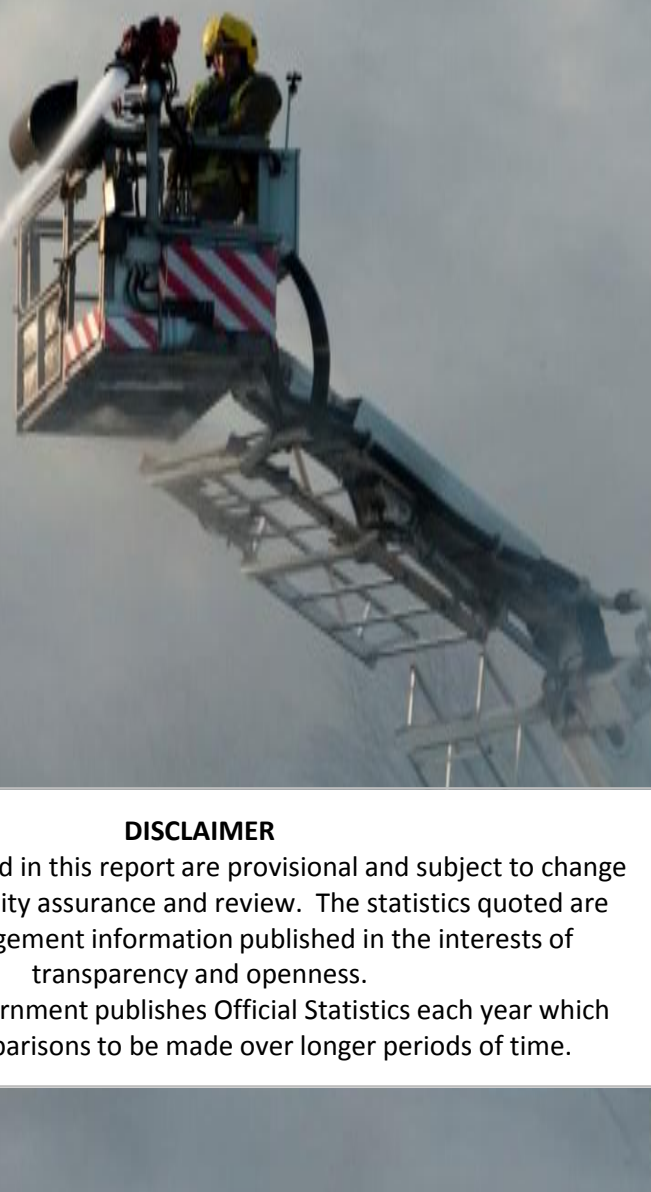
**SCOTTISH**  
**FIRE AND RESCUE SERVICE**

Working together for a safer Scotland

## Highland

**City of Inverness  
Committee**

**Performance Report**



### **DISCLAIMER**

The figures included in this report are provisional and subject to change as a result of quality assurance and review. The statistics quoted are internal management information published in the interests of transparency and openness.

The Scottish government publishes Official Statistics each year which allow for comparisons to be made over longer periods of time.

ID	Key Performance Indicator (KPI)	Pg
2bi	All accidental dwelling fires	3
3bi	All fatal accidental dwell. fire casualties	4
3bii	Non-fatal accidental dwell. fire casualties (excl. precautionary checkups)	5
1a	All deliberate fires	6
5a	Special Service - RTCs	7
10d	False Alarm - UFAS	8
	Station Availability	9

## Commentary

The key performance indicators (KPIs) above have been extracted from the suite of KPIs contained within the Scottish Fire and Rescue Framework Document 2013.

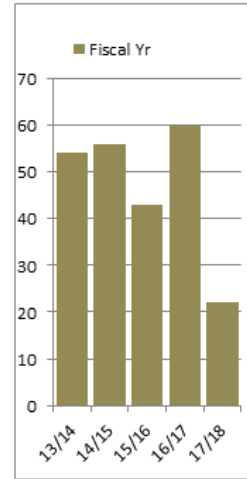
<http://www.scotland.gov.uk/Resource/0041/00416181.pdf>

The KPIs above also represent the main priority areas for the Scottish Fire and Rescue Service, identified by elected members and communities during the ward consultation sessions in 2013 and throughout 2015.

- Reducing accidental dwelling house fires and the resultant fatalities and casualties
- Reducing deliberate fires
- Reducing road traffic collisions
- Reducing the number of attendances to unwanted fire alarm signals (false alarms)

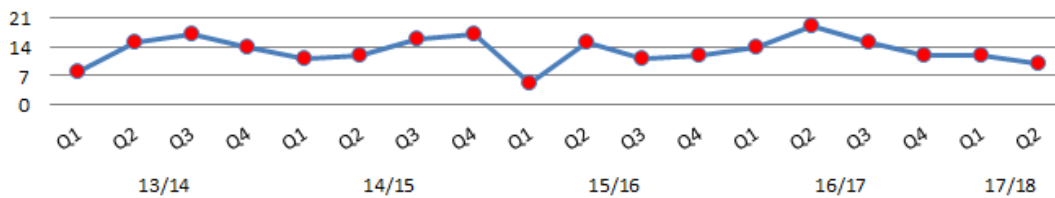
## All accidental dwelling fires

Month/Year	2013/14	2014/15	2015/16	2016/17	2017/18	Highland
April	2	3	1	3	6	15
May	1	5	2	7	4	9
June	5	3	2	4	2	11
July	6	6	5	7	2	11
August	5	1	5	6	6	14
September	4	5	5	6	2	11
October	6	4	2	3		
November	5	6	5	5		
December	6	6	4	7		
January	6	5	5	5		
February	2	7	5	2		
March	6	5	2	5		
<b>Fiscal Yr</b>	54	56	43	60	22	71



Month/Year	2013/14	2014/15	2015/16	2016/17	2017/18
<b>Fiscal Yr</b>	54	56	43	60	22

Qtr/Year	2013/14	2014/15	2015/16	2016/17	2017/18	Highland
Quarter 1	8	11	5	14	12	35
Quarter 2	15	12	15	19	10	36
Quarter 3	17	16	11	15		
Quarter 4	14	17	12	12		



### Commentary

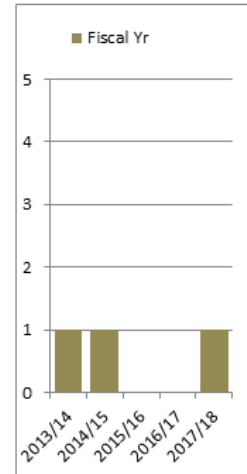
The tables above represent the number of accidental dwelling house fires that occurred within the Committee boundary. Tolerances are set in context of the number of previous incidents by reporting month and, where there has been an increase in overall incidents, the colour coding is identified with the application of the red, amber and green (RAG) system. This year's figures show a decrease in incidents of this type when compared to the same period the previous year.

Trend lines also identify the number of incidents over the reporting 5 year period, by reporting quarter.

The Service works closely with partner agencies and communities to reduce the number of accidental dwelling house fires through the delivery of targeted home fire safety visits and the installation of free smoke detectors. Supporting the targeted delivery, partner agencies routinely share data identifying residents that would benefit from this free service, aiming to reduce the risk of fire and harm to householders and their property.

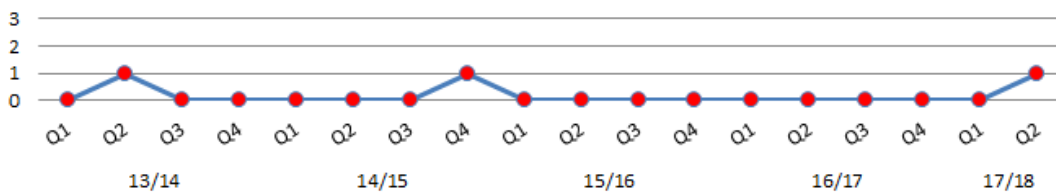
## All fatal accidental <sup>28</sup>dwelling fire casualties

Month/Year	2013/14	2014/15	2015/16	2016/17	2017/18	Highland
April	0	0	0	0	0	0
May	0	0	0	0	0	0
June	0	0	0	0	0	0
July	0	0	0	0	0	0
August	1	0	0	0	0	0
September	0	0	0	0	1	1
October	0	0	0	0		
November	0	0	0	0		
December	0	0	0	0		
January	0	1	0	0		
February	0	0	0	0		
March	0	0	0	0		
<b>Fiscal Yr</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>



Month/Year	2013/14	2014/15	2015/16	2016/17	2017/18
<b>Fiscal Yr</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>

Qtr/Year	2013/14	2014/15	2015/16	2016/17	2017/18	Highland
Quarter 1	0	0	0	0	0	0
Quarter 2	1	0	0	0	1	1
Quarter 3	0	0	0	0		
Quarter 4	0	1	0	0		

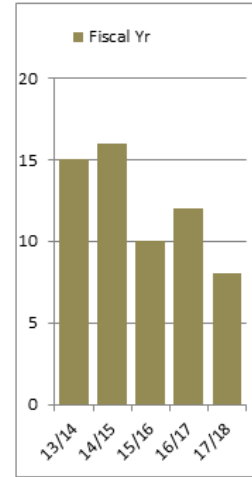


### Commentary

The attached tables identify the number of dwelling house fires that have resulted in fire related fatalities over the reporting 5 year period. The Service is committed to reducing this figure to eliminate all events and occurrences that result in a fatality. As identified, partnership working and data sharing supports this key aim and the delivery of targeted life safety advice and information.

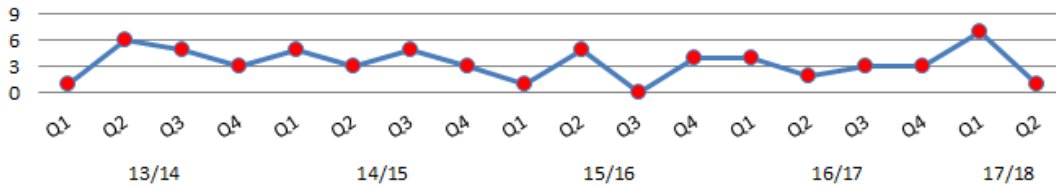
# 29 Non-fatal accidental dwell. fire casualties (excl. precautionary checkups)

Month/Year	2013/14	2014/15	2015/16	2016/17	2017/18	Highland
April	0	1	0	1	5	7
May	0	1	1	1	1	1
June	1	3	0	2	1	3
July	1	3	3	1	0	0
August	1	0	1	0	1	1
September	4	0	1	1	0	2
October	2	0	0	0		
November	1	4	0	1		
December	2	1	0	2		
January	1	1	3	2		
February	0	2	1	0		
March	2	0	0	1		
Fiscal Yr	15	16	10	12	8	14



Month/Year	2013/14	2014/15	2015/16	2016/17	2017/18
<b>Fiscal Yr</b>	15	16	10	12	8

Qtr/Year	2013/14	2014/15	2015/16	2016/17	2017/18	Highland
Quarter 1	1	5	1	4	7	11
Quarter 2	6	3	5	2	1	3
Quarter 3	5	5	0	3		
Quarter 4	3	3	4	3		



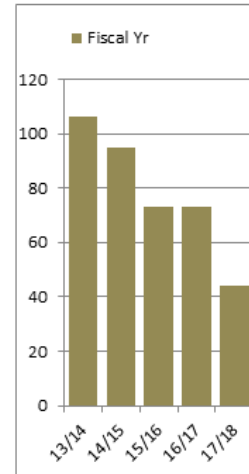
## Commentary

The attached tables identify the number of dwelling house fires that have resulted in fire related casualties over the reporting 5 year period. The Service is committed to reducing this figure overall, therefore reducing the impact on the community.

The Service will continue to work hard with partners to reduce the number of casualties.

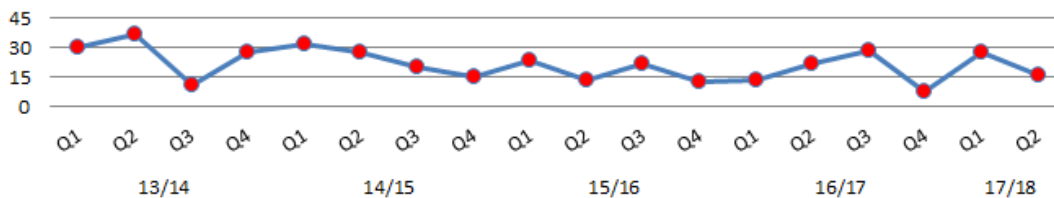
# All deliberate fires<sup>30</sup>

Month/Year	2013/14	2014/15	2015/16	2016/17	2017/18	Highland
April	9	11	7	2	10	20
May	9	9	7	4	8	22
June	12	12	10	8	10	14
July	19	8	8	5	9	18
August	6	7	3	3	3	12
September	12	13	3	14	4	10
October	3	11	10	12		
November	5	6	9	10		
December	3	3	3	7		
January	8	5	4	4		
February	4	6	3	1		
March	16	4	6	3		
Fiscal Yr	106	95	73	73	44	96



Month/Year	2013/14	2014/15	2015/16	2016/17	2017/18
Fiscal Yr	106	95	73	73	44

Qtr/Year	2013/14	2014/15	2015/16	2016/17	2017/18	Highland
Quarter 1	30	32	24	14	28	56
Quarter 2	37	28	14	22	16	40
Quarter 3	11	20	22	29		
Quarter 4	28	15	13	8		



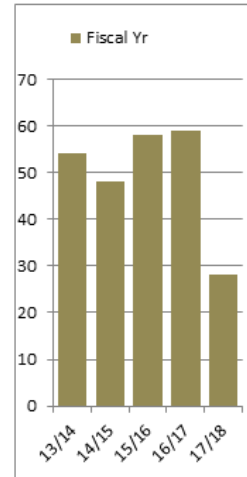
## Commentary

Deliberate fires include those as a result of fire related antisocial behaviour (ASB) and wildfires. Analysis of the overall incidents and the periods in when they occur, identify seasonal variations e.g. muirburning season and holiday periods. The Service has introduced a number of fire reduction strategies and thematic action plans targeting these types of incidents. Working in partnership with other key agencies, the Service is working hard to reduce these incidents overall. Examples of which include the promotion of fire reduction through the Safer Highland ASB Group, promoting best practice and partnership working through the Scottish Wildfire Forum (SWF) and targeting key groups ahead of known peak activity periods.



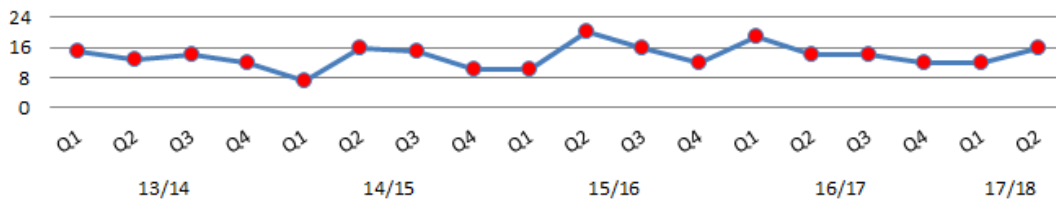
# Special Service<sup>31</sup> - RTCs

Month/Year	2013/14	2014/15	2015/16	2016/17	2017/18	Highland
April	4	4	3	7	8	18
May	6	1	2	6	0	9
June	5	2	5	6	4	18
July	5	4	5	3	6	25
August	4	6	11	6	5	22
September	4	6	4	5	5	12
October	4	3	7	4		
November	6	11	6	6		
December	4	1	3	4		
January	4	4	1	6		
February	7	3	5	3		
March	1	3	6	3		
Fiscal Yr	54	48	58	59	28	104



Month/Year	2013/14	2014/15	2015/16	2016/17	2017/18
Fiscal Yr	54	48	58	59	28

Qtr/Year	2013/14	2014/15	2015/16	2016/17	2017/18	Highland
Quarter 1	15	7	10	19	12	45
Quarter 2	13	16	20	14	16	59
Quarter 3	14	15	16	14		
Quarter 4	12	10	12	12		



## Commentary

Special Service incidents involves an operational response to a range of emergency activities including life critical road traffic collisions, flooding events, industrial accidents and in support of other emergency service colleagues at larger multi-agency non-fire related events.

The most common type of special service is as a result of a road traffic collision involving, in most cases, a response from all three emergency services. The Service is working in partnership with other emergency response colleagues and partner agencies through the Safer Highland Road Safety Group to reduce these incidents in the City of Inverness.

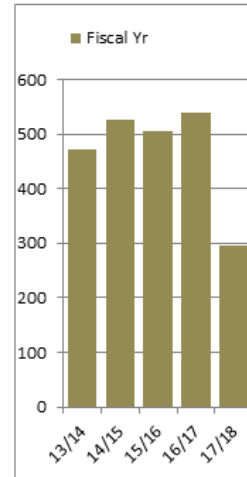
The number of incidents of this type remain consistent with previous years.

Road safety activities in the area include e.g. Driving Ambition and Safe Highlander, all of which have a focused message of road safety, targeting key groups in the reduction of road related incidents as identified in Scotland's Road Safety Framework to 2020.

<http://www.scotland.gov.uk/Resource/Doc/286643/0087268.pdf>

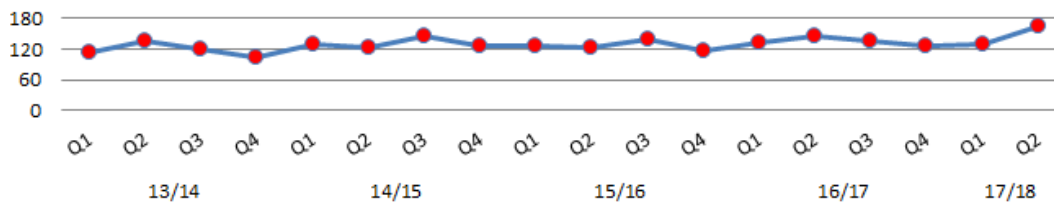
# False Alarm - UFAS

Month/Year	2013/14	2014/15	2015/16	2016/17	2017/18	Highland
April	38	59	40	42	43	73
May	50	36	41	36	47	107
June	25	35	47	55	41	99
July	50	48	46	51	65	124
August	40	39	36	47	46	96
September	47	37	40	47	54	79
October	44	47	42	46		
November	36	59	48	51		
December	39	41	48	38		
January	34	47	36	46		
February	32	41	37	45		
March	37	38	45	36		
Fiscal Yr	472	527	506	540	296	578



Month/Year	2013/14	2014/15	2015/16	2016/17	2017/18
Fiscal Yr	472	527	506	540	296

Qtr/Year	2013/14	2014/15	2015/16	2016/17	2017/18	Highland
Quarter 1	113	130	128	133	131	279
Quarter 2	137	124	122	145	165	299
Quarter 3	119	147	138	135		
Quarter 4	103	126	118	127		



## Commentary

The Service responds to a number of false alarms over the reporting year, most of which are unwanted fire alarm signals (UFAS).

A new policy was implemented on 1st December 2014 requiring SFRS personnel to work closely with duty holders in order to reduce the number of UFAS events. This has been undertaken locally and is having a positive impact.

## Station Availability

Station	Availability %	Male	Female	Staff
Beauly	83%	10	0	10
Cannich	50%	5	0	5
Drumnadrochit	98%	8	1	9
Fort Augustus	94%	8	1	9
Foyers	57%	7	1	8
Inverness Retained	92%	11	1	12
Inverness Wholetime*	n/a	65	6	71
<b>City of Inverness Committee Totals</b>		<b>114</b>	<b>10</b>	<b>124</b>

\* Denotes two pumps

### Commentary

The table shows the current staffing levels on stations and total availability that these individuals have been available for calls, and how this affects the availability of the station's fire appliances.

The Service works closely with employers and RDS staff to support an improvement in availability. However, we recognise the challenges faced by RDS staff when combining primary employment and their operational availability across the communities in Highland area.

The Service is actively recruiting in a number of communities to improve station and fire appliance availability.

Agenda Item	<b>6(b)</b>
Report No	<b>CIA/40/17</b>

## HIGHLAND COUNCIL

**Committee:** City of Inverness Area Committee

**Date:** 30 November 2017

**Report Title:** Developing Local Priorities – City of Inverness and Area

**Report By:** Director of Development and infrastructure and Inverness City Area Manager

### 1. Purpose/Executive Summary

- 1.1 The Council Programme is being revised. This report provides the link between the themes of the new Council Programme and those which have been developed for the City of Inverness
- 1.2 The proposed City Priorities (**Appendix1**) underline objectives for our Communities and links to the Councils Programme. This will be important in developing the relationship between the City and the Highlands as well as supporting the case more investment from both the Private and Public Sector.

### 2. Recommendations

- 2.1 Members are asked to:
- i. Note the links between the Councils Programme and the City Priorities and;
  - ii. Consider and agree the City Priorities for submission to Council

### 3. Background

3.1 **Population and Infrastructure** - Between 1991 and 2011 the population of Inverness grew by almost 18% to over 79,000. The Council's Development Plan allocates land for over 9,000 new homes and 190 ha of employment land. The strategy for growth focuses on strengthening the city centre, restricting urban sprawl and increasing the sustainability of existing neighbourhoods including increased opportunities for active travel and use of public transport. Growth will be delivered by directing development to key regeneration sites, including the city centre, and to areas allocated for major expansion on the city's southern and eastern flanks. Expansion is contained to the north by the Moray Firth and to the west and south by higher land and steep slopes.

3.2 Future growth will be enabled by significant improvements to transport infrastructure already in preparation or underway, including:

- The new West Link road joining the Southern Distributor Road with the A82 trunk road, currently under construction and due for completion in 2020;
- Dualling of the A96 trunk road between Inverness and Nairn; and
- A significant programme of improvements/upgrading to Inverness Rail Station.

Longer term proposals include a new "East Link" connecting the A9 with the A96, a new rail halt at Inverness Airport and upgrading of the Longman Interchange at the junction between the A9 and A82.

3.3 **The City Vision themes** fit with the themes within the draft Council Programme, being;

- A place to live
- A place to learn
- A place to thrive
- A welcoming place
- A redesigned Council

3.4 **City Vision** - (which will be referred to within the new City Centre Development Brief) has the following themes;

#### **Distinctive and Attractive (A Place To Live)**

Inverness takes pride in being a high quality city that celebrates and safeguards its unique combination of natural, cultural and built heritage, in particular its historic River setting.

#### **A Great Place to Live (A Place To Learn/Live)**

The city centre is a thriving, desirable place to live, supporting a diverse, socially-inclusive Community that enjoys convenient access to services, public transport, green infrastructure and recreational facilities.

#### **A Great Place for Business (A place to thrive)**

The city centre has a strong and diverse economy based on a vibrant mix of uses that includes prime business accommodation, a retail hub for the Highlands and Islands and an attractive destination for leisure and recreation.

### **A Great Place to Visit (A Welcoming Place)**

Our internationally-acclaimed tourist destination is best known for showcasing Highland culture and hospitality with a lively retail core and leisure and recreational activities that attract local, national and international visitors.

### **Accessible, Easy and Safe to Move Around (A Welcoming Place)**

A network of safe, attractive routes gives clear priority to walking, cycling and use of public transport while ensuring efficient access for vehicles, including parking.

- 3.5 The linkage of the themes within the draft Council Programme to the City Priorities detailed in **Appendix1** gives structure to the regional status of the City and Area. The Highlands thrives on collaboration between organisations and communities, and The City Priorities illustrate that the City recognises its role in supporting a strong and vibrant Highlands.

## **4 Conclusion**

- 4.1 The above gives a basis for the Committee to consider adopting the City Priorities detailed within **Appendix1** for the City of Inverness and Area. They are designed to support the growth and development of our Communities and provide for Localism to make an increasing contribution.

## **5 Implications**

- 5.1 Resource – There are no Resource Implications as a result of agreeing the recommendations within this report.

Legal – There are no Legal Implications as a result of agreeing the recommendations within this report

Community (Equality, Poverty and Rural) – In considering the terms of the report the Committee should note that any City Priorities agreed will be applied within the terms of current Policies.

Climate Change/Carbon Clever – The proposed City Priorities have been prepared in the context of Council Policies in support of Climate Change/Carbon Clever initiatives and objectives

Risk – The Proposed City Priorities have been prepared noting the need to reduce risk to the Council.

Gaelic – There are no Gaelic Implications as a result of this report.

Designation: Inverness City Area Manager  
Head of Planning and Environment

Date: 8 November 2017

Author: David Haas, Malcolm Macleod

Background Papers: None

# Priority themes

The council will deliver its strategic goals by focusing on a number of high level priority themes.

1. A place to live
2. A place to learn
3. A place to thrive
4. A welcoming place
5. A redesigned council

# A place to live

The Council's first priority is to the people of the Highlands: the people who live and work here, those who grow up here, have settled here and grow old here.

We want to make the Highlands an even better place to live. For that to happen we need attractive and sustainable communities. Working with others we need to attract more people to make the Highlands their home and encourage our younger residents to stay here.

The Highlands has a unique culture and heritage, it has some of the cleanest air, purest water and most renowned unspoiled natural environments in the world and we must ensure these precious commodities are protected and enhanced for future generations.

## **Key priorities**

1. Provide homes across the Highlands that are responsive to local needs so that both young and old have a secure roof over their head. We need to provide affordable homes for younger generations and families; housing in areas where attracting professionals is a challenge; accommodation for the homeless; and homes where the elderly and vulnerable can be supported to live independently.
2. Encourage more engaged, better informed, more resilient, sustainable and attractive communities by helping and strengthening tenant and community representation structures.
3. Identify and recognise the unique challenges of living in rural and remote areas of the Highlands and ensure council policies and the provision of services have local people in mind. Work with the Scottish Government and other public authorities to do the same.
4. Encourage and assist the regeneration of our town centres and high streets across the Highlands.
5. Work with communities and partners to mitigate against and adapt to climate change whilst raising awareness around sustaining and improving our natural, built and cultural environment.
6. Continue to promote and support the Gaelic language and culture through the Gaelic Language Plan.



## A Place to Live – City of Inverness and Area Priorities

- **Deprived Communities** - Working with our partners we will seek public sector infrastructure investment and training opportunities in our deprived communities to create jobs and improve quality of life. Investment will be focussed on improving the quality of housing and the surrounding areas along with improvements to schools and other community buildings.
- **Housing** - Working with partners to deliver more housing in the City and Area, including affordable housing, whilst ensuring that infrastructure is in place to support this growth. We need to ensure the use of all the tools available to us to open up opportunities for more city and town centre residential developments, including compulsory purchase if appropriate. Special attention will be given to creating community environments and neighbourhood areas into new housing schemes.
- **Long Term Planning** – Ensuring that long term masterplans are in place to direct growth in future expansion areas such as at **East Inverness, Longman East and Torvean**. This will help identify opportunities for developer or other partner contributions to infrastructure. Communities will be fully involved in the preparation and delivery of these masterplans.
- **City Centre Regeneration** – Supporting Partners in and contributing to the delivery of the outcomes set out in the City Centre Development Brief, including:
  1. Projects underway:
    - High quality redevelopment of the former **Inverness College Longman and Midmills site**
    - Delivery of Priority projects of the Inverness Townscape Heritage Project, including the **A&I Welders building and Station Square**
    - The new **Inverness Justice Centre**
    - Repair and restoration of **Inverness Town House**
  2. Projects in development:
    - Improvements to streets surrounding **Inverness Railway Station** to promote walking and cycling whilst ensuring that **Academy Street** remains an important through route
    - Redevelopment of the **Porterfield site and Viewhill House**
    - Bringing redundant buildings and space back into residential use such as redundant upper floors of retail units
    - Diversifying the mix of City Centre Housing by encouraging a broader mix of housing tenure, including student accommodation.
- **Town Centre Regeneration** - Supporting regeneration of town and village centre sites throughout the area – *specific examples?*

- **Sport and Recreation** – Delivering **Inshes Park Phases 2 & 3** (funded through developer contributions) and working with partners to deliver further sports and recreational facilities across the City with a focus on those identified in Development Briefs.
- **Active Travel** – delivering the £6.7m Inverness Active Travel project, funded through Community Links +, and working with partners to improve links between the **City Centre, River Ness and canal-side, Inverness Campus and the east of the City** through projects like the **North Bridge at the Campus**.

# A place to learn

Schools are at the centre of the lives of our citizens and local communities and the democratic control of schools is at the heart of local government.

We will continue to fight to ensure it remains so.

We are committed to ensuring all children reach their full potential. This includes our determination to close the attainment gap for those from more disadvantaged communities and meeting the needs of all children including those with additional support needs.

Everyone should be given the opportunity to develop their knowledge, skills and experience, regardless of age or background.

## **Key priorities**

1. Strive to achieve the highest standards in all our schools, and reduce the attainment gap, so every young person has the opportunity and skills to succeed by supporting an accessible and broad curriculum for all.
2. Grow and retain our own skilled workforce in the Highlands; making it an exceptional place to come and study, and to remain to work.
3. Provide services that support all our children to have the best start in life.
4. Continue the programme of refurbishment and renovation of Highland schools and address the need for additional capacity.
5. Protect the delivery of education in our schools by implementing an ambitious school's management programme to support our Head Teachers and staff, securing long-term sustainability, especially in our rural communities.
6. Promote the wider use of technology and blended teaching approaches to support the way our children learn.

## **A Place to Learn – City of Inverness and Area Priorities**

- **Schools** – Ensuring that the continued growth of the City, Towns and Villages is accompanied by investment in the early years, primary and secondary school estate through renovation, extensions and by the delivery of new schools, all as agreed through the City of Inverness Area Committee
- **Inverness Campus** - Supporting the continued success of **Inverness Campus** as a place of learning and research, and as a recreational hub for the east of the City
- **University of the Highlands and Islands** – Developing the presence of the **University of the Highlands and Islands** within the City and Area, to enhance options for the retention of young people within the City and Region and encourage sector growth in industries.
- **Gaelic Medium Education** – Working with partners to identify opportunities for the continued growth of Gaelic medium education.

## 3.3 A place to thrive

We will work for a Highlands that includes and supports all children and adults to lead fulfilled and productive lives, free from poverty and discrimination. No matter where they live or whatever their needs, all of our citizens should always know what support is available, where they can find help, and whether that help is right for them.

We recognise that economic growth is critical to enabling our communities not just to survive, but to thrive. We will do all we can to strengthen our infrastructure; support the growth of new and existing businesses; and the creation of new jobs

### **Key priorities**

1. Urgently seek new and better ways to ensure superfast broadband and digital services are provided to all communities across the Highlands.
2. Support children to be protected, healthy, safe and responsible by delivering a whole system approach to integrated children's services.
3. All people should live a life free from poverty and discrimination and benefit from good mental health and wellbeing. We will work with our partners to achieve this.
4. Build on the work of the City Region Deal to help businesses to fully cultivate commercial opportunities including the development of international markets.
5. Promote and support Highland business from all sectors including traditional sectors like agriculture, forestry and aquaculture as well as newer technology-driven businesses.
6. With Government, HITRANS, SUSTRANS and others, deliver improvements to our key transport links.
7. With partners and transport providers ensure fewer people experience transport as a barrier to accessing services, employment or leisure activities, including working with communities to develop community transport schemes.
8. Work with NHS Highland and others to grow and invest in community based services for adults across the Highlands.

## A Place to Thrive – City of Inverness and Area Priorities

- **City/Region Deal** – Delivering the City/Region deal to lever in additional infrastructure investment, improve connectivity and enhance the skills of our young people across the Highlands.
- **Key Transport Infrastructure** – Working with partners to deliver infrastructure improvements including action to promote public transport use:
  - Stage 2 of the Inverness West Link (and relocated Torvean golf course)
  - A9/A96 Inshes to Smithon Link (East Link) and Inshes Junction improvements
  - Longman Interchange
  - Dalcross Railway Station
  - Inverness Railway Station (with regeneration of Station Square/Academy Street to improve linkages to the wider City Centre and bus station/car parks)
  - Developing national and international routes through Inverness Airport
  - Bus Services – make sure that bus services provide for communities to access employment opportunities and generally support Community vibrancy
  - Improvements to bus transport throughout the area, including investigating opportunities for park and ride and bus priority measures
- **Inverness Castle/Upper Bridge Street** – Working with partners to enable the move of the Scottish Courts Service from Inverness Castle and turning the castle and surrounding area into a major visitor attraction for the City and Region.
- **Wi-Fi** – Working with our partners to deliver City Centre Wi-Fi and other projects to deliver SMART Cities; as well as playing a full part in the Scottish Cities Alliance. In addition, supporting the further roll-out of superfast broadband throughout the area.
- **Business Development** - We will encourage new businesses to locate in the City Centre.
- **Partnership Working** – We will ensure that the Members of the Inverness Community Partnership work to deliver commitments made in respect of service delivery through the Adult Plan, Childrens Plan and agreed Locality Plans.
- **Air Quality and Carbon Emissions** – Actively pursue improving Air Quality within urban environments and within the City and Area.

## 3.4 A welcoming place

The Highlands is an exceptionally safe and friendly place. Our natural environment is famous for its beauty as well as for supporting a wide range of sports and leisure activities. We have an increasingly diverse population and we welcome people of all faiths, nationalities and backgrounds who wish to live, work or visit here. We also welcome people who wish to create businesses and those that can work in key sectors where we have skill shortages.

### **Key priorities**

1. With businesses and partners identify “pull factors” to actively promote the Highlands as a desirable and welcoming place to work, live, invest and create businesses.
2. Collaborate with our partners to develop integrated workforce planning strategies to address skills gaps, attract key workers and encourage young people to return after studying away. Engage with Scottish and UK governments to develop measures that allow for greater workforce freedom of movement.
3. Tourism continues to be of massive importance to our economy and we will work with business and partners to promote and develop the Highlands as a world class, year round, tourist destination.
4. Continue to implement a wide range of measures with our partners so that communities feel safer around roads and to reduce accidents.

## A Welcoming Place – City of Inverness and Area Priorities

- **Tourism development** – Working with our BIDs and other partners to develop, enhance and promote the tourism offer and visitor experience in the City, Loch Ness and wider area
- **Inverness Castle** – Work with the Scottish Government and other partners to deliver an international quality visitor attraction that will open this iconic building to the public and have a significant positive impact on tourism in Inverness and the wider Highlands. It forms part of the City Region Deal and is included in Scotland's Programme for Government.
- **Riverside Arts** - Working with partners to enhance visitor experience by seeking to deliver further attractions for the city centre including the riverside arts trail
- **Victorian Market** - Developing the Victorian Market as a major attraction
- **Old Town** – Reinforcing the Old Town's identity as a unique visitor attraction that accommodates independent shops, niche businesses and unique leisure destinations
- **Wayfinding** – Developing a template for all new signage systems, maps and other devices conveying information about location and directions to visitors and resident in Inverness City Centre
- **Waste Solutions** – Piloting and promoting innovative solutions for waste storage and collection in Inverness City Centre
- **Safer Communities** – Working with Partners (in particular Police Scotland and Inverness Business Improvement District) in making Inverness one of the most family and visitor friendly cities in the UK, including 20mph zones throughout the residential areas of the city
- **Integrated Transport** – Work with transport providers to ensure route timetables allow for improved connections both between individual services and between different transport modes



## 3.5 A redesigned council

The council will be more open-minded to new ways of delivering services; more commercially-minded, raising income to sustain services and jobs across the region; and more community-minded by listening locally. The council will also support community bodies to do more and target support to particular people and places in most need.

Staff are central to identifying and making the changes needed and they will be empowered to do this.

### **Key priorities**

1. Accelerate work to bring decision-making to local areas.
2. Develop new ways to deliver services that are affordable, efficient and local in order to be fit to embrace future challenges.
3. Consider the key recommendations from the Commission on Highland Democracy, which seek to reinvigorate local democracy.
4. Adopt a commercially minded and innovative approach to generate income to support council services and jobs across the region.
5. Many communities across the Highlands are increasingly ambitious to control more assets and land with increasing interest in local service delivery. The council will work with public agencies and communities to simplify our processes and to innovate and spread good practice.
6. Align the Council's strategic and financial priorities and aspire to work more closely with our public sector partners and businesses to understand and, where we can, to support their priorities.

**A redesigned council – City of Inverness and Area Priorities**

- **Council Services** - Continuing to rationalise office space throughout the city and area, with the priority being to consolidate within City and Town Centre locations
- **Localism** – We will use our best endeavors to develop proposals which allow for decisions that affect our communities, to be made locally and we will take steps to implement those powers without delay

Agenda Item	<b>7</b>
Report No	<b>CIA/41/17</b>

## HIGHLAND COUNCIL

**Committee:** City of Inverness Area Committee

**Date:** 30 November 2017

**Report Title:** Draft Inverness East Development Brief

**Report By:** Report by Director of Development and Infrastructure

### 1. Purpose/Executive Summary

- 1.1 This paper seeks approval for a Draft Inverness East Development Brief (IEDB) to be published for public consultation. The Draft Development Brief sets out detailed planning guidance for new development in the eastern part of the City of Inverness.

### 2. Recommendations

2.1 Members are asked to:

- i. approve the Draft IEDB at **Appendix 2** for public consultation;
- ii. authorise officers to make illustrative and presentational changes prior to publication, in consultation and agreement with the chair of the Committee;
- iii. note that, from the point of approval by this Committee meeting, the Draft IEDB is a material consideration for the determination of planning applications;
- iv. note that comments received on the draft IEDB will be reported back to this Committee for its consideration, together with possible amendments prior to completion of procedures leading to its adoption as statutory supplementary guidance; and
- v. agree that the Council formally writes to Transport Scotland to set out its case for the B variant to be selected as the preferred route for the road.

### 3. Context and Purpose

- 3.1 The Council has made a long standing commitment that the land bounded by the A9, A96 and the Culloden suburbs should be developed as a series of City expansion areas. The land has been allocated in the Council's Development Plan for many years, including the most recently adopted Inner Moray Firth Local Development Plan (July 2015). Some of this land has been developed for example at the Campus, some has planning permission for development for example at Stratton but most remains undeveloped awaiting improvements in key infrastructure, notably strategic road connections and new schools. The IEDB's primary purpose is to set a detailed framework for how, when and where this land should be developed and ensure that the new neighbourhoods have adequate facilities and infrastructure.
- 3.2 At its meeting of 23 February 2017, the City of Inverness Area Committee noted the results of initial consultation on the issues affecting the Brief area and agreed a set of guiding principles for the area. Since that committee, officers have met with various stakeholders including Culloden Youth Forum to discuss the progress of the IEDB and gather further input. In addition, a workshop has been run in collaboration with HIE to gather input from staff at Inverness College UHI on how Inverness can become a [Magnet City](#). This feedback has been collated and analysed and the results used to inform the preparation of the Draft IEDB.
- 3.3 The A9/A96 Inshes to Smithton road project (better known as East Link) is integral to the pattern and timing of future land use within the IEDB area. Transport Scotland is forward funding the construction of East Link as part of the Scottish Government's commitment to the Inverness and Highland City-Region Deal. At its February and June 2017 meetings, the City of Inverness Area Committee agreed an initial Council stance and objectives in respect of Transport Scotland's A9/A96 Inshes to Smithton road project. This included a Council preference for the 'B variant' of the options presented passing to the east of the Ashton Farm buildings. The Draft IEDB has therefore been based on this decision as shown in the Indicative Masterplan which presents an optimum land use arrangement based on the B variant route. It is suggested that the Council formally write to Transport Scotland to set out its case for the B variant to be selected as the preferred route for the road.
- 3.4 More recently, on 31 October 2017 Transport Scotland announced its decision to progress 'Option 3' to the next detailed design stage. Option 3 connects the A96 Smithton roundabout with Culloden Road at Inshes. The previous A and B variants for this route have been retained pending further discussions and analysis.
- 3.5 Transport Scotland proposes a related but separate road scheme to dual the A96. Its route has reached Trunk Road Orders stage and for the purposes of the IEDB it has been assumed that the road will be completed as indicated in these Orders.

### 4. Content of the Draft Inverness East Development Brief

- 4.1 The Draft IEDB is set out at **Appendix 2** and shows how the "Guiding Principles" agreed at Committee in February 2017, and other related issues, have been incorporated and further developed into a more comprehensive land use planning framework. Section 1 sets out the following overarching **vision** that any development in the area would be expected to contribute towards:

- a series of high-quality, distinctive and well designed places, some

characterised by enclosure or mature trees and others by coast and mountain views;

- a well-connected and easy to move around place where pedestrians and cyclists are prioritised, people have access to good public transport and vehicles move in a safe way;
- a series of attractive and inviting places, including a central destination, for people to meet, socialise and do business, where communities have easy access to a usable natural environment and facilities; and
- places that promote vibrant diverse communities with access to a range of housing types and tenures and good quality space for business and leisure.

4.2 The IEDB plans for new City neighbourhoods that, when fully developed, will accommodate:

- around 3,000 new homes of which at least 25% will be affordable;
- at least 23.6 hectares of employment land;
- a new 'Ashton Centre' centred around a new high school with integral leisure and community facilities and adjoining commercial uses;
- 2 new primary schools, at Stratton east and Ashton west;
- a new, central 12 hectare district park laid out with formal play and sports provision;
- additional sports facilities at the campus; and
- new strategic connections for all forms of travel including a cycle superhighway, a park and ride facility and a possible rail halt.

4.3 The suggested distribution and layout of these components is illustrated on the Indicative Masterplan at **Appendix 1** and incorporated in the Draft IEDB at **Appendix 2**. In preparing this draft masterplan, officers have balanced a wide range of often competing interests, constraints and funding opportunities, along with the feedback gathered through consultation and distilled these into the proposed Masterplan.

4.4 The overriding aim has been to create a series of high quality well connected places that form an integral part of the City, where people and businesses choose to locate. These places must be physically, economically, socially and environmentally sustainable and viable and we believe the timing, mix and arrangement of land uses shown on the Masterplan meets all these objectives.

4.5 Specifically, Section 2 of the Draft IEDB describes how the Masterplan will help create high quality places by:

- ensuring land is made available for community facilities such as schools in parallel with the construction of new houses;
- making travel more direct, convenient and safer than in other urban neighbourhoods, particularly active travel by foot or cycle, whilst enabling improved connectivity of existing surrounding communities;
- providing community, commercial and recreational facilities in locations central and accessible to the catchments they serve and where they can achieve a critical mass to attract dual or multi purpose visits;
- making the place easy to navigate by creating legible, distinctive neighbourhoods which will have separate identities, a degree of physical separation and landmark buildings to orientate local residents and visitors;
- avoiding and increasing the set-back of development from flood risk areas;
- retaining and enhancing the area's natural assets, for example by retaining and

adding to its riparian woodland belts which provide shelter and a landscape framework;

- locating and orientating development to maximise the attractive outlook to existing/new greenspaces and to the Beaully and Moray Firths;
- promoting a wide variety of housing types and tenures within each neighbourhood to ensure each is socially inclusive and to provide choice; and
- promoting a range of residential and employment densities to sustain new businesses, shops, community facilities, public transport and other amenities.

- 4.6 At the local neighbourhood level these criteria and the vision set out above have been applied to create distinct '**character areas**' that are described in Section 4 of the draft IEDB. The first page of each character area section includes a list of criteria that detail how the vision for the Inverness East area is expected to be addressed within each 'character area'. This is accompanied by more detailed design guidance that outlines the Council expectations on matters such as: block structure, street hierarchy, street design, housing mix and tenure, active travel, frontages, density, parking, landscaping, building design and drainage.
- 4.7 The new neighbourhoods will need to be supported by new facilities and infrastructure including roads and paths, school, healthcare and recreational provision. To assist in the delivery of such facilities **developer contributions** will be sought to offset the impacts of particular developments. Section 6 of the Draft IEDB contains a schedule of expected developer contributions that would be applied to developments in this area. These are compatible with the Draft Developer Contributions Supplementary Guidance that was agreed by the November 2017 Environment, Development and Infrastructure Committee. The developer contributions rates also correspond with the updated costs for new-build schools (within Inverness associated schools groups) approved by the Places Committee in August 2017. The Draft IEDB reflects an equitable approach to the distribution of infrastructure costs associated with the development proposed in line with central government guidance.
- 4.8 The precise **phasing** of development within the Brief area over its 25 year construction period will depend upon several variables. The Draft IEDB proposes phasing in Section 7 of **Appendix 2** that takes account of these circumstances, and outlines the triggers for the delivery of key items of infrastructure in parallel with development, including:
- the opening year of East Link;
  - the opening year of the related, dual carriageway section of the A96;
  - the buoyancy of the local property market for both housing and commercial uses;
  - the availability of public funding for schools, healthcare and leisure provision;
  - the availability of spare development and infrastructure capacity in other City expansion areas; and
  - the personal circumstances of landowners and their decision on if and when to release land for development.
- 4.9 For each phase of development, developers will generally be required to provide and/or make appropriate financial contributions towards the facilities and amenities necessary to support their developments, in accordance with the requirements in section 7 of the Brief - before being permitted to progress to the subsequent phase.
- 5. Proposed Consultation Arrangements**

- 5.1 A minimum 6 week consultation period is proposed early in the New Year including at least one public exhibition of the proposals set out in the Draft IEDB. The event will be held at a venue local to the IEDB area.

## **6. Implications**

- 6.1 Resource: Resources to complete statutory processes for the IEDB are allowed for within the service budget.
- 6.2 Legal: Later in the process of preparation the IEDB could be subject to legal challenge but due process will be followed in consultation on and adoption of the Brief and therefore the Council will have a defensible position in the event of any challenge.
- 6.3 Community (Equality, Poverty and Rural): The IEDB will help to deliver future development and infrastructure at Inverness East. This will ultimately provide new and existing communities with housing, facilities and services.
- 6.4 Climate Change / Carbon Clever: The principle of developing land at Inverness East has been subject to several rounds of environmental assessment including Habitats Regulations Appraisal (HRA) and Strategic Environmental Assessment (SEA) informed through consultation with Scottish Natural Heritage and other consultation authorities. Suitable mitigation text has been incorporated into the wording of the Brief and the 'parent' Inner Moray Firth Local Development Plan. This requires developers to undertake further environmental and other assessment work.
- 6.5 Risk: There are no known significant risks associated with the Brief.
- 6.6 Gaelic: Gaelic headings will be added prior to publication.

Designation: Director of Development and Infrastructure

Date: 15 November 2017

Authors: Scott Dalgarno, Tim Stott, Craig Baxter, Una Lee  
Development Plans

Background Papers:

1. Adopted Inner Moray Firth Local Development Plan: July 2015
2. City of Inverness Area Committee Agendas and Minutes: February and June 2017

The above documents are available via: [www.highland.gov.uk](http://www.highland.gov.uk)

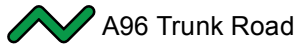
# Inverness East Development Brief Indicative Masterplan



**Development Brief Boundary**



**Road Hierarchy**















**Active Travel Links**



**East Link A-variant**



**Land Use**

-  Residential
-  Mixed Use
-  Business/Office
-  Park and Ride
-  Business/Office Site
-  Education
-  Recycling Centre
-  Sports Facilities
-  Potential Prison Site
-  Public Space
-  Park
-  Continued Farming Use



Agenda Item	<b>8</b>
Report No	<b>CIA/42/17</b>

## THE HIGHLAND COUNCIL

**Committee:** City of Inverness Area

**Date:** 30 November 2017

**Report Title:** Inverness City Centre Development Brief

**Report By:** Director of Development and Infrastructure

### 1. Purpose/Executive Summary

- 1.1 This report seeks approval for a finalised version of the Inverness City Centre Development Brief along with the suggested Council responses to comments made during the public consultation on the draft earlier this year. The purpose of this Brief is to promote and guide opportunities for regeneration, development and enhancement of Inverness city centre. The finalised version of the Development Brief is enclosed at **Appendix 1**. The respondents to the consultation are listed in **Appendix 2** along with a summary of the comments received and recommended responses. Subject to Committee approval, officers will take steps to formally adopt the brief as statutory Supplementary Guidance to the Council's Development Plan.

### 2. Recommendations

- 2.1 Committee is invited to:
- i. agree for the Inverness City Centre Development Brief at **Appendix 1** to be taken forward as statutory Supplementary Guidance to the Development Plan, including referral to Scottish Ministers for formal adoption; and
  - ii. note the comments received during the Draft Inverness City Centre Development Brief consultation and agree the recommended Council responses contained in **Appendix 2**.

### 3. Background and Purpose

- 3.1 The first Inverness City Centre Development Brief (ICCDB) was approved by this Committee as Supplementary Guidance to the Highland-wide Local Development Plan in October 2012 and adopted in March 2013. Its purpose was to guide decisions on development, including planning applications, in Inverness city centre.
- 3.2 Work to update the ICCDB began in April 2014 with a public consultation that identified three key priorities to attract people to visit, live, work and invest in the city centre:
1. Improvements to City Centre access and connections.
  2. Development of Academy Street and its surroundings.
  3. Redevelopment of key sites to create visitor and cultural attractions.
- 3.3 These priorities were incorporated into and highlighted in a Draft ICCDB that was approved for public consultation by this Committee on 1 December 2016. The Draft Brief also reflected feedback received from Members of this Committee during a stakeholder workshop that took place in May 2016, and through discussions with sectoral interest groups in September 2016.

### 4. Draft Development Brief Consultation

- 4.1 The consultation on the Draft ICCDB ran for six weeks from 3 February to 20 March 2017. During this time the Draft Brief was available to view and comment online through the Council's consultation portal [consult.highland.gov.uk](http://consult.highland.gov.uk). Two public drop-in events were also held in the Eastgate Shopping Centre and the Town House. The consultation was widely publicised in a number of ways including:
- emailing stakeholders, agencies and businesses including CIA Committee Members, the Inverness Design Review Panel, Disability Groups, Community Councils, and individuals registered on the consultation portal who have expressed an interest in the Inner Moray Firth Area;
  - placing a series of promoted targeted post on social media;
  - the distribution of flyers to over 500 local businesses by Inverness BID;
  - placing a notice in the local press and providing information for additional press articles; and
  - circulating posters to libraries and service points in and around Inverness.
- 4.2 The public exhibitions were collectively attended by approximately 50 people, with interest being expressed by members of the public and representatives of community councils, charities, campaign groups and stakeholders.
- 4.3 The web-based version of the Brief attracted a significantly higher level of interest than the public exhibitions. Although it is not possible to calculate the exact number of people who accessed the consultation webpages, an analysis of website activity shows that over 300 unique visits were made to view the online version of the Draft Brief during the consultation period.
- 4.4 Overall, 220 comments were received from 35 consultees representing two Community Councils, three public agencies, seven business interests, nine charities/campaign groups, and 13 individuals - all listed in **Appendix 2**. Of the 35 responses received, 28 were submitted online and 7 in writing, reinforcing the growing trend for increased use of the Council's consultation portal. Despite this trend, two consultees queried whether it is reasonable of the Council to expect respondents to use the online consultation

portal. Members' attention is drawn to Development Plans' ongoing commitment to inviting and accepting comments by letter or email if a respondent agrees this in advance with a member of the team.

- 4.5 **Appendix 2** provides a summary of the comments received together with the recommended Council response. Verbatim comments received can also be viewed on the Development Plans consultation portal and overview of comments received is provided below.
- 4.6 **Crown City Centre Community Council (CCCC)** was generally supportive of the vision, priorities, and criteria set out in the Brief, in particular its focus on increasing the number of city centre homes, transforming Inverness castle into a visitor/cultural attraction, restricting HMO bedspaces, improving redundant or derelict buildings, and sensitive re-development of heritage assets in particular Viewhill House and Porterfield. Their response drew attention to challenges in delivering proposed outcomes including a need for: positive incentives to bring empty/redundant buildings back to use; measures to avoid and prevent anti-social behaviour; specific measures to promote cycling, including safer cycle environments. It also queried whether peripheral shopping and business proposals can be resisted in favour of the city centre.
- 4.7 **Kiltarlity Community Council (KCC)** questioned whether the Brief will deliver a better future for the Inner Moray Firth area. Their response noted that the Brief lacks a plan to make Inverness a public transport hub, including identified outcomes, and requested prioritisation of public transport investment over other spending choices because better links to surrounding settlements will increase city centre footfall. It also expressed the view that the long term vision for the city centre will not be delivered until problems arising from anti-social behaviour are resolved.
- 4.8 **Public agencies** were supportive of the Brief. Historic Environment Scotland welcomed and supported priorities, principles and guidance relating to the built heritage and expressed interest in maintaining dialogue with the Council to bring redundant historic buildings back to active use. SEPA requested a reference to the city centre's Air Quality Management Area and sought amendments to Brief to support the delivery of the related Action Plan, protect and enhance green infrastructure, and encourage energy efficiency and low carbon heat technologies. SportsScotland sought assurance that the existing sports provision at the Northern Meeting Park would not be adversely affected by widening access for outdoor leisure/recreational activity.
- 4.9 **Business** respondents expressed strong support for the Brief. Inverness BID regarded the Brief as an important asset to future planning, investment and development in the city centre. In particular it welcomed the focus on increasing footfall and bringing redundant space back to active use, and the proposed cap on HMO bedspaces. Stagecoach expressed strong support for the Brief's priorities but sought increased measures to promote public transport use. The Port of Inverness and Inverness Marina welcomed the emphasis on active travel and visitor attractions, and stressed the importance of attracting visitors to destinations that are within walking distance but outwith the boundary of the city centre.
- 4.10 The response was mixed from **NGOs**, including **charities and campaign groups**.
- 4.11 Inverness Civic Trust (ICT) agreed with many of the Brief's priorities, development criteria and principles, and the long term potential for high quality, mixed use development between Longman Road and the river. They considered the brief lacked

vision and boldness, however, particularly in relation to the potential to reconfigure and improve transport infrastructure. Their response called for the preparation of an Integrated Transport Plan for the city. It also asked Members to consider using Inverness Common Good Funds to provide VAT relief on repairs to Listed Buildings, and requested relocation of Council headquarters to the former Inverness College Longman site.

- 4.12 Five NGOs requested closer attention to the needs of disabled people accessing and moving through the city centre. Some provided detailed, site specific advice on the access needs of pedestrians with visual impairment. Living Streets put forward a 19-point vision to make the city centre safe and attractive for walking and cycling. The Highland Cycle Campaign called for the removal/restriction of private motor vehicles from the city centre and provided detailed design standards for new/existing segregated cycling routes, including crossings, contraflows, and restricted use of shared-use paths.
- 4.13 The Highland Historic Buildings Trust suggested ways to enhance the setting of the built heritage (such as increased pedestrian priority, more greenspace and public realm improvements) and welcomed the importance attached to sensitive re-development of Viewhill House and Porterfield.
- 4.14 The absence of proposals to re-locate/re-develop the bus station was queried by a number of individuals and NGOs.
- 4.15 The majority of comments from **individuals** related to movement/transport issues including requests to: prioritise all-abilities access and designated, off-road or segregated to separate cyclists from pedestrians; limit shared use paths; and increase use of public transport, including Park-and-Ride. Comments were also received on public art, expanding cultural attractions and retail choice, the Northern Meeting Park, re-development of Porterfield and Glebe Street, residential amenity, benches, public toilets, built heritage, design quality, green infrastructure, and securing 'low-carbon, green city' status.

## 5. Recommended Changes to Development Brief

- 5.1 **Appendix 2** provides a summary of comments received and recommended Council responses including a list of the minor amendments made to the Brief, which can be summarised as follows:
- 'prosperous' was inserted into the vision for 2030;
  - references were added to:
    - the city centre's Air Quality Management Area and how the Brief complements and will help to deliver some aspects of the Draft Air Quality Action Plan;
    - two forthcoming projects to develop detailed designs/deliver active travel improvements in the city centre (Community Links, Community Links Plus); and
    - the forthcoming city centre Trade Waste Pilot Project;
  - development criteria were amended as follows:
    - criterion V5 text was amended to ensure protection of riverside environment, make reference to respect for pedestrian and cycle desire lines;
    - A2 was revised to require development to follow Transport Scotland guidance Cycling by Design 2010;
    - D8 was renamed 'Natural heritage and the environment' and amended to ensure

- protection of natural environment of the River Ness; and
- D9 was added to require development proposals to give consideration to potential impact on air quality;
- Placemaking Principle 13 was renamed ‘Openspace/Green Infrastructure’ and expanded to emphasise the importance of protecting and enhancing green infrastructure;
- clarification that:
  - developer contributions will be sought towards promotion of public transport;
  - the Council is committed to widening education and enabling students to play a role in the city’s development; and
  - the Council will encourage energy efficiency and low carbon heat technologies in all new city centre development;
- the development priority for *Accessible, Safe and Easy to Move Around* was adjusted to make reference to ‘people of all abilities’;
- Developer Contributions (Section 8) was amended to:
  - Bring rates and instances where contribution variations or exemptions may be favourably considered into line with the Draft Developer Contributions Supplementary Guidance which was approved by the 8 November 2017 Environment, Development and Infrastructure Committee for consultation; and
  - clarify the requirement for contributions towards wayfinding components;
- the reference to potential for a new mixed use neighbourhood north of the city centre (outwith Brief area) was expanded, addressing opportunities to extend the riverside walkway;
- terminology was corrected to: refer to ‘disabled people’ and include various requested definitions; and
- maps were revised, including the addition of greenspace to Map 5.1, to amend or improve content for use in Development Management.

## 6. Next Steps

- 6.1 The Development Brief establishes the Council’s detailed planning policy for the city centre and it will be vital to future planning decisions in the area. It will play an important role in helping to deliver the Highland-wide Local Development Plan and the adopted [Inner Moray Firth Local Development Plan](#).
- 6.2 Approval of this Development Brief will enable progress to the final stage in adopting this as Supplementary Guidance. This involves the brief being submitted to Scottish Ministers for a 28 clearance period. It is intended to adopt this as supplementary guidance to the [Inner Moray Firth Local Development Plan](#) forming part of the Council’s statutory Development Plan.

## 7. Implications

- 7.1 Resource: Resources to complete statutory processes for the ICCDB are allowed for within the service budget.
- 7.2 Legal: It is possible for a legal challenge to be made on the Development Brief but due process has and will be followed and therefore the Council will have a defensible position in the event of any challenge.

- 7.3 Community (Equality, Poverty and Rural): The Brief will promote and guide opportunities for regeneration, development and enhancement of Inverness city centre, leading to the provision of new jobs, housing, facilities and services.
- 7.4 Climate Change / Carbon Clever: By promoting active travel improvements that make it convenient and attractive to access city centre destinations on foot or by bicycle, the Development Brief will increase walking and cycling levels and discourage private car use. The Brief also encourages energy efficiency and use of low carbon heat technologies in all new development. This focus on active travel and sustainable energy will help to reduce or limit the city centre's carbon footprint and fulfil wider carbon clever objectives.
- 7.5 Risk: There are no known significant risks associated with the Brief.
- 7.6 Gaelic: Gaelic headings will be added to the Brief prior to publication.

Designation: Director of Development and Infrastructure

Date: 14 November 2017

Authors: Scott Dalgarno, Una Lee, Peter Wheelan, Julie-Ann Bain,  
Development Plans

Background Papers:

1. City of Inverness Area Committee [Report](#) and Minutes, 1 December 2016

**Summary of comments on Draft Inverness City Centre Development Brief  
and recommended Council responses**

**November 2017**

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**List of respondents****Community Councils**

Crown City Centre Community Council  
Kiltarlity Community Council

**Government/Statutory Bodies**

Historic Environment Scotland  
SEPA  
sportscotland

**Business**

Inverness BID  
Inverness Marina  
Port of Inverness  
Stagecoach  
Graham + Sibbald  
Carplus Bikeplus  
Masonic Properties Inverness Ltd

**NGOs (including charities and campaigning groups)**

Guide Dogs Scotland  
Highland Cycle Campaign  
Highland Historic Buildings Trust  
Highland Housing Alliance  
Highland Senior Citizens Network  
Inverness Civic Trust  
Living Streets  
Paths for All  
Theatres Trust

**Individuals**

Lesley McDade  
Ian Phillips  
Rosalind Maclennan  
Richard Newmark  
Roger Reed  
Nicholas McShane  
Neil Hornsby  
Virginia MacNaughton  
Ron Stewart  
Richard Ardern  
Lindy Cameron  
Rod Murchison  
Helen Wilson



<b>Preamble</b>	
This report provided a high level summary of the pertinent points raised in the feedback received to the ICCDB consultation. It does not attempt to summarise and address every comment received. All verbatim comments received are available to view on the consultation portal at <a href="https://consult.highland.gov.uk">consult.highland.gov.uk</a> via the closed consultation document or by selecting the 'Who Said What?' tab and searching by consultee or agent.	
<b>Vision, Outcomes and Approach</b>	
<b>Question 1: Do you agree with the vision and outcomes for 2030? Tell us why.</b>	
18 respondents	
<b>Summary of comments received</b>	<b>Proposed response</b>
<b>Community Councils</b>	
<u>Crown City Centre Community Council</u>	Accepted: prosperity integrated into the vision.
– Generally agrees with vision but queries why statement does not emphasise business focus.	
<u>Kiltarlity Community Council</u>	
– Sees little to indicate the Brief will deliver a better future for the Inner Moray Firth area.	
– Considers claims that Inverness is a public transport hub for the Inner Moray Firth area (Para 1.1) are not being delivered on. For this transport hub to become a reality the development planning process needs a real plan, with identified outcomes.	Noted. The role of this Brief is to set priorities and criteria for future development in the city centre that focus resources and investment in key outcomes, including improvements to infrastructure for walking, cycling and access to public transport.
– The Council should consider prioritising basic transport needs over other spending choices put forward in the brief.	Noted.
<b>Government/Statutory Bodies</b>	
<u>SEPA</u>	Support noted.
– Welcomes Brief's support for active travel.	
– Disappointed by inadequate consideration of benefits that the natural environment brings to city centre vitality and viability. River Ness corridor should be celebrated as a positive environmental feature and should be protected from inappropriate development as required by THC's Green Networks Supplementary Guidance.	
– Strategy diagram (Map 1.3) should acknowledge this and Para 1.10 should be amended to "complements and enhances the visual, spatial <u>and environmental</u>	Noted: However the Council would maintain that the general theme of Inverness's unique natural, cultural and built heritage is woven throughout the brief. In particular the 'Distinctive and Attractive' Outcome and the text that accompanies it promotes the natural environment and the River Ness Corridor. As accepted below, the addition of "and environmental" to renumbered paragraph 1.11 will help to stress this point.
	Accepted: Strategy diagram (relocated to the inside front cover of the finalised Brief) amended to highlight need to safeguard green infrastructure, including

<p>character of the city centre”.</p> <ul style="list-style-type: none"> <li>– Queries Brief’s failure to refer to designated Air Quality Management Area and absence of detailed analysis of how Brief will help to deliver the related Action Plan.</li> <li>– Para 2.3 “Accessible, Easy and Safe to Move Around” should be amended to: A network of safe, attractive routes gives clear priority to walking, cycling and use of public transport while ensuring efficient access for vehicles, including parking, <u>improving local air quality</u>.</li> <li>– Para 2.3 “Distinctive and Attractive” Outcome should be amended to include the following text at the end: ‘improving local air quality where required’.</li> <li>– Paragraph 2.4 should be amended to ensure the role of the River Ness as an open space corridor and the measures needed to address local air quality issues are acknowledged. Suggests amending the third bullet point: ‘Maximise the role of the River Ness as an important <i>open space corridor</i> and civic asset. Suggests amending fifth bullet point to: ‘Make it convenient and attractive to access city centre destination on foot or by bicycle or public transport, <i>improving local air quality where required</i>.’</li> </ul>	<p>protection of River Ness Corridor from inappropriate development. Re-numbered Paragraph 1.11 amended to include additional text.</p> <p>Accepted: Section 7 (Distinctive and Attractive) has been expanded to:</p> <ul style="list-style-type: none"> <li>• Make reference to the air quality problem at the junction of Academy Street and Queensgate and illustrate the extent of the Air Quality Management Area.</li> <li>• Explain how the Brief complements and will help to deliver some aspects of the Air Quality Action Plan.</li> <li>• Add Development Criterion D9 requiring development proposals to give consideration to potential impact on air quality.</li> </ul> <p>Noted: The Outcomes have not been changed but the priorities for Distinctive and Attractive (Section 7) have been expanded to confirm that the Brief supports delivery of the Council's Draft Air Quality Management Plan.</p> <p>Accepted: Suggested text added to third and fifth bullet points.</p>
<b>Business</b>	
<p><u>Inverness BID</u></p> <ul style="list-style-type: none"> <li>– Overall supportive of Brief themes and aspirations, in particular the 2030 vision for a vibrant and unique city centre on the river, well connected and accessible and valued as an attractive place to live, work and visit.</li> </ul>	<p>Support noted.</p>
<p><u>Carplus Bikeplus</u></p> <ul style="list-style-type: none"> <li>– These are excellent outcomes.</li> <li>– Giving priority to walking, cycling and public transport will help to fulfil commitments to tackling climate change and air pollution, and reduce the need to bring private vehicles into the city.</li> </ul>	<p>Support noted.</p>
<p><u>Port of Inverness (POI)</u></p>	

<p><u>Inverness Marina</u></p> <ul style="list-style-type: none"> <li>- Welcomes and supports the proposed Vision and Outcomes for 2030 - but encourages recognition that: <ul style="list-style-type: none"> <li>• the city centre's economy, development and attractiveness are supported by a diverse range of facilities and activities delivered by businesses and industries in the wider region;</li> <li>• the Port area can make an important and positive contribution to enhancing and developing visitor attractions in the city;</li> <li>• the visitor experience does not begin or end in the city centre and is influenced by how easy and attractive it is to travel to and from the centre.</li> </ul> </li>   <li>- Strongly supports convenient and attractive access to city centre destinations on foot, by bicycle or public transport.</li>   <li>- Seeks improved connectivity between the Port and the city centre such as use of new flood walls to develop attractive pedestrian/cycle access to new facilities and visitor attractions.</li> </ul>	<p>Accepted: Section 4, Para 4.1 revised to highlight importance of visitor attractions within walking and distance of the city centre. Section 6, Para 6.10 added to acknowledge opportunity to extend the riverside as an attractive walking and cycling corridor and refer to wider destinations/attractions, including National Cycle Route 1 which passes the Port/Marina.</p> <p>Support noted.</p> <p>Accepted: See reference to revised Section 6 above. A Draft Wayfinding Strategy will be issued for public consultation in early 2018 (subject to approval by the City of Inverness Area Committee).</p>
<p><u>Stagecoach</u></p> <ul style="list-style-type: none"> <li>- Supports outcome making city centre accessible, easy and safe to move around but queries whether emphasis on parking undermines use of public transport. Queries and reflects on how the city can/should achieve reduced car-dependency, including parking policy and pricing, managing through-traffic volumes and promotion of public transport.</li>   <li>- Out-of-town "park and ride" solution enables bus services to take priority over slower, car-borne traffic.</li>   <li>- Highlights potential to expand current significant volume of bus passenger journeys (3.3 million in the past year) to and from the city centre.</li> </ul>	<p>Support noted. The Brief reflects current Council policy on city centre parking and how this is enforced, including changes agreed by the City of Inverness Area Committee on <a href="#">14 September 2017</a>, and <a href="#">3 December 2015</a>. Whereas it is not within the Brief's remit to prescribe changes to public transport provision, Development Criterion A4 has been amended to confirm that, where appropriate, contributions will be sought towards promoting use of public transport (as set out in Section 8 Developer Contributions). Para 6.8 confirms the Council's commitment to facilitating use of public transport by adjusting parking requirements for new development where proposals can demonstrate a high level of good quality, non-car accessibility.</p> <p>No change: the city's first Park-and-Ride facility has been consented as part of the outline planning permission for new development at Stratton, East Inverness and is expected to be delivered as part of this phased development.</p> <p>Accepted: Para 6.1 amended to refer to significant volume of bus passenger journeys.</p>
<p><u>Graham + Sibbald</u></p>	

<ul style="list-style-type: none"> <li>– Fully supports the preparation of a Development Brief for Inverness city centre, which represents a proactive approach to stimulating development. Encouraged by the Brief’s approach to promoting Inverness City Centre as a place for business, tourism and to live. This sets out a positive message and demonstrates that the Council is open for business.</li> </ul>	Support noted.
<b>NGOs (including charities and campaign groups)</b>	
<p><u>Inverness Civic Trust</u></p> <ul style="list-style-type: none"> <li>– Priorities should be re-ordered, to make the first priority ‘A thriving place, to work and to live’.</li> <li>– Seeks further emphasis on widening education and enabling students to play a crucial role in the development of the City to 2030 and beyond.</li> </ul>	<p>Accepted: text amended. Outcomes have not, however, been re-ordered because the current order has evolved through discussion and consultation with a wide range of interest groups.</p> <p>Accepted: Para 1.8 added to confirm Council support for ongoing development of Inverness Campus as a centre for academic and business excellence that will enhance options for the retention of young people within the City and Region and encourage sector growth.</p>
<p><u>Guide Dogs Scotland</u></p> <ul style="list-style-type: none"> <li>– Supports key outcome to make city centre accessible, easy and safe to move around subject to ensuring that cyclists and pedestrians, including people with a visual impairment, are physically separated to promote freedom to cycle and pedestrian safety.</li> <li>– Puts forward detailed advice on meeting the needs of pedestrians with visual impairment, including site specific advice on Academy Street crossings.</li> </ul>	<p>Accepted: Outcome 4 amended to emphasise importance of promoting all-abilities access.</p> <p>Noted – no change: setting prescriptive, site specific proposals to modify existing infrastructure is outwith the remit of this Brief. This advice has, however, been brought to the attention of the Council’s Transport Planning and Area Roads teams and, where relevant, will be taken into account as part of two forthcoming projects to develop detailed designs for active travel improvements in the city centre, funded by Transport Scotland’s Community Links and Community Links Plus programmes. Paras 6.4 and 6.5 have been amended to make reference to these projects.</p>
<p><u>Paths for All</u></p> <ul style="list-style-type: none"> <li>– (Para 2.3) Supports the outcome for 2030 to make the city centre accessible, easy and safe to move around.</li> </ul>	Support noted.
<p><u>Highland Cycle Campaign</u></p> <ul style="list-style-type: none"> <li>– (2.4) The Brief’s approach to development should include a commitment to “remove/restrict private motor vehicles from the city centre”.</li> </ul>	Noted. Para 2.4 has been amended to confirm that the approach to development includes: incentivising alternatives to car-use and car-ownership by improving

	active travel infrastructure, offering flexible levels of on-site parking, and facilitating use of public transport.
<p><b>Living Streets</b></p> <ul style="list-style-type: none"> <li>- Considers the vision to be fine but the outcomes unachievable because the purpose of the Brief is to guide development, not provide facilities.</li>   <li>- Queries Brief's lack of detailed proposals on access improvements and puts forward a 19-point vision to make the city centre safe and attractive for walking and cycling.</li>   <li>- Queries: accuracy of statements about A96 dualling (Para 1.3) and Eastlink (Para 1.4); whether the Council will enforce IMFLDP Policy 1 (Para 1.14); whether development already underway (Para 2.5) will contribute to delivering the proposed outcomes of the Brief (para 2.3); accuracy and relevance of map content (Map 1.3).</li> </ul>	<p>Noted – no change. By setting priorities and criteria for development in the city centre the Brief helps to determine how future development in the city centre will contribute to achieving these outcomes. It will also guide resources and investment towards the delivery of the vision for 2030.</p> <p>Noted – no-change: setting prescriptive, site specific proposals to modify existing infrastructure is outwith the remit of this Brief. Instead these proposals have been brought to the attention of the Council's Transport Planning and Area Roads teams and, where relevant, will be taken into account as part of two forthcoming projects to develop detailed designs for active travel improvements in the city centre, funded by Transport Scotland's Community Links and Community Links Plus programmes. Paras 6.4 and 6.5 have been amended to make reference to these projects.</p> <p>Noted: in December 2011 the Scottish Government announced its intention to fully dual the A96 by 2030, beginning with the upgrading of a 30km stretch between Inverness and Nairn. The Inverness and Highland City-Region Deal announced in March 2016 will support the development of the A9/A96 Inshes to Smithton Link Road (East Link). Suggested modifications to Map 1.3 have been considered and where relevant, incorporated into the strategy diagram relocated to the inside front cover of the finalised Brief.</p>
<p><b>Comments from individuals</b></p>	
<ul style="list-style-type: none"> <li>• Agrees with vision and outcomes but more needs to be done to separate cyclists from pedestrians for the safety of both.</li> <li>• All-abilities access must include provision for wheelchair users etc.</li>   <li>• Create additional outcome to make Inverness "A low-carbon, green city" enabling easy access by active travel or low-carbon transport to services, facilities and infrastructure.</li> </ul>	<p>Support noted – no change. Proposed changes to street design in the city centre will be approached on a case-by-case basis, informed by public consultation, including the needs of disabled people, to ensure safe access for all.</p> <p>No change: options to create a separate outcome have been reviewed and we consider that "low-carbon, green" objectives are implicitly addressed in Section 6, which promotes active travel and public transport use, and new Para 2.5, which confirms the Council's commitment to encouraging energy efficiency and low carbon heat technologies.</p>

<b>A Great Place for Business</b>	
<b>Question 2: Are these the right priorities to make the city centre a great place for business? Tell us why.</b>	
9 respondents.	
<b>Summary of comments received</b>	<b>Proposed response</b>
<b>Community Councils</b>	
<u>Crown City Centre Community Council</u> <ul style="list-style-type: none"> <li>Supports priority to tackle empty and redundant buildings – but notes difficulty of doing so without positive incentives.</li> </ul>	Support noted. By providing planning policy support for bringing redundant buildings and spaces back to active use,
<b>Government/Statutory Bodies</b>	
<u>SEPA</u> <ul style="list-style-type: none"> <li>Supports a new urban quarter at the southern edge of the Longman and suggests the provision of more greenspace in this area to make up for limited provision elsewhere in the city centre.</li> <li>Add the following text at Para 3.4 <i>“Emphasis will be put on the include of new green spaces to add to the green network with the city centre and help support active travel choices to the bus and rail stations which are in easy walking distance.”</i></li> </ul>	<p>Support noted. New Para 2.7 highlights the potential for a new mixed-use neighbourhood in this area, subject to compatibility with nearby industrial uses.</p> <p>Noted: the “new urban quarter” is a longer term aspiration in an area that is not yet allocated for development in the Council’s Development Plan. New para 2.7 makes reference, therefore, to its potential to provide new greenspace and promote active travel.</p>
<b>Business</b>	
<u>Port of Inverness (POI)</u> <u>Inverness Marina</u> <ul style="list-style-type: none"> <li>Support for the Brief’s priorities.</li> <li>In favour of increased footfall generating uses beyond the city centre boundary where these encourage interconnection between a diverse range of facilities.</li> </ul>	<p>Support noted.</p> <p>Noted – no change. Footfall generating uses may be supported outwith the city centre but will require to be assessed against IMFLDP Policy 1: Promoting and Protecting City and Town Centres.</p>
<u>Stagecoach</u> <ul style="list-style-type: none"> <li>Strong support for the priorities and by attracting a better mix of accommodation will encourage business.</li> </ul>	Support noted.
<b>NGOs (including charities and campaign groups)</b>	
<u>Living Streets</u> <ul style="list-style-type: none"> <li>Questions extent of THC HQ Site 20 on Map 3.1, associated greenspace on Ardross Street and disagree with site being developed due to potential loss of car parking which is used by Eden Court for evening events.</li> <li>Requests more appropriate shop frontages for 1-17 Union Street.</li> </ul>	<p>No change: site boundary reflects IMFLDP site allocation IN22, confirming that the principle of redeveloping this site has already been accepted.</p> <p>No Change: Map 3.1 identifies this site as being suitable for renovation /</p>

	conversion. Any associated shopfront changes will be required to comply with emerging planning guidance on shopfront alterations and design, as set out in Section 7, Criteria D6 of the Brief.
<b>Comments from individuals</b>	
<ul style="list-style-type: none"> <li>Request for an additional priority for the public sector to invest in the city centre which will give other businesses confidence.</li> </ul>	No change: Section 3 already sets a priority to “Identify sites for office space to attract public and private sector organisations to locate, remain and expand in the city centre.” Whilst public sector investment in city centre is ongoing, it is outwith the remit of the Brief to prescribe how the public sector should allocate resources.
<ul style="list-style-type: none"> <li>Suggested city centre boundary amendment to include Grant Street.</li> </ul>	No change – the boundary reflects the extent of the city centre as agreed through the IMFLDP.
<ul style="list-style-type: none"> <li>Suggestion of configuring shop(s) on Union Street to accommodate a number of businesses which would benefit footfall; could result in more pedestrianised areas / parking improvements for Union Street and Queensgate.</li> </ul>	No change: development to re-configure shops and businesses could take place without being identified as an explicit proposal in the Brief. The Brief identifies both Union Street and Queensgate as important pedestrian routes (see Map 6.1). Union Street has already benefited from streetscape improvements. Other streets are prioritised for active travel improvements, particularly those associated with Inverness Railway Station improvements.

<b>Question 3: Do you agree with these development criteria? Tell us why.</b>	
5 respondents	
<b>Summary of comments received</b>	<b>Proposed response</b>
<b>Community Councils</b>	
<u>Crown City Centre Community Council</u>	
<ul style="list-style-type: none"> <li>Agrees with criteria.</li> <li>Queries extent to which peripheral shopping and business proposals can be resisted in favour of town centre.</li> </ul>	Support noted. Noted. Criterion B1 clarifies that any proposed footfall generating uses would be subject to IMFLDP Policy 1: Promoting and Protecting City and Town Centres.
<b>Business</b>	
<u>Inverness BID</u>	
<ul style="list-style-type: none"> <li>Development that increases public footfall in the city centre should be encouraged.</li> </ul>	Support noted. Criterion B1 clarifies that any proposed footfall generating uses would be subject to IMFLDP Policy 1: Promoting and Protecting City and Town Centres.

<ul style="list-style-type: none"> <li>- Vacant upper floors above retail units must be brought back to active use, preferably as offices to generate footfall.</li> </ul>	<p>Noted – no change: given the extent of upper floor vacancies, it is important not to restrict development to solely business use. The Brief needs to enable and promote a diverse mix of uses in the city centre in response growing demand for residential accommodation, tourist facilities and leisure attractions.</p>
<p><b>NGOs (including charities and campaign groups)</b></p>	
<p><u>Inverness Civic Trust</u></p> <ul style="list-style-type: none"> <li>- Proposes THC HQ relocates to the former Inverness College site to release the HQ for housing and cluster public service buildings at the Longman, which would encourage other agencies /businesses to locate there.</li> <li>- Endorses development of the new justice centre site and on the former college site, providing all proposals are of high quality design.</li> <li>- Supports the long term potential for high quality mixed use development between former College site and the river, enabling the ‘vision’ to extend westwards from Longman Road to the harbour.</li> <li>- Suggests a wider range of business rate incentives to overcome difficulty of attracting small businesses to the city centre.</li> <li>- Acknowledges perception that parking is an issue, despite evidence to the contrary.</li> </ul>	<p>Suggestion noted - no change: whilst there remains long term potential to relocate THC HQ, its future location should not be restricted to one particular site in the Brief.</p> <p>Support noted.</p> <p>Support noted. New Para 2.7 highlights the potential for mixed-use in this area, subject to compatibility with nearby industrial uses.</p> <p>Noted – no change: rateable values are not set by the Council. They are set by the independent Assessor appointed by the Highland and Western Isles Valuation Joint Board and multiplied by the appropriate rates poundage set by the Scottish Government. The Council proactively maximises rate relief entitlements such as the Small Business Bonus, Fresh Start and new start reliefs.</p> <p>Noted.</p>
<p><b>Comments from individuals</b></p>	
<ul style="list-style-type: none"> <li>- Agrees with development criteria.</li> <li>- Amend city centre boundary to include Grant Street.</li> <li>- Agrees with development criteria - but seeks tougher requirement for developers to adhere to them.</li> </ul>	<p>Support noted.</p> <p>No change – the boundary reflects the extent of the city centre as agreed through the IMFLDP.</p> <p>Support noted. By introducing criteria and principles for the quality of development in the city centre, including site-specific guidelines for key sites, the Brief introduces new parameters and requirements that will guide determination of future planning applications.</p>



<b>Question 4: Do you have any other comments on making Inverness a great place for business? Please reference the section/paragraph number where appropriate.</b>	
6 respondents	
<b>Summary of comments received</b>	<b>Proposed response</b>
<b>Business</b>	
<u>Graham + Sibbald</u> <ul style="list-style-type: none"> <li>– Policy should support non-retail ground floor uses.</li> <li>– Requests consideration of compulsory purchase and land assembly powers to bring development forward / bring buildings back into use, particularly more Class 4 office space in the city centre.</li> </ul>	<p>No change: Development Criterion B1 makes clear that all footfall generating uses (including but not limited to retail) are supported at ground floor level.</p> <p>Noted - no change: while a Local Authority has CPO powers, the Brief is not the appropriate instrument to set out where these powers will be utilised.</p>
<u>Port of Inverness</u> <u>Inverness Marina</u> <ul style="list-style-type: none"> <li>– Supports this outcome.</li> <li>– Stresses the importance of developing better connectivity between the city centre and the marina, particularly when considering development proposals.</li> </ul>	<p>Support noted.</p> <p>Noted. New Para 6.10 identifies the opportunity to extend the riverside as an attractive walking and cycling corridor. Map 6.1 already set out important pedestrian routes that extend along the riverside. A Draft Wayfinding Strategy will be issued for public consultation in early 2018, subject to approval by the City of Inverness Area Committee, which will signpost the Port/Marina.</p>
<u>Carplus Bikeplus</u> <ul style="list-style-type: none"> <li>– Encourage businesses to make use of the local car club for business travel, which reduces the need for city centre parking.</li> </ul>	<p>Noted – no change. Section 6, Action 8 has, however, been amended to acknowledge recent introduction of car club schemes and Council commitment to engage with operators seeking appropriate ways to increase uptake, including monitoring demand.</p>
<b>NGOs (including charities and campaign groups)</b>	
<u>Highland Cycle Campaign</u> <ul style="list-style-type: none"> <li>– Parking should not be a priority. Evidence from elsewhere shows increased footfall and trade in areas where that traffic has been removed/restricted.</li> </ul>	<p>Noted - no change: The Brief reflects current Council policy/enforcement of city centre parking, including changes agreed by the City of Inverness Area Committee on <a href="#">14 September 2017</a>, and <a href="#">3 December 2015</a>.</p>
<b>Comments from individuals</b>	
<ul style="list-style-type: none"> <li>• Proposals for Inverness East could have an adverse impact on city centre commercial activity.</li> </ul>	<p>Noted. The emerging Inverness East Development Brief will set out how this area will be developed to comply with IMFLDP Policy 1: Promoting and Protecting City and Town Centres.</p>

<ul style="list-style-type: none"> <li>In favour of park-and-ride and potential rail connection from East Inverness.</li> </ul>	<p>Noted. The city's first Park-and-Ride facility has been consented as part of the outline planning permission for new development at Stratton, East Inverness and is expected to be delivered as part of this phased development. The Council is working with HITRANS to further investigate the feasibility of a rail halt at a suitable location in East Inverness.</p>
<ul style="list-style-type: none"> <li>In favour of a re-configured bus and rail station.</li> </ul>	<p>Noted - no change: while opportunities may arise in the longer term to reconfigure the bus station, the Council's current priority is to promote improvements to Inverness Rail Station, including improved pedestrian connections between the rail and bus stations.</p>

<b>Question 5: A Great Place to Visit</b>	
<b>Q5) Are these the right priorities to make the city centre a great place to visit? Tell us why.</b>	
8 respondents	
<b>Summary of comments received</b>	<b>Proposed response</b>
<b>Community Councils</b>	
<u>Crown City Centre Community Council</u> <ul style="list-style-type: none"> <li>Generally agrees with these priorities.</li> <li>Highlights need to improve the attractiveness of the Old Town, Victorian Market and High Street.</li> <li>Seeks measures to avoid and prevent social nuisance issues.</li> </ul>	<p>Support noted.</p> <p>No change: The Brief puts forward Placemaking Principles (Section 7) that identify how development can improve the visual and spatial character of buildings and streets in the city centre. (Site 3) Site-specific Development Guidelines identifies priorities and parameters for improving the Victorian Market.</p> <p>Noted – no change. It is outwith the remit of the Brief to prescribe measures that directly address anti-social behaviour.</p>
<b>Business</b>	
<u>Stagecoach</u> <ul style="list-style-type: none"> <li>Improvements sought for the gateways into the city centre, particularly access routes from the bus station and associated wayfinding signage.</li> </ul>	<p>Noted – no change: Map 6.1 highlights priority routes for active travel improvements, including routes leading to/from Farraline Park. More detailed development guidelines for some routes are set out in Appendix A – Station Quarter Sites 1 and 2. Re-numbered Para 6.6 has been updated to refer to a Draft Wayfinding Strategy that will be issued for public consultation in early</p>

	2018, subject to approval by the City of Inverness Area Committee.
<u>Port of Inverness</u> <u>Inverness Marina</u> <ul style="list-style-type: none"> <li>- Supports the proposed outcome and are pleased that the Brief recognises the importance of tourism.</li> <li>- Seeks recognition that for many tourists the first approach to the City is from the Marina and interconnectivity with the city centre is important.</li> <li>- Favours the creation, over time, of a designated walkway / 'visual avenue'/extension of the River Ness walkway leading to the Marina area.</li> </ul>	<p>Support noted.</p> <p>Noted – no change: tourists and visitors travel to Inverness by a wide variety of modes, all of which are important but do not necessarily require to be referenced in the Brief.</p> <p>Accepted: new Para 6.10 highlights the potential for a new mixed use neighbourhood to be created between Longman Road and the riverside (indicated on the strategy diagram relocated to the inside front cover of the finalised Brief), including the opportunity to extend the riverside as an attractive walking and cycling corridor.</p>
<u>Inverness BID</u> <ul style="list-style-type: none"> <li>- Supports extending the city centre visitor experience. Increasing the number of independent outlets in the Old Town should be a priority.</li> </ul>	Support noted. The priorities set out in the Brief seek to maximise existing assets and attractions of the Old Town and the Victorian Market. The Brief cannot identify, however, which retailers should be based there.
<b>NGOs (including charities and campaign groups)</b>	
<u>Inverness Civic Trust</u> <ul style="list-style-type: none"> <li>- Supports proposals to make the Northern Meeting Park more accessible.</li> </ul>	Support noted.
<b>Comments from individuals</b>	
<ul style="list-style-type: none"> <li>• Agrees with priorities.</li> <li>• Concern that expanded use of Northern Meeting Park must not conflict with sporting interest –need to maintain a smooth grass surface for cricket.</li> <li>• Noise concerns raised over (a) use of Northern Meeting Park as a music venue and (b) city centre buskers.</li> </ul>	<p>Support noted.</p> <p>Noted – no change: as stated in Section 4, Action 8, the Brief seeks to widen access to the Northern Meeting Park but does not seek to diminish its use for sporting activity.</p> <p>No change: criteria V2 of the Brief makes provision to ensure residential amenity is respected and therefore 24/7 activity proposals require assessment on a case by case basis. Residential amenity is further protected under HwLDP 72: Pollution.</p>

**Question 6:** *Do you agree with these development criteria? Tell us why.*

10 respondents	
Summary of comments received	Proposed response
<u>Crown City Centre Community Council</u> – Supports the proposed criteria. – Strongly supports the re-use of Inverness castle for cultural and visitor experience.	Support noted.
<b>Government/Statutory Bodies</b>	
<u>SEPA</u> – Supports Action 7 relating to the river trail, which should also cross reference to other local travel options such as the Great Glen Way and Coastal Trail.  – Refer to protecting the riverside environment in Development Criterion V5.	Support noted – no change: the scope of the project to map and signpost the river digitally and physically has already been finalised as part of the River Ness Flood Alleviation Scheme Public Art Project.  Accepted: Criterion V5 text amended.
<b>Business</b>	
<u>Port of Inverness (POI)</u> <u>Inverness Marina</u> – Supports Development Criteria V4 and V5. Brief should not overlook contribution that improved connectivity along the river frontage will make to timeous delivery of leisure and visitor facilities outwith the city centre boundary.	Support noted. Para 6.10 has been added to highlight importance of destinations within walking and distance of the city centre and potential to extend riverside walkway in the longer term.
<u>Graham + Sibbald</u> – The promotion of 24 hour City Centre activity and living is encouraging.	Support noted.
<b>NGOs (including charities and campaign groups)</b>	
<u>Living Streets</u> – (Map 4.1) Clarity sought over hatching along the riverside/ terminology/legend.  – (V5) Concerns raised that more active frontages and spill out space will impact adversely on active travel.	Noted – no change: graphics have been selected to ensure map is fit for purpose as a Development Management tool.  Accepted: Criteria V5 amended.
<u>Theatres Trust</u> Recommends additional criterion: <i>'The temporary and meanwhile use of vacant buildings and sites by creative, cultural and community organisations will also be supported, particularly where they help activate and revitalise key town centre locations and the public realm.'</i>	Noted: Action 10 (Events industry) amended to confirm that partnership-activity will also promote temporary use of buildings and sites by creative, cultural and community organisations.
<b>Comments from individuals</b>	
– Agrees with proposed criteria. – Agrees with proposed criteria but riverside activities should be extended north and	Support noted. Support noted - no change: the Brief sets priorities and criteria for development

<p>south, including enhanced connectivity/links to the Marina.</p> <ul style="list-style-type: none"> <li>- Reservation expressed for 24/7 city centre activity - neighbourhood residential amenity is paramount. Parents' jobs should not extend into the small hours.</li> </ul>	<p>within the boundary of the city centre as agreed through the IMFLDP.</p> <p>Noted. Criteria V2 of the Brief makes provision to ensure residential amenity is respected and, as a result, 24/7 activity proposals will require assessment on a case by case basis.</p>
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<b>Question 7: Do you have any other comments on making Inverness a great place to visit? Please reference the section/paragraph number where appropriate.</b> 17 respondents	
Summary of comments received	Proposed response
<b>Community Councils</b>	
<u>Crown City Centre Community Council</u> <ul style="list-style-type: none"> <li>- Supports the actions set out and particularly, the need for better signposting.</li> </ul>	Support noted.
<u>Port of Inverness</u> <u>Inverness Marina</u> <ul style="list-style-type: none"> <li>- Changes sought to widen the scope of the schematic plans to demonstrate the importance of interconnectivity to visitor attractions/destinations beyond the city centre boundary.</li> </ul>	Noted – no change: The purpose of these maps and diagrams is to guide, enable and inform development and investment in the Brief area. Para 6.7 has, however, been added to highlight importance of destinations within walking and distance of the city centre and potential to extend riverside walkway in the longer term.
<b>Government/Statutory Bodies</b>	
<u>Sportscotland</u> <ul style="list-style-type: none"> <li>- Conditionally supports the Northern Meeting Park being used for increased outdoor leisure/recreational activity providing the quality of the existing sports provision is not adversely affected or enhanced.</li> <li>- Confirms interest in engaging in dialogue on nature of increased activity, including advice.</li> </ul>	Conditional support noted.  Offer noted.
<b>Business</b>	
<u>Carplus Bikeplus</u> <ul style="list-style-type: none"> <li>- Visitors arriving by bus or train can make use of bike-share bikes to make the most of their time in the city.</li> </ul>	Noted.
<b>NGOs (including charities and campaign groups)</b>	
<u>Inverness Civic Trust</u> <ul style="list-style-type: none"> <li>- Give further consideration to providing canopies / arcades in the Old Town to provide year-round protection from the elements.</li> </ul>	Noted – no change. Changes to street design in the city centre will be approached on a case-by-case basis, informed by public consultation, and taking into account the Old Town's Conservation Area status.

<ul style="list-style-type: none"> <li>- Favours creating a piazza above the existing car park at the rear of the Mercure Hotel overlooking the river, with steps to Bank Street.</li> <li>- Considers that gardens in front of the UHI HQ should be open to the public.</li> <li>- Longman landfill site should be development as a leisure area.</li> </ul>	<p>Noted – no change. The merit of such a proposal would need to be assessed against the policies of the development Plan, including this Brief.</p> <p>Noted – no change: this area is located out with the city centre boundary and is not therefore shown on Map 4.1.</p> <p>No change: Comment unrelated to the Brief area.</p>
<p><u>Highland Cycle Campaign</u></p> <ul style="list-style-type: none"> <li>- Additional conveniently placed, high quality cycle parking and bike hire sought throughout the city centre, which must not interfere with pedestrian movement, in particular disabled people.</li> </ul>	<p>Accepted: Section 6, Action 8 amended to refer to bike share and bike hire. New Action 9 added to promote increased levels of high quality cycle parking. Development Criterion A2 expanded to confirm requirement for cycle parking in new development. Placemaking Principle 11 sets a requirement for appropriate levels of safe, secure cycle parking.</p>
<p><u>Theatres Trust</u></p> <ul style="list-style-type: none"> <li>- (Section 4) Seeks further recognition for Eden Court Theatre as the largest arts centre in the Highlands.</li> </ul>	<p>Accepted: Paragraph 4.1 amended to highlight the scale and importance of Eden Court as a regional arts centre reinforcing its identity, on Map 4.1, as a key visitor attraction.</p>
<p><b>Comments from individuals</b></p>	
<ul style="list-style-type: none"> <li>• Comfortable public seating/benches and toilet facilities are required throughout the city centre. Recent stools installed on the river front should be replaced by comfortable benches.</li> <li>• THC should persuade The National Trust for Scotland to open up Balnain House to the public.</li> <li>• Request for a live digital form of 'camera obscura' be also installed in the castle tower for people with mobility problems.</li> <li>• Northern Meeting Park: noise concerns raised over Park's use as a music venue, and widening use must not affect cricket playing surface.</li> </ul>	<p>No change: there are currently no plans to increase the number of public toilets in the city centre. Placemaking Principle 12 sets requirements for public realm design to include a varied range of well-designed seating that provides for people of all ages and abilities.</p> <p>No change: in September 2017, in response to a recent written query from the Council Leader, the NTS Chief Executive confirmed the Trust's intention to retain the current use of Balnain House (BH) as offices for the Trust and tenants.</p> <p>Noted – no change. Setting specific equipment requirements for Council-owned tourist attractions is outwith the scope of the Brief.</p> <p>No change – Criteria V2 of the Brief makes provision to ensure residential amenity is respected and therefore 24/7 activity proposals require assessment on a case by case basis. Residential amenity is further protected under HwLDP 72: Pollution.</p>

<ul style="list-style-type: none"> <li>• Better quality retailers sought, such as John Lewis / Ikea.</li> <li>• The art gallery, museum and clan centre should be housed in separate buildings, with a strong focus on commercial activity/merchandising.</li> <li>• Various tourism uses/exhibits suggested for the Castle;</li> <li>• Street furniture should comprise of: a fountain; Highland cattle; Gaelic symbol of peace; flying geese; Bonnie Prince Charlie; more park benches.</li> <li>• Detailed suggestions for new visitor/retail attractions include: transformation of Station Square into a 3-storey shopping complex; transformation of Farraline Park into a science park or piazza with public art; merge the bus station and railway station into one with upper floor business / retail space / tourist information centre with removal of the entrance to Academy street and alternative taxi rank and parking provision: overclad Rose Street car park; convert Library to Clan Centre; move Library to expanded Spectrum Centre; transform Midmills building into a museum.</li> </ul>	<p>Noted – no change: the process of selecting or attracting specific retailers to the city is outwith the remit of this Brief.</p> <p>Suggestions noted – no change. Opportunities that arise in the longer term to develop a range of visitor attractions across the city centre are already supported in principle by the Brief. The current priority, however, is to enable the transformation of Inverness Castle into significant new visitor/cultural attraction with funding from the City-Region Deal.</p> <p>Suggestions noted - no change. The Brief reiterates existing policy on public art, as detailed in the Council’s Supplementary Guidance Public Art Strategy adopted in April 2013.</p> <p>Suggestions noted – no change: the Brief prioritises opportunities and interventions understood to be feasible and deliverable in the context of anticipated public and private sector investment. The following interventions are not considered practical or feasible: relocation of Inverness Bus Station and/or its integration with the Railway station; re-development of Farraline Park; re-location of the Library to the Spectrum Centre. The transformation of Station Square into a shopping complex is at odds with built heritage and placemaking priorities set out in Appendix A, Site 1 including a need to “improve the setting of Station Square, reinstating it as a significant civic space”. To support a flexible pattern of development, the Brief does set prescriptive tourism uses for particular sites / buildings. Instead Development Criterion D1 supports sensitive development of sites with underused or neglected heritage assets for a wide range of uses.</p>
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<b>A Great Place to Live</b>	
<b>Question 8:</b> <i>Are these the right priorities to make the city centre a great place to live? Tell us why.</i>	
9 respondents	
<b>Summary of comments received</b>	<b>Proposed response</b>
<b>Community Councils</b>	
<u>Crown City Centre Community Council (CCCC)</u> – Very strong support to foster new and refurbished residential uses in the centre;	Support noted.

<ul style="list-style-type: none"> <li>- Supports proposed HMO restrictions based on bed spaces;</li> <li>- Endorses encouragement /relaxations in affordable housing and parking provision.</li> </ul>	
<b>Government/Statutory Bodies</b>	
<u>SEPA</u> <ul style="list-style-type: none"> <li>- Content with priorities;</li> <li>- Map 5.1. should feature important green space shown in Map 4.1, 6.1 and 7.1.to highlight its important role in making the city centre a great place to live.</li> </ul>	<p>Support noted. Accepted: Greenspace added to Map 5.1.</p>
<b>Business</b>	
Graham + Sibbald <ul style="list-style-type: none"> <li>- In favour of encouraging more people to live in the city centre, and opportunities to develop redundant sites for residential conversion.</li> </ul>	<p>Support noted.</p>
<b>NGOs (including charities and campaign groups)</b>	
<u>Inverness Civic Trust</u> <ul style="list-style-type: none"> <li>- Supports encouraging residential accommodation back to the city centre.</li> </ul>	<p>Support noted.</p>
<u>Living Streets</u> <ul style="list-style-type: none"> <li>- (Map 5.1) Greenspace should feature, as shown on Maps 4.1, 6.1 and 7.1.</li> </ul>	<p>Accepted: Greenspace added to Map 5.1.</p>
<b>Comments from individuals</b>	
<ul style="list-style-type: none"> <li>• Agrees with priorities, which seem comprehensive.</li> <li>• Disagrees with new use for Midmills campus (artist hub and elderly accommodation) with preference expressed for use as a networked museum building linked to the University of the Highlands and Islands.</li> <li>• Support for proposed flats at Rose Street, and at Glebe Street subject to underground parking provision.</li> <li>• Supports measures to enable more people to live in the city centre but emphasises need to consider noise and disturbance from commercial premises.</li> </ul>	<p>Support noted.</p> <p>No change: the proposed uses have already been granted planning permission (16/02417/FUL).</p> <p>Support noted. Parking requirements for the city centre are set out at Table 8.1 and Criterion A 6, both setting out circumstances where reduced levels of parking may be acceptable.</p> <p>No change – residential amenity protected under HwLDP 72: Pollution. Criteria V2 of the Brief makes provision to ensure residential amenity is respected.</p>

<b>Question 9: Do you agree with these development criteria? Tell us why.</b>	
4 respondents	
<b>Summary of comments received</b>	<b>Proposed response</b>
<b>NGOs (including charities and campaign groups)</b>	



<u>Inverness Civic Trust</u> – Accepts need to relax the 25% affordable housing requirement.	Support noted.
<b>Business</b>	
<u>Inverness BID</u> – Supports cap on HMO bed spaces within the red line boundary of Map 5.2; – Supports exemption from Affordable Housing provision where development brings vacant upper floors back to residential use. Considers building regulations should be relaxed to incentivise developers to do so.	Support noted. Support noted – no change: it is not in the Council’s gift to enable relaxation of national regulations (Building Standards). Instead, Para 1.18 signposts the Council’s Pre-Application Advice Service, offering applicants further planning and building regulation advice.
<u>Graham + Sibbald</u> – Supports measures to bring upper floors back to residential use, including relaxed relaxing parking and affordable housing provision, and grant funding. – Suggests affordable housing exemption should be extended to all residential development in the city centre, to stimulate housing investment.	Support noted.  No change: The proposed exemption has been put in place to encourage developers to prioritise bringing vacant upper floors back to active use.
<b>Comments from individuals</b>	
• Agrees with criteria	Support noted.
• Would welcome reference to the Supplementary Guidance on Sustainable Design.	No change: As an adopted item of Supplementary Guidance, the Sustainable Design Guide can and will be referenced for any development proposal without the need for explicit signposting in this Brief. New Para 2.5 has been added to emphasise opportunities for energy efficiency and low carbon heat technologies.

<b>Question 10: Do you have any other comments on making Inverness a great place to live? Please reference the section/paragraph number where appropriate.</b>	
3 respondents	
<b>Summary of comments received</b>	<b>Proposed response</b>
<b>NGOs (including charities and campaign groups)</b>	
<u>Inverness Civic Trust</u> – Housing should be sustainable so should not necessarily involve new house building.	Support noted for Brief’s promotion of appropriate re-use of existing buildings/space.
<b>Comments from individuals</b>	
• Greater attention to investment decisions on transport and access is critical to improving the experience of city centre living.	Noted – no change. The Brief actively supports and promotes investment in active travel and transport infrastructure.
• Allowing the prominent site at Glebe Street to lie vacant and un-developed for too	Noted – no change. While a Local Authority has CPO powers, this Brief is not the

long has significant negative economic and environmental impacts. The Council should either impose penalties that force developer to commence work, or acquire site through compulsory purchase for alternative use.	appropriate instrument to set out where these powers will be utilised. The Glebe Street site benefits from an extant planning permission that is yet to be implemented. Under these circumstances it is not considered appropriate to make use of compulsory purchase. Nor has the Council any power to impose requirements on the commencement of work.
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<b>6) Accessible, Easy And Safe To Move Around</b>	
<b>Question 11: Are these the right priorities to make the city centre accessible, easy and safe to move around? Tell us why.</b>	
13 respondents	
<b>Summary of comments received</b>	<b>Proposed response</b>
Seven respondents agreed or broadly agreed with the proposed priority – as noted below.	Agreement noted
<b>Community Councils</b>	
<u>Crown City Centre Community Council</u> Supports much of the statements, but much needs to be done to make this effective through specific proposals.	Support noted.
<b>Government/Statutory Bodies</b>	
<u>SEPA</u> – Supports the proposals in Map 6.1 for improvements to active travel routes.  – The Brief must acknowledge that, due to high levels of nitrogen dioxide from vehicles, the junction of Academy Street and Queensgate is the Highland’s only air quality management area. The Brief should implement, as far as possible, relevant actions in the Council’s Air Quality Action Plan.  – Section 6.2 should be amended to read: ‘A reduction in traffic should help improve air quality issues in the city centre and combined with an expansion...’	Support noted.  Accepted: Section 7 (Distinctive and Attractive) amended to include new Para 7.4 and Map 7.4, and new Development Criterion D9, to: <ul style="list-style-type: none"> <li>• Refer to the air quality problem at the junction of Academy Street and Queensgate and illustrate the extent of the Air Quality Management Area (AQMA).</li> <li>• Explain how the Brief complements and will help to deliver some aspects of the Air Quality Action Plan.</li> <li>• Require development proposals to give consideration to potential impact on air quality.</li> </ul> Alongside, Highland–wide Local Development Plan (HWLDP) Policies 73 Air Quality and 72 Pollution play an important role in addressing these issues. It is also hoped that any review of the HWLDP will include a new policy on AQMAs, much as Policy 73 set out in the <a href="#">HW2MIR</a> .  Accepted: text added to Para 6.1, signposting further information in Para 7.4.

<b>Business</b>	
<p><u>Stagecoach North Scotland</u> Brief should emphasise the importance of bus travel in bringing people to and from the city centre (3.3M journeys/year) and its potential to reduce traffic. It should also give more consideration to prioritising bus travel and improving its appeal including measures to promote modal shift, reduce traffic congestion and discourage drivers from crossing the city centre.</p>	<p>Development Criterion A4 amended to confirm that, where appropriate, contributions will be sought towards improved connectivity to public transport (as set out in Section 8 Developer Contributions). Re-numbered Para 6.7 amended to emphasise enhanced bus access to Farraline Park via requirement for new street linking Rose Street to the Bus Station, as shown in Appendix A, Site 2 Development Guidelines.</p>
<p><u>Port of Inverness</u> <u>Inverness Marina</u> Brief should recognise and give consideration to creating attractive pedestrian, cycle and public transport links to and from the city centre to surrounding areas (including Inverness Port and Inverness Marina) because the visitor experience does not begin or end in the city centre.</p>	<p>Accepted: Section 4, Para 4.1 revised to highlight importance of visitor attractions within walking and distance of the city centre. Section 6, Para 6.10 added to acknowledge opportunity to extend the riverside as an attractive walking and cycling corridor and refer to wider destinations/attractions, including National Cycle Route 1 which passes the Port/Marina.</p>
<b>NGOs (including charities and campaign groups)</b>	
<p><u>Inverness Civic Trust:</u> Favours increased pedestrianisation, utilising the concept of shared space, as a means of unifying the city centre.</p>	<p>No change: In keeping with Scottish Government guidance on street design, the Brief is focussed on making streets and spaces 'better people places' for all users, rather than just movement spaces dominated by vehicle traffic. Shared space is one of several forms of design and management that can achieve this, but can also be perceived as risky by some disabled people. Changes to street design in the city centre will be approached on a case-by-case basis, informed by public consultation, including the needs of disabled people, to ensure safe access for all.</p>
<p><u>Highland Cycle Campaign:</u></p> <ul style="list-style-type: none"> <li>- (Para 6.1) Queries assumption that Westlink will reduce city centre traffic.</li> <li>- Brief should demonstrate how a car-light city centre will be achieved – including effective integration of all transport modes, a greatly expanded bus service, removal/restriction of private car use in the city centre, and parking enforcement.</li> </ul>	<p>Accepted: Para 6.1 amended to confirm that the Council will monitor and report on the impact of West Link on both motorised and non-motorised travel patterns, comparing predicted and actual effects of the development.</p> <p>Noted - no change: it is not within the Brief's remit to present detailed proposals for controlling modal shift. Instead, its role is to set priorities and criteria for Development Management that target resources and investment in key outcomes, including improvements to infrastructure for walking, cycling and public transport use. In doing so, the Brief accords with the principle of supporting patterns of development that reduce the need to travel (Scottish Planning Policy) and the National Transport Strategy's travel hierarchy, which promotes walking, cycling,</p>

<ul style="list-style-type: none"> <li>- (Para 6.2) Highlights “non-existence” of safe, segregated cycling routes in the city. Inaccurate reference to “off-road” cycle route between Falcon Square and Inverness Campus should be corrected.</li> <li>- Puts forward detailed design standards for new/existing segregated cycling routes, including crossings, contraflows, and restricted use of shared-use paths.</li> </ul>	<p>public transport and car sharing in preference to single occupancy car use.</p> <p>Accepted: Renumbered Para 6.3 corrected.</p> <p>Noted: Development criterion A2 has been amended to require development to follow Transport Scotland guidance, Cycling by Design 2010 (Revision 1, June 2011). Modifications to existing infrastructure are operational matters that do not fall the remit of this Brief. Proposals put forward have been brought to the attention of the Council’s Transport Planning and Area Roads teams and, where relevant, will be taken into account as part of two forthcoming projects to develop detailed designs for active travel improvements in the city centre, funded by Transport Scotland’s Community Links and Community Links Plus programmes. Paras 6.4 and 6.5 have been amended to make reference to these projects.</p>
<p><u>Living Streets:</u></p> <ul style="list-style-type: none"> <li>- Provides detailed critique of Map 6.1, querying absence or accuracy of information about Core Paths, National Cycle Routes, Long Distance Routes, public transport, important greenspace and car parks.</li> <li>- (Para 6.4) Queries assumption that recent investment in the public realm has improved the pedestrian environment on Huntly Street.</li> <li>- Requests removal of all existing shared space and shared-use paths.</li> <li>- Puts forward 18 detailed proposals to improve the walking and cycling environment on Millburn Road, Academy Street, Chapel Street, Huntly Street, Ness Walk, Ness Walk Promenade, and Ness Walk to South of Bishops Road.</li> <li>- (Para 6.2) Inaccurate reference to “off-road” cycle route between Falcon Square</li> </ul>	<p>Suggested modifications have been considered and, where relevant and appropriate, incorporated into a revised map that is fit for purpose as a Development Management tool, taking steps to avoid information-overload.</p> <p>Noted.</p> <p>No change: proposed modifications to existing/recently introduced infrastructure are operational matters that do not fall within the remit of this Brief.</p> <p>Noted – no-change: setting prescriptive, site specific proposals to modify existing infrastructure is outwith the remit of this Brief. Instead these proposals have been brought to the attention of the Council’s Transport Planning and Area Roads teams and, where relevant, will be taken into account as part of two forthcoming projects to develop detailed designs for active travel improvements in the city centre, funded by Transport Scotland’s Community Links and Community Links Plus programmes. Paras 6.4 and 6.5 have been amended to make reference to these projects.</p> <p>Accepted: Re-numbered Para 6.3 corrected.</p>

<p>and Inverness Campus should be corrected.</p> <p><b>Comments from individuals</b></p> <ul style="list-style-type: none"> <li>- Re-configure, re-design and integrate the bus and rail stations, including a rail shuttle service to Beechwood.</li> <li>- Develop park-and-ride facilities serving East Inverness and/or Raigmore Hospital.</li> <li>- Introduce measures to discourage private car use.</li> <li>- Commit to a city-wide network of designated, off-road or segregated active travel routes.</li> <li>- To achieve safe walking and safe cycling routes, pedestrians and cyclists need to be kept apart.</li> <li>- Shared use paths are a last resort.</li> <li>- (Para 6.1) What evidence exists that Westlink will reduce city centre traffic congestion?</li> <li>- (Map 6.1) Roundabouts on A82 should be included in priority routes for improvements to active travel.</li> </ul>	<p>No change: while opportunities may arise in the longer term to relocate the bus station, the current priority is to improve Inverness Rail Station, including active travel routes from the Rail Station to the Bus Station and Rose Street Carpark. Whereas it is not within the Brief's remit to prescribe changes to public transport provision, Development Criterion A4 has been amended to confirm that, where appropriate, contributions will be sought towards improved connectivity to public transport (as set out in Section 8 Developer Contributions).</p> <p>No change: A Park-and-Ride facility has been consented as part of the outline planning permission for new development at Stratton, East Inverness and the Council expects this to be delivered as part of this phased development.</p> <p>Noted – no change: The Brief's approach to reducing private car use is focussed on increasing the convenience of walking, cycling and use of public transport. The development criteria are intended to encourage and promote modes of sustainable travel without directly discouraging or dis-incentivising car travel.</p> <p>Renumbered Paras 6.4 and 6.5 updated to refer to recent Scottish Government funding award of £6.6M to deliver city-wide active travel improvements, including a west-east route that crosses the city centre, and grant funding for community engagement, feasibility and design to improve active travel corridors surrounding Inverness Railway Station by March 2018.</p> <p>Accepted: Development criterion A2 amended to require development to follow Transport Scotland guidance Cycling by Design 2010 (Revision 1, June 2011), which identifies factors to be considered in determining whether shared use or segregated facilities are desirable.</p> <p>Para 6.1 amended to confirm that the Council will monitor and report on the impact of West Link on both motorised and non-motorised travel patterns, comparing predicted and actual effects of the development.</p> <p>Noted- no change: As part of the trunk road network the A82 is overseen, managed and maintained by Transport Scotland. Map 6.1 identifies improvements that are</p>
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within the Council's gift to promote or deliver, including one section of the A82 at Longman Road that abuts important development sites. The Council is committed to ongoing dialogue with Transport Scotland to improve Non-Motorised-User access to the city's trunk road network.

<b>Question 12: Do you agree with these development criteria? Tell us why.</b>	
11 respondents	
<b>Summary of comments received</b> Two respondents agreed with the proposed criteria.	Support noted.
<b>Community Councils</b>	
<u>Crown City Centre Community Council</u> <ul style="list-style-type: none"> <li>– (A1) Have designs been put in place to achieve active travel aims? More specific measures are required to promote active cycle use and safer cycle street environments.</li> <li>– (A3) The proposed wayfinding strategy/designs should be circulated for consultation.</li> </ul>	<p>Para 6.4 updated to refer to recent Scottish Government funding award of £6.6M to deliver city-wide active travel improvements, including a west-east route that crosses the city centre. Para 6.5 highlights a HITRANS-led study into improving active travel corridors surrounding Inverness Railway Station, involving community engagement, feasibility and design, which will be completed by mid-2018.</p> <p>A Draft Wayfinding Strategy will be issued for public consultation in early 2018, subject to approval by the City of Inverness Area Committee.</p>
<b>Government/Statutory Bodies</b>	
<u>SEPA</u> <ul style="list-style-type: none"> <li>– Ensure that the impact that any planning applications could have on air quality are fully assessed and proposed mitigation implemented</li> <li>– (A6) should promote and address the need for cycle parking.</li> </ul>	<p>Accepted: New Development Criterion D9 (Section 7) requires development proposals to give consideration to potential impact on air quality.</p> <p>Accepted: wording corrected. In addition Criterion A2 expanded to confirm requirement for cycle parking in new development, and Action 9 added to Section 6 promoting increased levels of high quality cycle parking.</p>
<b>Business</b>	
<u>Carplus Bikeplus</u> <ul style="list-style-type: none"> <li>– (A6) should set a maximum number of parking spaces per dwelling (to encourage alternatives to car ownership).</li> </ul>	<p>No change: It is not within the Brief's remit to prescribe detailed parking standards. Criterion A6 promotes a flexible approach to on-site parking provision, incentivising alternatives to car-ownership by providing scope to adjust requirements below Council guidelines where a proposal demonstrates a high level of good quality, non-car accessibility. Alongside, the Draft Developer Contributions Supplementary Guidance</p>

<ul style="list-style-type: none"> <li>- Consider providing secure bike storage instead of parking spaces for new developments.</li> </ul>	<p>approved for consultation by the Council’s Environment, Development and Infrastructure Committee, and the Council’s roads and transport guidelines for new development indicate that lower levels of parking may be acceptable in town and city centres.</p> <p>Accepted: A2 amended to promote secure cycle storage, in keeping with Placemaking Principle 11 - Parking and servicing.</p>
<p><b>NGOs (including charities and campaign groups)</b></p>	
<p><u>Inverness Civic Trust:</u></p> <ul style="list-style-type: none"> <li>- There is a need for supported parking for new housing;</li> <li>- (A6) Supports relaxed parking requirements that integrate with a transport policy.</li> </ul>	<p>Support noted.</p>
<p><u>Highland Cycle Campaign</u></p> <ul style="list-style-type: none"> <li>- Correct criteria to criterion.</li> <li>-</li> <li>- (A2) substitute “disabled people” for “people with reduced mobility”.</li> <li>- (A5) Queries why Brief lacks similar criterion for development at Inverness Bus Station.</li> <li>- (A6) Should prohibit on-street parking. Parking restrictions should be strictly enforced.</li> </ul>	<p>Accepted: Typo corrected.</p> <p>Accepted: wording corrected.</p> <p>No change: while opportunities may arise in the longer term to relocate the bus station, the current priority is to improve the Inverness Rail Station, including active travel routes from the Rail Station to the Bus Station and Rose Street Carpark.</p> <p>No change: The Brief reflects current Council policy/enforcement of city centre parking, including changes agreed by the City of Inverness Area Committee on <a href="#">14 September 2017</a>, and <a href="#">3 December 2015</a>.</p>
<p><u>Guide Dogs Scotland</u> (Figure 6.1) Ensure safe segregation of pedestrians and cyclists on proposed 'foot/cycle path'.</p>	<p>Accepted: Development criterion A2 has been amended to require development to follow Transport Scotland guidance Cycling by Design 2010 (Revision 1, June 2011), which identifies factors to be considered in determining whether shared use or segregated facilities are desirable.</p>
<p><u>Living Streets:</u></p> <ul style="list-style-type: none"> <li>- (A2) Requests detailed design standards for active travel routes. Queries whether cycle parking should have good natural surveillance.</li> <li>- (A4) The maximum Developer Contribution for active travel improvements</li> </ul>	<p>Noted. Development criterion A2 has been amended to require development to follow guidance within Cycling by Design 2010 (Revision 1, June 2011). It is not within the Brief’s remit, however, to prescribe detailed design standards for active travel routes. Instead it sets priorities and criteria for development management, while promoting flexibility in detailed design.</p> <p>No change: The Brief reflects current policy on developer contribution levels set out in the</p>

<p>should be quadrupled.</p> <ul style="list-style-type: none"> <li>- (A5) Should make reference to cyclists and disabled access.</li> <li>- (A5) Notes that brief lacks similar criterion for development at Inverness Bus Station.</li> </ul>	<p>Council's <a href="#">Developer Contributions - Supplementary Guidance</a>. A review of this guidance is underway and in November 2017, the Council's Environment, Development and Infrastructure Committee approved a revised draft for public consultation. This comment will be forwarded for consideration through this consultation.</p> <p>Accepted: A5 text amended.</p> <p>No change: While opportunities may arise in the longer term to relocate the bus station, the current priority is to improve Inverness Rail Station, including active travel routes from the Rail Station to the Bus Station and Rose Street Carpark. Maps A.1 and A.3, however, incorporate a proposed route change for buses exiting the bus station, subject to development taking place on adjacent land.</p>
<p><b>Comments from individuals</b></p>	
<ul style="list-style-type: none"> <li>• (A1) Should be substantially re-worked to promote a network of designated, off-road active travel routes across the city.</li> <li>• (A5): <ul style="list-style-type: none"> <li>- Should be substantially re-worked to enable major reconfiguration of the rail and bus stations that delivers an integrated transport hub.</li> <li>- Should commit to improving Falcon Square bus stops.</li> </ul> </li> <li>• Active travel infrastructure must be built into all new developments and must be a condition of planning permission.</li> </ul>	<p>Map 6.1 (referred to in A1) has been updated to reflect recent Scottish Government funding award of £6.6M to deliver city-wide active travel improvements, including a west-east route that crosses the city centre, and grant funding for community engagement, feasibility and design to improve active travel corridors surrounding Inverness Railway Station by March 2018.</p> <p>No change – while opportunities may arise in the longer term to relocate the bus station, the current priority is to improve Inverness Rail Station, including active travel routes from the Rail Station to the Bus Station and Rose Street Carpark.</p> <p>No change: HITRANS recently replaced the Falcon Square (northbound) bus shelter next to Marks &amp; Spencer and is currently finalising the legal agreement to install a matching shelter to replace and enlarge the existing facility on the opposite side of the road, near the entrance to Eastgate shopping centre, with an expected completion date of early 2018.</p> <p>No change: Development Criterion A2 requires all development to take account of opportunities to promote new or enhanced active travel links.</p>

**Question 13: Do you have any other comments on making Inverness accessible, easy and safe to move around? Please reference the section/paragraph number where appropriate.**

18 respondents



Summary of comments received	Proposed response
<b>Community Councils</b>	
<p><u>Kiltarlity Community Council</u> Better public transport links to surrounding settlements would increase footfall in the city centre and improve its economy. Declining investment in public transport is preventing people from accessing Inverness for work, leisure and onward travel.</p>	<p>Noted. We acknowledge the role of public transport to/from surrounding settlements in supporting the city centre but the Brief has limited powers to tackle this directly. Development Criterion A4 has been amended to highlight that, where appropriate, contributions will be sought towards promoting use of public transport (as set out in Section 8 Developer Contributions). In addition the Brief confirms that the Council is collaborating with Abellio Scotrail and HITRANS to invest in railway station improvements that promote rail travel as an alternative to private car use.</p>
<b>Business</b>	
<p><u>Inverness BID</u></p> <ul style="list-style-type: none"> <li>- Important to improve access to the city centre for all modes of transport (public transport, active travel and vehicles). Brief needs to demonstrate that all modes can co-exist without conflicting with each other.</li> </ul>	<p>No change - the Brief's priority is to widen the range of choices for people travelling to and through the city centre to achieve a balance between all modes of transport. Experience from other towns and cities shows that this increases footfall and investment, which are key objectives of the Brief. This approach also accords with the principle of supporting patterns of development that reduce the need to travel (Scottish Planning Policy) and the National Transport Strategy's travel hierarchy, which promotes walking, cycling, public transport and car sharing in preference to single occupancy car use.</p>
<p><u>Carplus Bikeplus</u> More measures needed to discourage/reduce car travel such as:</p> <ul style="list-style-type: none"> <li>- Expanding the city's car club/bikeshare network for residents and visitors including provision of car club parking spaces and bikeshare points at key transport hubs (rail/bus).</li> <li>- Reduced admission charges to visitor attractions for people who travel sustainably.</li> <li>- Providing fewer parking spaces and increasing parking charges.</li> </ul>	<p>Noted: The Brief's approach to reducing private car use is focussed on increasing the convenience of walking, cycling and use of public transport. The development criteria are intended to encourage and promote modes of sustainable travel without directly discouraging or dis-incentivising car travel. Section 6, Action 8, has been amended to acknowledge the recent introduction of car club schemes and Council commitment to engage with operators seeking appropriate ways to increase uptake, including monitoring demand.</p> <p>No change: regulating admission charges is outwith the scope of the Brief.</p> <p>No Change: the Brief reflects current Council policy/enforcement of city centre parking, including changes agreed by the City of Inverness Area Committee on <a href="#">14 September 2017</a>, and <a href="#">3 December 2015</a>.</p>
<p><u>Port of Inverness</u> <u>Inverness Marina</u></p>	

<ul style="list-style-type: none"> <li>- Supports creation of convenient, attractive pedestrian, cycle and public transport links to city centre destinations.</li> <li>- Requests better connectivity to/from the city centre to the wider area, including development of enhanced parking facilities outwith the city centre to enhance the city centre experience. Examples include a “satellite hub” at the Port/Marina with an attractive walking route to city centre that takes advantage of recent improvements linked to the flood scheme.</li> </ul>	<p>Support noted.</p> <p>Accepted: Section 4, Para 4.1 revised to highlight importance of visitor attractions within walking and distance of the city centre. Section 6, Para 6.10 added to acknowledge potential for a new mixed use neighbourhood to extend the existing riverside walkway to create an attractive walking and cycling corridor.</p>
<b>NGOs (including charities and campaign groups)</b>	
<p><u>Highland Historic Buildings Trust</u></p> <ul style="list-style-type: none"> <li>- Prioritise relocation of bus station and redevelopment of Farraline Park.</li> <li>- Achieve greater integration between the train and bus stations, directing transport away from Academy Street.</li> <li>- Convert Union Street, Queensgate and the foot of Church Street into a pedestrian priority zone.</li> </ul>	<p>No change: while opportunities may arise in the longer term to relocate the bus station, re-develop Farraline Park, and achieve greater integration between bus and rail travel, the Council’s current priority is to promote improvements to Inverness Rail Station and enhance the pedestrian environment between the rail and bus stations, and facilitate active travel improvements on Academy Street, as shown on Map 6.1.</p>
<p><u>Inverness Civic Trust:</u></p> <ul style="list-style-type: none"> <li>- Early public consultation needed to develop an Integrated Transport Strategy for the city centre addressing a vision for traffic and transport management up to 2030, including changes in land use. Areas of conflict between pedestrians, cyclists and other road users should be addressed in an urgent review, involving public consultation, of the Inverness Active Travel Audit.</li> <li>- Cycle/pedestrian routes in the city centre should be clearly demarcated and segregated.</li> <li>- A legible safe, cycling route should be created linking the Millburn cycle route to the Innes Street underpass. The construction of a bridge for active travel from Morrisons supermarket to Railway Terrace should be considered.</li> <li>- Bank Street should be converted to shared space, connecting the city centre to the riverside.</li> </ul>	<p>No change: no change: we agree that transport and travel are important issues for the growth and regeneration of the city centre and Section 6 of Brief highlights priorities for improvements to active travel infrastructure that we are seeking to influence.</p> <p>No change: the design of new or enhanced active travel routes will be approached on a case-by-case basis, informed by public consultation, including the needs of disabled people, to ensure safe access for all. Modifications to existing infrastructure are operational matters that are outwith the remit of this Brief.</p> <p>Noted- no change: Funding is also in place to undertake community engagement, feasibility and design to improve active travel corridors surrounding Inverness Railway Station by March 2018. The Brief provides in-principle support for these improvements.</p> <p>No change: In keeping with Scottish Government guidance on street design, the Brief is focussed on making streets and spaces ‘better people places’ for all users, rather than</p>

<ul style="list-style-type: none"> <li>- The introduction of “Park and Ride” facilities at Caledonian Thistle Stadium and the Raigmore Interchange should be considered.</li> </ul>	<p>just movement spaces dominated by vehicle traffic. Shared space is one of several forms of design and management that can achieve this, but can also be perceived as risky by some disabled people. Changes to street design in the city centre will be approached on a case-by-case basis, informed by public consultation, including the needs of disabled people, to ensure safe access for all.</p> <p>No change: the city’s first Park-and-Ride facility has been consented as part of the outline planning permission for new development at Stratton, East Inverness and is expected to be delivered as part of this phased development.</p>
<p><u>Highland Senior Citizens Network</u></p> <ul style="list-style-type: none"> <li>- Access for older people must address all disabilities including deafness, visual impairment and reduced mobility;</li> <li>- Improvements should involve direct consultation with disability groups. Ensure clearly marked, safe segregation of pedestrians and cyclists where access is shared.</li> </ul>	<p>Accepted: Criterion A2 corrected to promote safe, attractive routes and spaces for all pedestrians, including disabled people.</p> <p>Noted: Access improvements in the city centre will be approached on a case-by-case basis, informed by public consultation, including the needs of disabled people, to ensure safe access for all.</p>
<p><u>Highland Cycle Campaign</u></p> <ul style="list-style-type: none"> <li>- (Action 1) Substitute “disabled people” for “people with reduced mobility”.</li> <li>- (Action 3) Avoid shared space when promoting safer crossing points for pedestrians and cyclists.</li> <li>- (Action 4) Objects to electric vehicles being linked to sustainable travel.</li> <li>- (Actions 5/6/7) Queries why no investment is planned for Inverness Bus Station because bus travel has more potential to reduce traffic congestion than rail.</li> <li>- (Action 8) Should also promote cycle parking (detailed advice supplied).</li> </ul>	<p>Accepted: wording corrected.</p> <p>No change: The brief does not make specific reference to shared space, which is one of several forms of design and management that can make streets and spaces ‘better people places’ for all users. Changes to street design in the city centre will be approached on a case-by-case basis, informed by public consultation, including the needs of disabled people, to ensure safe access for all.</p> <p>Noted: no change.</p> <p>No change: while opportunities may arise in the longer term to relocate the bus station, the current priority is to improve Inverness Rail Station, including active travel routes from the Rail Station to the Bus Station and Rose Street Carpark.</p> <p>Accepted: Action 9 added to promote cycle parking.</p>
<p><u>Guide Dogs Scotland</u></p> <ul style="list-style-type: none"> <li>- (Action 3) Detailed advice provided on upgrading existing crossings at specific city centre locations to meet the needs people with sight loss</li> </ul>	<p>Noted – no change: modifications to existing infrastructure are operational matters that are outwith the remit of this Brief. This advice has, however, been brought to the</p>

<p>(addressing pole positions, use of tactile paving, and audio /tactile alerts).</p> <ul style="list-style-type: none"> <li>- To protect safety of people with sight loss, kerbs should <u>not</u> be removed to create shared surfaces/spaces. Controlled crossings (e.g from Station Square) should be retained to reduce uncertainty when people with sight loss are crossing roads.</li> <li>- Pavement advertising (A-boards) should be eliminated to make pedestrian movement easier.</li> </ul>	<p>attention of the Council’s Transport Planning and Area Roads teams and, where relevant, will be taken into account as part of two forthcoming projects to develop detailed designs for active travel improvements in the city centre, funded by Transport Scotland’s Community Links and Community Links Plus programmes. Paras 6.4 and 6.5 have been amended to make reference to these projects.</p> <p>Noted – no change. The brief does not make specific reference to shared space, which is one of several forms of design and management that can make streets and spaces ‘better people places’ for all users. Changes to street design and pedestrian crossing points in the city centre will be approached on a case-by-case basis, informed by public consultation, including the needs of disabled people, to ensure safe access for all.</p> <p>Noted - no change: Council policy on managing obstructions within the adopted road was agreed by the Transport, Environment and Community Services Committee on <a href="#">15 August 2013</a>. This policy requires businesses to apply for permission to display A-Boards and, if approved, comply with requirements laid out in the guidelines attached to the relevant <a href="#">application form</a>. Council Roads Inspectors are responsible for enforcing this policy.</p>
<p><u>Paths for All</u></p> <ul style="list-style-type: none"> <li>- Brief should support the delivery of the National Walking Strategy and avoid too strong a focus on cycling when promoting active travel. People will choose not to use a car if the Brief encourages people to walk and delivers a good pedestrian environment.</li> </ul>	<p>Noted: The Brief supports the delivery of the National Walking Strategy (NWS) by setting a priority for new development to contribute to making it easy and convenient for people to walk, cycle and use public transport, particularly for short journeys to and through the city centre. The priority set out in Section 6 has been amended to refer to widening the range of choices for “people of all abilities”. This priority accords with the strategic aims of the NWS which are to: create a culture of walking; better walking environments throughout Scotland; ensure easy, convenient independent mobility for all.</p>
<p><u>Living Streets</u></p> <ul style="list-style-type: none"> <li>- (Action 1) Substitute “disabled people” for “people with reduced mobility”.</li> <li>- Make special provision for people with impaired vision at all crossings, in particular light controlled crossings.</li> <li>- (Action 3) Puts forward detailed proposals to improve the walking and</li> </ul>	<p>Wording amended.</p> <p>No change: Proposed changes to street design and pedestrian crossing points in the city centre will be approached on a case-by-case basis, informed by public consultation, including the needs of disabled people, to ensure safe access for all. Modifications to existing infrastructure are operational matters that are outwith the remit of this Brief.</p> <p>No change: setting prescriptive, site specific proposals to modify existing infrastructure is</p>

<p>cycling environment on Academy Street, Bridge Street, Church Street.</p> <ul style="list-style-type: none"> <li>- Objects to existing public realm changes at the top of Church Street, including disabled ramp to refurbished office building, public art, and café tables and chairs.</li> <li>- (Action 4) Queries meaning of the term “hub”. Approves of introduction of electric taxis. Identifies where electric charging points should /should not be located.</li> <li>- (Action 7) Queries meaning of the term “public realm” and whether improvements to Station Square will destroy existing features.</li> <li>- (Action 8) Objects to allocating on-street space for Car Club parking that could be used for loading. Requests scrapping of existing Car Club scheme.</li> </ul>	<p>outwith the remit of this Brief. These proposals have instead been brought to the attention of the Council’s Transport Planning and Area Roads teams and, where relevant, will be taken into account as part of two forthcoming projects to develop detailed designs for active travel improvements in the city centre, funded by Transport Scotland’s Community Links and Community Links Plus programmes. Paras 6.4 and 6.5 have been amended to make reference to these projects. Changes to street design in the city centre will be approached on a case-by-case basis, informed by public consultation, including the needs of disabled people, to ensure safe access for all.</p> <p>Noted.</p> <p>Action A4 amended to include a definition of an Active Travel Hub.</p> <p>Definition of public realm added to re-numbered Para 1.15.</p> <p>No change: Supporting the development of car clubs in Inverness city centre aligns with Transport Scotland’s <i>Developing Car Clubs in Scotland</i> programme aimed at reducing carbon emissions from transport and improving air quality in towns and cities.</p>
<b>Comments from individuals</b>	
<ul style="list-style-type: none"> <li>• (Action 1) Reword to "pedestrian friendly and cycle friendly" to reflect separate needs.</li> <li>• (Action 3) A82 roundabouts in the city centre should be re-configured to make them safe for cyclists.</li> <li>• (Action 6) Rail Station improvements should go further than generating revenue from additional retail outlets – e.g. Tourist Information Centre should be relocated to the station.</li> <li>• (Action 8) Provide secure, longer term cycle parking, including leased</li> </ul>	<p>Accepted: text amended.</p> <p>No change: as part of the trunk road network, the A82 is overseen, managed and maintained by Transport Scotland. The Brief is focused on improvements that may be in Council’s gift to deliver, subject to the availability of resources linked to new development or grant funding.</p> <p>No change: prescribing the location of the Tourist Information Centre is outwith the scope of this Brief.</p> <p>Accepted: new Action 9 added to promote increased levels of high-quality cycle parking.</p>

<p>parking spaces (for residents without cycle storage/cycle tourists carrying luggage etc).</p> <ul style="list-style-type: none"> <li>• Allow contra-flow movement of cyclists on every one-way street in Inverness.</li> <li>• Convert the entire city centre into a “20’s Plenty” speed zone.</li> <li>• The Brief: <ul style="list-style-type: none"> <li>– lacks concrete proposals to limit or discourage motorised transport;</li> <li>– should be aligned with the National Walking Strategy (NWS) Action Plan;</li> <li>– should address the mobility needs of <u>all</u> disabled people.</li> </ul> </li> <li>• Ten existing road crossings should be: <ul style="list-style-type: none"> <li>– upgraded and/or improved to create controlled crossings that are fully accessible to all disabled people (7 locations); or</li> <li>– upgraded to zebra crossing status (3 locations).</li> </ul> </li> <li>• City centre footpaths should not double-up as cycle routes. Cyclists should share vehicle routes or be provided with segregated carriageways. All cycle ways should be clearly and frequently marked. Cycle parking should be 'corralled' in areas that are clearly visible.</li> <li>• Existing shared-use cyclist/pedestrian paths should be widened and re-</li> </ul>	<p>No change: proposed changes to street design and cycle movement in the city centre will be approached on a case-by-case basis, informed by public consultation to ensure safe access for all.</p> <p>No change: in July 2017 a 20mph speed limit came into force across a <a href="#">significant portion of Inverness city centre</a>. Other city centre locations may be evaluated, in due course, using criteria for speed reduction measures explained in <a href="#">this report</a>.</p> <p>Noted: The Brief’s approach to reducing private car use is focussed on increasing the convenience of walking, cycling and use of public transport. The development criteria are intended to encourage and promote modes of sustainable travel without directly discouraging or dis-incentivising car travel. It also confirms that Developer Contributions will be secured towards active travel infrastructure. This aligns with the strategic aims of the NWS which are to: create a culture of walking; better walking environments throughout Scotland; and ensure easy, convenient independent mobility for all. The priority set out in Section 6 has been amended to refer to widening the range of choices for “people of all abilities”.</p> <p>Noted – no-change: setting prescriptive, site specific proposals to modify existing infrastructure is outwith the remit of this Brief. These proposals have instead been brought to the attention of the Council’s Area Roads team and, where relevant, will be taken into account as part of two forthcoming projects to develop detailed designs for active travel improvements in the city centre, funded by Transport Scotland’s Community Links and Community Links Plus programmes. Paras 6.4 and 6.5 have been amended to make reference to these projects.</p> <p>Noted: Development criterion A2 has been amended to require development to follow Transport Scotland guidance Cycling by Design 2010 (Revision 1, June 2011), which identifies factors to be considered in determining whether shared use or segregated facilities are desirable. The design and configuration of cycle routes alongside footpaths will need to be considered on a case by case basis.</p> <p>No change: Modifications to existing infrastructure are operational matters that are</p>
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<p>designated as separated routes. All existing street clutter should be removed, (including approx. 200 steel bollards and 70 granite bollards) because it is both an eyesore and a hazard for people who are visually impaired. Consider reducing numbers of public bins.</p> <ul style="list-style-type: none"> <li>On Academy Street, avoid use of “shared space” for vehicle, cycle and pedestrian movement to protect people who are visually impaired.</li> <li>Consider banning pavement advertising (A-boards).</li> </ul>	<p>outwith the remit of this Brief. These suggestions have been brought to the attention of the Council’s Transport Planning and Area Roads teams for consideration as part of any future streetscape proposals.</p> <p>Noted. The brief does not make specific reference to shared space, which is one of several forms of design and management that can make streets and spaces ‘better people places’ for all users. Changes to street design in the city centre will be approached on a case-by-case basis, informed by public consultation, including the needs of disabled people, to ensure safe access for all.</p> <p>Noted - no change: It is outwith the remit of the Brief Council policy on managing obstructions within the adopted road was agreed by the Transport, Environment and Community Services Committee on <a href="#">15 August 2013</a>. This policy requires businesses to apply for permission to display A-Boards and, if approved, comply with requirements laid out in the guidelines attached to the relevant <a href="#">application form</a>. Council Roads Inspectors are responsible for enforcing this policy.</p>
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<b>7) Distinctive and Attractive</b>	
<b>Question 14: Are these the right priorities to make the city centre distinctive an attractive? Tell us why.</b>	
10 respondents	
<b>Summary of comments received</b> Seven agreed with one or more of the proposed priorities.	<b>Proposed response</b>
<b>Community Councils</b>	
<u>Crown City Centre Community Council</u> Strongly supports the priority to improve redundant or derelict buildings and endorses action to tackle this problem, such as the Inverness Townscape Heritage project. Acknowledges scale of challenge, particularly in terms of cost and ownership.	Support noted.
<b>Government/Statutory Bodies</b>	
<u>SEPA</u> – (7.1) Requests minor amendment to wording to emphasise the natural environment’s contribution to making the city centre distinctive and attractive.	Accepted: wording amended.
<b>Business</b>	

<p><u>Port of Inverness</u> <u>Inverness Marina</u></p> <ul style="list-style-type: none"> <li>- Support the proposed priorities.</li> <li>- (Para 7.4) Share interest of the public in realising full potential of the River Ness.</li>   <li>- Encourage partnership working to extend River Ness walkway from the city centre to the Port/Marina, taking visitors to places of interest including Cromwell's Fort (Clock Tower).</li> </ul>	<p>Support noted.</p> <p>Noted: The Brief's strategy diagram and Maps 3.1 and 5.1 highlight potential for a new mixed use neighbourhood to be created outwith the Brief area (between Burnett Road and the riverside), which should present opportunities for partnership working to extend River Ness walkway.</p>
<b>NGOs (including charities and campaign groups)</b>	
<p><u>Inverness Civic Trust:</u></p> <ul style="list-style-type: none"> <li>- (Para 7.3) Endorses observations on poor pedestrian environment, street character undermined by traffic congestion, unsympathetic alterations /development, and the shortage of public accessible green space /communal open space.</li> <li>- (Para 7.4) Agrees that the City must make full use of the potential of the River Ness and requests an integrated and long term approach.</li> </ul>	<p>Endorsements noted.</p> <p>Agreement noted.</p>
<p><u>Highland Cycle Campaign</u></p> <ul style="list-style-type: none"> <li>- Queries meaning of the terms "active frontage" and "placemaking principles".</li>   <li>- Frontages should not feature pavement cafés or advertising boards because these cause problems for blind people.</li>   <li>- Considers the priority to promote innovative solutions for waste storage and collection to be bland and vague.</li> </ul>	<p>Accepted: text amended to explain terms.</p> <p>No change: experience from other towns and cities shows that appropriately located and designed pavement cafés add vibrancy and increase footfall, which are key objectives of the Brief. This approach also accords with Scottish Government guidance on making towns and cities, more active, attractive and accessible, as set out in the <a href="#">Town Centre Toolkit</a> (2015).</p> <p>Noted.</p>
<p><u>Living Streets</u></p> <ul style="list-style-type: none"> <li>- (Map 7.1) Queries in detail lack of consistency between this and maps elsewhere in the Brief (site names, numerical order and colours).</li>   <li>- Queries whether innovative solutions for waste storage and collection are needed. Questions legality of storing bins in public areas and requests ban, apart from allocated times for waste collection.</li> </ul>	<p>Suggested modifications have been considered and, where relevant and appropriate, incorporated into a revised map that is fit for purpose as a Development Management tool, taking steps to avoid information-overload.</p> <p>Action 6 amended to confirm that in September 2017 the City of Inverness Area Committee approved the launch of a <a href="#">trade waste pilot project</a> to reduce the amount of trade waste containers on the streets and improve the look and feel of the city</p>



	centre. Setting restrictions on the timing of waste collections is outwith the scope of this Brief.
<b>Comments from individuals</b>	
<ul style="list-style-type: none"> <li>• Supports priorities to: <ul style="list-style-type: none"> <li>▪ tackle problem city centre waste storage and collection.</li> <li>▪ “preserve” the city’s built heritage.</li> <li>▪ promote high-quality contemporary design that is sympathetic to its context.</li> </ul> </li> <li>• Objects to replacing built heritage with poorly designed modern buildings.</li> <li>• Suggested actions to make the city centre more distinctive and attractive: <ul style="list-style-type: none"> <li>– Attract creative businesses to the city centre to increase footfall.</li> <li>– Improve approaches to the city centre (e.g. car showroom corridor, Longman Road).</li> <li>– Encourage the National Trust for Scotland (NTS) to convert Balnain House into a visitor attraction to expand the range of activities for visitors to the city centre and increase awareness of the river.</li> </ul> </li> </ul>	<p>Support noted.</p> <p>No change: Section 7, Placemaking Principle 4 promotes “a high standard of contemporary design that is derived from its context and responds appropriately to the site.”</p> <p>No change: Section 3 (B2) supports development of office, commercial and employment space at locations across the city centre including gap sites and vacant or underused ground or upper floors. It is outwith the Brief’s remit, however, to prescribe what services these businesses should offer.</p> <p>No change: changes to the public realm beyond the city centre boundary is outwith the remit of this Brief. The Council has, however, produced a <a href="#">design guide</a> for new development that impacts on the character and quality of the main public approaches to the city.</p> <p>No change: in September 2017, in response to a written query from the Council Leader, the NTS Chief Executive confirmed the Trust’s intention to retain the current use of Balnain House (BH) as offices for the Trust and tenants. This use is entirely consistent with the priority set out in Section 3 of the Brief to attract public and private sector organisations to locate, remain and expand their workforce in the city centre. The National Trust has installed visitor interpretation panels in BH garden, which is accessible to the public.</p>

<b>Question 15: Do you agree with these development criteria? Tell us why.</b>	
Eleven respondents	
<b>Summary of comments received</b>	<b>Proposed response</b>
<b>Community Councils</b>	
<u>Crown City Centre Community Council</u>	

Supports the proposed criteria. Will take close interest in individual projects as they are developed.	Support noted.
<b>Government/Statutory Bodies</b>	
<u>SEPA</u> – (D8) Rename as “Natural heritage and the environment”. Amend text to: [Development adjacent to, abutting, or within River Ness] “must not result in a reduction in its environmental condition and careful consideration must be given to” [potential impact...].	Accepted: text amended.
<b>Business</b>	
<u>Port of Inverness (POI)</u> <u>Inverness Marina</u> – Brief should acknowledge importance of attracting visitors to destinations beyond, but within walking distance of, the city centre, by means of direct and attractive pedestrian linkages. POI keen to develop this type of destination facility.	Accepted: Section 4, Para 4.1 revised to highlight importance of visitor attractions within walking and distance of the city centre. Para 6.10 added to acknowledge opportunity to extend the existing riverside route as an attractive walking and cycling corridor and refer to wider destinations/attractions, including National Cycle Route 1 which passes the Port/Marina.
<b>NGOs (including charities and campaign groups)</b>	
<u>Inverness Civic Trust:</u> – Supports (D1) (D3) and (D5). – (D6) Supports development and adoption of Shopfront Guidance.  – Temporary hoardings should be attractive (Inverness Townhouse works set exemplary standard).  – (D7) Waste uplift and storage should be properly managed and controlled.	Support noted.  Accepted: Placemaking Principle 12 amended to refer to appropriate design of temporary hoardings.  New Action 7 added reporting the launch of a <a href="#">trade waste pilot project in January 2018</a> to reduce the amount of trade waste containers on the streets and improve the look and feel of the city centre, as approved by the City of Inverness Area Committee in September 2017.
<u>Highland Cycle Campaign</u> – Queries option for improving Station Square (as illustrated on Page 33) in terms of how: <ul style="list-style-type: none"> <li>• shared space solution will accommodate safety needs of visually impaired people and guide dogs;</li> <li>• illustrated reduction in motor vehicles will be achieved.</li> </ul>	No change: as its caption explains, this illustration formed part of a previous options study. Changes to the design of streets and spaces in the city centre will be approached on a case-by-case basis, informed by public consultation, including the needs of all street users.
– (D5) Requests clearer wording to ensure public art is integrated into design and	Accepted: text amended to refer to integration of public art into the design of fittings

not delivered as a bolt-on.	and features at an early stage in the design process.
<p><u>Living Streets</u></p> <ul style="list-style-type: none"> <li>- Queries why pedestrians and cyclists are not mentioned in criteria.</li> <li>- (D5) Considers good facilities for pedestrians and cyclists to be more important than public art.</li> <li>- (D6) Shopfront Guidance exists that was prepared 15-20 years ago but ignored for previous 10 years.</li> <li>- (D7) Amend text to: <i>[No refuse or recycling material shall be stored or placed for collection on the pavement or public highway except] "between 7am and 10am" [on day of collection].</i></li> </ul>	<p>No change: pedestrians and cyclists are referred to Section 6 Criteria for Development [Accessible, easy and safe to move around]</p> <p>Noted - no change. The Brief reiterates existing Council policy on public art, as detailed in Supplementary Guidance Public Art Strategy adopted in April 2013.</p> <p>Noted – no change.</p> <p>No change: setting restrictions on the timing of waste collections is outwith the scope of this Brief. Action to reduce the amount of trade waste containers on city streets is already underway following approval by the City of Inverness Area Committee in September 2017 of a <a href="#">trade waste pilot project</a> .</p>
<b>Comments from individuals</b>	
<ul style="list-style-type: none"> <li>• Generally agrees with proposed criteria but: <ul style="list-style-type: none"> <li>▪ Importance of landscape infrastructure should be emphasised (management/maintenance of mature street trees and riverside trees; future 'greening', in particular Longman Road).</li> <li>▪ Make reference to important green infrastructure, e.g woodlands at: Tomnahurich; escarpment east of Millburn Road; escarpments around Merlewood/Stratherrick.</li> </ul> </li> <li>• (D4) Add Balnain House to list of sites requiring site specific guidance.</li> <li>• Public art is not a priority.</li> </ul>	<p>Support noted.</p> <p>Accepted: Criteria D3 and D8 amended to emphasise importance of safeguarding and enhancing landscape and green infrastructure, including trees.</p> <p>No change: existing Listed Building and Conservation Area legislation, combined with Development Criteria and Placemaking Principles set out in this Brief are considered sufficient to guide any future development at Balnain House. Site-specific guidelines relate to properties/sites that are either: a heritage asset under threat from neglect or demolition; a vacant site; a site where major development is already planned or anticipated that will have a significant impact on the visual and spatial character of the city centre. Balnain House does not fall into any of these categories.</p> <p>Noted - no change. The Brief reiterates existing Council policy on public art, as detailed in Supplementary Guidance Public Art Strategy adopted in April 2013.</p>

<ul style="list-style-type: none"> <li>Development must be fit for purpose and aesthetically pleasing. Contemporary materials must complement existing fabric. Where demolition is necessary, this should be done timeously.</li> </ul>	<p>No change: the Key Placemaking Principles set out in the Brief, along with site-specific guidance for key sites, describe parameters for the visual and spatial character of new development that are material considerations in the determination of planning permissions. It is outwith the Brief's remit to set time limits for demolition.</p>
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<b>Question 16: Do you have any other comments on making Inverness distinctive and attractive? Please reference the section/paragraph number where appropriate.</b> 11 respondents	
Summary of comments received	Proposed response
<b>Community Councils</b>	
<u>Crown City Centre Community Council</u> <ul style="list-style-type: none"> <li>Supports redevelopment and stabilisation of heritage assets to establish viable and supportive uses that maintain their character and distinctiveness.</li> <li>Endorses work of the Townscape Heritage Project to improve Academy Street.</li> <li>Wishes to be consulted on all the major town centre sites as they come forward.</li> </ul>	<p>Support noted. Placemaking Principle 3 amended to emphasise importance of maintaining the character and distinctiveness of heritage assets.</p> <p>Noted.</p> <p>Noted.</p>
<b>Business</b>	
<u>Graham + Sibbald</u> <ul style="list-style-type: none"> <li>Endorses the Brief's focus on bringing redundant buildings back into economic use, and its support for adaptive re-use, as means of improving and regenerating the city centre.</li> </ul>	<p>Support noted.</p>
<u>Port of Inverness (POI)</u> <u>Inverness Marina</u> <ul style="list-style-type: none"> <li>(Para 7.4) endorsed.</li> <li>Brief should also emphasise importance of creating attractive pedestrian links to riverside destinations beyond the Brief boundary, including a visual walkway connecting the city centre to Inverness Marina that enables access to tourist activities such as dolphin watching.</li> </ul>	<p>Support noted.</p> <p>Accepted: Para 6.10 added to (a) highlight importance of destinations within walking and distance of the city centre; (b) confirm that wayfinding proposals will signpost these destinations; and (c) highlight potential for a new mixed use neighbourhood to be created between Burnett Road and the riverside (as indicated on the strategy diagram re-located to the inside front cover of the finalised Brief) including opportunity to create an attractive riverside walkway.</p>
<b>NGOs (including charities and campaign groups)</b>	
<u>Highland Historic Buildings Trust</u>	

<ul style="list-style-type: none"> <li>- Increase publically accessible greenspace in the city centre, including the riverside, e.g. create multi-use spaces and roof top gardens; “green” surroundings of historic buildings and footpath boundaries.</li> <li>- Prioritise protection and enhancement of escarpment and Victorian villas lining Gordon Terrace and Culduthel Road.</li> <li>- Use existing assets and re-develop historic buildings for wider use.</li> <li>- (Map 7.1) Why does this not refer to development of the “Old Town” or potential improvements on Chapel Street?</li> </ul>	<p>Accepted: Placemaking Principles 3 and 14 have been amended to promote opportunities to increase greenspace, including rooftop gardens, planting and “greening”.</p> <p>Accepted: Placemaking Principle 3 amended to emphasise importance of maintaining the character and distinctiveness of heritage assets. Criteria D3 and D8 amended to emphasise importance of safeguarding and enhancing landscape and green infrastructure, including trees.</p> <p>No change: Criterion D1 promotes sensitive re-development of sites with underused or neglected heritage assets.</p> <p>No change: Map shows Old Town Conservation Area Management Plan boundary. Chapel street is not a priority area for public realm improvements but is identified, however, on Map 6.1 as a priority route for active travel improvements in the longer term.</p>
<p><u>Inverness Civic Trust:</u></p> <ul style="list-style-type: none"> <li>- The increase in vacant and dilapidated upper storeys is exacerbated by multiple ownership, and businesses and organisations moving to out-of-town sites.</li> <li>- Consider using Common Good Fund to provide VAT relief on repairs to Listed Buildings.</li> <li>- Take steps to prevent sites/property from lying vacant and creating eyesores. Use enforcement to ensure these areas are maintained, landscaped and made safe. Enforce all planning conditions.</li> <li>- Measure, monitor and address pollution in the city centre.</li> <li>- City taxis should be required to use a recognisable colour and logo to achieve a unified brand. By 2030 only electric or hybrid vehicles should be operating as taxis in the city centre.</li> </ul>	<p>Noted.</p> <p>Noted – no change: this Brief is not the appropriate instrument for the allocation of Common Good Fund resources.</p> <p>Noted – no change: The Council’s powers of enforcement relate to unauthorised development or development that fails to keep to the terms of a planning consent. These are set out in our <a href="#">Planning Enforcement Charter</a>.</p> <p>Accepted: The Council has declared the area surrounding the junction of Academy Street and Queensgate to be an Air Quality Management Area (AQMA) and is continuing to monitor air quality at several locations within and around this zone, including real time monitoring on Queensgate. Section 7, Para 7.4 added to make reference to the AQMA and its related Draft Air Quality Action Plan.</p> <p>No change - branding of city cabs and informing the fuel choice of taxi companies are outwith the scope of this Brief.</p>

<p><u>Living Streets</u></p> <ul style="list-style-type: none"> <li>– Restrict timing of city centre waste collections to hours between 07.00 and 10.00.</li> </ul>	<p>No change: setting restrictions on the timing of waste collections is outwith the scope of this Brief. Action to reduce the amount of trade waste containers on city streets is already underway following approval by the City of Inverness Area Committee in September 2017 of a <a href="#">trade waste pilot project</a> .</p>
<p><b>Comments from individuals</b></p>	
<ul style="list-style-type: none"> <li>• Designate Inverness as a “Green City”- or set a timetable to do so.</li> <li>• Move the bus station to the rear of the Library (Royal Mail site) and transform Farraline Park into an urban square.</li> <li>• Re-develop Farraline Park as: a piazza with fountain; a Kyoto Garden; a Jacobite Garden.</li> <li>• Develop A82 as an artery for buses.</li> <li>• New public art could comprise of: a fountain; Highland cattle; Gaelic symbol of peace; flying geese; Bonnie Prince Charlie.</li> <li>• Some public art poses a trip hazard to, for example, visually impaired people (city centre examples identified). Designers and installers should be made to consider hazard implications as part of the process of planning/designing/installing artwork.</li> </ul>	<p>No change - the Brief prioritises opportunities and interventions understood to be feasible and deliverable in the context of anticipated public and private sector investment. Currently, the following interventions are not considered practical or feasible: relocation of Inverness Bus Station; re-development of Farraline Park; achieving “Green City” status; altering the role of the A82.</p> <p>Noted.</p> <p>Accepted. Placemaking Principle 12 amended to require public realm design, including public art, to have regard for the needs of disabled people, ensuring safe access for all.</p>

<p><b>Question 17: Do you agree with the proposed placemaking principles for assessing development proposals? Tell us why and which principle you are commenting on.</b></p>	
<p>Ten respondents</p>	
<p><b>Summary of comments received</b></p>	<p><b>Proposed response</b></p>
<p><b>Government/Statutory Bodies</b></p>	
<p><u>SEPA</u></p> <ul style="list-style-type: none"> <li>– (Principle 13) Requests addition to text to end of first paragraph: “Any opportunity should be taken to use new open spaces to retrofit well designed SUDS into the local drainage network.”</li> </ul>	<p>Accepted: text amended.</p>
<p><u>Historic Environment Scotland</u></p> <ul style="list-style-type: none"> <li>– Agrees with proposed principles, in particular (Principle 3) Historic Buildings and Spaces.</li> <li>– (Principle 3) should refer also to safeguarding the setting of built heritage.</li> </ul>	<p>Support noted.</p> <p>Accepted: text amended.</p>
<p><b>Business</b></p>	

<p><u>Carplus Bikeplus</u> (Principle 11) Make Car Club vehicle parking bays visible, easy and safe to access.</p>	<p>Accepted: text amended.</p>
<b>NGOs (including charities and campaign groups)</b>	
<p><u>Inverness Civic Trust</u></p> <ul style="list-style-type: none"> <li>- (Principle 1) A computer-generated 3-D model of the city centre should be prepared (with assistance from UHI?) to enable planning applicants develop and integrate their designs into the wider context.</li> <li>- (Principle 2) Planning consent for any development should protect views from five key points: Castle Hill; Inverness Castle; Bridge Street; Castle Street and Raining's Stairs.</li> <li>- (Principle 3) Paras 1- 4 are endorsed. Request for clarification in para 5 of whether future management/maintenance plans relate to the heritage asset or the new development.</li> <li>- (Principle 4) Endorses the principle of good design and expresses concern that, currently, this is not upheld by the Council when processing planning applications.</li> <li>- (Principle 9) Too prescriptive. Revised wording proposed.</li> <li>- (Principle 12) Should promote consistency in the use of materials, and an integrated approach to materials and components.</li> </ul>	<p>Noted.</p> <p>Accepted: Re-numbered Map 7.5 revised to show all five points. Principle 2 amended to refer to this map.</p> <p>Endorsement noted. Text amended to clarify that future management/maintenance plans relate to the heritage asset.</p> <p>Noted.</p> <p>Noted – no change: Principle 9 seeks to moderate materials that are not common to the fabric of the Conservation Area by discouraging their <u>widespread</u> use. It does not, however, prescribe or prohibit the use of any material.</p> <p>Accepted: text amended.</p>
<p><u>Highland Cycle Campaign</u></p> <ul style="list-style-type: none"> <li>- (Principle 11) Should promote cycle parking (detailed advice supplied).</li> <li>-</li> <li>- (Principle 12): Should address needs of visually impaired people by promoting raised kerbs and avoiding the proposed palette of grey stone surfaces.</li> <li>- Queries whether street clutter will be avoided if the Brief also advocates high quality street furniture and lighting.</li> </ul>	<p>Accepted: Development Criterion A2 and Section 6, Action 9 added to place greater emphasis on cycle parking.</p> <p>Accepted: Text amended to require public realm design to have regard for the needs of disabled people, ensuring safe access for all. Materials cited are unchanged because they are merely examples of the character and quality of recent city centre street surfacing.</p> <p>Noted.</p>
<p><u>Living Streets:</u></p> <ul style="list-style-type: none"> <li>- (Principle 10) is so generalised as to be meaningless.</li> </ul>	<p>Noted.</p>

<ul style="list-style-type: none"> <li>- (Principle 11) It is wrong to promote new on-street parking because road space should only accommodate movement or loading.</li> <li>- (Principle 11) Explains why Caithness slabs and granite setts make access difficult or dangerous for pedestrians, cyclists or some wheelchair users.</li> <li>- (Principles 13 &amp;14) Queries why recent planning permissions were granted that will reduce green space/trees (Crown Circus; Falcon Square) and whether other greenspace (Ardross Street) faces similar treatment.</li> </ul>	<p>No change: The Brief reflects current Council policy on city centre parking and how this is enforced, including changes agreed by the City of Inverness Area Committee on <a href="#">14 September 2017</a>, and <a href="#">3 December 2015</a>.</p> <p>Noted.</p> <p>Noted.</p>
<b>Comments from individuals</b>	
<ul style="list-style-type: none"> <li>• Principles seem comprehensive. Brief should describe how, and to what extent, these will be enforced.</li> <li>• (Principle 9) Use glass or glass cladding to merge contemporary design with existing structures.</li> <li>• (Principle 12) The promotion of Caithness stone slabs raise safety concerns because they tend to be slippery when wet or icy.</li> <li>• (Principle 14) Add guidance on successful establishment of urban trees (supplied).</li> </ul>	<p>Noted – no change: These principles together with criteria and actions will be enforced through the determination of planning applications. The Council’s powers to enforce action against unauthorised development, or development that fails to keep to the terms of a planning consent, are set out in our <a href="#">Planning Enforcement Charter</a>.</p> <p>Support noted.</p> <p>No change: the Brief cites these materials as examples of the character and quality of recent city centre street surfacing.</p> <p>Accepted: text amended to incorporate guidance.</p>

<b>Any Other Comments</b>	
<b>Question 18: Do you have any other comments on this document? Please reference section/paragraph number where appropriate.</b>	
Twelve respondents	
<b>Summary of comments received</b>	<b>Proposed response</b>
<b>Community Councils</b>	
<p><u>Kiltarlity Community Council</u> The Brief’s long term vision will not be delivered until problems related to anti-social behaviour in the city centre are resolved.</p>	Noted.
<b>Government/Statutory Bodies</b>	
<u>SEPA</u>	



<ul style="list-style-type: none"> <li>- (Para 8.3) Requests consideration of reduced levels of developer contributions when additional environmental benefits are provided, such as where "development can provide a demonstrated additional environmental benefit such as an increased provision of open space above the <i>Open Space in Residential Development Supplementary Guidance</i> requirement, or surface water treatment for surrounding development".</li> <li>- Encourages energy efficiency and low carbon heat technologies for larger scale developments.</li> </ul>	<p>Noted – no change: Developer contributions are required to mitigate specific impacts of development. Since there is no direct correlation between development impact and additional environmental benefit, we consider it would be inappropriate to include this exception. We are, however, committed to review and consider options for reduced levels of developer contributions on a case-by-case basis. For information, in November 2017 the Council’s Environment, Development and Infrastructure Committee approved a revised draft of the <i>Developer Contributions - Supplementary Guidance</i> for public consultation.</p> <p>Accepted: New para 2.5 added to encourage energy efficiency and low carbon heat technologies.</p>
<p><u>Historic Environment Scotland</u></p> <ul style="list-style-type: none"> <li>- Welcomes draft Brief’s recognition of potential for historic buildings and sites to contribute to city centre’s prosperity and residential/tourist amenity.</li> <li>- Confirms interest in maintaining dialogue with the Council on bringing redundant historic buildings back to active use or improving their setting.</li> <li>- Notes that development guidelines are consistent with recent HES advice on various city centre initiatives, while opportunity taken to add further detailed comment in this response.</li> </ul>	<p>Support noted.</p> <p>Interest noted.</p> <p>Support noted.</p>
<b>Business</b>	
<p><u>Inverness BID</u></p> <p>Inverness Business Improvement District welcomes Brief as an important opportunity to assist the future planning and encourage investment and development in the city centre.</p>	<p>Support noted.</p>
<p><u>Graham + Sibbald</u></p> <ul style="list-style-type: none"> <li>- Welcomes acknowledgement that derelict/brownfield sites can be challenging to develop.</li> <li>- Agrees with flexible approach to developer contributions because this could improve viability of development on difficult sites.</li> </ul>	<p>Support noted.</p> <p>Support noted.</p>
<p><u>Port of Inverness (POI)</u></p> <p><u>Inverness Marina</u></p> <p>Welcomes initiatives that help deliver a vibrant and attractive City and confirms POI’s commitment to diversifying, improving and developing its facilities to increase visitor numbers.</p> <p>Support terms of Brief but seeks assurance that vision for expansion and enhancement will acknowledge potential for development outwith the Brief</p>	<p>Support noted.</p> <p>Support noted. Para 6.10 added to highlight important potential for destinations within walking and distance of the city centre to contribute to its diversity and</p>

boundary to make a positive contribution to the diversity and vibrancy of the city centre.	vibrancy.
<b>NGOs (including charities and campaign groups)</b>	
<p><u>Highland Historic Buildings Trust</u> Improvements suggested at Chapel Street are not included on Map 7.1.</p> <p>Development of the "old town" is referred to the text but not on the map. Existing heritage assets should be used and historic buildings developed for wider use.</p>	<p>No change - Map 6.1 indicates longer term commitment to active travel improvements on Chapel Street.</p> <p>No change – Map 4.1 identifies Old Town as a heritage asset with potential for improved branding as a heritage attraction. Criterion D1 confirms support for sensitive re-development of all city centre sites with underused or neglected heritage assets.</p>
<p><u>Inverness Civic Trust:</u></p> <ul style="list-style-type: none"> <li>– The Brief is extremely important to the development, enhancement and regeneration of Inverness City centre;</li> <li>– The 25 year vision for the city centre should be bold, imaginative and constructive.</li> <li>– (Para 1.8) Add fourth criterion: ‘To promote a vibrant mixed economy, both commercial and residential’ promoting the city centre as an area where people live, work and visit, and where small businesses can flourish.</li> <li>– An integrated transport strategy is needed and will impact on nearly every aspect of the Brief. A review and public consultation of the Active Travel Audit should take place before the Brief is finalised.</li> <li>– Re-development of the Castle/Castle Hill must include Upper and Lower Bridge Street.</li> <li>– Provision of public open space is paramount and should include green space/piazas at Falcon Square, Farraline Park, Station Square, and the Mercure Hotel Car Park.</li> </ul>	<p>Support noted.</p> <p>Noted.</p> <p>Accepted - but suggested text has been added to Para 2.4 because Para 1.8 is a record of feedback from a previous public consultation held in April 2014.</p> <p>Noted – no change: we agree that transport is an important issue for the growth and regeneration of the city centre and Section 6 of Brief highlights priorities for improvements to active travel infrastructure that we are seeking to influence. A review of the Active Travel Audit is not considered to be a prerequisite to finalising the Brief.</p> <p>Noted: It is not within the Council’s gift to insist that adjacent landholdings are developed simultaneously. The introduction to Site-Specific Development Guidelines for Site 6 (Bridge Street) has been expanded, however, to encourage prospective developers to assess opportunities for wider land assembly that would enable development to be more in keeping with the historic setting.</p> <p>No change: the Brief promotes a flexible approach to the provision/ re-development of public open space. Placemaking Principle 13 seeks to increase or enhance opens space wherever possible. Site Specific development guidance for Site 1: Inverness Rail Station sets parameters for the re-development design of Station Square to</p>

<ul style="list-style-type: none"> <li>- The Council should relocate its headquarters to the former site of Inverness College.</li> </ul>	<p>accommodate a complex range of stakeholder needs and landownership/tenure. Guidance for Site 2: Royal Mail promotes public realm improvements, including tree planting, on the eastern edge of Farraline Park. Changes to Falcon Square were recently approved as a condition of planning permission for development surrounding the Square. It is outwith the remit of this Brief to require the Mercure Hotel to convert its car park into greenspace.</p> <p>Noted.</p>
<p><u>Highland Cycle Campaign</u></p> <ul style="list-style-type: none"> <li>- The Brief exhibits vague ambition, many vacuous unfounded statements/factual mistakes and some useful goals.</li> <li>- Surprised how few people were aware of this public consultation. Questions Council's preference for consultation feedback to be submitted online because: <ul style="list-style-type: none"> <li>• Brief content is complex and difficult to read;</li> <li>• Online consultation portal is cumbersome and unreliable;</li> <li>• Feedback requires access to an internet connected computer, and basic ability to use one.</li> </ul> </li> </ul>	<p>Noted.</p> <p>Noted. The consultation was widely publicised in a number of ways including social media, press notices, posters in libraries and service points, hand delivery of flyers to over 500 local businesses, and email contact with stakeholders, agencies, businesses and individuals who has previously expressed an interest in city centre regeneration. In addition, two public drop-in events were held in the Eastgate Shopping Centre and the Town House.</p> <p>Although Page 3 of the Draft Brief confirmed the Council's commitment to accepting consultation comments by letter or email (if agreed in advance with a member of the Development Plans team) 80% of respondents submitted feedback online, reinforcing a growing trend for increased use of the Council's consultation portal. Although it is not possible to calculate the exact number of people who accessed the consultation webpages, Google Analytics shows that the online version of the Draft Brief received over 300 unique visits during the consultation period.</p>
<p><u>Living Streets</u></p> <ul style="list-style-type: none"> <li>- The Council is wrong to force the public to use the internet to submit consultation responses.</li> <li>- Developer Contributions should be quadrupled to enable delivery of required facilities.</li> </ul>	<p>Noted. Page 1 of the Draft Brief confirms that Development Plans will accept comments by letter or email if a respondent agrees this in advance with a member of the team.</p> <p>No change: The Brief reflects current policy on developer contribution levels set out in the Council's <a href="#">Developer Contributions - Supplementary Guidance</a>. A review of this guidance is underway and it is anticipated that approval will be sought from the Environment, Development and Infrastructure Committee on 8 November 2017 to</p>

<ul style="list-style-type: none"> <li>- Provide a glossary for specific phrases.</li> <li>- Remedy inconsistencies in mapping – particularly inconsistent use of colour/graphic styles.</li> <li>- Remove repetition, e.g. references to public art, waste management, and guidelines for submitting consultation feedback.</li> </ul>	<p>publish a revised draft for public consultation.</p> <p>Accepted: text amended in various locations to include definitions for specific phrases.</p> <p>Map colours and graphic styles have been considered and, where relevant and appropriate, adjusted to meet the requirements of a Development Management tool.</p> <p>Noted – no change. Repetition has been necessary in some instances to facilitate the Development Management process where, for example, public art and waste management feature in both development criteria and placemaking principles.</p>
<b>Comments from individuals</b>	
<ul style="list-style-type: none"> <li>• (Section 8) The range of Developer Contributions seems comprehensive but should be accompanied a statement describing how, and to what extent, developer requirements will be enforced and monitored.</li> </ul>	<p>No change: procedure for monitoring and enforcing developer requirements is set out in the Council's <a href="#">Developer Contributions - Supplementary Guidance</a>.</p>

<b>Appendix A: Site Specific Development Guidance</b>	
<b>STATION QUARTER</b>	
<b>Site 1: Inverness Rail Station</b>	
<b>Question 19: Tell us what you think about the development guidance for Site 1: Inverness Rail Station.</b>	
Five respondents	
<b>Summary of comments received</b>	<b>Proposed response</b>
<b>Business</b>	
<p><u>Carplus Bikeplus</u></p> <ul style="list-style-type: none"> <li>- Identify Car Club vehicle parking spaces at convenient points for rail-travellers.</li> <li>- Ensure bike-share bikes are prominently displayed and easy to access from the station.</li> <li>- Encourage through-ticketing of rail travel with bikeshare/car club.</li> </ul>	<p>Accepted: Site 1 Guideline 4.f added to encourage convenient siting of car-share and bike-share parking.</p> <p>Noted - no change: regulating through-ticketing of rail travel is outwith the remit of this Brief.</p>
<b>NGOs (including charities and campaign groups)</b>	
<p><u>Inverness Civic Trust</u></p> <ul style="list-style-type: none"> <li>- Supports proposal to improve Strothers Lane and Falcon Square entrances to increase pedestrian and cycle access.</li> <li>- Emphasises the importance of the Station Square as a gateway to the city.</li> </ul>	<p>Support noted.</p> <p>Noted.</p>

<ul style="list-style-type: none"> <li>- The Brief lacks: <ul style="list-style-type: none"> <li>▪ recognition of interdependence between Rail Station, Royal Mail and Victorian Market</li> <li>▪ a comprehensive vision and masterplan for the area.</li> </ul> </li>   <li>- Current proposals lack vision and boldness – e.g. potential to expand Station Square by pushing the station further east. Vehicular access should be restricted to disabled and taxi pickup/drop off. Taxi ranks should be relocated behind and to the side of the Rail Station.</li>   <li>- (Map A.2) Masterplan should show connectivity to Falcon Square, which should be developed further as public open space.</li>   <li>- (5) Seeks welcoming and versatile open spaces with strong pedestrian links (e.g. Station Square to Academy Street and Victorian Market) using surface treatments, lighting and canopies.</li> </ul>	<p>Noted.</p> <p>No change: the proposed guidelines reflect the scope of improvements that are anticipated to take place as part of the current franchise agreement between Transport Scotland and Abellio Scotrail, which do not include plans to move the railway station. Guideline 4.b sets out the preferred option for access to Station Square, including requested restrictions on vehicle access – all subject to the outcome of negotiations between Network Rail, Abellio Scotrail and relevant stakeholders, including taxi companies.</p> <p>Accepted: Map A.2 amended to emphasise importance of enhanced connectivity to Falcon Square. Attention is drawn to recent granted planning permissions to expand restaurant facilities surrounding Falcon Square, including enhancements to seating, planting and lighting in the square (Application 16/05588/FUL).</p> <p>Accepted: Guideline 5 amended to make reference to suggested improvements. Reference to canopies omitted because this may be at odds with priority to respect and conserve character of the Station’s built heritage, and de-clutter the public realm.</p>
<p><u>Living Streets</u></p> <ul style="list-style-type: none"> <li>- (Map A.2) Provides detailed critique making reference to map clarity, extent and use of civic space and impact of recent planning permissions.</li>   <li>- Placemaking Priorities: repetition highlighted.</li>   <li>- (4) Access etc: Supports requirement for expanded, improved cycle parking that is convenient, weatherproof and secure.</li>   <li>- Requests a segregated cycle route for cyclists accessing the station.</li> </ul>	<p>Suggested modifications have been considered and, where relevant and appropriate, incorporated into a revised map that is fit for purpose as a Development Management tool, taking steps to avoid information-overload.</p> <p>Accepted: text corrected to remove repetition.</p> <p>Support noted.</p> <p>No change: prescribing specific requirements for improvements to active travel infrastructure is outwith the remit of this Brief. This request has been brought to the attention of the Council’s Transport Planning and Area Roads teams and, where relevant, will be taken into account as part of two forthcoming projects to develop detailed designs for active travel improvements in the city centre, funded by Transport</p>

<ul style="list-style-type: none"> <li>- Provides detailed advice on reconfiguring taxi waiting, pickup and drop-off.</li> <li>- (5) Public Realm: Favours smooth tarmac over stone slabs/ setts as replacement for existing surfacing to facilitate wheelchair-users.</li> <li>- Restrictions on illegal parking and on-street bin storage should be enforced on public roads.</li> <li>- Feature lighting adds to light pollution and should be avoided.</li> </ul>	<p>Scotland's Community Links and Community Links Plus programmes. Paras 6.4 and 6.5 have been amended to make reference to these projects.</p> <p>No change: prescribing specific arrangements for taxi access is outwith the remit of this Brief and will be subject to negotiation between Network Rail, Abellio Scotrail and taxi companies.</p> <p>Accepted: Re-numbered Guideline 5.b amended to require selection of surface finishes to have regard for all-abilities access.</p> <p>No change: Attention is drawn to current Council policy/enforcement of city centre parking and trade waste agreed by the City of Inverness Area Committee on 14 September 2017 (<a href="#">parking, waste</a>) and <a href="#">3 December 2015</a>.</p> <p>Noted. Re-numbered Guideline 5.d amended to highlight need to avoid light pollution.</p>
<b>Comments from individuals</b>	
<ul style="list-style-type: none"> <li>• Agreement that: <ul style="list-style-type: none"> <li>▪ Pedestrian access /safety should be prioritised between the station and (a) Inverness Bus Station and (b) bus stops on Falcon Square;</li> <li>▪ Pedestrian and cycle links between the rail and bus stations must be redesigned and properly signposted;</li> <li>▪ Café spill-out space, cycle movement or bollards must not interfere with safe, all abilities access;</li> <li>▪ A pedestrian crossing is required from Station Square to the Victorian Market;</li> <li>▪ Vehicle access should be improved and controlled to facilitate safe pick up/drop off and enable replacement buses to turn safely;</li> <li>▪ Existing station boundary fencing is dark and unwelcoming.</li> </ul> </li> <li>• Change title to Inverness "Railway" Station.</li> <li>• (Para 1) Add text: a vital gateway for visitors to the city "and region".</li> <li>• Does Falcon Square entrance provide a sufficiently wide escape route to comply with fire regulations?</li> </ul>	<p>Support noted.</p> <p>Accepted: title amended.</p> <p>Accepted: text added.</p> <p>No change: rail station alterations and improvements, including means of escape, will be required to comply with Building Standards.</p>

<ul style="list-style-type: none"> <li>• Station wayfinding should signpost bus stops in Falcon Square.</li> <li>• Enable Farraline Park to be reclaimed as a civic space by extending or moving Bus Station.</li> <li>• Taxis must not be relocated from front of station/Station Square to Station Lane.</li> <li>• Retain Station Square as a civic space, removing parked cars and providing a convenient taxi drop-off space.</li> </ul>	<p>Noted – no change: this request will be brought to the attention of Abellio Scotrail, which is responsible for station wayfinding.</p> <p>No change: while opportunities may arise in the longer term to relocate the bus station, re-develop Farraline Park, and achieve greater integration between bus and rail travel, the Council’s current priority is to promote improvements to Inverness Rail Station and enhance the pedestrian environment between the rail and bus stations.</p> <p>No change – prescribing specific arrangements for taxi access is outwith the remit of this Brief and will be subject to negotiation between Network Rail, Abellio Scotrail and taxi companies.</p> <p>No change: Map A.2 and Guideline 4.b set out the preferred option for access to Station Square, including its enhancement as an important civic space with improved pedestrian access – all subject to negotiation between Network Rail, Abellio Scotrail and relevant stakeholders, including taxi companies.</p>
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<b>Site 2: Royal Mail Building, Strothers Lane</b>	
<b>Question 20: Tell us what you think about the development guidance for Site 2: Royal Mail, Strothers Lane.</b> Four respondents	
<b>Summary of comments received</b>	<b>Proposed response</b>
<b>Government/Statutory Bodies</b>	
<u>Historic Environment Scotland</u> <ul style="list-style-type: none"> <li>– Welcomes emphasis on enhancing setting of the A-Listed Inverness Library.</li> <li>– Confirms interest in maintaining dialogue as proposals progress on how this will be achieved.</li> </ul>	<p>Support noted. Interest noted.</p>
<b>NGOs (including charities and campaign groups)</b>	
<u>Inverness Civic Trust</u> <ul style="list-style-type: none"> <li>– Farraline Park should be returned to civic use. Bus station must move if this area is to be successfully developed. Development impossible if not.</li> <li>– Clarify whether or not traffic will be routed through to Rose Street.</li> </ul>	<p>No change: It is not within the Council’s gift to prevent development taking place on the Royal Mail site until Farraline Park is re-developed. While opportunities may arise re-develop Farraline Park in the longer term, the Brief’s priority is to ensure any new development in the vicinity of Inverness Library will enhance the setting of the Listed Building.</p> <p>Accepted: text amended.</p>

<ul style="list-style-type: none"> <li>- Reiterates need for an integrated transport plan.</li> </ul>	<p>Noted – no change: see previous response to similar comment from this respondent (Q18).</p>
<p><u>Living Streets</u></p> <ul style="list-style-type: none"> <li>- (Map A.3) Queries lack of consistency between this map’s graphics and other maps.</li> <li>- Re-development of Royal Mail site should facilitate: <ul style="list-style-type: none"> <li>• Realignment of Railway Terrace and relocation of bus station (including rail replacement buses) to land adjacent to railway station;</li> <li>• Introduction of greenspace to Farraline Park.</li> </ul> </li> </ul>	<p>Noted – no change: graphics have been selected to ensure each map is fit for purpose as a Development Management tool.</p> <p>Noted - no change: while opportunities may arise in the longer term to relocate the bus station and transform Farraline Park into green space, the Council’s current priority is to enhance the civic space in front of the Library, as shown in Map A.3.</p>
<p><b>Comments from individuals</b></p>	
<ul style="list-style-type: none"> <li>• (Para 3) Should distinguish "better" walking routes from cycling routes.</li> </ul>	<p>Accepted: Text amended</p>

<p><b>Site 3: Victorian Market</b></p>	
<p><b>Question 21: Tell us what you think about the development guidance for Site 3: Victorian Market.</b> Two respondents</p>	
<p><b>Summary of comments received</b></p>	<p><b>Proposed response</b></p>
<p><b>Government/Statutory Bodies</b></p>	
<p><u>Historic Environment Scotland</u></p> <ul style="list-style-type: none"> <li>- Welcomes placemaking priorities;</li> <li>- Introduction should refer to Market’s status as a B-Listed building.</li> </ul>	<p>Support noted. Accepted: text amended.</p>
<p><b>NGOs (including charities and campaign groups)</b></p>	
<p><u>Inverness Civic Trust:</u></p> <ul style="list-style-type: none"> <li>- General agreement with development guidance. Supports re-modelling of main market hall for use as a public space, exposing original roof structure;</li> <li>- (Priority B) Entrances should be improved and accentuated.</li> </ul>	<p>Support noted. Accepted: Priority adjusted to accentuate entrances.</p>

<p><b>Site 4: 36-40 Eastgate</b></p>
<p><b>Question 22: Tell us what you think about the development guidance for Site 4: 36-40 Eastgate</b></p>



One respondent	
Summary of comments received	Proposed response
<b>NGOs (including charities and campaign groups)</b>	
<u>Inverness Civic Trust:</u> <ul style="list-style-type: none"> <li>– The Council should use enforcement to prevent damaged buildings from deteriorating and lying unused.</li> <li>– Favours screening of scaffolding, as recently used at Town House.</li> </ul>	<p>Noted – no change: The Council’s powers of enforcement relate to unauthorised development or development that fails to keep to the terms of a planning consent. These are set out in our <a href="#">Planning Enforcement Charter</a>.</p> <p>Accepted: Placemaking Principle 12 amended to refer to design of temporary hoardings.</p>

<b>CASTLE HILL</b>	
<b>Site 5: Inverness Castle</b>	
<b>Question 23: Tell us what you think about the development guidance for Site 5: Inverness Castle</b>	
Four respondents	
Summary of comments received	Proposed response
<b>Government/Statutory Bodies</b>	
<u>SEPA</u> <ul style="list-style-type: none"> <li>– (Priority C) Amend to “Safeguard the distinct character and open space environment of Castle Hill” in recognition of the significant proportion of city centre open space provided by the Castle site.</li> </ul>	Accepted: Priority C amended.
<u>Historic Environment Scotland</u> <ul style="list-style-type: none"> <li>– Welcomes placemaking principles and guidance.</li> <li>– Confirms interest/willingness to assist in developing proposals to transform Castle into a major visitor attraction.</li> </ul>	Support noted. Interest noted.
<b>NGOs (including charities and campaign groups)</b>	
<u>Inverness Civic Trust</u> <ul style="list-style-type: none"> <li>– Guidelines lack boldness: full, not partial, re-development of Castle Hill is essential. Upgrading existing buildings on Bridge Street is unacceptable.</li> <li>– Redevelopment should involve an international design competition for all of</li> </ul>	<p>Noted: It is not within the Council’s gift to insist on simultaneous re-development of adjacent landholdings. The introduction to Site-Specific Development Guidelines for Site 6 (Bridge Street) has been expanded, however, to encourage prospective developers to assess opportunities for wider land assembly that would enable development to be more in keeping with the historic setting.</p> <p>Noted – no change: the Brief needs to promote a flexible approach to the adaptive re-</p>

<p>castle Hill.</p> <ul style="list-style-type: none"> <li>- Suggestions include: <ul style="list-style-type: none"> <li>▪ A glass fronted building, hotel/restaurant/visitor area set into the embankment overlooking the river, below the Castle, using a similar approach to Urquhart Castle visitor centre.</li> <li>▪ Integrating Castle Street carpark into its setting by capping it with a roof terrace that is landscaped to provide outdoor seating areas and a café.</li> </ul> </li> </ul>	<p>use/re-development of the Castle and surrounding sites. It therefore avoids highlighting or prescribing specific design instruments (e.g. a competition) or solutions.</p>
<p><u>Living Streets</u></p> <ul style="list-style-type: none"> <li>- (Maps A.5, A.6) Notes absence of access routes. Puts forward detailed proposals to reconfigure vehicle access to the Castle.</li> </ul>	<p>Noted - no change: The Brief's role is to set priorities and criteria for development management while promoting flexibility in detailed design, including access arrangements, for the transformation of Inverness Castle into a significant new visitor/cultural attraction.</p>

<p><b>Site 6: Bridge Street</b></p>	
<p><b>Question 24: Tell us what you think about the development guidance for Site 6: Bridge Street.</b> Two respondents</p>	
<p><b>Summary of comments received</b></p>	<p><b>Proposed response</b></p>
<p><b>NGOs (including charities and campaign groups)</b></p>	
<p><u>Inverness Civic Trust</u></p> <ul style="list-style-type: none"> <li>- Emphasises this site's importance as "the key site" in the city centre.</li> <li>- Guidelines lack boldness: full, not partial, re-development of this site is essential. Upgrading existing buildings on Bridge Street is unacceptable.</li> <li>- Re-development should be integrated with the wider project for Castle/Castle Hill, overcoming commercial, legal and financial implications.</li> </ul>	<p>Accepted: "Background" Para 6 amended to emphasise site's importance.</p> <p>Noted: It is not within the gift of the Council or this Brief to require simultaneous re-development of adjacent landholdings. The introduction to Site 6, Site-Specific Development Guidelines has been expanded, however, to encourage prospective developers to assess opportunities for wider land assembly that would enable development to be more in keeping with the historic setting.</p>
<p><u>Living Streets</u></p> <ul style="list-style-type: none"> <li>- (Maps A.5, A.6 and A.7) Queries terminology used, including lack of consistency between maps and interpretation of "shared pedestrian vehicle surface".</li> <li>- Puts forward detailed proposals to reconfigure walking, cycling and vehicle infrastructure on Bridge Street, Castle Wynd, Bank Street and Castle Road.</li> </ul>	<p>Noted – no change: terminology has been selected to ensure each map is fit for purpose a Development Management tool, avoiding information-overload.</p> <p>Noted – no-change: setting prescriptive, site specific proposals to reconfigure walking, cycling and vehicle infrastructure is outwith the remit of this Brief. Changes to street design in the city centre will be approached on a case-by-case basis, taking account of levels of expected use and public feedback, including the needs of disabled people, to</p>

ensure safe access for all.
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**Site 7: Castle Street**
**Question 25: Tell us what you think about the development guidance for Site 7: Castle Street**

Two respondents

**Summary of comments received**
**Proposed response**
**NGOs (including charities and campaign groups)**
Living Streets

- Correct text to show that Inverness Common Good Fund owns carpark serving Town House.
- Puts forward detailed proposals to reconfigure walking, cycling, taxi or coach infrastructure at various locations including Castle Steps, the Townhouse, Culduthel Road, View Place.

Accepted: text amended.

Noted – no change: setting prescriptive, site specific proposals to reconfigure or modify walking, cycling and vehicle infrastructure is outwith the remit of this Brief. Proposals put forward have been brought to the attention of the Council’s Transport Planning and Area Roads teams. Changes to street design in the city centre will be approached on a case-by-case basis, taking account of levels of expected use and public feedback, including the needs of disabled people, to ensure safe access for all.

**Comments from individuals**

- Queries whether safe, segregated walking and cycling routes will be provided.

Noted: Development criterion A2 has been amended to require development to follow Transport Scotland guidance Cycling by Design 2010 (Revision 1, June 2011), which identifies factors to be considered in determining whether shared use or segregated facilities are desirable.

**Site 8: Raining's Stairs**
**Question 26: Tell us what you think about the development guidance for Site 8: Raining's Stairs**

One respondent

**Summary of comments received**
**Proposed response**
**NGOs (including charities and campaign groups)**
Living Streets

- Supports priority to make Stairs attractive.
- Puts forward detailed proposals for improvements to pedestrian, cycle and taxi infrastructure.
- (Map 8) Queries accuracy of map, including inconsistencies between

Support noted.

No change: see response to similar comment from this respondent at Question 25.

Suggested modifications to map and text have been considered and revised where

terminology and text.	relevant and appropriate, ensuring they are fit for purpose as Development Management tools and avoid information-overload.
– (4) Disagrees with requirement for streetscape improvements on Castle Street.	Noted – no change. This requirement reflects current policy on levels of developer contribution set out in Section 8 of the Brief and in the Council’s <a href="#">Developer Contributions - Supplementary Guidance</a> .

<b>Site 9: 47-53 Castle Street</b>	
<b>Question 27: Tell us what you think about the development guidance for Site 9: 47-53 Castle Street</b>	
One respondent	
<b>Summary of comments received</b>	<b>Proposed response</b>
<b>NGOs (including charities and campaign groups)</b>	
<u>Living Streets</u>	
– Supports priority to get this building repaired and reused.	Support noted.
– Suggests public realm improvements, including changes to road markings, which will improve the setting of the Listed Building and views from the Castle.	No change: see response to similar comment from this respondent at Question 25. Changes to road markings are operations issues that fall outwith the remit of this Brief.

<b>CROWN</b>	
<b>Site 10: HM Prison Porterfield</b>	
<b>Question 28: Tell us what you think about the development guidance for Site 10: HM Prison Porterfield</b>	
Six respondents	
<b>Summary of comments received</b>	<b>Proposed response</b>
<b>Community Councils</b>	
<u>Crown City Centre Community Council</u>	
– The Prison’s redevelopment must be undertaken sensitively, without detriment to existing properties in the area in terms of amenity impact, scale and traffic intensity.	Accepted: comment incorporated into placemaking priorities.
<b>NGOs (including charities and campaign groups)</b>	
<u>Highland Housing Alliance</u>	
– Supports re-development of HM Prison Porterfield to address city centre housing need.	Support noted.

<ul style="list-style-type: none"> <li>- Cautions against listing the built heritage because of impact on viability of future housing projects, and potential for site to remain undeveloped. Instead it should be sufficient for development to be consistent with aims of the Brief.</li> </ul>	<p>Noted. However, since the draft Brief was published, the following Prison features have been given a Category B listing by Historic Environment Scotland: the Chapel, A Hall including former laundry and kitchen, B Hall and Boundary Wall. The introductory text to Site 10 has been amended accordingly.</p>
<p><u>Inverness Civic Trust</u></p> <ul style="list-style-type: none"> <li>- Agrees that possible uses could include a mix of housing, Sheltered Housing and starter homes for young families. Potential uses for retained buildings include emergency refuge; training facility; Prison Museum; Public Centre; warden flat).</li> <li>- Considers treatment of prison wall (retention or not, height etc) to be key design challenge for successful integration into the area;</li> <li>- Highlights benefits of extending development to adjacent sites (Masonic Lodge and Viewhill House).</li> </ul>	<p>Support noted for proposed uses.</p> <p>Noted – no change: Map A.9 identifies the original wall fabric as a heritage asset and Guideline 2.a supports its retention and adaptation.</p> <p>Accepted: The introductions to Site-Specific Development Guidelines for Sites 10 and 11 have been expanded to encourage prospective developers to assess opportunities for wider land assembly that would enable more efficient land use that is sympathetic to historic assets and the Conservation Area.</p>
<p><u>Highland Historic Buildings Trust</u></p> <ul style="list-style-type: none"> <li>- Welcomes Prison’s inclusion among sites identified for development and enhancement in this part of the city.</li> </ul>	<p>Support noted.</p>
<p><u>Living Streets</u></p> <ul style="list-style-type: none"> <li>- (Map A.9) Queries inconsistency between this and Maps 5.1 and 6.1, and notes omissions, including street names and text.</li> <li>- Objects to reducing height or forming openings in Prison wall.</li> <li>- Queries whether location is suited to accommodating elderly people because access to city centre is constrained.</li> <li>- Queries absence of detailed proposals for access improvements.</li> <li>- Puts forward proposals for managing vehicle movement and improving cycle</li> </ul>	<p>Accepted: Maps corrected.</p> <p>No change: the Brief recognises a need for flexibility in the treatment of the Prison’s heritage assets to maximise its potential for adaptive re-use.</p> <p>No change: IMFLDP already requires a proportion of accommodation provided on this site to be suitable for the elderly. Elderly people already live in this part of the city centre and there has been a strong interest from prospective purchasers in retirement homes currently under construction at the former Inverness College Midmills campus, not far from the prison site.</p> <p>Noted – no change: prescribing detailed proposals for access improvements is outwith the remit of this Brief.</p> <p>Noted – no change: see response to similar comment from this respondent at</p>

infrastructure surrounding the site.	Question 25.
<b>Comments from individuals</b>	
<ul style="list-style-type: none"> <li>• Welcomes retention of wall/reduced height because this preserves privacy of existing houses.</li> <li>• Satisfied with placemaking priorities/guidelines apart from: <ul style="list-style-type: none"> <li>– (Map A.9) Public open space should be located and configured to avoid attracting litter.</li> <li>– (A) Development should be in keeping with artisan atmosphere and character of its surroundings, including heights.</li> <li>– (E) Access for Blue Badge drivers must be protected/provided.</li> <li>– (1) should enable community use.</li> <li>– (4) colours should be sympathetic to surroundings (pink sandstone); public art should make reference to local history; stone left over from wall dismantling should be made available for public art or Conservation Area repair.</li> <li>– (5) traffic surveys and better management are required to protect residential amenity and improve cycle infrastructure.</li> <li>– Future public consultation on development at this location should prioritise use of Plain English.</li> </ul> </li> </ul>	<p>Support noted.</p> <p>Support noted. Accepted: Re-numbered Guideline 4.c amended to prioritise good natural surveillance of open space to deter anti-social behaviour, including littering.</p> <p>No change: the Brief recognises a need for some flexibility in the scale and height of new buildings to promote development viability and to maximise the potential for sensitive design.</p> <p>Noted - no change: it is outwith the remit of this Brief to regulate Blue Badge provision.</p> <p>Noted – no change: the uses proposed in the Brief are consistent with those set out for this site (IN2) in the Inner Moray Firth Local Development Plan (IMFLDP).</p> <p>Accepted: Guideline 4.e expanded to encourage reference to local history, and re-use of existing masonry. Section 7 Placemaking Principles 8 and 9 already in place to guide elevational treatment and use of colour.</p> <p>No change: IMFLDP policy for this site requires the developer to prepare a masterplan/development brief that will address access and transport issues, including impact on existing traffic and residential amenity.</p> <p>Noted.</p>

<b>Site 11: Viewhill</b>	
<b>Question 29: Tell us what you think about the development guidance for Site 11: Viewhill</b>	
Four respondents	
<b>Summary of comments received</b>	<b>Proposed response</b>
<b>Community Councils</b>	

<p><u>Crown City Centre Community Council</u></p> <ul style="list-style-type: none"> <li>- Expects full support and commitment from the Council and other agencies to restore this historic building.</li> <li>- Reports ongoing dialogue with and support for Highland Historic Buildings Trust's efforts to rescue and redevelopment of Viewhill House.</li> <li>- Disappointed by lack of historic building maintenance in Inverness.</li> </ul>	<p>Noted.</p> <p>Noted.</p> <p>Noted. Since 2005 the Inverness City Heritage Trust has awarded grants totalling over £2.6 Million to over 230 projects in the Inverness Riverside and Crown Conservation Areas.</p>
<b>Government/Statutory Bodies</b>	
<p><b>Historic Environment Scotland</b></p> <ul style="list-style-type: none"> <li>- Welcomes placemaking priorities.</li> <li>- Confirms interest in maintaining dialogue with the Council on finding a future for the house.</li> <li>- Notes that building is B-listed (not C, as stated).</li> </ul>	<p>Support noted.</p> <p>Interest noted.</p> <p>Text amended.</p>
<b>Business</b>	
<p><u>Masonic Properties Inverness Ltd</u></p> <ul style="list-style-type: none"> <li>- Extremely disappointed at lack of progress to restore this property.</li> <li>- Encourages support for timeous and sympathetic restoration of this iconic city building.</li> </ul>	<p>Noted.</p> <p>Noted – no change: Placemaking Priority B supports this objective but it is outwith the remit of the brief to set a timetable for development.</p>
<b>NGOs (including charities and campaign groups)</b>	
<p><u>Highland Historic Buildings Trust (HHBT)</u></p> <ul style="list-style-type: none"> <li>- Welcomes: <ul style="list-style-type: none"> <li>▪ Viewhill's inclusion among sites identified for development and enhancement in this part of the city.</li> <li>▪ Placemaking priorities.</li> </ul> </li> <li>- Confirms HHBT's ongoing commitment to securing an economically viable future for this historic building.</li> </ul>	<p>Support noted.</p> <p>Noted.</p>

<b>EASTERN GATEWAY LONGMAN ROAD</b>	
<b>Site 12: Longman Road</b>	
<b>Question 30: Tell us what you think about the development guidance for Site 12: Longman Road</b> Two respondents	
<b>Summary of comments received</b>	<b>Proposed response</b>
<b>Government/Statutory Bodies</b>	
<u>SEPA</u>	

<ul style="list-style-type: none"> <li>– (Guideline 9b) Add: “Green space should also be used to provide areas of attractive SUDS features.”</li> </ul>	Accepted: text added to Guideline 9b.
<b>NGOs (including charities and campaign groups)</b>	
<p><u>Living Streets</u></p> <ul style="list-style-type: none"> <li>– (Map A.10) Queries lack of consistency between this and other maps in the Brief.</li> <li>– Queries absence of detailed proposals for access improvements. Puts forward detailed proposals to improve the walking and cycling environment on Longman Road, which include changes to Rose Street and Harbour Road roundabouts, and links to Innes Street and Burnett Terrace.</li> </ul>	<p>No change: map details have been selected to ensure they are fit for purpose as Development Management tools, and to avoid information-overload.</p> <p>Noted - no change: see response to similar comment from this respondent at Question 25.</p>

END



Agenda Item	<b>9</b>
Report No	<b>CIA/43/17</b>

## HIGHLAND COUNCIL

**Committee:** City of Inverness Area Committee

**Date:** 30 November 2017

**Report Title:** City Centre Development Update

**Report By:** Director of Development and Infrastructure

### 1 Purpose/Executive Summary

- 1.1 This report updates Members on Council investment, fund-raising and activity to contribute towards the improvement and regeneration of Inverness City Centre including tourism and cultural facilities, improvements to access and connections and the regeneration of Academy Street. It also highlights opportunities for the redevelopment of properties and sites to increase the number of people living and working in the city centre. Many of the projects are shown on the accompanying diagram at **Appendix 1**, these are being led through the Inverness City task Force chaired by the Director of Development and Infrastructure.
- 1.2 Members will also note that a separate report to this Committee proposes the adoption of a new Inverness City Centre Development Brief that shapes other potential opportunities for regeneration and investment across the City Centre.

### 2 Recommendations

- 2.1 Members are invited to note progress and agree next steps in delivering city centre improvements detailed in Sections 3 – 6 under the following themes:
3. Visitor and Cultural Attractions
  4. Access and Connections
  5. Academy Street and surroundings
  6. New office and residential accommodation

### 3. Visitor and Cultural Attractions

#### 3.1 Inverness Castle

3.1.1 The Inverness Castle project (map item 2), led by a project delivery group, jointly chaired by the Cabinet Secretary for the Rural Economy and Connectivity, and the Provost of Inverness, is progressing well. The following working vision has been adopted:

*To create a sustainable and viable must see visitor attraction that celebrates the spirit of the Highlands past, present and future: its creativity, well-being, culture, heritage and natural environment. It will attract new and returning visitors to the area, will be embraced by the people of the Highlands and will inspire all to visit other parts of the Highlands.*

3.1.2 Discussions are underway with a number of potential partners with a view to a significant visitor offer. Much work has been done to ascertain the historical value and the condition of the buildings on the site to determine what must be done in terms of conservation and preservation and therefore the options for adaption and development as a visitor attraction. Work remains on track for The Highland Council to acquire the South Tower when the Scottish Courts and Tribunals Service leave on completion of the new Justice Centre in Inverness (map item 14). Funding of £15m has been allocated through the Inverness and Highland City Region Deal.

3.1.3 Once the work on the options for the visitor attraction and on the potential of the buildings is further developed applications for additional capital funding, for example to the Heritage Lottery Fund, can be submitted. A public consultation is planned, particularly around how the Castle can act to encourage visits to other parts of the Highlands, notably those less well known communities. The aspiration is for the Castle to be a very high quality attraction of international repute.

#### 3.2 Inverness Castle: North Tower alterations and public realm improvements

At the end of a very successful first summer season, the Castle Viewpoint (map item 3) has had just over 22,360 visitors. This exceeded the numbers required for the break-even business case, which in turn enables the attraction to open through the winter season. The popularity of the attraction; its role promoting the Inverness Castle project; and the Viewpoint's contribution to the overall tourist offer in the Inverness suggests that this is worth doing. The opening hours will be Friday to Monday, 11.30am – 4.00pm, based on experience of visiting patterns to date.

#### 3.3 Inverness Town House

Work is ongoing on a five year project to repair and conserve the external fabric of Inverness Town House (map item 7), due for completion in 2020 at a cost of £5.8m. The next phase will commence in Spring 2018 and will take a further two years to complete. With the recent changes in the Council, office staff from elsewhere in the city have been relocated back into the Town House to ensure that vacant spaces are utilised and the city centre is supported. Amongst them has been the Planning and Building Standards teams which relocated from Beechwood Business Park

#### 3.4 Inverness Museum and Art Gallery

Measures to enhance the public realm surrounding the Inverness Museum and Art Gallery (IMAG) (map item 10) are under consideration, including the potential to expand the current programme of streetscape improvements and give greater prominence to IMAG signage. Work is underway to ensure that any project can be integrated with the Inverness Castle Project (map item 2).

### 3.5 **River Ness Flood Alleviation Scheme - Public Art Project (map item 11)**

3.5.1 Over £0.75m has been raised to deliver six art projects in association with the city's flood alleviation scheme. One project, River Connections, has been completed as has the Worker's Memorial which was supported by this programme. The other projects are progressing well and are due to be completed by spring/summer 2018 including the New Gathering Place which has been re-commissioned. The new design concept for this is in development and is being informed by a process of engagement with local community, stakeholders and project funders. Two artists' events have taken place to date, one in Eden Court and the other in Inverness railway station and a website has been set up [www.myriverness.com](http://www.myriverness.com) to capture people's stories and views on the river.

3.5.2 The Public Art Project is funded by The Highland Council (£106k), Inverness Common Good Fund (£281k), Creative Scotland (£306k) and Highlands and Islands Enterprise (£66k) and is under the governance of the Inverness City Arts Working Group (ICAWG).

### 3.6 **Uniqueness Tourism BID**

Visit Inverness Loch Ness (previously Uniqueness Tourism BID) has a business plan for activities to 2019. While their direct membership excludes those who are already Inverness BID members, the majority of activities within the business plan will support city centre businesses, notably marketing the city and area, and attracting conferences, meetings, and supporting events to the city. A new £3m marketing campaign has been run in conjunction with VisitBritain.

### 3.7 **Inverness city centre Wi-Fi**

3.7.1 The Inverness City WiFi Project, led by the Highland Council and funded by the Inverness and Highland City-Region Deal, aims to create a free open public Wi-Fi system across the area for visitors and residents. The first phase of the Inverness City WiFi project, branded Ness WiFi, has provided fast internet coverage in a pilot area including the Victorian Market, Falcon Square and surrounding streets. The system is providing reliable fast internet usage to users, whilst being family friendly (Internet Watch Foundation Standard and updated twice daily) and content filtered with average daily user number of between 300 – 600 users. Users also have language choices when logging into the system (with Gaelic coming on-line). Phase 2 is currently being installed to cover Inverness City Centre and across the river along to Eden Court, the Northern Meeting Park and Ardross Coach Drop off with a go live date of November 30th 2017.

3.7.2 The creation of backbone wireless network(s) allows for future proofing and the opportunity to have one singular network as opposed to multiple to run Internet of Things, Traffic Management, Sensors, CCTV etc. This potentially could provide significant savings for the Highland Council for the future and provide many options for projects. The project is also working on providing valuable footfall data throughout the project zones which doesn't currently exist and could be shared with relevant groups.

3.7.3 The development work on creating a suitable model of WiFi design for the project has enabled the project budget to allow for deployment to be rolled out across Highland towns. Available resources are allowing for WiFi to be provided in 14 town centres. Based on a desire to introduce WiFi to a number of town centres across Highland, allied to a need to service a number of tourism hotspots, the following 14 towns have been identified for Phase 3 rollout:

Alness, Aviemore, Dingwall, Dornoch, Drumnadrochit, Fort Augustus, Fort William, Invergordon, Nairn, Portree, Tain, Thurso, Ullapool and Wick.

- 3.7.4 The rollout for the 14 towns aims to be live by Spring 2018. The Project has also won a consultancy award through Scottish Town Partnership, which is being used to involve local communities, groups in business to get involved and support the project areas will also look at monetisation and sustainability of the project long term. Scottish Government are also consulting with Highland Council to seek guidance of WiFi issues and plans.

## **4 Access and Connections**

### **4.1 Inverness Railway Station**

- 4.1.1 Abellio Scotrail (AS) is progressing with the design phase of the Inverness Station improvement project (map item 5). The total investment will be in the region of £6m and is being led by AS as part of their franchise agreement with Transport Scotland.
- 4.1.2 Mott MacDonald is the appointed team working on the detail design phase, which is expected to conclude early in 2018 with the proposed package of works going to tender. The Council has been working in close collaboration with AS and Mott MacDonald as a key partner, with the specific aim of making substantial improvements to all three entrances to the Station and Station Square. A number of key stakeholder groups have been actively engaged throughout the design process including neighbouring landowners, access groups and local businesses. Public consultation will be commencing shortly.
- 4.1.3 HITRANS and the Highland Council have been successful in securing additional funding from the Sustrans Community Links Programme (map item 20) to promote active travel links around the Station Improvement project. The recently commissioned work sees Civic Engineers now embarking on feasibility, design and community engagement/public consultation for the project, which will complement and add value to the plans by Abellio ScotRail to upgrade Inverness Railway Station and its surrounds. The goal is to ensure the streetscapes and environments approaching the railway station are safer and more attractive for pedestrians and cyclists and those with reduced mobility.

### **4.2 Community Links PLUS 2017 (map item 15)**

The preparation of a funding bid for the Community Links Plus fund was reported to this Committee on 19 June 2017. The headline interventions of the overall Programme include:

- provision of a new link (West Link route) across the River Ness that enables walking and cycling journeys to and from the major sports facility area at Bught Park from the south side of Inverness which will also link up to the existing Southern Distributor Road which incorporates active travel infrastructure;
- connect the West Link route to the City Centre (identified as ATN4 in the Active Travel Audit);
- enhancement of the key 'East to West' active travel corridor linking with the City Centre;
- complementary proposed measures towards enhanced public transport infrastructure (rail and bus) by providing improved cycle routes and cycle parking to the transport hubs in the City Centre.

- 4.3 Funding of £6.5m has been awarded towards the Inverness City Active Travel Network interventions. Early dialogue with Sustrans about the management and

governance of the three year funding award has already begun. A separate update report to CIAC is anticipated in Spring 2018.

#### 4.4 **Streetscape improvements: Castle Wynd and Bridge Street (map item 4)**

Proposals to enhance the surrounding public realm in the Castle Wynd, noted at paragraph 3.4, have been submitted for planning approval. These include improvements to lighting and as part of the proposals the existing taxi rank is to be removed and the access from Bridge Street is to become a Pedestrian priority area to encourage footfall to the castle.

### 5 **Academy Street and surroundings**

#### 5.1 **Inverness Townscape Heritage Project**

5.1.1 The five year Inverness Townscape Heritage (TH) Project (map item 8) has now completed its second year of delivery. In total the TH Project will invest just over £3m in regenerating the built environment of Academy Street through a grant scheme for repair and restoration of historic fabric. The project is funded by £1.49m from the Heritage Lottery Fund, £725k from the Council, and £946k from Historic Scotland via the Inverness City Heritage Trust. The high priority projects are AI Welders, Station Square and the Phoenix; there are 10 medium priority projects, and a shopfront and small works grant fund focused on Academy Street.

5.1.2 Current project activity includes:

- progression of grant applications with all the priority projects and working up new building repair projects where appropriate;
- finishing the series of heritage workshops themed around Academy Street's built heritage. These public events took place over the last 18 months and the outcomes will form the content for the digital heritage trail, which be launched by Easter 2018;
- best practice workshops on traditional shopfront design, heritage building maintenance and CPD events to help address the local gap in conservation skills; and
- continued one to one employability support for the city centre with weekly appointments available with the TH Employability Adviser at the Prison, within various HMOs and the Ness Bank Lunch Club run by Inverness Foodstuff.

#### 5.2 **Victorian Market**

The Victorian Market (map item 1) is an asset of the Inverness Common Good Fund that is managed by the Council. A Victorian Market Stakeholder Group was set up in August 2016 to explore future management options with a focus on delivering a vibrant and sustainable future for the Market. Group membership includes Councillors and local business representatives. A Market Manager has been appointed to deliver the Market Action Plan which has been approved by the Market Management Stakeholder Group and the City of Inverness Area Committee. Market retailers are supportive and the development of a brand will be one of the first tasks when the Manager takes up post shortly.

#### 5.3 **Eastgate Hostel (map item 13)**

This prominent High Street property has been derelict since a fire destroyed the interior in April 2013. The Council acted quickly to ensure the building was made safe. The building is owned by 3 individuals. As no action was being taken to restore the building, the Council convened a meeting in summer 2016 with the owners, agents and officials. The position has improved with all statutory permissions in place, negotiations taking place with a preferred bidder to restore the building to a shell and

allow the two shops to trade.

#### 5.4 **Hotel developments**

There are a number of emerging hotel developments on and around Academy Street including:

- the refurbishment of Ballantyne House at 84 Academy Street to form a 59 room Travelodge which is currently under construction (map item 19);
- a planning application currently under consideration for the change of use of offices at 47-49 Academy Street (above the Nickel & Dime store) to form hostel accommodation with four dormitory style rooms (map item 20); and
- a planning application currently under consideration for change of use of offices at 111 Academy Street (above the recently opened McGregors Bar) to form four hotel-apartments (map item 21).

### 6 **Other City Centre developments**

#### 6.1 **Midmills Campus (map item 9)**

Planning permission was granted in August 2016 to re-develop the former Inverness College UHI complex to form a creative hub, new sheltered and affordable housing (comprising 83 residential units) and associated infrastructure. The proposed development is a joint venture between the Council, retirement home specialists McCarthy & Stone and Wasps Artists' Studios. The Council has recently let the contract for the delivery of 30 affordable homes for the elderly as part of this project

#### 6.2 **Proposed new residential development: Raining's Stairs (map item 6)**

A planning application for the gap site abutting the southern edge of Raining's Stairs to form one commercial unit and 18 residential flats was approved in April 2017. The contractor is now onsite with completion anticipated in 2018.

#### 6.5 **Proposed new hotel development: Glebe Street (map item 17)**

This riverside site, formerly occupied by a municipal swimming pool, has lain vacant since the pool was demolished in the 1980s. Although planning permission was granted in January 2016 for 60 new privately owned residential units the site has now been sold to a hotel developer.

#### 6.6 **Former McEwens store, Church Street (map item 18)**

Planning permission and listed building consent for change of use of the former McEwens of Perth store to a bar were granted in January 2017 and the works are currently underway with an advertisement consent for outside signage currently under consideration.

### 7 **Implications**

7.1 Resource – none.

7.2 Legal – none.

7.3 Community (Equality, Poverty and Rural) – none.

7.4 Climate Change/Carbon Clever - none

7.5 Risk – none.

7.6 Gaelic – none

**Designation:** Director of Development and Infrastructure

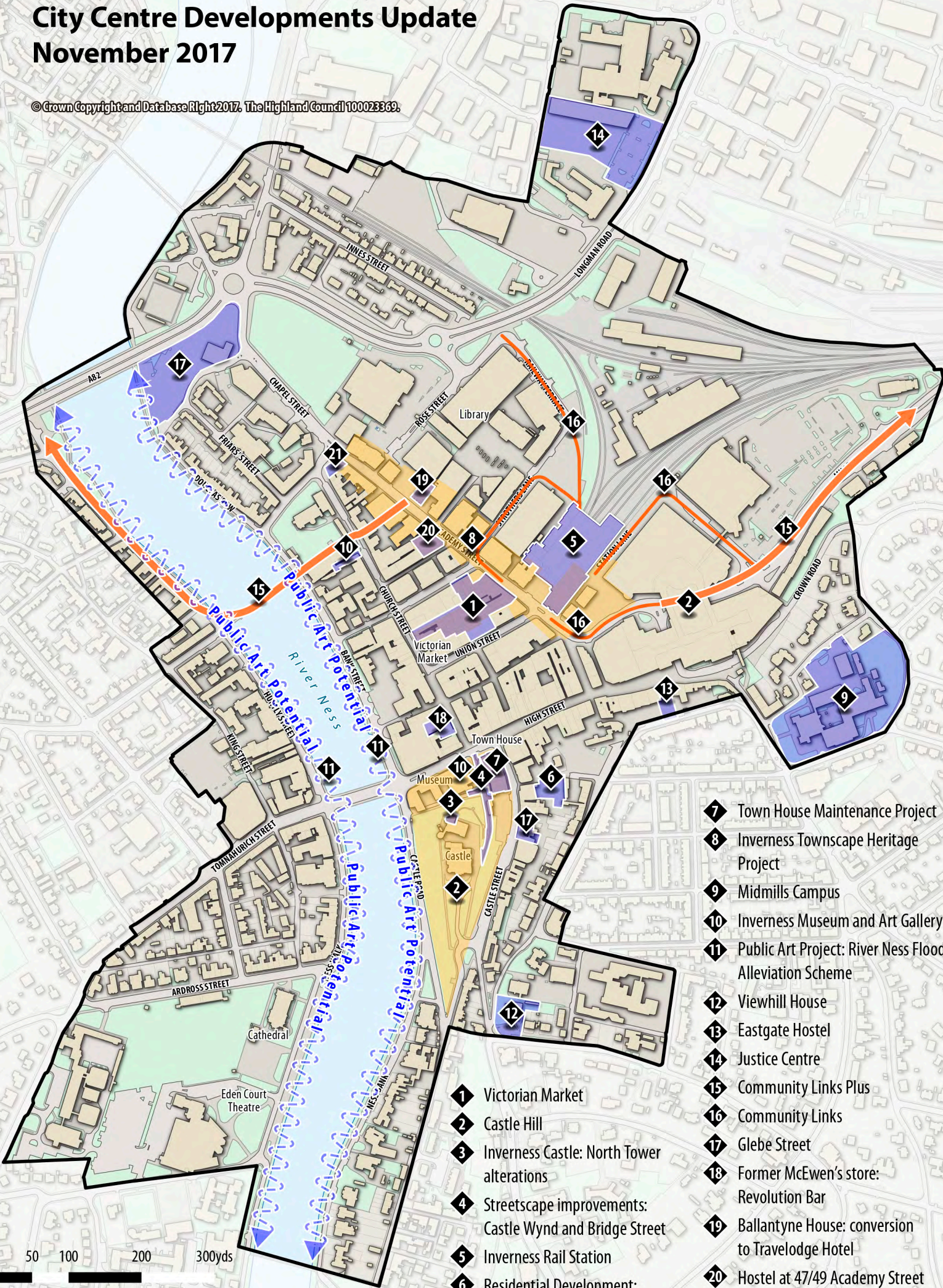
**Date:** 19 November 2017

**Author:** Malcolm Macleod, Head of Planning and Environment

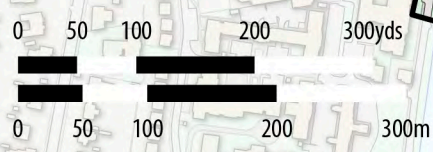


# City Centre Developments Update November 2017

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- ◆ 1 Victorian Market
- ◆ 2 Castle Hill
- ◆ 3 Inverness Castle: North Tower alterations
- ◆ 4 Streetscape improvements: Castle Wynd and Bridge Street
- ◆ 5 Inverness Rail Station
- ◆ 6 Residential Development: Raining's Stairs
- ◆ 7 Town House Maintenance Project
- ◆ 8 Inverness Townscape Heritage Project
- ◆ 9 Midmills Campus
- ◆ 10 Inverness Museum and Art Gallery
- ◆ 11 Public Art Project: River Ness Flood Alleviation Scheme
- ◆ 12 Viewhill House
- ◆ 13 Eastgate Hostel
- ◆ 14 Justice Centre
- ◆ 15 Community Links Plus
- ◆ 16 Community Links
- ◆ 17 Glebe Street
- ◆ 18 Former McEwen's store: Revolution Bar
- ◆ 19 Ballantyne House: conversion to Travelodge Hotel
- ◆ 20 Hostel at 47/49 Academy Street
- ◆ 21 McGregor's Bar apart-hotel





Agenda Item	<b>10</b>
Report No	<b>CIA/44/17</b>

## THE HIGHLAND COUNCIL

**Committee:** City of Inverness Area

**Date:** 30 November 2017

**Report Title:** Draft Inverness City Centre Wayfinding Strategy

**Report By:** Director of Development and Infrastructure

### 1. Purpose/Executive Summary

- 1.1 This report presents a Draft Wayfinding Strategy for Inverness City Centre which the Committee is asked to approve for public consultation. Wayfinding is the term used for signs, maps and other devices that convey information about location and directions to visitors and residents. The public consultation is intended to inform the style and content of the maps, and the location and design of the proposed signage that improve people's understanding of the city centre, in particular the range of destinations that can be accessed on foot.

### 2. Recommendations

- 2.1 Committee is invited to:
- i. approve the Draft Wayfinding Strategy for Inverness City Centre at **Appendix 1** for public consultation in early 2018;
  - ii. authorise officers to consider the feedback from Community Links Plus stakeholders in finalising the Draft Strategy for public consultation, as set out in paragraph 4.4; and
  - iii. note that a finalised version of the Strategy, together with feedback from the consultation, will be reported back to this Committee for consideration prior to its adoption as Planning Guidance.

### 3. Background

- 3.1 Wayfinding is the term used for signs, maps and other devices that convey information about location and directions to visitors and residents. In the context of Inverness city centre, it is the information needed to know where you are, your choice of destinations and how to get there from your present location.
- 3.2 A review and analysis of wayfinding in Inverness city centre carried out in 2014 concluded it is difficult for visitors and many residents to plan journeys in advance and to fully appreciate all that Inverness has to offer when navigating the streetscape. Shortcomings in the range and quality of information available include:
- signage that is often difficult to read due to inappropriate text sizes, unsuitable typographic formats and information overload;
  - an unhelpful profusion of sign types and sizes, contributing to a strong sense of visual clutter; and
  - no evidence of an easily-recognisable city-wide signage style/presentation and little evidence of Inverness city branding.
- 3.3 This study recommended a series of steps to improve the wayfinding experience in the city centre based on a 'Legible City' approach. A legible city connects people, movement and places by co-ordinating all relevant information - online, wayfinding, mapping, signage and municipal - to work seamlessly together. Often this includes the development of a network of directional signs, street information panels with maps, printed maps, and plaques.
- 3.4 UK cities that use a legible city approach include Glasgow, London, Bristol, Birmingham, Leeds, Sunderland and Southampton. **Appendix 2** illustrates examples of panels and signs used in Glasgow, including monoliths and fingerpost signs.
- 3.5 In September 2015, this Committee approved the appointment of a consultant, funded by the Inverness Common Good Fund, to develop a legible city prototype map. A prototype map is needed to establish rules about style and information content for signage systems, maps and other devices conveying information about location and directions.
- 3.6 In February 2016, the Development Plans team organised a workshop for key stakeholders to illustrate potential benefits of improved mapping and signage in the city centre and secure feedback on relevant priorities. Twenty eight people took part representing 18 organisations including community councils, disabled people's organisations, businesses, Inverness BID, Inverness Access Panel, active travel groups, transport companies and public sector agencies.
- 3.7 This event informed the development of a draft prototype map that was circulated to workshop attendees in May 2016, accompanied by a short online survey inviting feedback on the map's style, appearance and level of detail.

### 4. Draft Inverness City Centre Wayfinding Strategy

- 4.1 **Appendix 1** contains the Draft Inverness City Centre Wayfinding Strategy (ICCWS), which takes account of feedback from the stakeholder workshop and survey. This consists of:
- background information;
  - proposed designs for maps, monolith signs and fingerposts;
  - two draft maps for use on monolith signs:

- one large-scale walking map complete with annotated line drawings of prominent buildings and features; and
- one overview map showing the city centre in its wider context; and
- three diagrams showing the proposed location of wayfinding signage, consisting of 10 monoliths and 23 fingerpost signs.

#### 4.2 The purpose of the strategy is to:

- ensure a consistent approach to wayfinding in the city centre, focussed on developing a coherent network of dual-language information about location and directions that improves people's understanding of the city;
- ensure wayfinding information meets the needs of all users, including disabled people;
- showcase an easily recognisable city brand;
- contribute to de-cluttering the city's streetscape by enabling the removal of damaged or redundant signs; and
- provide a mechanism for seeking Developer Contributions towards wayfinding infrastructure.

#### 4.3 Once finalised, the delivery of the Strategy will help to improve people's understanding of the city centre, making it more welcoming, accessible and easily navigated. This aligns with two of the five outcomes in the Inverness City Centre Development Brief (ICCDB), reported to Members as a separate item on this agenda, which propose that by 2030 the city centre will be:

- a great place to visit; and
- accessible, easy and safe to move around.

#### 4.4 Members will be aware that the Inverness City Active Travel Network (ICATN) project recently attracted a grant of £6.5m from Transport Scotland to deliver a network of seamless and segregated cycle-friendly routes connecting the city centre to surrounding communities. It is proposed that the Inverness City Centre Wayfinding Strategy should dovetail with the ICATN.

### 5. Resourcing the delivery of the Wayfinding Strategy

#### 5.1 Looking ahead, the ICCWS will be finalised to reflect the outcome of the public consultation. Grant funding has already been secured to erect the first monolith, which is likely to be positioned at the southern edge of Falcon Square. This funding was secured from two Scottish Government schemes: the *Town Centres' Pilot* and *Smarter Choices, Smarter Places*.

#### 5.2 The Strategy will not be delivered in a single operation and it is likely that the manufacture and installation of wayfinding components will be funded through:

- significant capital projects, such as the Inverness City Active Travel Network, the Inverness Rail Station Improvement Project, and forthcoming works to transform Inverness Castle into a significant visitor attraction;
- grant funding for improvements to active travel infrastructure; and
- developer contributions, as appropriate, from new development in/around the city centre as outlined in the [Draft Developer Contributions Supplementary Guidance](#) approved by the Environment, Development and Infrastructure Committee on 8 November 2017.

#### 5.3 Members' views are invited on how these works might be progressed and resourced.

### 6. Next Steps

- 6.1 Subject to Committee approval, the Draft Strategy will be formatted for public consultation.
- 6.2 The Draft Strategy will be published online via the Development Plans' consultation portal in early 2018. The consultation period will run for a minimum of six weeks.
- 6.3 The consultation will be widely publicised in press releases and on social media. In addition, individual messages will be sent to businesses, community councils, sectoral interest groups and individuals who took part in previous city centre consultations.
- 6.4 During the early stages of the consultation it is intended to hold at least one afternoon drop-in public exhibition at a convenient city centre location.

## **7. Implications**

- 7.1 **Resource:** Resources are already in place, including grant funding, to undertake public consultation, finalise the ICCWS and install the city centre's first monolith.
- 7.2 **Gaelic:** The Council will ensure that its dual language obligations are met in developing this Strategy.
- 7.3 **Equality:** Equality of access is a cornerstone of the Legible City approach to wayfinding, on which the Strategy is based.
- 7.4 **Climate Change / Carbon Clever :** A Legible City approach improves the pedestrian experience in the city centre and helps to promote active travel, which can contribute to a reduction in greenhouse gas emissions by reducing car dependency.
- 7.5 **Poverty, Rural, Legal and Risk Implications:** There are no known direct implications with respect to these issues arising from this report.

Designation: Director of Development and Infrastructure

Date: 16 November 2017

Authors: Una Lee, Urban Designer, Development Plans

Background Papers:

1. [Adopted Inner Moray Firth Local Development Plan](#) July 2015
2. City of Inverness Area Committee [Report](#) and [Minutes](#) 10 September 2015
3. Inverness City Centre Development Brief (separate item on this meeting agenda)

## APPENDIX 1

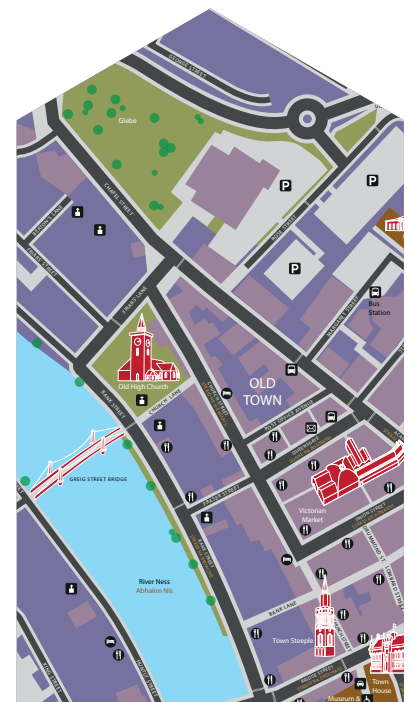
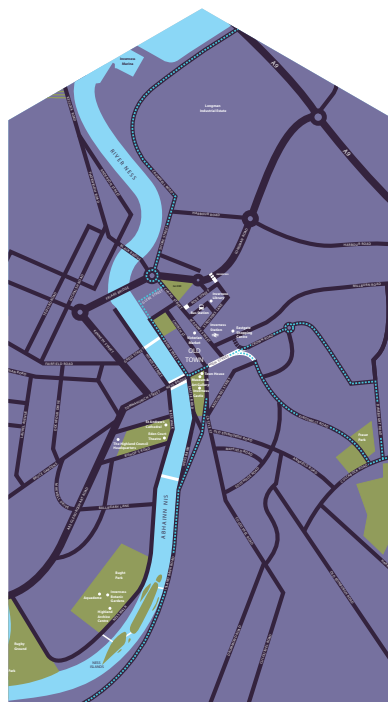
# Wayfinding Strategy for Inverness City Centre

Draft for Public Consultation

## Ro-innleachd Lorg-slighe airson Meadhan Baile Inbhir Nis

Dreachd airson Co-chomhairle Phoblach

November 2017



This strategy was prepared by:  
Tristram Woolston Design  
<http://www.tristram.myportfolio.com>

For and in collaboration with:  
The Highland Council Development and Infrastructure Service

# 1. What is wayfinding?

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Wayfinding is the term used for signs, maps and other devices that convey information about location and directions to visitors and residents. In the context of Inverness city centre, it is the information needed to know where you are, your choice of destinations and how to get there from your present location.

## 2. Why does Inverness city centre need a wayfinding strategy?

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Inverness city centre attracts large numbers of visitors. It is a significant tourist destination accommodating almost 900,000 visitors per year. It is the principal administrative and commercial centre serving the business, retail and service needs of the Highlands and Islands. Many people work in, or travel to, the city centre in connection with their business. Inverness is also a leisure, cultural and shopping destination for visitors and residents alike.

All these people will spend time walking through and exploring Inverness city centre. The quality of their experience will be affected by the ease with which they can find their way through the urban landscape.

In 2014 the Council commissioned a review of wayfinding in the centre of Inverness that analysed the effectiveness of current on-street wayfinding information. This study concluded that it is difficult for visitors and many residents to plan journeys in advance and to fully appreciate, when navigating the streetscape, all that the city has to offer. Shortcomings in the range and quality of wayfinding information included:

- Signage that is often difficult to read due to inappropriate text sizes, unsuitable typographic formats and information overload.
- An unhelpful profusion of sign types and sizes, contributing to a strong sense of visual clutter.
- No evidence of an easily-recognisable city-wide signage style/presentation and little evidence of city branding.

Appendix A illustrates some problems with current city centre signage and mapping.

There is a strong case for taking action to upgrade wayfinding information in the city centre in anticipation of proposed improvements to Inverness Rail Station, the potential to create a major cultural attraction at Inverness Castle, and significant investment in the regeneration of Academy Street supported by the city's first Townscape Heritage project.

- A wayfinding strategy is needed to:
- ensure a consistent approach to wayfinding in the city centre, focussed on developing a coherent network of dual-language information about location and directions that improves people's understanding of the city;
- ensure wayfinding information meets the needs of all users, including disabled people;
- showcase an easily recognisable city brand;

- contribute to de-cluttering the city's streetscape by enabling the removal of damaged or redundant signs;
- provide a mechanism for seeking Developer Contributions towards the cost of wayfinding components.

### 3. Initial feedback on wayfinding from city centre stakeholders

In early 2016 the Council organised a small collaborative workshop for key stakeholders led by wayfinding consultant Tristram Woolston. The purpose of this event was to illustrate potential benefits of improved signage in the city centre and secure feedback on relevant priorities. Twenty eight people took part representing 18 organisations including community councils, disabled people's organisations, businesses, Inverness BID, Inverness Access Panel, active travel groups, transport companies and public sector agencies. Shortly afterwards, workshop attendees were asked to complete a short online survey inviting feedback on the level of detail, style, and appearance that should be used in wayfinding maps. This feedback was used to develop the maps put forward in this Draft Wayfinding Strategy for Inverness City Centre (this Strategy).



### 4. Aims and objectives

The Strategy aims to help pedestrians to navigate their way around Inverness city centre and the surrounding areas by improving the effectiveness of on-street wayfinding information with specific reference to signage, including signs that incorporate city maps.

The Strategy's objectives are to:

1. facilitate pedestrian journeys into, around and out from the city centre;
2. include all user groups and journey types;
3. work at all levels from journey planning and arrival at the city centre through to navigation to neighbourhoods, key buildings, transport nodes, facilities and destinations within walking distance of the city centre;
4. reinforce city branding and accommodate the individual identities of the city centre areas;



5. utilise on-street signage and be capable of future extension to all communication channels, from static signs to on-screen information and hand held devices.

In addition, wayfinding information and components will be:

- compatible with the design aesthetics of the cityscape, architecture and hard landscaping and be in harmony with the materials and finishes used;
- high quality, robust and durable;
- flexible, so as to accommodate future developments.

## 5. How will the Strategy be delivered?

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The Council does not expect this Strategy will not be delivered in a single operation. It is likely that the manufacture and installation of wayfinding components will be funded through:

- significant capital projects, such as the Inverness City Active Travel Network, the Inverness Rail Station Improvement Project, and forthcoming works to transform Inverness Castle into a significant visitor attraction;
- grant funding for improvements to active travel infrastructure;
- Developer Contributions, as appropriate, from new development in/around the city centre.

## 6. Key concepts

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The key concepts that define the Draft Strategy are:

**Accessibility** - information should be designed to meet the needs of all users and to be accessible to all, including those with physical and mental disabilities.

**Integration** - the wayfinding information should be relevant to the users' entire journey and the style of delivery should be consistent throughout, whether delivered by on-street signage or online devices, printed materials, electronic displays or people (at information points).

**Co-ordination** - the wayfinding information and city mapping should be co-ordinated with other information systems already in place within Inverness City Centre, such as civic and tourism websites, transport information, event information and other public information.

There is potential in the longer term to liaise with city centre businesses, community groups and stakeholders to ensure that the wayfinding information system becomes a shared asset to improve the experience for all visitors and residents.

## 7. Key components

The Strategy proposes two key components to make up the core of the wayfinding information package:

- Monolith signs - at entry points and key locations;
- Fingerpost signs - at junctions and decision points.

Both sign types will be dual language, English and Gaelic.

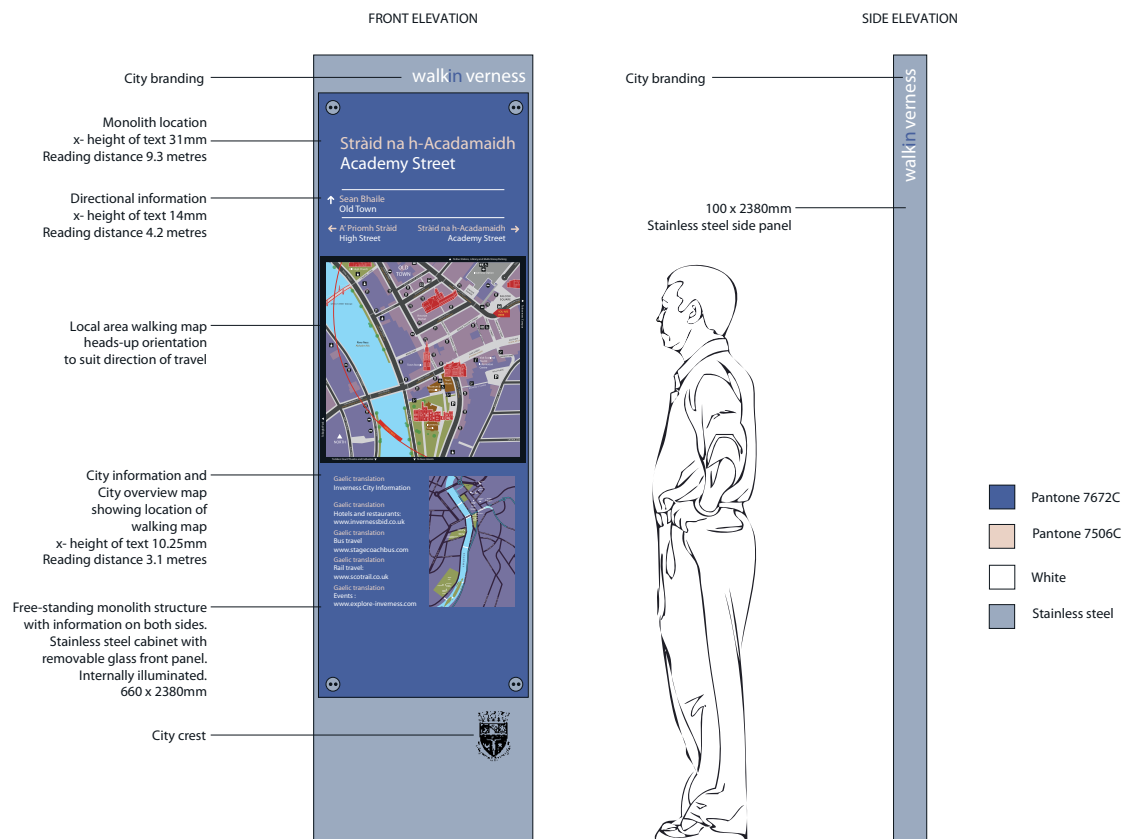
**Monolith signs** are freestanding structures delivering a combination of directional information and mapping. It is proposed that these will also feature city branding. They will act as highly-visible totems within the streetscape that will allow visitors to understand where they are and plan their onward route.

The maps provided will also be of two types:

1. A local-area walking map will show the area of the city within a 5-minute walking distance from the monolith location.
2. An overview map will show the entire city centre area, with the area of the local area map superimposed for reference.

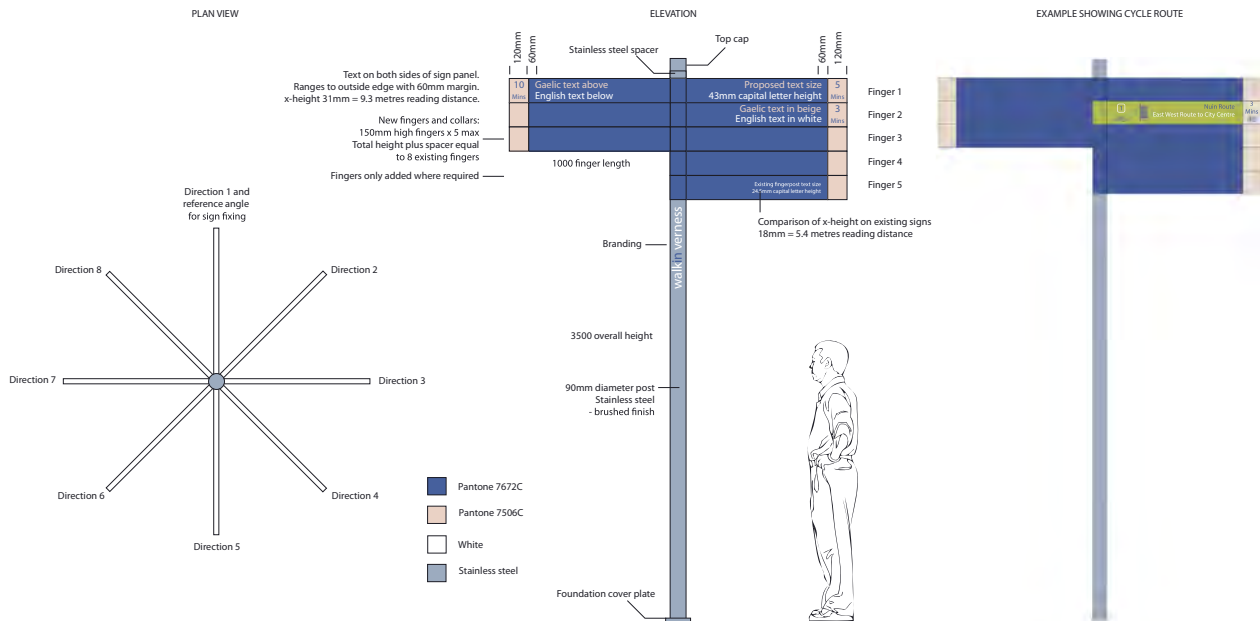
The local area maps will be rotated so that the direction of travel is at the top of the map to aid navigation and understanding of the streetscape ahead.

The monolith signs will be internally illuminated.



**Proposed sign type - monolith.**

**Fingerpost signs** deliver directional information above head height and will have multiple fingers. The text size will allow comfortable reading from the viewers' location. Relevant fingerposts will also deliver information about the city's east-west cycle route.



**Proposed sign type - fingerpost.**

## 8. Additional components for future consideration

Additional information that could be considered in the longer term, to amplify the effectiveness, includes:

**City centre "Welcome" branding** - at entry points by road, bus and rail.

**Location signage** - improved street signs, and signs to identify urban spaces, facilities and individual buildings (particularly civic and historical buildings).

**Interpretation display panels** - about city events and facilities etc. Could be static display panels, or dynamic, touch-screen displays.

**Digital mapping** - information/access guide provided online, sharing the new monolith mapping style. Also made available free of charge for inclusion in website of local businesses and tourism providers.

**Printed guides and access maps** - available to all visitors at tourist information centres and transport nodes. Also made available as free-issue art work for inclusion in third-party city guides and tourism marketing documents.

## 9. Harmonisation

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To create a system that is easy to follow, we will harmonise as many of the information elements as possible. These include:

- **Branding** - use of brand identity components for Inverness city centre
- **3D design** – of sign structures, materials, finishes, illumination, locations, foundations and fixing details
- **2D design** - of graphic formatting for sign content and information displays.
- **Typography**- text style, sizes, spacing and layout, including use of pictograms and symbols.
- **Colour** – for sign panel backgrounds, English and Gaelic text, and colour-coded information on mapping.
- **Nomenclature** – naming and numbering of city entrances, character areas, roads, buildings, spaces, facilities and other destinations.

Consistency of application will instill confidence in the wayfinding information and add to the perception of overall quality of the City Centre.

## 10. Wayfinding elements

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### 10.1. Maps

Maps are two-dimensional representations of the three-dimensional world.

In wayfinding there are two relevant categories:

- **Portable** - hand-held maps. Used as an aid that visitors can study before departure and take with them to find their way on a journey.
- **Orientation** – “You-are-here” maps. These will be used on the proposed new monolith signs. Presented on signs and placed within the environment which they depict, visitors can establish their position on the map, plan their onward route and memorise the features they will meet along the way. The design of the map should include memorable landmarks and features that will assist the mental mapping process. Appendix B provides examples of monolith maps from other UK cities

The design of the map should include memorable landmarks and features that will assist the mental mapping process. Appendix B provides examples of monolith maps from other UK cities.



The map above illustrates the proposed content of a typical “You are here” map that will be used on the proposed new monolith signs. This content has been informed by feedback from key stakeholders. Each monolith will feature a different map that is orientated to suit the viewpoint of the reader.



The map above illustrates the proposed content of the wider city/overview map that will appear on all new monolith signs. The overview map will identify the context for its larger counterpart, the detailed “You are here” map. This map will identify key destinations within walking/cycling distance of the city centre. It will also illustrate National Cycle Network routes and long distance walking routes.

## 10.2. Typography

The typeface(s) selected for use on screen, in print, on static signs and on electronic screens must meet high standards of legibility. Specifically they will be sans-serif, of medium and/or semi bold weight and not condensed, extended or italicised.

The proposed typeface for city centre wayfinding is Myriad Pro.

### **Myriad Pro regular:**

ABCDEFGHIJKLMNOPQRSTUVWXYZ

abcdefghijklmnopqrstuvwxyz

### **Myriad Pro semibold:**

ABCDEFGHIJKLMNOPQRSTUVWXYZ

abcdefghijklmnopqrstuvwxyz

## 10.3. Symbols and pictograms

Wayfinding information will adopt a standardised set of symbols and pictograms that are universally understood, as anything that deviates far from accepted norms is unlikely to work effectively.

Two universally used sets of pictograms are proposed:

- AIGA/DOT (in the UK) for transportation situations such as airports and stations;
- TCRP/ADA (in the USA) for transportation situations (coverage differs slightly).

A selection of pictograms will be drawn from the above sets to cover all city centre information requirements, redrawn if necessary to ensure they harmonise, and then made available as a shared resource for all city centre users.

These can be used on all mapping and signs.

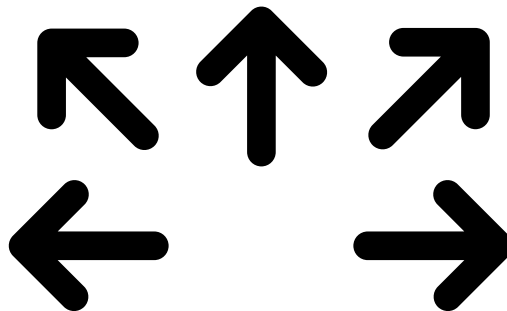


## 10.4. Direction arrows

Direction arrows must be used consistently, whether on signage or in printed or online materials. A style of arrow will be selected for use on all wayfinding.

Wherever possible directions will be given in the following sequence:

1. Ahead arrows, pointing up,
2. 45 degree angled up arrows,
3. Left facing arrows,
4. Right facing arrows.



Different direction messages will be grouped, and listed under a single arrow in each relevant direction, rather than arrows for each line of text.

Ahead arrows and left facing arrows and text will be aligned to the left of the sign.

Right facing arrows and text will be aligned to the right of the sign.

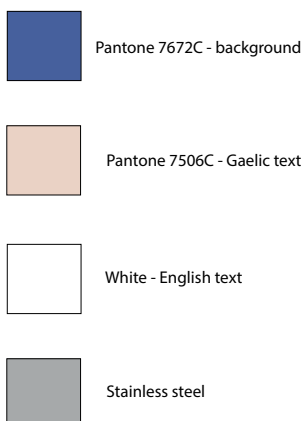
## 10.5. Colour palette

The colour palette on the following page has been selected for use on Inverness city

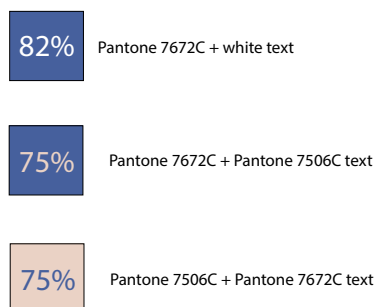
Centre wayfinding signage to coordinate with the city brand identity when used on mapping, in print or on the web.

It is proposed that all wayfinding information will utilise colours from this palette, chosen for legibility.

Colour selection



Contrast values - target 70% or above



	beige	white	grey	black	brown	pink	purple	green	orange	blue	yellow	red
red	78	84	32	38	7	57	28	24	62	13	82	
yellow	11	16	73	89	80	58	75	76	53	79		82
blue	75	82	21	47	7	50	17	12	56		79	13
orange	14	60	63	76	59	12	37	50		56	53	62
green	72	80	14	53	18	43	8		50	13	76	54
purple	70	79		56	22	40		8	17	17	75	28
pink		65	37	73	53		40	43	12	50	53	57
brown	77	84	26	41		53	22	18	59	7	80	7
black	89	91	58		43	73	56	53	76	47	89	38
grey	69	78		58	26	37		11	43	21	73	32
white	38		78	91	84	61	79	80	60	82	18	84
beige		30	60	89	77		70	72	44	75	16	78

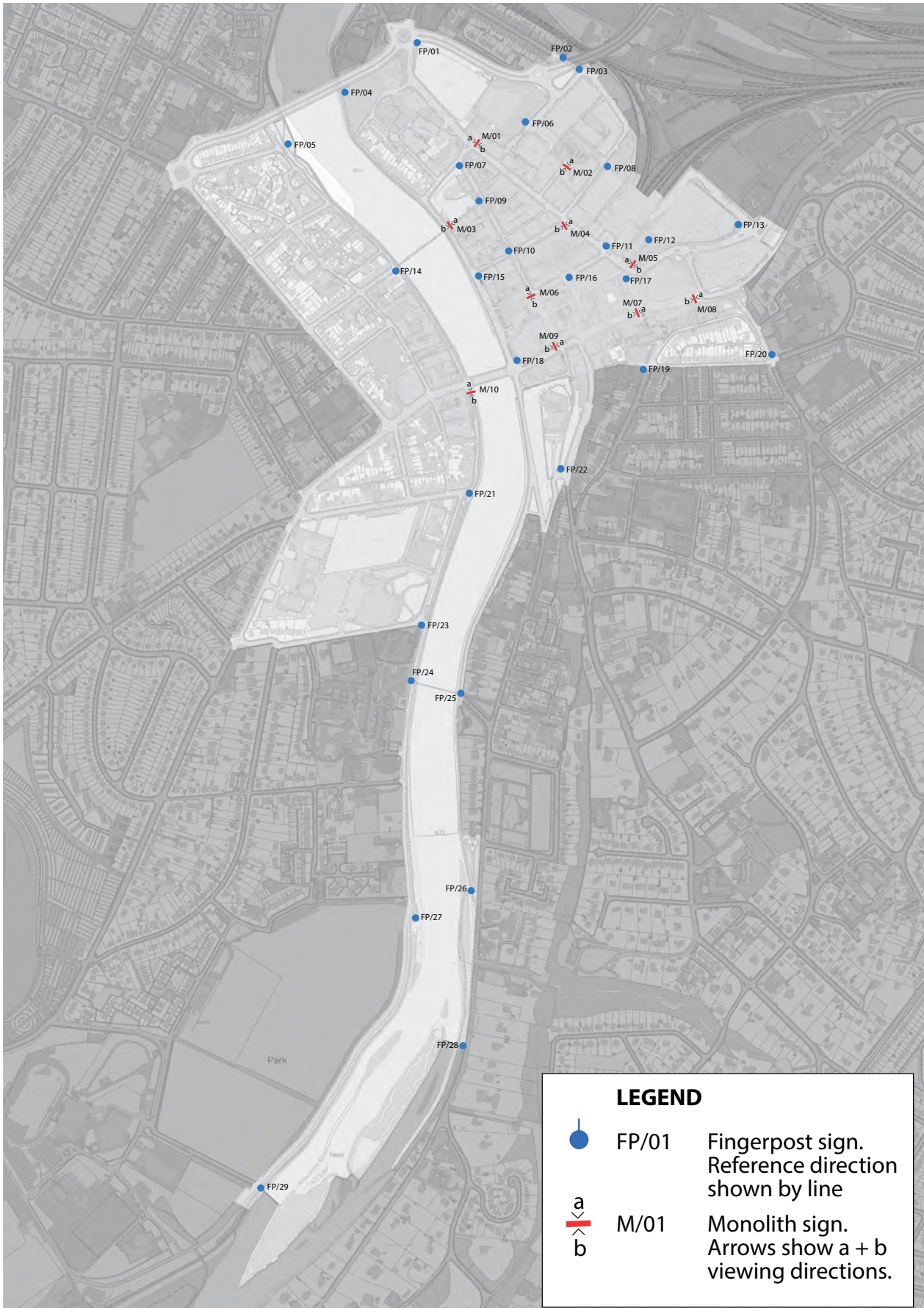
Colour contrast values - Arthur and Passini

Selected values



# 10.6. Location and terminology

The map below illustrates the proposed locations of ten monoliths and 23 fingerposts.

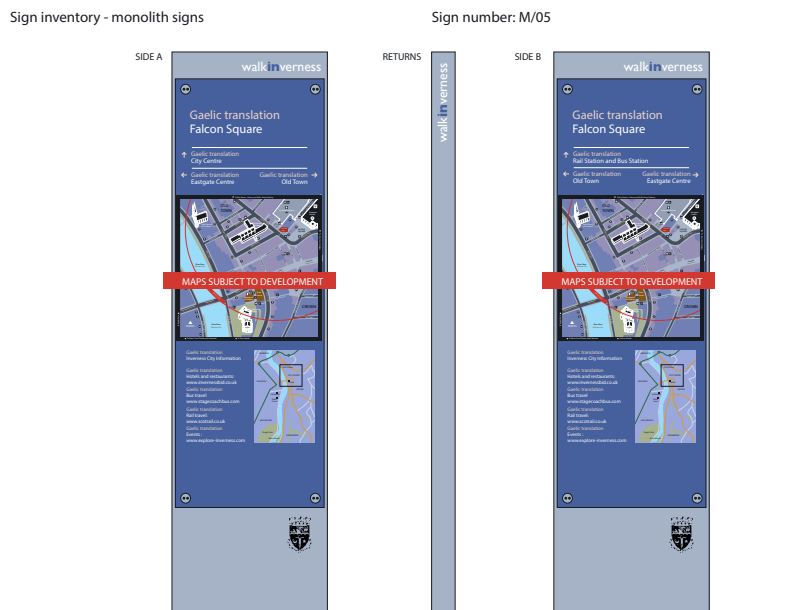




A comprehensive list of city destinations has been developed to suit fingerposts signs, monoliths and mapping panels. It is important that these are kept as concise as possible, as space is limited on the sign panels. Previous city fingerposts signs have carried a very wide range of destination information but, owing to the volume of information, the text size was extremely small and legibility poor.

The illustration below shows a typical monolith design and accompanying map configuration.

The proposed mapping on monolith panels will replace much of the city centre’s existing fingerpost information, allowing these signs to simply show directions to city areas and key features, drawn from an agreed priority list.



**Typical monolith design.**



**Map orientation for monolith - side A.**



**Map orientation for monolith - side B.**

The illustration below shows a typical fingerpost.

The new fingerpost sign format offers a much improved legibility, allowing ease of reading from 9.3 metres as opposed to 5.4 on the previous signs. To achieve this, location names have been kept as short as possible.

Appendix C presents a proposed inventory of city destinations that will appear in English and Gaelic on finger post signs, according to the location of the sign.

Sign inventory - fingerpost signs

Sign number: FP/09

Direction 1		Direction 5	
8 Mins	Gaelic text above English text below	8 Mins	Gaelic text above English text below
5 Mins	Gaelic text above Merkinch	18 Mins	Gaelic text above English text below
10 Mins	Gaelic text above English text below	10 Mins	Gaelic text above English text below
10 Mins	Gaelic text above English text below	22 Mins	Gaelic text above English text below
10 Mins	Gaelic text above English text below	10 Mins	Gaelic text above English text below

- Finger 1
- Finger 2
- Finger 3
- Finger 4
- Finger 5

Direction 2		Direction 6	
3 Mins	Gaelic text above Bus Station	1 Mins	Gaelic text above River Ness
3 Mins	Gaelic text above Library	4 Mins	Gaelic text above English text below
4 Mins	Gaelic text above Rail Station	4 Mins	Gaelic text above English text below
8 Mins	Gaelic text above Justice Centre	10 Mins	Gaelic text above English text below
10 Mins	Gaelic text above English text below	10 Mins	Gaelic text above English text below

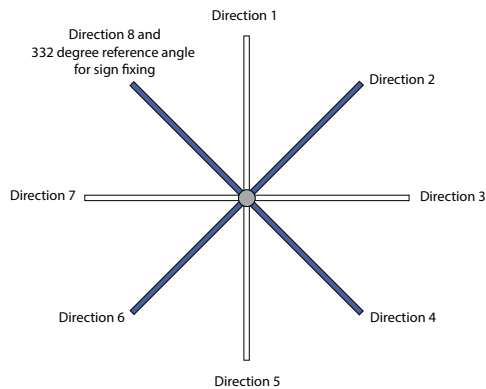
- Finger 1
- Finger 2
- Finger 3
- Finger 4
- Finger 5

Direction 3		Direction 7	
2 Mins	Gaelic text above English text below	10 Mins	Gaelic text above English text below
5 Mins	Gaelic text above English text below	10 Mins	Gaelic text above English text below
10 Mins	Gaelic text above English text below	10 Mins	Gaelic text above English text below
10 Mins	Gaelic text above English text below	10 Mins	Gaelic text above English text below
10 Mins	Gaelic text above English text below	10 Mins	Gaelic text above English text below

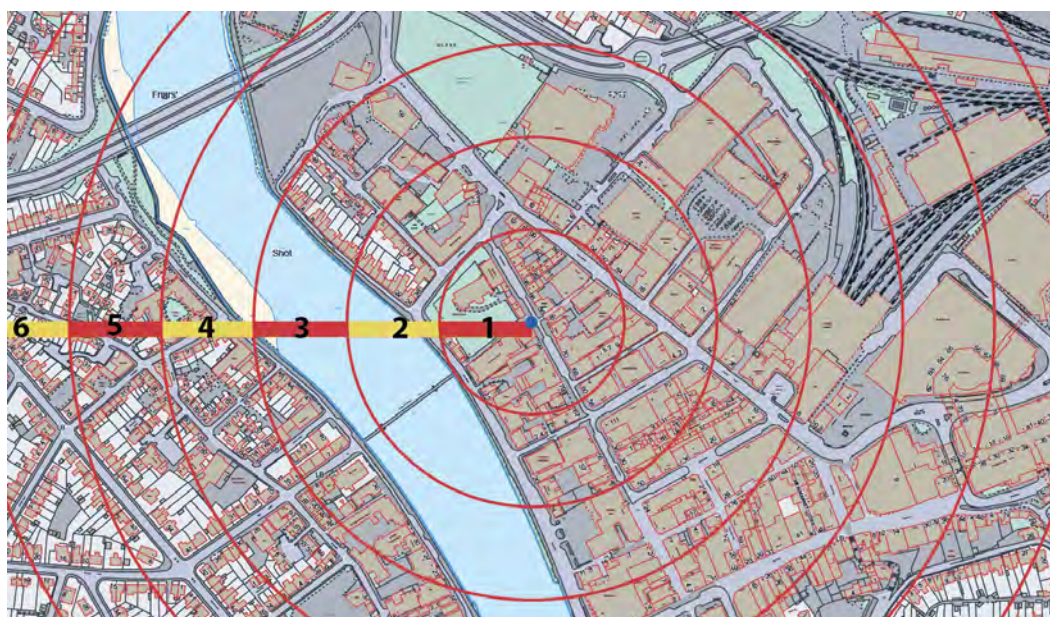
- Finger 1
- Finger 2
- Finger 3
- Finger 4
- Finger 5

Direction 4		Direction 8	
2 Mins	Gaelic text above Old Town	1 Mins	Gaelic text above Glebe
4 Mins	Gaelic text above City Centre	7 Mins	Gaelic text above Harbour
4 Mins	Gaelic text above Museum and Art Gallery	8 Mins	Gaelic text above Merkinch
5 Mins	Gaelic text above Inverness Castle		English text below
	English text below		Gaelic text above English text below

- Finger 1
- Finger 2
- Finger 3
- Finger 4
- Finger 5



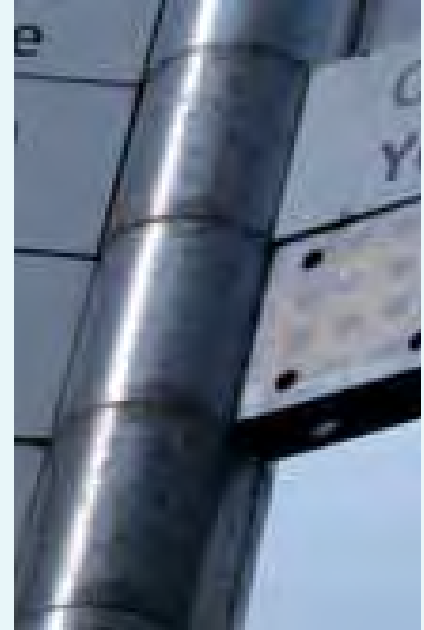
**Typical fingerpost design**



**Location of fingerpost.**



# Appendix A - Problems with current city centre signage and mapping



Information overload. Too many messages and crowded appearance.

Poor legibility due to very small text size and small pictograms.

Structures are suffering from corrosion, weathering and damage.

Unnecessary repetition of walking man symbol.



No consistent city-wide mapping style.

Advertising around map panels creates visual clutter.

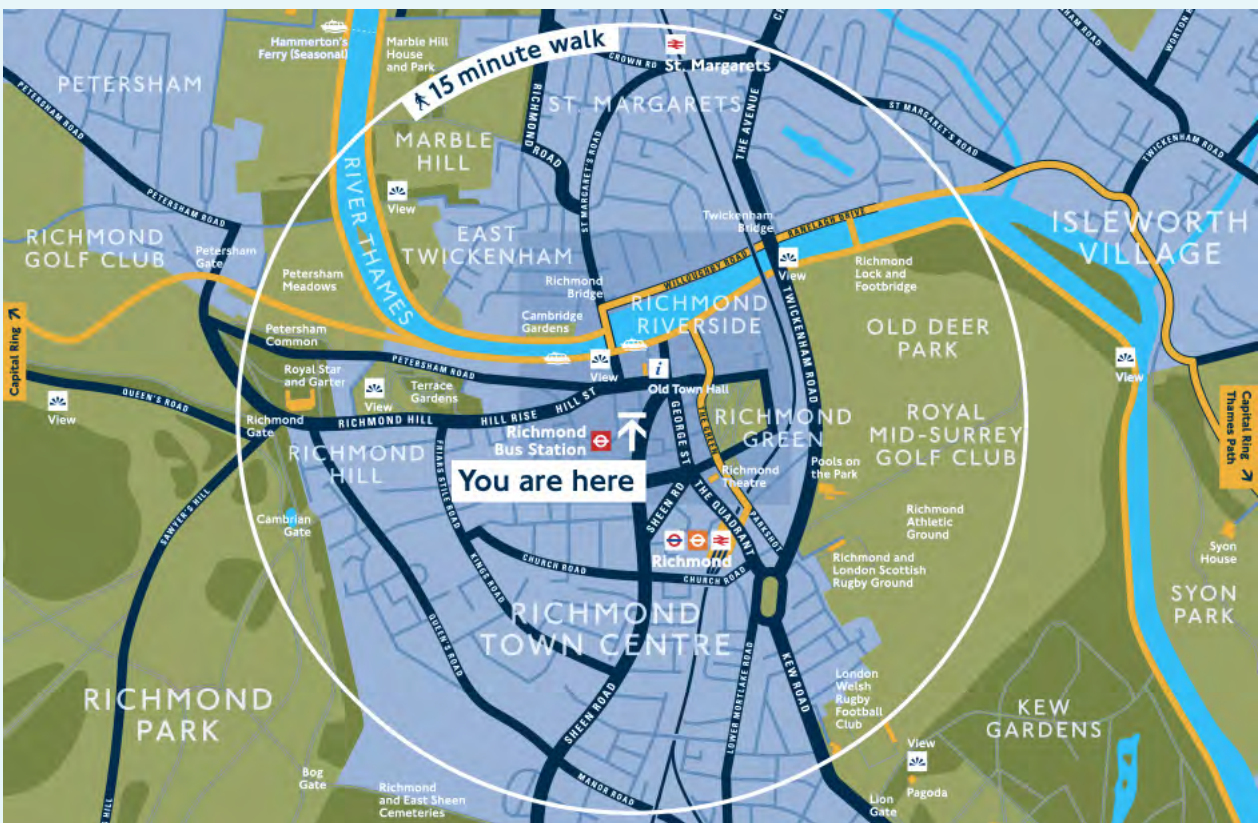
Poor legibility due to small text sizes.

Map frame structures are suffering from corrosion and damage.

No heads-up displays - maps not orientated to viewing direction.



# Appendix B - Examples of UK city centre maps



# Appendix C - Proposed inventory of city destinations that will appear in English and Gaelic on finger post signs

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Archive Centre

Ballifeary

Bellfield Park

Botanic Gardens

Bught Park

Bus station

Caledonian Canal

Carse

Cathedral

City Centre

Crown

Culcabock

Dalneigh

Drummond

Eastgate Centre

Eden Court Theatre

Falcon Square

Harbour

Hilton

Inverness Campus

Inverness Castle

Justice Centre

Library

Merkinch

Millburn

Museum and Art Gallery

Ness Islands

Northern Meeting Park

Old Town

Railway Station

River Ness

Rose Street Car Park

Stadium

Tomnahurich Cemetery

Victorian Market

Whin Park





Wayfinding equipment in Glasgow city centre



Finger signs



Monolith

Agenda Item	<b>11</b>
Report No	<b>CIA/45/17</b>

## HIGHLAND COUNCIL

**Committee:** City of Inverness

**Date:** 30 November 2017

**Report Title:** Inverness City Centre Trade Waste Policy

**Report By:** Director of Community Services

### 1 Purpose/Executive Summary

- 1.1 The report is to update members on the results of the consultation carried with businesses, members of the public and relevant stakeholders following the approval by members at the City of Inverness Area Committee meeting on the 14 September 2017 to take forward the draft proposals for a trade waste policy within the city centre
- 1.2 The report outlines a finalised proposal for the Inverness City Centre Trade Waste Policy and seeks members approval for the project to be implemented in accordance with the timetable put forward.

### 2 Recommendation

- 2.1 Members are asked to:-
  - i. Approve the overall vision and objectives of the Inverness City Centre Trade Waste Project as provided in the report; and
  - ii. Approve the implementation of the finalised policy in accordance with the timeline provided within the report.



### **3 Background**

- 3.1 Members will be aware that they approved a draft trade waste policy for Inverness City Centre to be taken forward and put out for consultation at their committee meeting on the 14 September 2017.
- 3.2 The proposals were to change the manner in which trade waste is managed within Inverness City Centre. Essentially the overall aim being to help make Inverness a cleaner, greener and safer city which will encourage more visitors to the city centre and help create a positive image for the benefit of all.
- 3.3 The appearance of Inverness City Centre was considered to be adversely affected by large numbers of trade waste bins on our streets, many of which are permanently stored on the pavements and other public spaces. The numbers and position of bins are not controlled and the volume has been increasing in recent years with recycling requirements.
- 3.4 In addition to the visual impact, the unregulated presence of trade waste containers and bags left out on streets can cause obstructions and, if not properly managed, contribute to spilled waste and litter and associated vermin/gull issues
- 3.5 Edinburgh has successfully operated a similar scheme for a number of years and in 2017 Glasgow has also launched a pilot scheme for their city centre.
- 3.6 The issue of commercial waste is a complex and challenging problem prevalent across the city, and particularly visible in the city centre. It is the subject of considerable concern amongst residential and business communities. The appearance of the city centre can often be spoiled by the sight of bulky, brightly-coloured trade waste containers lining the streets, lanes, and pavements.
- 3.7 The vision for the city centre trade waste policy is to achieve a city centre free from the visual and environmental blight of commercial waste containers.

### **4 Key Objectives of the Inverness City Centre Trade Waste Policy**

- 4.1 The project has a number of key objectives:-
- To reduce the amount of trade waste containers on the streets and improve the look and feel of the city centre;
  - To reduce the amount of litter derived from trade waste;
  - To encourage businesses to manage their waste more responsibly and recycle more;
  - To reduce public safety issues by removing tripping hazards and bins blocking footways which can potentially have a detrimental impact on visually impaired or disabled residents/visitors; and
  - To evaluate the impact and benefits of the project after a period of 12 months and to update Committee on the findings.

### **5 Consultation and Business Engagement**

- 5.1 The underlying vision for the city centre trade waste policy is to achieve a city centre free from the visual and environmental blight of commercial waste containers. It was acknowledged that this would present an initial period of disruption for businesses and waste contractors as they adjusted to the policy changes. It was therefore considered essential that business and relevant stakeholders were engaged and consulted on the proposed policy.
- 5.2 The following is a summary of the consultation and engagement process that we have undertaken in finalising these proposals:-
- a) Development of a [webpage](#) with hyperlinks to key objectives, the proposed policy and map of the pilot area. Also included were FAQ's, and tips and advice for the businesses;
  - b) A Survey Monkey questionnaire to capture opinions from interested parties. A total of 48 responses were received during the consultation period. This consisted of replies from 20 businesses; 23 residents from Inverness and 5 visitors from outwith Inverness. A detailed breakdown of the Survey Monkey results and submitted comments is provided in **Appendix 1**;
  - c) A formal letter of consultation was mailed to all the businesses in the city centre within the Inverness BID area. **See Appendix 2**;
  - d) A formal letter of consultation was mailed to all identified stakeholders and interested parties. This included Inverness BID, Police Scotland, Federation of Small Business; Inverness Chamber of Commerce; SEPA, Shop Mobility Highland and Guide dog Scotland;
  - e) A formal letter of consultation to the nine different waste contractors who operate within the Inverness City Centre. This has been followed up with one to one meetings, site visits, and e-mail correspondence;
  - f) A flyer detailing the changes and links to the original website and the survey monkey was distributed to businesses within the Inverness BID area. **See Appendix 2**;
  - g) Face to face consultation with businesses has been carried out;
  - h) Officer attendance at an Inverness BID organised breakfast meeting on the 17 October 2017;
  - i) A [newsletter](#) outlining the proposed trade waste policy was promoted on the Highland Council's home page for 5 days. The Highland Council home page receives approximately **3000 hits** a day; and
  - j) A Facebook entry was created outlining the trade waste policy. The Facebook page that was created reached 3045 people during the consultation period.
- 5.3 The following is a summary of the feedback from Members of the Public and Business:-
- Based upon the 48 responses we received through survey monkey, 79% of responses considered commercial waste containers placed permanently on the streets and pavements to be a problem across the city centre;
  - 91% of the public stated that they think the Highland Council could do more about the placement of commercial waste containers on streets and lanes;
  - A significant number of comments highlighted the benefit the project may bring to reducing litter and number of seagulls within the city centre;

- A significant number of comments highlighted issues across the whole city centre and not restricted to the pilot area;
- Main issue raised by the business with respect to the policy changes was not having any storage space for the waste bins within the premises. Businesses were concerned about the impact that this could have on their business. Several businesses were pleased that there were exemptions available in exceptional circumstances (as per Edinburgh model);
- Businesses had concerns over the evening window of 17:30- 22:00 in regards to rush hour traffic volume issues; and
- Food businesses and bars raised the concerns over not having the option of leaving the bins out overnight as the businesses operation hours range from 11 am till late. There were also concerns raised by offices on compliance over the morning collection window of 07:30- 09:30 due to their operational hours of 09:00 – 17:00.

**A copy of the full survey monkey questionnaire results and submitted comments are included in Appendix 1.**

5.4 The following is a summary of the main issues and comments received from the appointed Trade Waste Contractors who operate within the Inverness City Centre:-

Positive feedback from the Trade Waste Contractors included:-

- Possibility of returning to bag collection for some of their customers and hence in long term leading to more business opportunity for their business;
- Opportunity to revise new vehicle strategy (i.e, small cage vans to accommodate the above);
- Willingness to work alongside the Highland Council to ensure the overall objective of the pilot project are achieved;
- Some waste contractors (Kennan's recycling Ltd and Biffa) are already accustomed to the policy which has been implemented in Edinburgh and Glasgow; and
- Enforcement of the policy is the key to ensure the project is a success.

Concerns raised by the Trade Waste Contractors included:-

- Logistical challenges of the restricted presentation windows for both AM and PM;
- Potential traffic volume rise in terms of road safety, especially in the high street area given high footfall during the proposed uplift windows;
- The waste contractors would prefer an earlier time slot of 06:30-11:30am, which defers from the current time slot of 07:30-09:30am. Reasons for this are to give flexibility to their customers who open their businesses at different times, e.g. Bars and restaurants, most of which open at 10:00-11:00am, to abide by the new policy;

- Several waste contractors proposed a two hour collection window rather than the one hour window to ensure waste is collected within the time slot should there be a vehicle breakdown etc. The majority of the waste contractors are based in Alness and Invergordon and it takes an hour to have a new vehicle on site, leaving them no time to collect the waste;
- To avoid the peak traffic times in the evening, suggestion to make the evening window between 18:30 – 22:00;
- The financial implications to the contractors and their customers;
- Concerns re Highland Council enforcing the collection and clean-up of the bins to aid successful implementation of the pilot project; and
- Highlighted the importance of customers/ businesses to be educated on correct waste management procedures (i.e. best practice on recycling and waste separation).

## **6 Key Changes to Draft Trade Waste Policy**

6.1 In response to the feedback and comments received during the consultation stage, several amendments have been made to the original proposals.

6.2 The project area has been extended to cover the Inverness BID area.

This has been changed taking into account Members views at the Committee meeting on the 14 September and also due to the comments received from the survey monkey consultation. The overwhelming majority of responses considered bins permanently placed on the street or pavements to be a problem right across the City Centre and not restricted to the originally suggested pilot area. The application of the policy across the larger area will also avoid those businesses in the pilot area to be seen in any way to be unfairly disadvantaged by the introduction of the policy.

6.3 The morning collection window has been extended to between 0700hrs – 1000hrs.

This has been extended as the majority of business will be either open or have a staff presence within these times. An earlier time for collection was not considered appropriate due to the potential noise disturbance for city centre residents and holiday accommodation.

6.4 The evening collection window has been changed to between 1800hrs – 2100hrs.

This has been changed to avoid the peak traffic times in the evening. A later time was not considered appropriate due to the potential for conflict with late night revellers within the city centre.

6.5 The time that waste can be presented for uplift by business within the collection windows has been extended to 2 hours.

This was extended in response to feedback from the waste contractors that a 1 hour presentation window was too narrow in view of the distances required for travel and the possibilities of delays etc.

- 6.6 Waste can be presented provided a staff member is present in the business and is not restricted to when the business is open for trade.

This was considered necessary as many businesses will have staff working (i.e. cleaners etc.) prior to the business being open to trade and thereby it should help facilitate compliance with the policy.

## **7 Finalised Inverness City Centre Trade Waste Policy**

- 7.1 The following is an outline of the key elements of the proposed trade waste policy:-

- a) No trade waste containers will be permitted to be stored on public pavements/streets out with designated uplift windows;
- b) Within designated uplift windows, waste will only be permitted to be placed for uplift within the specific time periods stated. Proposed presentation windows are:-
  - a. 0700hrs – 1000hrs
  - b. 1800hrs – 2100hrs
- b) Waste can only be on the street for a maximum of 2 hours within each collection window
- c) If the waste is not collected within the specified time period the business must return the waste to their premises;
- d) Waste placed on street for collection (bins or bags) must clearly display the business name and collection time;
- e) Waste may only be placed out for collection when the business is staffed, and never left out overnight;
- f) Waste containers must be placed as near to the edge of the business presenting the waste as possible;
- g) It is the responsibility of businesses to find a waste contractor that will work with them to find an appropriate waste management arrangements for their business in compliance with the policy requirements;
- h) For bins that have not been voluntarily removed from the public spaces the will use Council powers available under Roads (Scotland) Act 1984 section 59, and the Environmental Protection Act 1990 section 47:-
  - a. Business operator or waste contractor will be issued with a four-week notice of enforcement action;
  - b. Non-compliant business or waste contractor will have their bins confiscated after the designated compliance date, and stored off site by Highland Council;

- c. Business or waste contractor will have 28 days to collect their bins from the Council with a corresponding charge for costs incurred by the Council e.g. for disposing of the waste, storage, administration; and
  - d. Any bins not collected will be disposed of by the Council after 28 days.
- i) In exceptional circumstances, permission may be granted for an exemption from the trade waste policy. This would be subject to an application process and only be permitted if the business can clearly demonstrate they have exhausted all other options.

### **Note**

The direct collection of waste from within a business is permitted at any time i.e. direct bag collection.

7.2 A map of the proposed City Centre area that will be covered by the new policy is provided in **Appendix 3** and corresponds with the Inverness BID district.

7.3 The detailed implementation timetable for the policy is provided in **Appendix 4**.

There will be an engagement and education stage up until 5 March 2018. There will then be a 4 week educative, proportional enforcement of the policy up until Friday 6 April 2018. The policy will then be formally enforced from Monday 9 April 2018.

## **8 Enforcement**

8.1 The Council has powers under the Roads (Scotland) Act 1984 section 59, and the Environmental Protection Act 1990 section 47. The Council will now utilise these powers to improve the environment by removing trade waste bins from the streets and managing waste presentation more cohesively.

8.2 The Road (Scotland) Act 1984 states the following points:-

- *Section 59 subsection (1)..... nothing shall be placed or deposited in a road so as to cause an obstruction except with the roads authority's consent in writing and in accordance with any reasonable conditions which they think fit to attach to the consent;*
- *Section 59 subsection (2) A person who contravenes subsection (1) commits an offence; and*
- *Section 59 subsection (3) Without prejudice to subsection (2) above, a person who contravenes subsection (1) above may be required by roads authority to remove the obstruction forthwith, and commits an offence if he fails to do so.*

8.3 The Council considers the position of trade waste bin(s) permanently occupying public land, within the boundaries of the project areas to be an obstruction. If the bin(s) cannot be stored inside the curtilage of a business, under the powers contained in Section 59 of the Roads (Scotland) Act 1984, which have been delegated to the local authority, the Council will instruct the business or waste contractor to remove the trade waste bin(s) forthwith.

- 8.4 In addition to the Roads legislation, the Environmental Protection Act 1990, Section 47 states the following points:-
- *If a trade waste bin(s) is “likely to cause a nuisance or to be detrimental to the amenities of a locality”, the Council, as Waste Collection Authority, has powers to control the placing and removal of commercial waste receptacles on the road through the issue of a statutory notice; and*
  - This includes the power to make provision for the time when the receptacles must be placed for that purpose and removed.
- 8.5 Enforcement will be carried out by officers from the Environmental Health, Roads and Waste teams. The teams carry out regulatory work under the approved Environmental and Amenity Services Enforcement policy. This ensures officers carry out their work in a manner that is helpful, open, proportional, fair and equitable.
- 8.6 In exceptional circumstances, permission may be granted for an exemption from the trade waste policy. This would be subject to an application process and only be permitted if the business can clearly demonstrate they have exhausted all other options
- 8.7 Where a business considers that they have no alternative to storing their bin permanently on the street or pavement, then an application process will require to be followed and strict conditions applied prior to being granted. The application process and assessment criteria has yet to be finalised but will be published and brought to the attention of business prior to the 5 March 2018.

## **9 Implications**

### **9.1 Resource**

There will be resource implications for Environmental Health, Waste and Roads teams during the initial education and engagement stage (i.e. up to 5 March 2018) and thereafter for the implementation and enforcement stage (i.e. from 9 April 2018 onwards).

It is considered the initial 6 months of the policy implementation will require the most resource from each of the teams but that this should decrease as the policy becomes embedded and business/waste contractors adjust to the new requirements.

A review is being undertaken within each of the teams to identify the resource required for this period. Consideration may require to be given to appointing a temporary member of staff to assist existing teams for this initial period.

9.2 Legal – No implications.

9.3 Community (Equality, Poverty and Rural) – No implications.

9.4 Climate Change / Carbon Clever – No implications.

9.5 Risk - No implications.

9.6 Gaelic - No implications.

Designation: Director of Community Services

Date: 9 November 2017

Author: Gregor MacCormick, Senior Environmental Health Officer

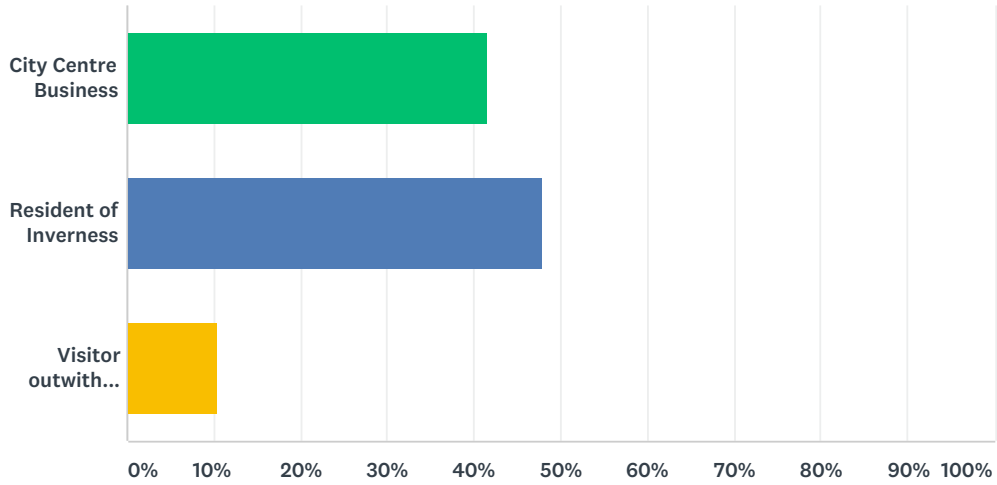
Background Papers: Committee Report dated 14 September 2017

[https://www.highland.gov.uk/download/meetings/id/72496/item\\_7\\_inverness\\_city\\_centre\\_trade\\_waste\\_project](https://www.highland.gov.uk/download/meetings/id/72496/item_7_inverness_city_centre_trade_waste_project)



## Q1 How would you describe yourself?

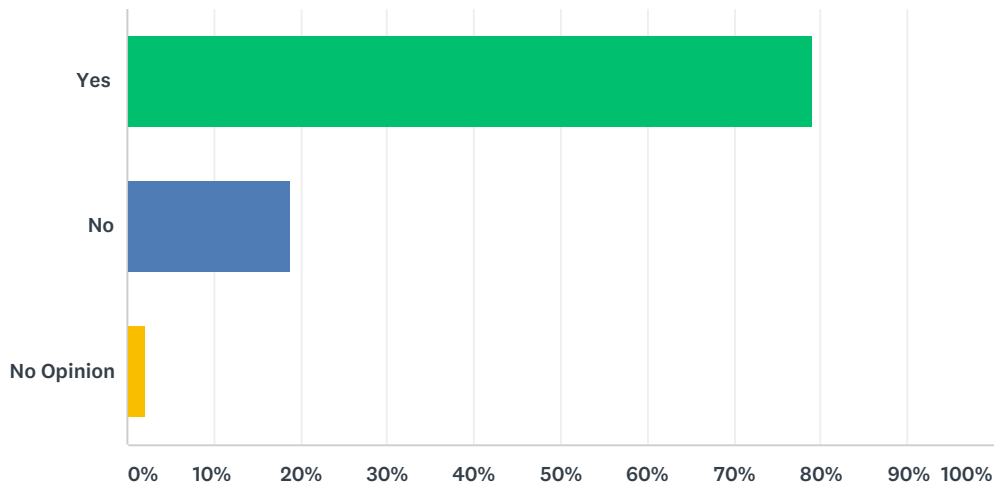
Answered: 48 Skipped: 0



ANSWER CHOICES	RESPONSES	
City Centre Business	41.67%	20
Resident of Inverness	47.92%	23
Visitor outwith Inverness	10.42%	5
<b>TOTAL</b>		<b>48</b>

## Q2 Do you consider the commercial waste containers placed permanently on streets and pavements to be a problem in the city?

Answered: 48 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	79.17% 38
No	18.75% 9
No Opinion	2.08% 1
<b>TOTAL</b>	<b>48</b>

#	PLEASE EXPAND YOUR ANSWER IF POSSIBLE	DATE
1	However, there needs to be council funded "allocation spaces" for these bins there is nowhere near enough space on Baron Taylors St for the bins (but there are enclosures which no-ones seems to be able to use)	11/5/2017 12:12 AM
2	These would not be a problem if all bins were provided with locks so that other users couldn't overfill them with their own rubbish.	11/1/2017 11:38 AM
3	Many bins cause obstruction hazard, poor control leads to waste being disposed through wrong waste stream/fly tipping	10/31/2017 3:02 PM
4	On some of the smaller streets e.g. Baron Taylors Lane they can be smelly and unsightly especially when overflowing.	10/31/2017 10:43 AM
5	There's nothing worse than on a hot or warm day when a client opens my salon door and the stench from bins wafts in. I also feel it's such a shame that the council goes to so much trouble cleaning and making the town centre presentable for tourists only to be let down by having bins visible everywhere	10/30/2017 9:19 PM
6	Very off-putting and ugly. Creates a lot of anti social behaviour and terrible to look at. Particularly Meal market close where the only public toilets are and it's intimidating to go down the street as it's blocked at both ends with really large smelly over flowing waste..sometimes lots of food waste which stinks...	10/30/2017 10:41 AM
7	overflowing bins having to walk on roads because bins are on pavement smells seagulls very unattractive to look at	10/27/2017 11:50 AM
8	It spoils the look of our city. They can sometimes be a hazard due to where they are placed and also, depending on the contents of the bin, the odours that come from the bins is not pleasing to either residents or visitors to Inverness.	10/25/2017 7:51 AM

## Trade Waste Project

9	The bins situated everywhere around the city centre makes the streets look grimy, they smell bad and cause problems with antisocial behaviour, as well as leading to littering problems due to spillage and people carelessly tossing individual pieces of rubbish in the general direction of a group of bins assuming that will be enough for it to be 'taken care of'.	10/24/2017 3:30 PM
10	Unsightly and help to give a poor impression of the cleanliness of the City Centre	10/24/2017 9:26 AM
11	Basically it is an eyesore, and can't be good for the overall perception of the city with visitors. There is also a huge problem with vermin, in particular the seagulls. They are encouraged with the food on offer from overflowing rubbish bins, and have become a real menace in the town centre.	10/23/2017 6:47 PM
12	They are an eye sore, some need cleaned and often they are blocking pavements	10/23/2017 12:30 PM
13	I know why they have to be there but they are unsightly and far too many of them from too many different companies	10/18/2017 9:44 PM
14	too many left on streets looking absolutely disgusting and smelly	10/18/2017 2:30 PM
15	Looks awful - pleased with the proposed pilot streets as they seem to be the worst. Possibly queen street too?	10/18/2017 2:15 PM
16	Not easy to walk on pavements Is a source for sea gulls	10/18/2017 10:25 AM
17	Overflowing,unsightly,blocking walkways	10/18/2017 10:06 AM
18	this is a tourist town and we should be able to keep the streets clear of waste	10/18/2017 10:04 AM
19	While in an ideal world the the city centre may look better without commercial waste containers on the streets, it is totally impractical for some businesses to manage their waste without having containers on the street. The proposed restrictions are ridiculously strict, to the point that it will be extremely difficult, if not impossible for some businesses to comply. My bins are collected very early in the morning, and not always in the same 1 hour window. We place our bins outside on Post Office Lane for collection twice a week, they go out at midnight, and are taken back in at 9am, they do not cause any problems for anyone, they are never overflowing and there is never any waste put out that is not inside a bin. My general waste and mixed recycling bins are collected before the first staff member arrives at 9am, so I do not have someone here to put them out for a 1 hour window. My glass wheely bin is sometimes out a bit longer as it can sometimes be later in the day before this is collected. During the winter months there may be times when I do not have a member of staff available to go and take the glass bin out when the lorry arrives, as they will be dealing with customers. If this happens I will miss my pickup, causing me substantial problems for the rest of the week.	10/15/2017 10:46 AM
20	Unsightly often overflowing which attract vermin both four legged and winged.	10/10/2017 3:26 PM
21	but there are also a number residential ones in Mealmarket Close which are also a problem	10/9/2017 1:41 PM
22	They can be if they are not kept clean and maintained.	10/9/2017 12:35 PM
23	Ugly	10/9/2017 11:06 AM
24	They block the already narrow pavements	10/9/2017 10:29 AM
25	Eyesores. Smell. Make some streets a no go. At night they become pee stops for revellers	10/5/2017 8:18 PM
26	Unsightly, an obstruction and used as a toilet facility nightly, a very poor image for visitors. They are not necessary and are a relatively new phenomenon, it is quite an easy step to go back to small bins or black bags.	10/5/2017 6:29 PM
27	Things just look messy - not only the bins but overspill. They can also be an obstruction on narrower streets/pavements.	10/4/2017 1:53 PM
28	As the place gets spruced up these bins are just an awful eyesore and bin collections in the town centre seem to happen during rush hour. Surely late night or very early morning would be much better	10/4/2017 8:42 AM
29	There is no Issues with my bins being outside my premises. If anything it stops people dropping there rubbish in Street as lots of people use them everyday	10/3/2017 7:52 PM
30	Part of the problem is that they are unsightly in themselves - bright colours or covered in trade names etc. If they were neutral or even painted in artistic designs that might help.	10/3/2017 10:47 AM
31	Clutters pavement for pedestrians & encourages seagulls to scavage	10/3/2017 9:41 AM

## Trade Waste Project

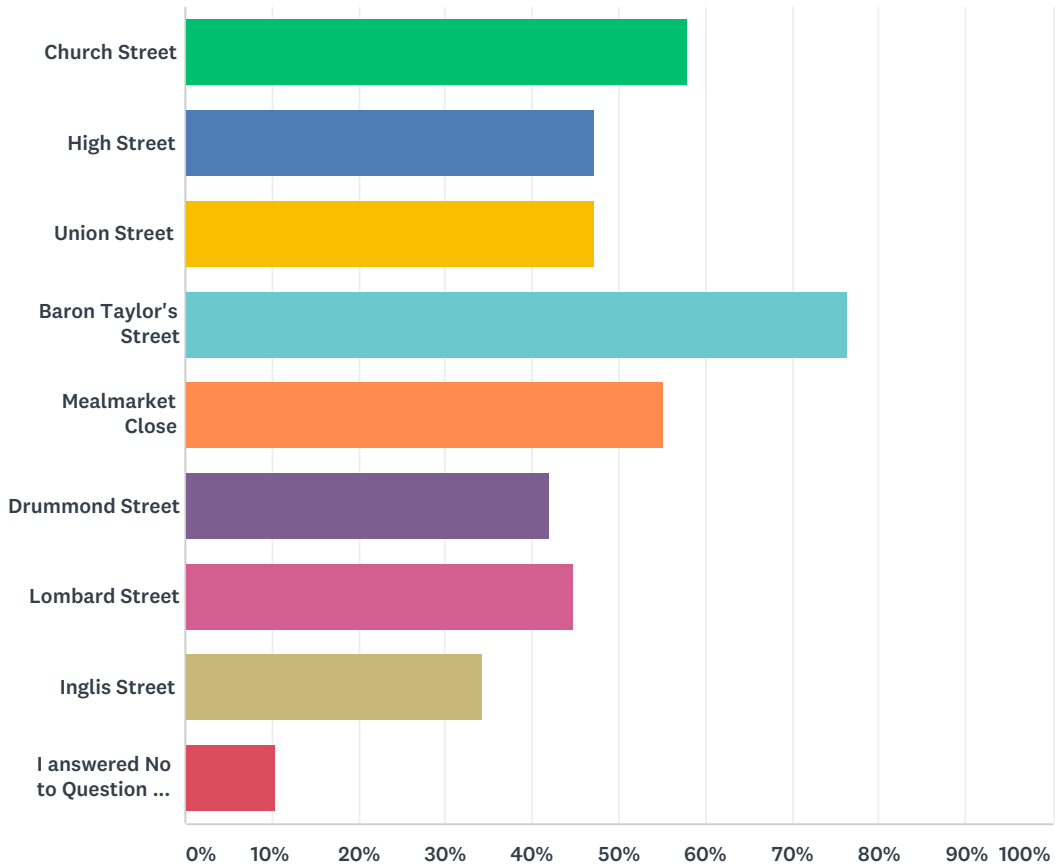
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32	There are areas of the centre where the bins can be problematic - but given some of the other issues affecting the centre, it is difficult to consider it a council priority.	10/2/2017 9:34 AM
33	Commercial Waste Containers are safer and less intimidating than the drunks and drug addicts that are currently on our streets. I would much rather see the money is it costing to implement this policy to better use.	9/30/2017 8:58 AM

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### Q3 If the answer to Question 2 is yes, what City Centre streets in particular?

Answered: 38 Skipped: 10



ANSWER CHOICES	RESPONSES	
Church Street	57.89%	22
High Street	47.37%	18
Union Street	47.37%	18
Baron Taylor's Street	76.32%	29
Mealmarket Close	55.26%	21
Drummond Street	42.11%	16
Lombard Street	44.74%	17
Inglis Street	34.21%	13
I answered No to Question 2 - skip to Question 4	10.53%	4
Total Respondents: 38		

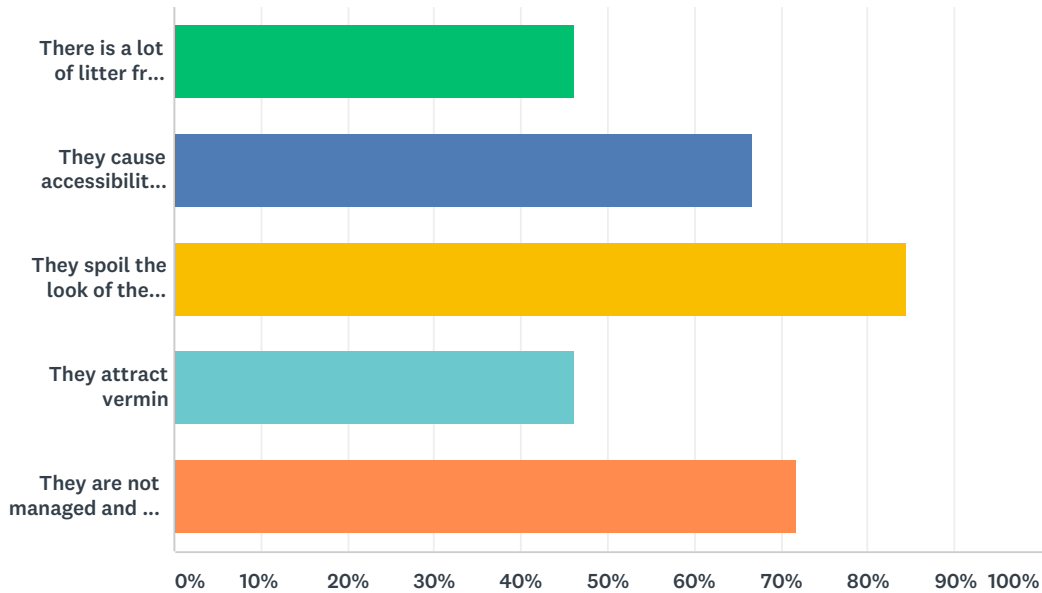
#	OTHER (PLEASE SPECIFY)	DATE
1	in general	10/31/2017 3:02 PM

Trade Waste Project

2	Academy Street, Strothers Lane	10/24/2017 3:30 PM
3	Queen street	10/18/2017 2:15 PM
4	Academy street	10/18/2017 10:25 AM
5	Post office lane	10/18/2017 10:04 AM
6	unsure	10/11/2017 8:18 AM
7	Not familiar with specific streets being a particular problem	10/9/2017 12:35 PM
8	Castle	10/9/2017 11:06 AM
9	All of the above AND in surrounding streets all over the city centre	10/9/2017 10:30 AM
10	Castle street	10/9/2017 10:29 AM
11	Queensgate and Academy Street	10/4/2017 8:42 AM
12	any street where pedestrians and bins conflict.	10/3/2017 10:47 AM

## Q4 Why do you think commercial waste containers are a problem in the City Centre?

Answered: 39 Skipped: 9

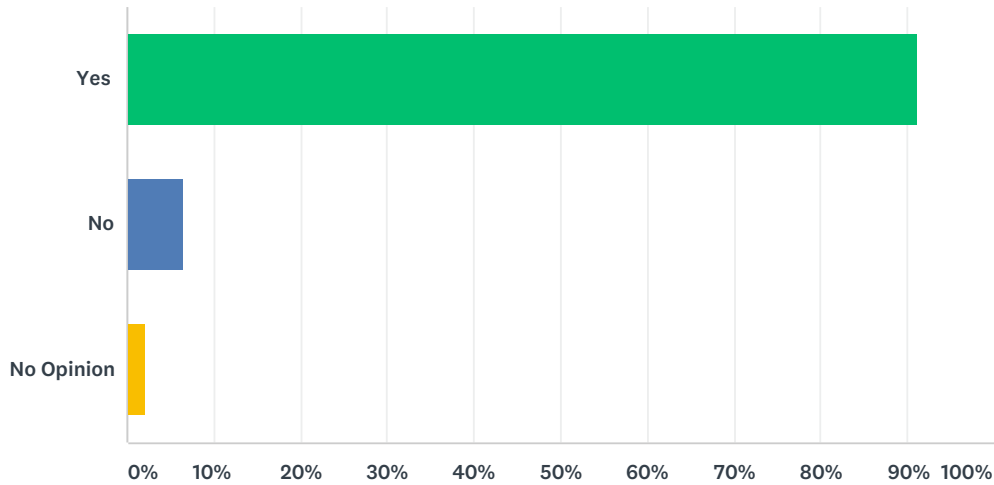


ANSWER CHOICES	RESPONSES
There is a lot of litter from trade waste	46.15% 18
They cause accessibility problems	66.67% 26
They spoil the look of the city centre	84.62% 33
They attract vermin	46.15% 18
They are not managed and are always overflowing	71.79% 28
Total Respondents: 39	

#	OTHER (PLEASE SPECIFY)	DATE
1	They sometimes overflow especially if left at weekends	10/30/2017 9:19 PM
2	Provide 'masking' for anti-social behaviour (shoplifting drop-point, toilet, drug dealing etc)	10/24/2017 3:30 PM
3	No issue.	10/19/2017 1:34 PM
4	I said I had no opinion so this is irrelevant	10/18/2017 3:37 PM
5	If they are kept tidy and well maintained then they are not an issue.	10/9/2017 12:35 PM
6	Blocking access and pavements	10/9/2017 10:30 AM
7	They should be stored elsewhere when its not bin day	10/9/2017 10:29 AM
8	Used as a toilet facility nightly.	10/5/2017 6:29 PM
9	I see anti social behaviour more of a problem needing tackled	10/3/2017 7:52 PM
10	If we want the city centre to be a place which attracts people to mingle, shop or socialise we need to create a welcoming atmosphere.	10/3/2017 10:47 AM

## Q5 Do you think that The Highland Council could do more about commercial waste containers on streets/ lanes?

Answered: 46 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	91.30%	42
No	6.52%	3
No Opinion	2.17%	1
<b>TOTAL</b>		<b>46</b>

#	PLEASE EXPAND ON YOUR ANSWER IF POSSIBLE	DATE
1	as answer two	11/5/2017 12:12 AM
2	More frequent collections would help the problem, as well as providing all council issued bins with locks so that they are not overfilled buy other people.	11/1/2017 11:38 AM
3	However with the demands of zero waste Scotland and the requirement to segregate at source, the space requirements for segregated storage is much higher. With many business sharing properties it can become problematic to store without use of streets and lanes	10/31/2017 3:02 PM
4	Particularly around the take away cafes/restaurants the bins seem to overflow more frequently. It might be beneficial to address this with the business in question and work together to come up with a solution.	10/31/2017 10:43 AM
5	It may be difficult to organise but hourly slots for businesses to have their bins out OR why can the whole of the city centre not be collected within 1 morning which would allow business to have their bins out for only say 4 hours	10/30/2017 9:19 PM
6	Time limit when they are permitted to be on the street.	10/30/2017 10:54 AM
7	can't a central location be found behind the buildings and store them there and just put out on collection days...and taken back in again? Need to give traders a good collection time when staff are actually in work to put bins out and back in again. No good saying put out for 7am as that would mean putting out the night before.	10/30/2017 10:41 AM
8	they could do more but also work with comercial propartys	10/27/2017 11:50 AM

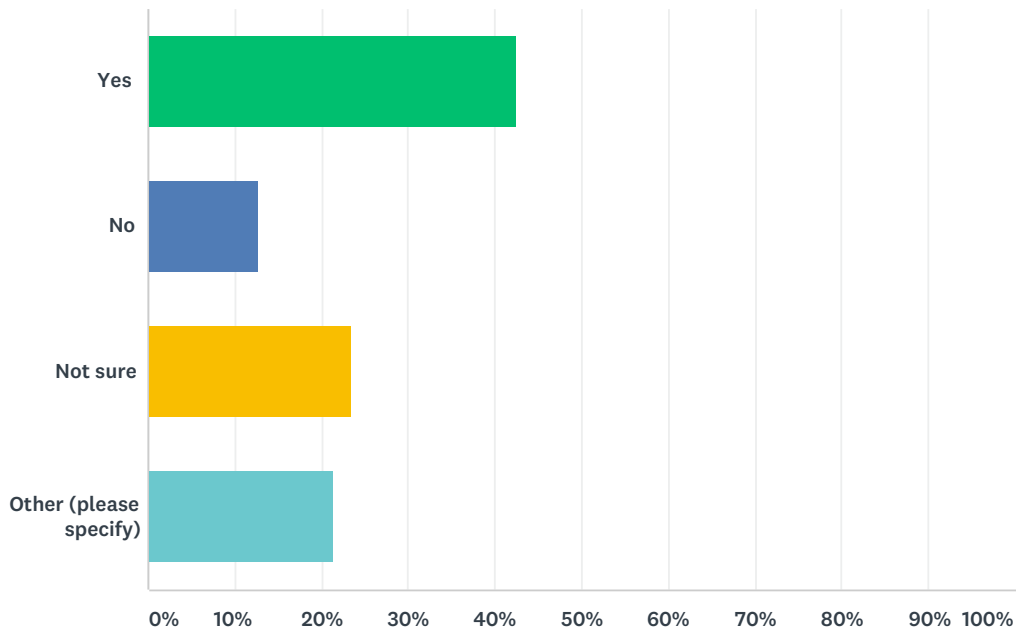


## Trade Waste Project

9	Yes, definitely, as well as waste containers IN GENERAL - public bins in locations around the bus station are very often overflowing, and in our particular area Baron Taylor Street/Mealmarket Close there is an equal problem with huge residential waste containers left on the street from the surrounding flat - they are equally as unsightly and unhygienic as the trade waste. A more active solution encouraging more progressive attitudes to recycling is needed.	10/24/2017 3:30 PM
10	Provide a communal storage area out of sight	10/24/2017 9:26 AM
11	BUT IT MUST BE DONE IN A SYMPATHETIC WAY TO THE NEEDS OF THE BUSINESSES TO BE ABLE TO OPERATE	10/24/2017 8:59 AM
12	Have big bins located at the end of streets and all businesses apart from food waste put their waste into them and they get emptied daily . There are no wheelie bins in Edinburgh on George Street and they have these big bins.	10/23/2017 12:30 PM
13	Try ad control	10/18/2017 9:44 PM
14	I understand they are needed but are such an eye sore and difficult to move around. I hate crossing the road near them as cars can't see u beside them	10/18/2017 2:15 PM
15	Some properties have basements can the bins not be stored inside until refuse collection day	10/18/2017 10:25 AM
16	Not allowing commercial companies to pick at at all times of the day, one day and time pickup	10/18/2017 10:06 AM
17	at least collect the cardboard nightly	10/18/2017 10:04 AM
18	If there are specific premises that are causing a problem, such as overflowing bins, waste placed on the street, or containers blocking foot paths etc, then the council should deal with these premises individually, not with a blanket ban on all businesses in the city centre.	10/15/2017 10:46 AM
19	They should have allocated areas that could be blocked off from public view. Waste containers are not controlled so they are everywhere.	10/12/2017 12:40 PM
20	In the past Inverness District Council(?) had a bylaw that bins had to be put out not before 6am? and off the streets by 10am. Why is this not still in place?	10/10/2017 3:26 PM
21	That's up to the Council to sort out	10/9/2017 1:41 PM
22	Collection windows are an option but there is a risk of congesting the city during rush hour times with large commercial vehicles to service the bins. The windows need to be large enough to service all sites safely for the various waste streams.	10/9/2017 12:35 PM
23	Suggest the installation of underground containers as is common practice abroad (eg Netherlands). The current proposals donor go far enough	10/9/2017 10:30 AM
24	Create suitable storage places for the bins or use more practical bins	10/9/2017 10:29 AM
25	Be creative. Dont make businesses suffer.	10/5/2017 8:18 PM
26	Council should pass a bylaw to prohibit the use of large bins in the city centre and only allow small bins or black bags to be placed in the street for the morning of collection. Job done the comercial companies and waste disposal companies should be encouraged to sort the problem, it may require twice weekly collection and companies may need to reinvent their old in premises waste storage arrangements before they were forced to hire in these industrial bins. It's not the council's problem to foot the bill, it's a comercial waste issue which the council can sort with local legislation.	10/5/2017 6:29 PM
27	Well, who else will?	10/4/2017 1:53 PM
28	In Portugal at the moment and their public bins are so fab. 5 bins nice metal bin barrels clearly labled dotted everywhere, sitting over vast underground pits. No smell, never seen them even quarter way full and they are emptied through the night every night.	10/4/2017 8:42 AM
29	Central collection compounds	10/4/2017 6:37 AM
30	If it's not broken don't fix it!	10/3/2017 7:52 PM
31	Perhaps restrict the number of companies licensed to ply for the business - fewer collections, more control over the methods. Create enclosures and covered pens where possible.	10/3/2017 10:47 AM
32	The council could organize waste collection better	9/30/2017 8:58 AM

## Q6 Do you think that the forthcoming pilot project will have a positive impact?

Answered: 47 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	42.55%	20
No	12.77%	6
Not sure	23.40%	11
Other (please specify)	21.28%	10
<b>TOTAL</b>		<b>47</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	yes im sure if it will but it cant simply be thrown back in the hands of businesses, suggested times are ill thought out	11/5/2017 12:12 AM
2	No - it will be very difficult for a number of premesis to store their bins inside, especially the huge commercial ones, and not possible to have staff arrive at such an hour in the morning to put them out for collection.	11/1/2017 11:38 AM
3	I suspect it will have mixed impact	10/31/2017 3:02 PM
4	YES - however, being focussed solely on trade waste, I fear that it won't go far enough in solving the wider problem - I encourage it wholeheartedly though and think it will be a step in the right direction certainly	10/24/2017 3:30 PM
5	BUT IT IS UNREALISTIC TO THINK ALL BINS CAN BE REMOVED	10/24/2017 8:59 AM
6	Only if "policed" properly	10/18/2017 10:06 AM
7	It will if all waste companies are part of the consultation process and everyone's opinion considered.	10/9/2017 12:35 PM
8	Pilot needs to go further and should offer better solutions	10/9/2017 10:30 AM

## Trade Waste Project

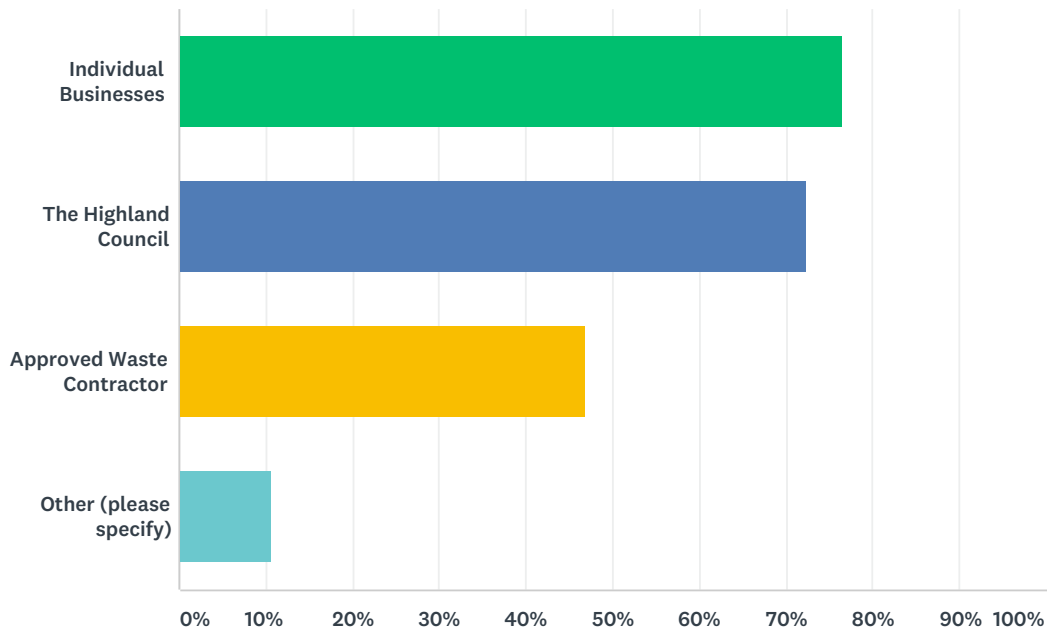
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9	Part improve however why are the council getting involved financially, it is a comercial waste problem the council could sort using local legislation. The public purse which is empty, by the way, should not be spending	10/5/2017 6:29 PM
10	There are more important issues to be dealt with in the city centre	9/30/2017 8:58 AM

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## Q7 Who do you think has the responsibility of waste and bins within Inverness City Centre?

Answered: 47 Skipped: 1



ANSWER CHOICES	RESPONSES	
Individual Businesses	76.60%	36
The Highland Council	72.34%	34
Approved Waste Contractor	46.81%	22
Other (please specify)	10.64%	5
Total Respondents: 47		

#	OTHER (PLEASE SPECIFY)	DATE
1	Duty of care rests with all of the above	10/31/2017 3:02 PM
2	THERE MUST BE A SOLUTION AGREED BY ALL THE PARTIES	10/24/2017 8:59 AM
3	But highland council shouldn't have made it so expensive to uplift	10/18/2017 3:37 PM
4	Combined responsibility - The waste producer is responsible for minimising waste where possible and keeping bins clean and tidy, the council should help with allocating bin stores in areas where the buildings and not set up to house wheelie bins, the waste contractor should help to educate sites and provide a solution	10/9/2017 12:35 PM
5	Business pay rates to the council	9/30/2017 8:58 AM

**Business operator**Please ask for: **Prameela Middleton**

Direct phone: (01463) 228700

Your ref: Trade Waste Project

Our ref: PM/TWP

Date: 03/10/2017

**Dear Sir/Madam****CONSULTATION RE INVERNESS CITY CENTRE TRADE WASTE PROJECT**

As you may be aware, the City of Inverness Area Committee at their meeting on the 14<sup>th</sup> September agreed that our Service should take forward proposals to change the way in which trade waste is managed within Inverness City Centre. The trade waste project is essentially aimed at helping make Inverness a cleaner, greener and safer city which will encourage more visitors to the city centre and help create a positive image for the benefit of all.

The key objectives of the project are:

- To reduce the amount of trade waste containers on the streets and improve the look and feel of the city centre
- To reduce the amount of litter derived from trade waste
- To encourage businesses to manage their waste more responsibly and recycle more
- To reduce public safety issues by removing tripping hazards that block the footways which can potentially have a detrimental impact on visually impaired or disabled residents/visitors.
- To evaluate the impact and benefits of the project in order to make recommendations to committee on potentially rolling out the programme across other areas of the city.

As part of a wide consultation with all the city centre businesses, relevant stakeholders and members of the public, our Service are writing to make you aware of the proposals and to seek your comments on the proposals. The consultation period will be open until the **1<sup>st</sup> November 2017**.

Our Service would very much appreciate your feedback during this consultation period. There are several ways available in which to provide feedback. You may complete our online survey at our dedicated webpage: [www.highland.gov.uk/InvernessCityTradeWaste](http://www.highland.gov.uk/InvernessCityTradeWaste). Alternatively please submit any comments in writing to our office at the address below or via Email to: [env.health@highland.gov.uk](mailto:env.health@highland.gov.uk)

For further information regarding the project and answers to frequently asked questions I would refer you to the Councils' dedicated webpages.

At the end of the consultation period, a review will be undertaken of the responses received and a finalised proposal put forward to the Inverness City Committee for the end of November 2017.

I trust this information is of assistance and looking forward to hearing your views regarding the proposals.

Yours faithfully



Prameela Middleton  
Community Services – Environmental Health

### Inverness City Centre: Pilot trade waste policy

- a) No trade waste containers will be permitted to be stored on public pavements/streets outwith designated uplift windows;
- b) Within designated uplift windows, waste will only be permitted to be placed for uplift within the specific time periods stated. Proposed presentation windows are:
  - a. 07.00 – 09.30am
  - b. 17.00 – 22.00pm
- c) Waste can only be on the street for a specific time: 1 hour;
- d) If the waste is not collected within the specified time period the business must return the waste to their premises;
- e) Waste placed on street for collection must display the business name and collection time;
- f) Waste may only be placed out for collection when the business is open, and never overnight;
- g) Waste containers must be placed as near to the edge of a business as possible;
- h) It is the responsibility of businesses to find a waste contractor that will work with them to find an appropriate internal form of waste storage.
- i) For bins that have not been voluntarily removed from the public spaces the will use Council powers available under Roads (Scotland) Act 1984 section 59, and the Environmental Protection Act 1990 section 47:
  - a. Business operator or waste contractor will be issued with a four-week notice of enforcement action;
  - b. Non-compliant business or waste contractor will have their bins confiscated after the designated compliance date, and stored off site by Highland Council;
  - c. Business or waste contractor will have 28 days to collect their bins from the Council with a corresponding charge for costs incurred by the Council e.g. for disposing of the waste, storage, administration;
  - d. Any bins not collected will be disposed of by the Council after 28 days.
- j) In exceptional circumstances, permission may be granted under the Roads Act to have a bin permanently placed in the public area. This would only be permitted if the business can clearly demonstrate they have exhausted all other options.

#### Note

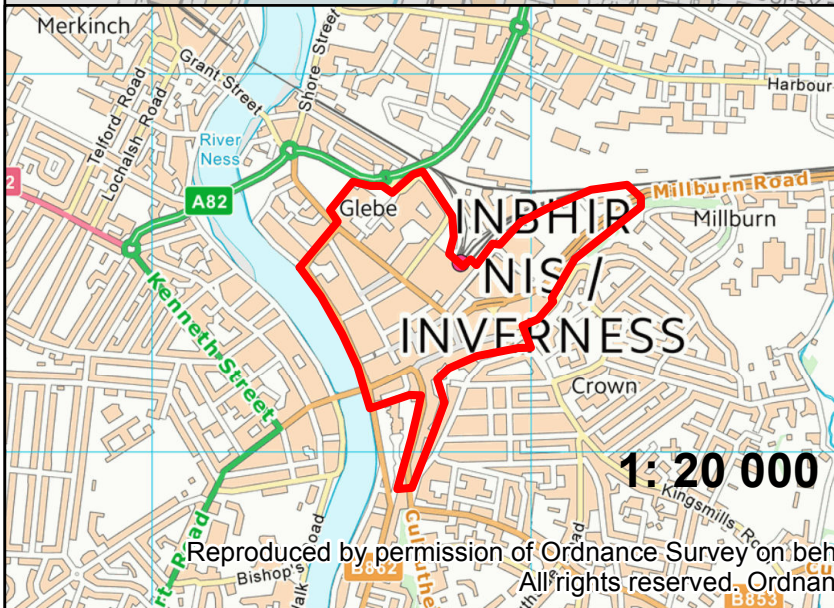
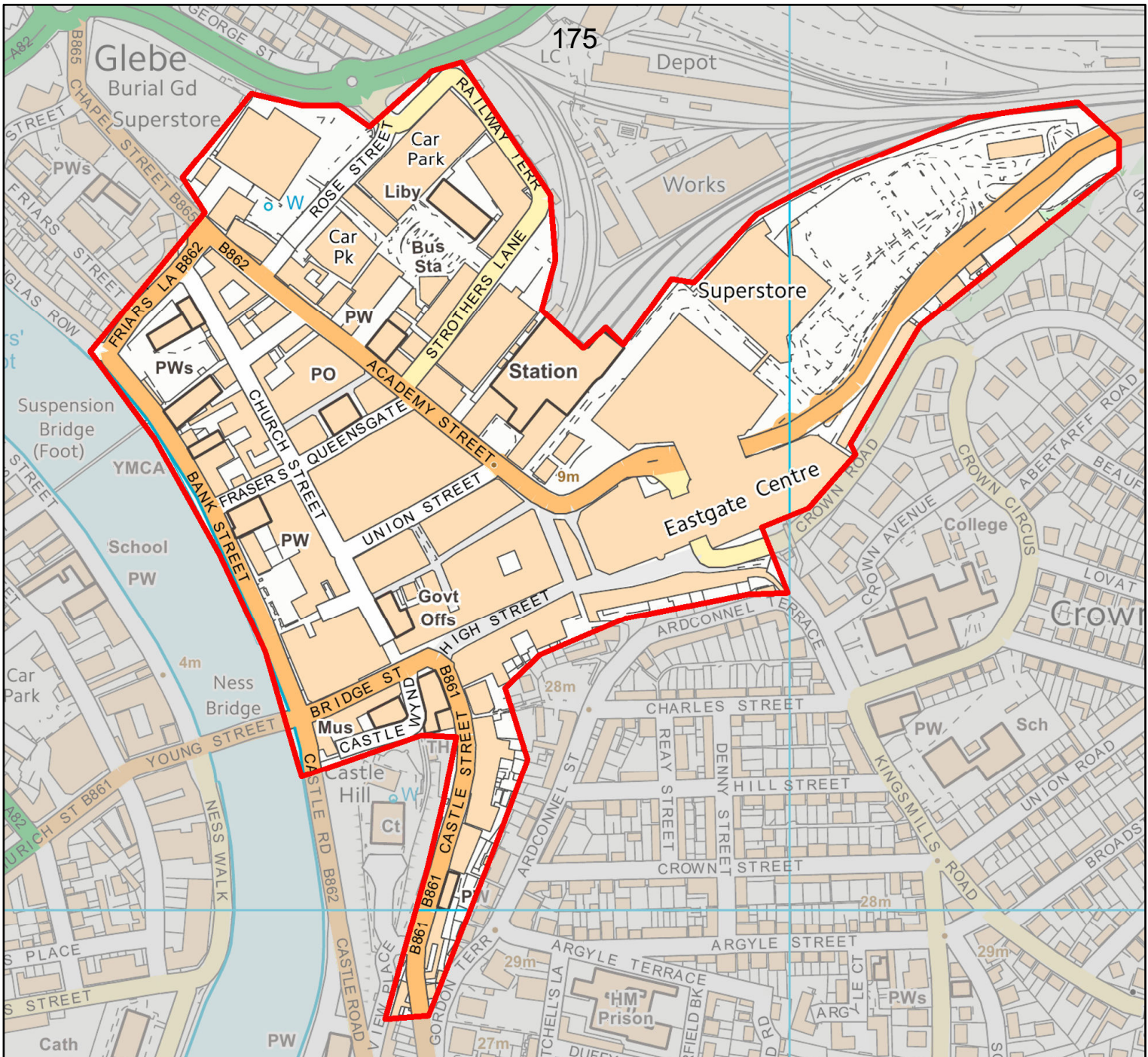
1. The direct collection of waste from within a business is permitted at any time i.e. direct bag collection.

## Inverness City Centre Pilot trade waste project

### Proposed implementation plan

August 2017	<ul style="list-style-type: none"> <li>• Prepare publicity material</li> <li>• Engagement with businesses and waste operators</li> </ul>
September - October 2017	<ul style="list-style-type: none"> <li>• Committee consideration of vision/objectives of pilot project.</li> <li>• Further engagement with businesses and waste operators, Inverness BID, Inverness Chambers of Commerce and HIE.</li> <li>• Consultation event for businesses, waste operators and the public</li> <li>• Detailed consultation with businesses and waste operators</li> <li>• Public consultation.</li> </ul>
November 2017	<ul style="list-style-type: none"> <li>• Report to Committee on survey outcomes and approval of pilot project policy.</li> </ul>
December to January 2018	<ul style="list-style-type: none"> <li>• Publicity on implementation of project</li> <li>• Engagement with businesses and waste operators – information packs and visits.</li> <li>• <b>Provisional implementation date Monday 5<sup>th</sup> March 2018</b></li> </ul>
February/March 2018	<ul style="list-style-type: none"> <li>• 4 week educative, proportional enforcement of policy <b>Monday 5<sup>th</sup> March to Friday 6<sup>th</sup> April 2018</b></li> </ul>
April 2018	<ul style="list-style-type: none"> <li>• Monday 5<sup>th</sup> March Formal enforcement for bins that have not been voluntarily removed from the public spaces:             <ol style="list-style-type: none"> <li>a) Business operator or waste contractor will be issued with a four-week notice of enforcement action;</li> <li>b) Non-compliant business or waste contractor will have their bins confiscated after the designated compliance date, and stored off site by Highland Council;</li> <li>c) Business or waste contractor will have 28 days to collect their bins from the Council with a corresponding charge for costs incurred by the Council e.g. for disposing of the waste, storage, administration;</li> <li>d) Any bins not collected will be disposed of by the Council after 28 days.</li> </ol> </li> </ul>

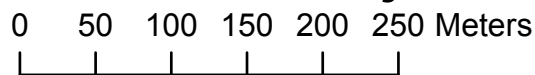




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# Inverness City Trade Waste Project Area

Ref:  
Date: 08/11/2017



1:5,000





## Appendix 4

### Inverness City Centre Trade Waste Policy – Implementation Timetable

August 2017	<ul style="list-style-type: none"> <li>• Prepare publicity material</li> <li>• Engagement with businesses and waste operators</li> </ul>
September - October 2017	<ul style="list-style-type: none"> <li>• Committee consideration of vision/objectives of pilot project.</li> <li>• Further engagement with businesses and waste operators, Inverness BID, Inverness Chambers of Commerce and HIE.</li> <li>• Consultation event for businesses, waste operators and the public</li> <li>• Detailed consultation with businesses and waste operators</li> <li>• Public consultation.</li> </ul>
November 2017	<ul style="list-style-type: none"> <li>• Report to Committee on survey outcomes and approval of pilot project policy.</li> </ul>
December to February 2018	<ul style="list-style-type: none"> <li>• Publicity on implementation of project</li> <li>• Engagement with businesses and waste operators – information packs and visits.</li> <li>• <b>Provisional implementation date Monday 5<sup>th</sup> March 2018</b></li> </ul>
March 2018	<ul style="list-style-type: none"> <li>• 4 week educative, proportional enforcement of policy <b>Monday 5<sup>th</sup> March to Friday 6<sup>th</sup> April 2018</b></li> </ul>
April 2018	<ul style="list-style-type: none"> <li>• <b>Monday 9<sup>th</sup> April 2018</b> - formal enforcement for bins that have not been voluntarily removed from the public spaces:             <ol style="list-style-type: none"> <li>a) Business operator or waste contractor will be issued with a four-week notice of enforcement action;</li> <li>b) Non-compliant business or waste contractor will have their bins confiscated after the designated compliance date, and stored off site by Highland Council;</li> <li>c) Business or waste contractor will have 28 days to collect their bins from the Council with a corresponding charge for costs incurred by the Council e.g. for disposing of the waste, storage, administration;</li> <li>d) Any bins not collected will be disposed of by the Council after 28 days.</li> </ol> </li> </ul>

Agenda Item	<b>12</b>
Report No	<b>CIA/46/17</b>

**HIGHLAND COUNCIL**

**Committee:** City of Inverness

**Date:** 30 November 2017

**Report Title:** Inverness City – Traffic Regulation Order Amendment and Tariff Update

**Report By:** Director of Community Services

## **1 Purpose/Executive Summary**

1.1 This report seeks Member approval on several issues arising from the making of the 2016 Off Street and On Street Traffic Regulation Orders

These issues relate to the implementation of Parking Tariffs and necessary administrative amendments to the published orders and introduction of charging at a city car park.

## **2 Recommendations**

2.1 Members are asked to:-

- Discuss the options proposed for CP044 in **Item 4.1** and agree one to be implemented;
- Approve the implementation of Tariffs as detailed in **Item 4.2 and Appendix B**;
- Approve the advertising of amendments relating to CP0061 – Waterloo Place Car Park **Item 5**;
- Note the administrative amendments proposed under **Item 6**.

### 3 Introduction

- 3.1 Following the publication and statutory consultation of the On Street and Off Street DPE Traffic Regulation Orders in 2016 numerous parking tariff changes have to be implemented on street to match the order as made. Some administrative amendments relating to the layout of the Traffic Order Schedules are proposed to remove any anomalies and simplify the details in the Order.

### 4. On and Off Street Parking Tariffs

#### 4.1 The Castle Street Town House Car Park

To increase availability to the public and manage use for an extended period, members are requested to debate the proposal to extend the charging period for CP0044 (Town House Car Park). Members are then asked to agree one of the following proposals, the Service recommends Option 1.

#### **Current Use – Status Quo**

*Permit Holders Only*

*8am to 6pm, Mon to Fri*

Pay & Display

8am to 6pm - Saturday & Sunday

#### **Option 1**

*Permit Holders Only*

*8am to 5pm, Mon to Fri*

Pay & Display

8am to 8pm - Saturday & Sunday

5pm to 8pm – Mon to Fri

#### **Option 2**

*Permit Holders Only*

*8am to 5pm, Mon to Fri*

Pay & Display

8am to 8pm - Saturday & Sunday

Free from 5pm – Mon to Fri

- 4.2 Members are asked to consider the Tariffs for Inverness and approve their implementation. The existing tariffs are shown in **Appendix A** with proposed tariffs shown in **Appendix B**.

These changes simplify the range of tariffs in the City and are more consistent in separating long stay & short stay parking.

They also increase some tariffs that have not been reviewed for several years bringing them into line with similar sites in the city.

Most of the on-street tariffs were published in the 2016 DPE order and the order has been “made” - members are ratifying the tariff implementation.

Increases in revenue at some sites will allow modernisation of parking facilities including introduction of contactless parking payments and some structural maintenance.

The date of implementation is shown as 7 December 2017. In reality many of these tariffs will not change on street until the new year due to installation lead in times.

Members should also note that the 15 minute free parking period previously agreed is currently programmed to be in effect by the end of December but is subject to manufacturer availability and clarification of the environmental impact of these changes. The 7 Locations are - Church Street, Ardross Street, Ness Walk, Ness Bank, Castle Street, Hill Place, and Huntly Street.

## 5 CP0061 – Waterloo Place Car Park

- 5.1 Community Services have identified the availability of this car park following refurbishment during the recent Flood Scheme. This facility is close to the city centre and is currently unmanaged. It is proposed to introduce Pay and Display and Permit Parking at this location on available bays to ensure turnover and increased availability to the public. It is intended to also use this car park for displacement of traffic during specific constraints occurring in the City such as construction work etc. **Appendix C.**

There are several bays within the car park that are reserved on a seasonal basis for use by the bowling club and this agreement will be continued.

The car park will be scheduled as a Pay and Display/Permit Long Stay Car Park. The tariff would be: 7 days, 10 hour max stay, up to 3 Hrs £1.00, up to 5 Hrs £2.00, up to 10 Hrs £4.00.

## 6 Amended TRO Schedules

- 6.1 Some points of ambiguity have been identified in the published schedules from October 2016. Officers have met with relevant Ward Members to review these. Whilst they do not have a specific impact on the legality of the car parks they may impact on enforcement times.

It is proposed to amend the existing Schedules in the 2016 traffic regulation orders to simplify the classification of car parks and their tariffs. Duplication which was present in the published order will be removed and will include any changes agreed by this committee. An example layout of the new schedules clearly separates car park operation from the car park tariffs. See **Appendix D.**

## 7 Implications

- 7.1 Resource - Costs relating to amending ticket machine tariffs will be met from the Service Revenue budget increased revenue levels.
- 7.2 Legal - Publication of Amendments and Notices of Intent.
- 7.3 Community (Equality, Poverty and Rural) - Parking charges are deemed to be affordable and suitable in relation to the traffic management requirements to ensure turnover and availability of the sites being considered.
- 7.4 Climate Change / Carbon Clever – No implications.

7.5 Risk – No implications.

7.6 Gaelic – No implications.

Designation: Director of Community Services

Date: 20 November 2017

Author: Shane Manning, Principal Traffic Officer

## Appendix A – Current Parking Tariffs

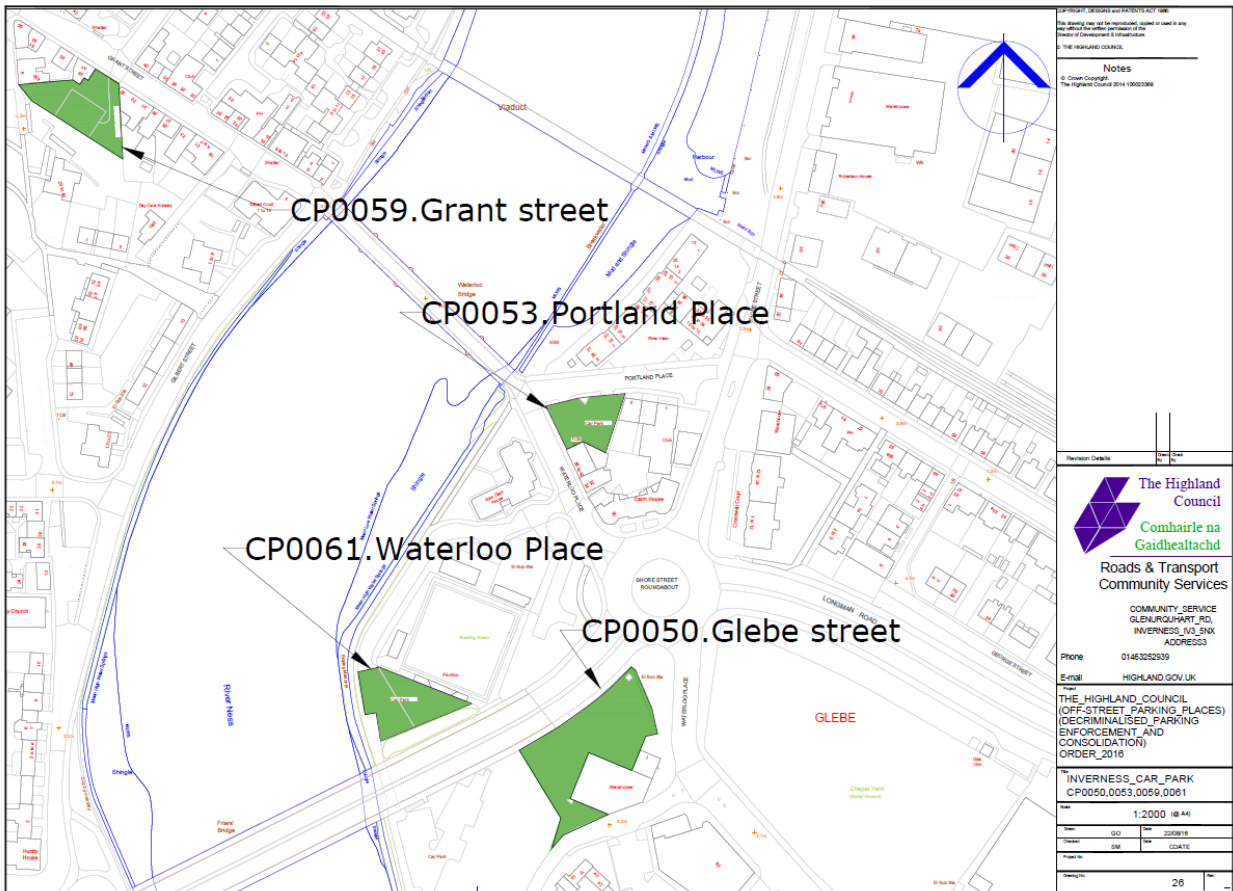
ON STREET PARKING			OFF STREET CAR PARKS		
Location	Times	Charges	Location	Times	Charges
<b>Adross Street</b> <b>64 pay &amp; display</b> <b>3 disabled</b>	Mon to Sat 10am to 5pm	Up to 1 Hr <del>£0.50</del> Up to 2 Hr <del>£1.00</del>	<b>Rose Street Multi-Storey</b> –Levels 3 – 10 <b>850 pay on return bays</b> <b>21 disabled bays</b> <b>32 parent and child</b> <b>161 Private bays available</b>	Mon to Sun inclusive 24 Hours	Up to 2 hours £1.40 Up to 4hrs £2.20 Up to 6 hours £3.00 Up to 10 hours £4.00 Up to 12 hours £5.00 Up to 18 hours £6.00 Up to 24 hours £7.00 For each subsequent day in excess of 24hrs parking £5.00
<b>Castle Street</b> <b>40 pay and display</b> <b>4 disabled</b>	Mon to Sat 8am to 6pm	Up to 1 Hr £1.00 Up to 2 Hr £2.00	<b>Rainings Stairs</b> <b>43 pay and display</b> <b>11 permit</b>	Mon to Sun 8am to 6pm	Up to 1 Hrs <del>£0.50</del> <del>Up to 2 Hrs £1.00</del> Up to 3 Hrs <del>£1.50</del>
<b>Church Street</b> <b>14 pay and display</b> <b>3 disabled</b>	Mon to Sat 8am to 6pm	Up to 1 Hr £1.00 Up to 2 Hrs £2.00			
<b>Crown Shopping Centre</b> <b>7 pay and display</b>	Mon to Sat 8am to 6pm	<del>Up to 20 min £0.20</del>	<b>Crown Car Park</b> <b>16 pay and display</b>	Mon to Sun 8am to 6pm	Up to 2 Hr <del>£1.00</del>
<b>Culduthel Road</b> <b>31 pay and display</b> <b>4 permit</b>	Mon to Sat <del>8am to 6pm</del>	Up to 3 hrs <del>£0.50</del> Up to 4 hrs <del>£1.00</del> Up to 24 hrs <del>£1.50</del>	<b>Cathedral</b> <b>70 pay and display</b> <b>20 permit</b>	Mon to Sun <del>8am to 6pm</del>	Up to 1 Hr <del>£0.50</del> Up to 2 Hrs £1.00 Up to 4 Hrs <del>£1.50</del> Up to 24 Hrs £4.50
<b>Friars Lane</b>	Mon to Sat 8am to 6pm	Up to 1 Hr £1.00 Up to 2 Hr £2.00	<b>Portland Place</b> <b>20 pay and display</b> <b>1 disabled</b>	Mon to Sun <del>8am to 6pm</del>	Up to 2 Hrs <del>£0.60</del> Up to 3 Hrs <del>£0.80</del> Up to 4 Hrs <del>£1.00</del> Up to 5 Hrs <del>£1.50</del> Up to 24 Hrs <del>£2.00</del>
<b>Hill Place</b> <b>6 pay and display</b> <b>10 permit</b>	Mon to Sat 8am to 6pm	Up to 1 Hr £1.00	<b>Castle Street</b> <b>53 pay and display</b> <b>5 disabled</b>	Sat and Sun only <del>8am to 6pm</del>	Up to 2 Hr £2.00
<b>Huntly Street</b>	Mon to Sat 8am to 6pm	Up to 1 Hr <del>£0.50</del> Up to 2 Hrs <del>£1.00</del>			
<b>Ness Bank</b> <b>14 pay and display</b> <b>29 permit</b>	Mon to Sat 10am to 4pm	Up to 2 Hrs £1.00	<b>Council HQ Car Park</b>	Monday To Friday 4pm to 8am  Sat and Sun 24 hours	Up to 3 hours £2.00 Up to 10 hours £4.00 Up to 24 hours £5.00
<b>Ness Walk</b> <b>8 pay and display</b>	Mon to Sat 8am to 6pm	Up to 1Hr <del>£0.50</del> Up to 2 Hrs <del>£1.00</del>	<b>Stephens Brae</b> <b>10 pay and display</b>	Mon to Sat 8am to 6pm	Up to 1 Hr <del>£0.50</del>
<b>OUTWITH INVERNESS CAR PARKS</b>					
<b>Aviemore</b>	Mon to Sun inc 8am to 6pm	<del>Up to 4 hrs £0.60</del> <del>Up to 10 hrs £1.00</del>	<b>45 pay and display 2 disabled</b>		
<b>Ft Augustus</b>	Mon to Sun inc 8am to 6pm	<del>Up to 4 hrs £0.60</del> <del>Up to 10 hrs £1.00</del>	<b>95 pay and display 10 bus 5 disabled</b>		

## Appendix B – Proposed Parking Tariffs

ON STREET PARKING			OFF STREET CAR PARKS		
Location	Times	Charges	Location	Times	Charges
<b>Andross Street</b> 64 pay & display 3 disabled	Mon to Sat 10am to 5pm	Up to 1 Hr £1.00 Up to 2 Hr £2.00	<b>Rose Street Multi-Storey Car Park</b> –Levels 3 – 10 <b>850 pay on return bays</b> <b>21 disabled bays</b> <b>32 parent and child</b> <b>Contract bays available</b>	Mon to Sun inclusive 24 Hours	Up to 2 Hrs £1.40 Up to 4 Hrs £2.20 Up to 6 Hrs £3.00 Up to 10 Hrs £4.00 Up to 12 Hrs £5.00 Up to 18 Hrs £6.00 Up to 24 Hrs £7.00 For each subsequent day in excess of 24hrs parking £5.00
	2 Hrs Max			No Max Stay	
<b>Castle Street</b> 40 pay and display 4 disabled	Mon to Sat 8am to 6pm	Up to 1 Hr £1.00 Up to 2 Hr £2.00	<b>Rainings Stairs Car Park</b> <b>54 pay and display</b>	Mon to Sun 8am to 6pm	Up to 1 Hr £1.00 Up to 3 Hrs £2.00
	2 Hrs Max			3 Hrs Max	
<b>Church Street</b> 14 pay and display 3 disabled	Mon to Sat 8am to 6pm	Up to 1 Hr £1.00 Up to 2 Hrs £2.00	<b>Crown Church Car Park</b> <b>16 pay and display</b>	Mon to Sun 8am to 6pm	Up to 1 Hr £1.00 Up to 2 Hrs £2.00
	2 Hrs Max			2 Hrs Max	
<b>Crown Shopping Centre</b> 7 pay and display	Mon to Sat 8am to 6pm	Up to 30 min £0.50	<b>Cathedral Car Park</b> <b>70 pay and display</b> <b>20 permit</b>	Mon to Sun inclusive 24 Hours	Up to 2 Hrs £1.00 Up to 4 Hrs £2.00 Up to 24 Hrs £4.50
	30mins Max			24 Hrs Max	
<b>Culduthel Road</b> 31 pay and display 4 permit	Mon to Sat inclusive 24 Hours	Up to 3 Hrs £1.00 Up to 4 Hrs £2.00 Up to 24 Hrs £3.00	<b>Portland Place Car Park</b> <b>20 pay and display</b> <b>1 disabled</b>	Mon to Sun inclusive 24 Hours	Up to 3 Hr £1.00 Up to 4 Hrs £2.00 Up to 24 Hrs £4.00
	24 Hrs Max			24 Hrs Max	
<b>Friars Lane</b>	Mon to Sat 8am to 6pm	Up to 1 Hr £1.00 Up to 2 Hrs £2.00	<b>Castle Street - Town House Car Park</b> <b>53 pay and display</b> <b>5 disabled</b> <b>PERMIT HOLDERS ONLY</b> <b>Mon - Fri</b> <b>8am to 5pm</b>	Sat and Sun 8am to 8pm	Up to 1 Hr £1.00 Up to 2 Hrs £2.00
	2 Hrs Max			Mon – Fri 5pm to 8pm	
<b>Hill Place</b> 6 pay and display 8 permit	Mon to Sat 8am to 6pm	Up to 1 Hr £1.00	<b>Council HQ Car Park</b> <b>250 Pay &amp; Display Spaces</b>	2 Hrs Max	
	1 Hr Max			Mon to Fri 4pm to 8am Sat and Sun 24 hours 48 Hrs Max	Up to 4 Hrs £2.00 Up to 10 Hrs £4.00 Up to 24 Hrs £5.00
<b>Huntly Street</b>	Mon to Sat 8am to 6pm	Up to 1 Hr £1.00 Up to 2 Hrs £2.00	<b>Waterloo Place Car Park</b>	Mon to Sun 8am to 6pm 10 Hrs Max	Up to 3 Hrs £1.00 Up to 5 Hrs £2.00 Up to 10 Hrs £4.00
	2 Hrs Max			<b>Longman Lorry &amp; Coach Park</b>	Mon to Sun 24hrs 24 Hrs Max
<b>Ness Bank</b> 14 pay and display 29 permit	Mon to Sat 10am to 4pm 1 Hr Max	Up to 2 Hrs £1.00			
<b>Ness Walk</b> 8 pay and display	Mon to Sat 8am to 6pm 2 Hrs Max	Up to 1Hr £1.00 Up to 2 Hrs £2.00			
<b>Stephens Brae</b> 10 pay and display	Mon to Sat 8am to 6pm 1 Hr Max	Up to 1 Hr £1.00			
<b>OUTWITH INVERNESS - CAR PARKS</b>					
<b>Aviemore</b> 45 pay and display 2 disabled	Mon to Sun 8am to 6pm 10 Hrs Max	Up to 2 hrs £1.00 Up to 4 hrs £2.00 Up to 10hrs £3.00	<b>Ft Augustus</b> 95 pay and display 10 bus 5 disabled	Mon to Sun 8am to 6pm (Apr to Oct) 10 Hrs Max	



Appendix C – Waterloo Place Car Park




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**Notes**  
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**Station Details**

 **The Highland Council**  
**Comhairle na Gàidhealtachd**  
 Roads & Transport  
 Community Services

COMMUNITY SERVICE  
 GLENROUGHT RD.  
 INVERNESS IV3 5NK  
 ADDRESS53

Phone 0146325299  
 E-mail HIGHLAND.GOV.UK

THE HIGHLAND COUNCIL  
 (OFF-STREET PARKING PLACES)  
 (DECIMALISED PARKING  
 ENFORCEMENT AND  
 CONSOLIDATION)  
 ORDER\_2016

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## Appendix D - Example Schedule Layout

**THEE HIGHLAND COUNCIL (OFF-STREET PARKING PLACES)**  
**(DECRIMINALISED PARKING ENFORCEMENT AND CONSOLIDATION)**  
**ORDER VARIATION ONE 2017**

**SCHEDULE 1 – PAYMENT PARKING PLACES**

<b>Plan Ref. No. of Parking Place</b>	<b>Location of Parking Place</b>	<b>Name of Parking Place</b>	<b>Special classes of vehicle (if any) which can be parked in the Parking Place</b>	<b>Car Parking Charging Hours (Days and hours when charges will be made)</b>	<b>Days and hours of operation of controls and maximum stay in the Parking Place</b>
CP0999	Inverness	Example Car Park	Motorhome	Permit Parking Only Monday to Friday 8am to 4pm  Pay & Display Sat & Sun 24 hours Mon- Fri 4pm to 8am	Monday to Sunday inclusive. 24 hours  48 hours max stay.

**THE HIGHLAND COUNCIL (OFF-STREET PARKING PLACES)**  
**(DECRIMINALISED PARKING ENFORCEMENT AND CONSOLIDATION)**  
**ORDER VARIATION ONE 2017**

**SCHEDULE 2 – OFF STREET CAR PARKS TABLE OF TARIFFS**

<b>Plan ref.no. of Parking Place</b>	<b>Location of Parking Place</b>	<b>Scale of Charges</b>	
CP0999	Inverness - Example Car Park	Up to 4 Hrs	£2.00
		Up to 10 Hrs	£4.00
		Up to 24 Hrs	£5.00

Agenda Item	<b>13(b)</b>
Report No	<b>CIA/48/17</b>

**HIGHLAND COUNCIL**

**Committee:** City of Inverness Area Committee

**Date:** 30 November 2017

**Report Title:** Inverness Common Good Fund Financial Monitoring

**Report By:** Inverness City Area Manager

**Purpose/Executive Summary**

This report presents the expenditure monitoring position for the Inverness Common Good Fund as at 31 October 2017 and the projected year end position.

**Recommendations**

Members are asked to consider the financial monitoring report to 31 October 2017; and note that overall expenditure is within agreed budgets

## 2. Introduction

- 2.1 This report is produced in support of the Council's corporate governance process. The purpose of the report is to advise members of the anticipated financial position against the agreed budget at the end of financial year 2017/18. **Appendices 1 and 2** show both core and project income and expenditure to 31 October 2017, the predicted year end outturn and the predicted variance.
- 2.2 **Appendix 3** provides members with more detail on the Events Management Budget.

## 3. Overview

- 3.1 **Appendix 1** shows core revenue expenditure for the year of £2.205m to be met by revenue income of £2.321m (including a transfer from Reserves of £0.259m), which would deliver a revenue surplus of £0.116m for commitment to Projects.  
At this stage in the financial year core spend is expected to be underspent by £0.090m due to increased income from an unanticipated premium received on a renegotiated rental agreement, and a slight underspend in maintenance costs for 1-5 Church Street.
- 3.2 **Appendix 2** shows Project spend of £1.515m, to be funded from the Revenue Surplus as outlined in 3.1, with the remaining monies to come from Reserves. An overspend of £0.195m is currently expected on project spend. This is due to retention monies not paid over in 2016/17 on the 1–5 Church Street project, and a change to the profile of spend on Town House Refurbishment (this is a timing issue and does not impact on the overall spend of the project)
- 3.3 The combined outturn position is a net overspend of £0.105m.

## 5. Implications

- 5.1 The report details the financial resource implications. There are no other resource implications. There are no Equalities, Climate Change/Carbon Clever, Legal, Gaelic, Risk or Rural Implications.

Designation: Inverness City Area Manager

Date: 10th November 2017

Author: David Haas, Inverness City Area Manager

Background Papers:

**APPENDIX 1  
MONITORING STATEMENT 2017/18  
INVERNESS COMMON GOOD FUND CORE SPEND  
FOR PERIOD ENDING 31 OCTOBER 2017/18**

	ACTUAL YEAR TO DATE	ANNUAL BUDGET	ESTIMATED OUTTURN	ESTIMATED VARIANCE
	£000	£000	£000	£000
<b>EXPENDITURE</b>				
Victorian Market	103	198	198	0
Town House Maintenance	58	100	100	0
1-5 Church Street Maintenance	7	20	15	(5)
Other Properties	38	110	110	0
Civic and Conference Hospitality	55	132	132	0
Ness Islands & Bank Maintenance	0	35	35	0
Festive Lights	0	65	65	0
Town Twinning	0	9	9	0
Winter Payments	0	105	105	0
Inverness Common Good Fund Grants	206	569	569	0
Conference Support	5	59	59	0
City Promotions	8	34	34	0
Disabled Go Project (2013-18)	8	8	8	0
Castle Wynd Conveniences	4	23	23	0
Partnership Working	100	109	109	0
Events & Festivals	81	320	320	0
CCTV	0	90	90	0
Property Management Fees	0	124	124	0
Central Support Charge	0	60	60	0
Other Charges	0	14	14	0
Town House Other Costs	2	11	11	0
Inverness Steeple	0	10	10	0
<b>TOTAL EXPENDITURE</b>	<b>675</b>	<b>2,205</b>	<b>2,200</b>	<b>(5)</b>
<b>FUNDED BY:</b>				
<b>Rents</b>				
Industrial Estates	957	1,471	1,471	0
Industrial Estates - premium	85	0	85	(85)
Victorian Market	152	247	247	0
Town House	258	258	258	0
1-5 Church Street	61	75	75	0
Other Properties	19	10	10	0
<b>Other Income</b>				
Contribution to Grants from Reserves	0	240	240	0
Contribution to Conference Support from Reserves	0	19	19	0
Interest on Revenue Balances	0	1	1	0
<b>TOTAL FUNDING</b>	<b>1,532</b>	<b>2,321</b>	<b>2,406</b>	<b>(85)</b>
<b>AVAILABLE TO FUND PROJECT SPEND</b>	<b>857</b>	<b>116</b>	<b>206</b>	<b>90</b>

**APPENDIX 2  
MONITORING STATEMENT 2017/18  
INVERNESS COMMON GOOD FUND PROJECT SPEND  
FOR PERIOD ENDING 31 OCTOBER 2017/18**

	ACTUAL YEAR TO DATE	ANNUAL BUDGET	ESTIMATED OUTTURN	ESTIMATED VARIANCE
	£000	£000	£000	£000
<b>PROJECT SPEND</b>				
Town House Refurbishment	587	690	850	160
Town House Internal Works	0	350	350	0
Refurbishment 1-5 Church Street	34	0	35	35
Ness Islands - Structural Maintenance Programme	0	298	298	0
Inverness City Arts Project	0	27	27	0
Victorian Market - Opportunities for Improvement	(4)	150	150	0
<b>TOTAL</b>	<b>617</b>	<b>1,515</b>	<b>1,710</b>	<b>195</b>
<b>FUNDS AVAILABLE FOR PROJECT SPEND</b>	<b>857</b>	<b>116</b>	<b>206</b>	<b>90</b>
<b>BALANCE TO BE FUNDED BY RESERVES</b>	<b>240</b>	<b>(1,399)</b>	<b>(1,504)</b>	<b>(105)</b>

**APPENDIX 3**  
**Events and Festivals Budget Monitoring**  
**For Period Ending 31 October 2017**

	<b>ACTUAL</b>
	<b>YEAR TO DATE</b>
	<b>£</b>
<b>Income</b>	
Grants	(6,000)
Income	(36,848)
	<hr/>
	(42,848)
 <b>Expenditure</b>	
Council Staff	3,211
Entertainers	21,371
Equipment	40,105
Event Office	28,875
Licences	0
Marketing	20,496
Security and First Aid	9,686
	<hr/>
	123,744
 <b>Net Total</b>	 <b>80,896</b>

Agenda Item	<b>13(c)</b>
Report No	<b>CIA/49/17</b>

## HIGHLAND COUNCIL

**Committee:** City Of Inverness Area Committee

**Date:** 30 November 2017

**Report Title:** Grants Sub Committee – Proposal for Extension of Powers

**Report By:** Inverness City Area Manager

### 1. Purpose/Executive Summary

- 1.1 To propose an extension of the Powers Delegated to the Inverness Common Good Fund Grants Sub-Committee (GSC) to permit the Sub –Committee to address a wider range of issues currently reserved to the City of Inverness Area Committee
- 1.2 The new Inverness Common Good Fund Sub-Committee (ICGFSC) would have the same powers as the GSC in respect of decisions on Grant allocations. The extended Powers would relate to;
- Policies and Administrative Procedures relevant to the management of the Grants Process in respect of Applications of £10,000 or less
  - All Policies and Administrative Procedures relevant to the management of all applications for Civic Hospitality
  - Promotion of the work supported by the Inverness Common Good Fund (ICGF) to include approval of Logos and Public Relations plans
  - Power to allocate funds for any competent purpose from the Inverness Common Good Fund in respect of sums of £10,000 or less, with the proviso that this power be limited to the allocation of sums held within the current Inverness Common Good Fund budget approved by the City of Inverness Area Committee

### 2. Recommendations

- 2.1 Members are asked to:
- i. Agree to the Inverness Common Good Fund Grants Sub-Committee being re-named 'The Inverness Common Good Fund Sub-Committee' with immediate effect.
  - ii. Approve the revised Powers Delegated form the City of Inverness Area Committee as detailed within **Appendix 1**
  - iii. Agree that the new Delegated Powers detailed within **Appendix 1** shall be exercised as Full Delegated Powers
  - iv. Agree that the new Inverness Common Good Fund Sub-Committee shall be required to submit an Annual report to the City of Inverness Area Committee summarising the work of the Sub-Committee for the immediately preceding Financial Year

### 3. Background

- 3.1 The GSC was formed in 2009 to take over the work of the Inverness Common Good Fund Donations Working Group. The new Sub-Committee subsumed the Working Group's powers along with taking Full Delegated Powers to decide on all applications for Grants where the sum applied for was £10,000 or less. Applications for Civic Hospitality are also scrutinised and decided on.
- 3.2 Management of the work of the GSC has been refined since then and the GSC now scrutinises all the live Grant awards that remain either fully or partially unpaid as well as deciding on all new applications within the agreed remit. The GSC also monitors project outputs.
- 3.3 The GSC has representation drawn from Political Groups using the agreed formula. This has produced a Sub-Committee of 11 Members which provides strong and consistent scrutiny.
- 3.4 The role that the GSC currently has in respect of making recommendations on applications in excess of £10,000 will remain unchanged.

### 4. Powers

- 4.1 Grants – The scrutiny provided by the GSC has allowed for effective administration of the Grants budget. The new powers will provide for the new ICGF Sub - Committee to have full Delegated Powers to oversee the administration of the grant application process, including the setting of Grant Conditions and reviewing any decision should the circumstances of the application change or the grant remain unclaimed for more than 6 months.
- 4.2 Civic Hospitality – Powers would be extended to include full Delegation to decide on all applications which relate to the provision of support for the Civic Office except Staffing which would remain reserved to the City of Inverness Area Committee. This power would be limited to sums of £10,000 or less
- 4.3 City Promotions - The recommendation is to provide for the ICGF Sub-Committee to have full Delegated Powers to decide upon allocations to be made from the City Promotions Budget. The Power would be limited to sums of £10,000 or less.
- 4.4 City Projects/Property Maintenance – Powers to scrutinise and make recommendations to the City of Inverness Area Committee are suggested which would augment the existing power in respect of Grant Applications in excess of £10,000.
- 4.5 Delegation to Inverness City Area Manager – Power to delegate expenditure on Civic Hospitality up to a maximum of £500 per event.

### 5. Conclusion

- 5.1 The changes would allow for effective management of the Common Good Fund as scrutiny would be applied with more flexibility being given to provide for faster decision making



**6. Implications**

6.1 Resource – No additional resources will be required to administer the new ICGF Sub-Committee

Legal – There are no legal implications as a result of this report.

Community (Equality, Poverty and Rural) – The changes will not be detrimental to these implications.

Climate Change/Carbon Clever –None

Risk – The extended powers will retain Members scrutiny and allow for continued risk management to be applied

Gaelic – None

Designation: City of Inverness Area Manager

Date: 17 November 2017

Author: David Haas

Background Papers: None

## **Appendix 1 – ICGF- Grants Sub-Committee – Extension of Powers**

### **Powers Delegated in Full by the City of Inverness Area Committee to the Inverness Common Good Fund Sub Committee**

1. To carry out any duties delegated from the City of Inverness Area Committee in relation to the administration of the Inverness Common Good Fund.
2. All powers delegated shall be exercised a fully delegated powers and be applicable to the operation of the Inverness Common Good Fund.
3. Notwithstanding the above powers specifically delegated are;
  - a. To decide on all administrative matters relating to the operation of the Inverness Common Good Fund excepting decisions affecting Cash or Equity Investments.
  - b. Grants – to decide on all applications for financial assistance where the sum applied for is £10,000 or less. In respect of applications in excess of £10,000, to make recommendations to the City of Inverness Area Committee.
  - c. Other applications for funding – to decide upon all other applications for financial assistance where the sum applied for is £10,000 or less or where the sum requested relates to the provision of Staff
  - d. Project Monitoring – to consider reports from officers on the progress of projects approved by the City of Inverness Area Committee and to make recommendations to the City of Inverness Area Committee as appropriate
  - e. Civic Hospitality – to decide upon all applications for Civic Hospitality where the total cost of the event does not exceed £10,000, including the power to delegate approval of events to the Inverness City Area Manager where the cost of the event does not exceed £500.
  - f. Property Maintenance - Power to scrutinise all expenditure from property maintenance budgets where the sum expended exceeds £10,000 on any one project.
  - g. City Promotions - to decide upon allocations to be made from the City Promotions Budget where the sum does not exceed £10,000
  - h. Tenancy Management – to decide upon all applications for lease, Assignment of Lease, Rent Review or any other Tenancy related matter where the Director of Development and Infrastructure has seen fit not exercise Delegated Powers

Agenda Item	<b>13(d)</b>
Report No	<b>CIA/50/17</b>

## HIGHLAND COUNCIL

**Committee:** City of Inverness Area Committee

**Date:** 30 November 2017

**Report Title:** Inverness Common Good Fund  
Grant and Capital Projects

**Report By:** Inverness City Area Manager

### Purpose/Executive Summary

This report sets out the current applications for grant funding to be determined and the current status of capital projects.

### Recommendations

Members are asked to:

- Consider the application for funding
- Scrutinise the current status of capital projects

## 2. Grants and Capital Projects

- 2.1 The current summary of funds available following the Grants Sub-Committee meeting on 27 March 2017 is set out in **Appendix 1**.
- 2.2 **Booklet A** includes details of current grant applications for more than £10,000. Members are invited to consider the following applications:

1. **The Shirlie Project:** The Grant Sub-Committee recommend approval of a grant of £34,200 towards securing the Shirlie Project's presence in Inverness subject to submission of further information confirming outcomes to date and with an update of their Business Plan showing future sustainability. The Shirlie Project have responded and the further information is detailed in Booklet A pages 27-54.
2. **The Royal Society of Edinburgh:** The Grant Sub-Committee recommend approval of a grant of £4,700 towards RSE@Inverness proposed school talks.
3. **Blythswood Care:** The Grant Sub-Committee recommend approval of a grant of £20,000 towards the Highland Foodbank 2018 – Inverness.

## 2.3 Partnership Working

**Inverness BID:** The Grants Sub-Committee recommended approval in principal of the applications submitted by Inverness BID:

- a. The City of Inverness Annual Floral Displays - £57,800
- b. Operation Respect Easter/Summer 2016 - £6,025
- c. Inverness Community Safety Partnership - £9,000
- d. Inverness Gull Project - £12,000
- e. Coach Ambassador - £9,750
- f. Inverness Street Festival - £7,000 with the proviso that consideration is given by the applicant to Programme content with a view to ensuring progressive development.

If the Committee approves the application funding would be from the "Partnership Working" cost centre subject to the approval of the 2018/19 Budget.

- 2.4 **Appendix 2** details the current status of capital projects.

## 3. Implications

- 3.1 Resource – Funding is provided by the Inverness Common Good Fund Grants budget for 2017/18

Legal - There are no Legal implications as a result of this report

Community (Equality, Poverty and Rural) - Applications are considered on merit which includes compliance with Council Policies. The need to ensure that the residents of the former Burgh of Inverness are the main beneficiaries is paramount

Climate Change/Carbon Clever - Consideration is given to ensuring that applications meet reasonable expectations in respect of climate change and

carbon clever targets

Risk – There are no known risk implications in respect of this report

Gaelic - Applications if successful will be required to meet expectations set by Council Policy in this regard.

Designation: Inverness City Area Manager, Principal Project Manager

Date: 13 November 2017

Author: David Haas, Jason Kelman

Background Papers:

## APPENDIX 1

**Inverness Common Good Fund  
Available Resource for Allocation**

£

Budget Balance Available - <b>Grants</b>	315,000
Underspend from 2016/17	253,655
	<b>568,655</b>

<b>Committee Date</b>	<b>Category</b>	<b>Award</b>	<b>Total for meeting</b>	
(Committed from previous financial years)	Grants < £10k	138,194		
	Grants > £10k	115,461	<u>253,655</u>	315,000
27/03/17 Grants Sub Committee	Grants < £10k	40,461	<u>40,461</u>	274,539
19/06/17 City of Inverness Area Committee	Grants > £10k	20,000	<u>20,000</u>	254,539
21/08/17 Grants Sub Committee	Grants < £10k	45,040	<u>45,040</u>	209,499
14/09/17 City of Inverness Area Committee	Grants < £10k	7,900	<u>7,900</u>	201,599
06/11/17 Grants Sub Committee	Grants <£10k	24,730	<u>24,730</u>	176,869
Recomeneded for Approval	Grants <£10k	4,700		
	Grants >£10k	54,200	<u>58,900</u>	117,969

Budget Balance Available - <b>Conference Funding</b>	40,000
Underspend from 2016/17	12,330
	<b>52,330</b>

<b>Committee Date</b>	<b>Category</b>	<b>Award</b>	<b>Total for meeting</b>	
(Committed from previous financial years)	Convention		<u>12,330</u>	40,000
27/03/17 Grants Sub Committee	Grants < £10k	9,500	<u>9,500</u>	30,500
21/08/17 Grants Sub Committee	Grants <£10k	6,500	<u>6,500</u>	24,000

## Capital Projects Funded by Inverness Common Good Fund

### 1 General

- 1.1 This appendix provides project status information for current key capital projects funded by the Inverness Common Good Fund, including financial progress details, as of 14 November 2017.

### 2 Capital Programme Update

- 2.1 The current status of each individual project is summarised below.

#### 2.2 Conservation of External Fabric Phase 2, Town House, Inverness

- 2.2.1 The project was approved at City of Inverness Committee on the 3 December 2015. The contractor was then accepted on the 8th January 2016.

The total cost of the three additional items discussed at a previous City Committee at a cost of £150,800 has been instructed. At this stage of the project we still have contingency sums available to cover the majority of these costs but advise that we have used £21,000 of contingencies over the last several weeks as the project has progressed. The worst case scenario still remains in place that additional funding for the full amount might be required but at this stage we are only forecasting the figure below.

The project had practical completion on Friday 10 November 2017.

The final account is currently being drawn up and will be reported at the next committee.

Agreed Total Council Funding	£1,752,908
Anticipated Final Account	£1,773,908

#### 2.3 Merkinch Community Centre, Window Replacements

- 2.3.1 The contract was completed on the 12 May 2017 and the defects liability period will end on the 11 May 2018.

Agreed Total Council Funding	£36,783.10
Anticipated Final Account	£36,783.10

#### 2.4 Conservation of External Fabric Phase 3, Town House, Inverness

- 2.4.1 The project was approved at Full Council Committee on the 21 June 2017.

Detailed planning and working methods have commenced. It is programmed to submit listed Building Consent in November and have tenders issued December 2017

Agreed Total Council Funding	£2,300,000
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## **2.5 New Starter Unit, Lotland Street, Inverness**

2.5.1 A design has been appointed and the first design team meeting will take place on 21 November 2017.

Agreed Budget	£175,000
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## **3. Governance**

3.1 These projects are funded by the Inverness Common Good Fund and monthly Contract Monitoring reports will be issued to the Inverness City Manager, in line with governance arrangements.



Agenda Item	<b>14</b>
Report No	<b>CIA/51/17</b>

## HIGHLAND COUNCIL

**Committee:** City of Inverness Area Committee

**Date:** 30 November 2017

**Report Title:** Scottish Junior Football Association - Inverness City Football Club – Lease Extension – Bught Park, Inverness

**Report By:** Inverness City Area Manager

### 1. Purpose/Executive Summary

#### 1.1 This report;

- i. updates Members on the progress made by Inverness City FC to find a new Home Ground; and
- ii. recommends Homologation of a decision taken by the Director of Development and Infrastructure and Inverness City Area Manager on 24 October 2017, to allow an extension of the current lease of a Sports Pitch at Bught Park, Inverness until 15 May 2018.

### Recommendations

#### 2.1 Members are asked to:

- i. Homologate the decision taken by the Director of Development and Infrastructure and the Inverness City Area Manager to allow an extension of the current lease of a Sports Pitch at Bught Park, Inverness, granted to Inverness City Football Club (ICFC), until 15 May 2018.

### **3. Background**

- 3.1 At the meeting of the Inverness City Committee held on 26<sup>th</sup> March 2012, it was agreed that ICFC be granted a Lease of a Sports Pitch at Bught Park Inverness, for a period of 5 years. The lease expired on 30 October 2017 and a Notice To Quit the Lease was served on ICFC.
- 3.2 In accordance with the decision taken at the Inverness City Committee discussion took place between the Inverness City Area Manager and ICFC officials to help ICFC in their quest to find a long-term location for a Home Ground.
- 3.3 On 20 October 2017, the Council was advised that a Licence to Occupy land had been concluded between the Kirkhill Community Centre and ICFC providing for ICFC to use land at Kirkhill to expire in 2030. Work required to be undertaken so the sports Pitch would only be available for the start of the 2018/19 Football Season.
- 3.4 The conclusion of a legally binding agreement giving the opportunity to for ICFC to have a sustainable future, whilst also providing a foothold for the Scottish Junior Football Association (SJFA) in Inverness, was a key objective.
- 3.5 In consequence, following consultation with Members, the Inverness City Area Manager agreed for and on behalf of the Council, to the Lease of the Sports Pitch at Bught Park, being extended to 15 May 2018.
- 3.6 The extension of the Lease will allow for ICFC to play Home Matches through the 2017/18 Football Season at an SJFA approved Ground.

### **4. Lease Obligations**

- 4.1 It is confirmed that the Lease will continue on the same terms and conditions. Therefore ICFC will remain legally committed to re-instating the Football Pitch at Bught Park to its former state and condition. This includes removal of all fencing and temporary structures, at their expense.

### **5. Governance**

The Lease was agreed at the City Committee and noting this it is appropriate for the Committee to Homologate the extension of Lease on the same Terms and Conditions.

### **6. Implications**

Resource – Rent will continue to be charged and so provide the Council with additional income up until 15 May 2018.

Legal – The Lease is under the governance arrangements identified in this report will be continue to meet The Highland Council's Policies.

Community (Equality, Poverty and Rural) –All relevant standards in terms of providing an environment which can be enjoyed by persons of any ability will be met

There are no known Climate Change/Carbon Clever or rural implications as a result of this report.

Risk – There are no known risks.

Gaelic – All Policy requirements are adhered to

Designation: Inverness City Area Manager

Date: 10 November 2017

Author: Inverness City Area Manager

Background Papers: None

## The Highland Council

Minutes of Meeting of the **City of Inverness Area Committee** held in the Council Chamber, Town House, Inverness on Thursday 14 September 2017 at 10.30am.

### Present:

Mr R Balfour	Mr A Jarvie
Mr B Boyd	Ms E Knox
Mr I Brown	Mr R Laird
Miss J Campbell	Mrs I MacKenzie
Mrs H Carmichael	Mr D Macpherson
Mr G Cruickshank	Mr R MacWilliam
Mrs M Davidson	Mrs B McAllister
Mr K Gowans	Mrs T Robertson
Mr A Graham	Mr G Ross
Mr J Gray	Mr C Smith

### Officials in Attendance:

Mr S Fraser, Head of Corporate Governance, Corporate Development Service  
 Mr C Stephen, Inverness Ward Manager, Corporate Development Service  
 Mr G Reynolds, Inverness Events Manager, Corporate Development Service  
 Mr G MacCormick, Senior Environmental Health Officer, Community Services  
 Mr S Manning, Principal Traffic and Parking Officer, Community Services  
 Mr J Taylor, Roads Operations Manager, Community Services  
 Mr J Kelman, Principal Project Manager, Development and Infrastructure Service  
 Ms R Cleland, Corporate Communications Manager, Chief Executive's Office  
 Mrs L Dunn, Principal Administrator, Corporate Development Service  
 Miss J MacLennan, Principal Administrator, Corporate Development Service  
 Miss J Green, Administrative Assistant, Corporate Development Service

### Also in attendance:

Chief Inspector C Gough, Inverness Area Commander, Police Scotland  
 Superintendent A Wright, C3IR Programme, Police Scotland

**An asterisk in the margin denotes a recommendation to the Council. All decisions with no marking in the margin are delegated to Committee.**

**Mrs H Carmichael in the Chair**

### Business

#### 1. Apology for Absence Leisgeulan

An apology for absence was intimated on behalf of Mrs C Caddick, Mrs G Campbell-Sinclair and Mr A Christie.

#### 2. Declarations of Interest Foillseachaidhean Com-pàirt

The Committee **NOTED** the following declarations of interest:-

Item 6 – Mr A Jarvie and Mr D Macpherson (non-financial)

**3. Recess Powers  
Cumhachdan Fosaidh**

It was **NOTED** that the recess powers granted by the Council at its meeting on 29 June 2017 had not required to be exercised in relation to the business of this Committee.

**4. Appointments to Outside Bodies  
Suidheachadh Dhreuchdan gu Buidhnean on Taobh A-muigh**

The Inverness Townscape Heritage (TH) Project had been established to encourage regeneration of the historic built environment within Academy Street to improve the quality of life for those people who live, work and visit there and businesses that trade there. The TH Project Partnership, which consisted of a Partnership Board and Grant Sub-Committee, had been set up to direct and monitor the 5 year delivery and implementation phase from January 2016 to January 2021.

The TH Partnership Board was chaired by the Highland Council and would:-

- direct activity and monitor progress to fulfil the objectives of the project in accordance with the Heritage Lottery Fund and Historic Environment Scotland grant terms; and
- provide effective liaison with their representative bodies and act as ambassador for the TH Project.

The TH Grant Sub-committee would:-

- receive and evaluate grant applications and Officer recommendations; and
- agree and submit recommendations on all grant applications for the TH Partnership's consideration and determination.

The Committee **AGREED** to appoint:-

- i. Mr R Laird to chair the TH Partnership Board; and
- ii. Miss J Campbell and Mr R MacWilliam to the Inverness Townscape Heritage Partnership Grant Sub-Committee.

**5. Police – Area Performance Summary  
Poileas – Geàrr-chunntas air Coileanadh Sgìreil**

There had been circulated Report No CIA/28/17 dated 31 August 2017 by the Inverness Area Commander which provided a local summary update on progress with reference to the local priorities within the Highland 2014-2017 Policing Plan.

In this regard, a presentation was undertaken by Superintendent Alan Wright, C3IR (Contact, Command and Control Integration and Remodelling) Programme, Police Scotland on the ongoing work to relocate control room functions for North Division from Inverness to Dundee as part of the remodelling

of control rooms across Scotland during which he provided an explanation of his role with regard to the transition, an overview of the proposed changes, how local knowledge would be retained, how the transition would be scrutinised and how it would be delivered in a safe and secure manner including information on staff training. In this regard, he advised that this option would be presented to the Board of the Scottish Police Authority (SPA) on 28 September 2017 for approval.

During discussion, Members made the following comments on control rooms:-

- assurance was sought and received that there would be no time lost during the transfer of 999 and 101 calls because the process was electronic;
- concern was expressed in relation to operators being able to identify the location of callers particularly in remote areas and on trunk roads. In this regard, it was suggested that call centre staff be provided with training on local knowledge and key landmarks on trunk roads;
- confirmation was sought and received that if it was necessary other emergency services could be consulted;
- assurance was sought and received that Members would be afforded the opportunity to speak to a local duty officer on request;
- concern was expressed in relation to identifying the location of callers using postcodes which could cover a large area. In this regard, confirmation was sought and received that system tests had been carried out to ensure data was robust;
- it was felt that the relocation of the Inverness control room was never wanted and it did not need to happen;
- currently the Inverness control room had 12 vacancies therefore it was felt that the decision to move the control room was almost pre-emptive;
- in relation to some reports of significant errors whereby emergency services were despatched to the wrong location, confirmation was sought and received that notable incidents would be recorded and could be made available to the SPA Board to carry out a scrutiny role;
- the need for effective communication in the event of significant incidents was emphasised;
- it was recognised that Superintendent Wright's role was operational and he was not present to defend the political decisions being made. Furthermore, there was recognition of the difficult position for the Police Service to rebuild the confidence due to the breach in trust caused by a commitment not being fulfilled in relation to the services being proposed for Inverness;
- confirmation was sought and received that a person's general location could be traced using their mobile phone network and in special circumstances more accurate data could be requested from mobile phone companies but this would not be carried out routinely; and
- concerns of constituents were highlighted in relation to the potential confusion over places in Scotland with similar names.

Superintendent Alan Wright then provided information on the proposals for the National Database Enquiry Unit and also provided assurances in relation to retaining the current staff in the Area Control Room in Inverness and the potential for further recruitment locally.

During discussion, Members expressed great disappointment that there would not be a single NDEU based in Inverness as promised and sought clarification on the options being presented to the SPA Board meeting on 28 September 2017 including the number of jobs involved.

Chief Inspector C Gough, Inverness Area Commander, Police Scotland then provided a summary of the progress report in relation to the 5 Priorities; Road Safety, Drug/Alcohol Misuse, Antisocial Behaviour, Dishonesty and Public Protection.

Also, in relation to earlier discussion, he confirmed he would be comfortable with call handlers transferring Members' calls to a duty inspector or one of three duty supervisors in Inverness particularly if Members had vital information to share.

During discussion, Members made the following comments on the area performance report:-

- concern was expressed in relation to the lack feedback provided to Members on incidents of antisocial behaviour and other crime so that Members could liaise with the community and connect services and stakeholders. In this regard, it was requested that the communication protocol be reviewed with a view to increasing collaboration between agencies;
- thanks were expressed for the reassurance from the Inverness Area Commander in relation to Members' calls being transferred to a duty officer on request;
- road side drug testing had been introduced in England and Wales so information was sought on the possibility of introducing it to Scotland and to the Highland area;
- there was concern that there was a lack of awareness about the effects of drug use on driving skills and that if stopped by the Police it would be detected;
- the hate crime statistics provided for the first quarter were more than the total number recorded during the previous year. In this regard, a further breakdown of the hate crime statistics in terms of categories was requested;
- it was suggested that the increase in hate crime statistics could be due to an increase in reporting of incidents;
- in relation to some unfortunate coverage of antisocial behaviour in the city centre during the summer, it was emphasised that there was a need for a more visible police presence to address public concerns regarding safety;
- concern was expressed regarding shoplifting and vandalism which was exacerbated by an increase in gambling shops but was not always reported; and
- the Provost had met with the Inverness Area Commander, Area Divisional Commander, Inverness BID and City Manager to discuss concerns which had been raised and had been provided with reassurance that the City Centre would get the attention it deserved.

Thereafter, the Committee scrutinise and **NOTED** the progress report and updates in relation to the 5 Priorities; Road Safety, Drug/Alcohol Misuse, Antisocial Behaviour, Dishonesty and Public Protection and **AGREED** that the

possibility of introducing road side drug testing be investigated and reported back to Members and that a further breakdown of the hate crime statistics in terms of categories be provided to Members.

The Committee also **AGREED** that clarification of the options being presented to the Scottish Police Authority Board on the National Database Enquiry Unit including the number of jobs involved with each option be provided to Members as soon as possible.

**6. City Events and Festivals – Review of 2017-18, Proposals for 2018-19 and Opportunities in 2022**  
**Tachartasan agus Fèisean – Prògram Thachartasan 2018/19**

**Declarations of Interest – Mr A Jarvie and Mr D Macpherson declared non-financial interests in this item as Directors of High Life Highland but, having applied the test outlined in Paragraphs 5.2 and 5.3 of the Councillors’ Code of Conduct, concluded that their interests did not preclude them from taking part in the discussion.**

There had been circulated Report No CIA/29/17 dated 29 August 2017 by the Inverness City Area Manager.

Mr G Ross, the Chair of the Events and Festivals Working Group introduced the Events Programme for 2018/19 during which he highlighted the many free events and significant partnership working and sought an increase in funding from the Common Good Fund to meet security and legislation requirements. Furthermore, he explained that the Events and Festivals Working Group would take a new approach this year in which each Member of the Working Group would be the principle spokesperson for each event. Finally, he announced the line-up for the Hogmanay Show which would be Hò-rò, Skippinish and Skerryvore.

During discussion, Members raised the following issues:-

- congratulations were expressed to the Events Manager and his team for delivering another successful year of events;
- concern was expressed in relation to the proposed increase in the budget allocation from the Common Good Fund;
- the importance of the wider economic impact was highlighted;
- the underspend of £20k was welcomed and an explanation was sought and received that the cost of £141,650 for equipment was the total cost for the year for stages, PA systems and hire of toilets;
- there was concern that the forecasted budget figures were not genuine and in this regard further clarification was sought to allow for greater scrutiny;
- some information in relation the budget was subject to confidentiality but assurance was provided that Members could review the budget line by line with the Events Manager;
- in terms of commercial income it was important to consider who benefited from the events such as shops and bars and to ensure that they were making a contribution;



- it was preferred that surplus funds be used for winter payments instead of the events budget therefore an explanation of the impact on the events programme of increasing the events budget was sought;
- the forecasted increase in the cost of events reflected the additional requirement in terms of security and licensing; and
- it was intended to introduce merchandising and increase sponsorship to reduce the expenditure from the Common Good Fund which would be reflected back to Committee in due course.

The Committee **APPROVED** the:-

- 2018/19 programme and the allocation of a budget in the sum of £340,000 from the Inverness Common Good Fund Budget for 2018/19 detailed in appendix 1 to the report; and
- 2018/19 Action Plan detailed in appendix 2 to the report.

## 7. Inverness City Centre Trade Waste Project Sealladh-sràide a' Bhaile – Leasachadh Ghoireasan

There had been circulated Report No CIA/30/17 dated 30 August 2017 by the Director of Community Services.

During discussion, Members raised the following issues:-

- in welcoming the trade waste project, the fundamental principle was highlighted that the ownership of waste belonged to businesses who produced it and was not the responsibility of the Council;
- caution should be exercised when considering extensions to ensure that the project was effective;
- there was some concern with the timescale for implementing the project;
- there was some doubt in relation to the responses from some businesses and therefore to ensure a positive response it was necessary to have strong enforcement in place and to work with and clearly explain the reasons for introducing these measures to businesses;
- there was a need for a clear communication strategy to raise awareness of the impact on the environment of the overall volume of waste across Highlands and to encourage initiatives to reduce waste;
- it was requested that the pilot area included premises on both sides of the street to avoid confusion and resentment between businesses;
- particularly concern was expressed in relation to the condition of bins on private land on Strothers Lane which was out with the Council's control;
- there was an opportunity for the Council to capitalise on the market for the collection of commercial waste;
- it was suggested that the pilot be extended to the entire city centre due to there being evidence from other city centres that the project was effective; and
- it was important to ensure that the bins were in a good state of repair.

The Committee **APPROVED** the overall vision and objectives of the Inverness City Centre trade waste project as provided in the report and **AGREED** that the Pilot Project would apply to both sides of the street within the pilot area and that thereafter consideration would be given to rolling the project out across the whole of the City Centre area.

**The meeting adjourned for lunch at 12.50 pm and resumed at 13.35 pm.**

## **8. Parking and Enforcement Uairean Cur an Gnìomh Parcadh Dì-eucoirichte**

There had been circulated Report No CIA/31/17 dated 29 August 2017 by the Director of Community Services.

During discussion, Members raised the following issues:-

- whilst Members supported a one year trial of a 15 minute Free parking period, some were of the view that this should be extended to 20-30 minutes. However, other Members believed that any longer a period would change the nature of the initiative and would lead the way towards all day free town centre parking;
- it was suggested that the Eastgate Centre might wish to consider a similar 15 minute free Parking period;
- free parking bays would increase traffic in the city centre and it would be vital to monitor the impact this would have on the bus network, particularly in Queensgate. In addition, this increase would add to pollution and it sent out mixed messages when the Council was also trying to get cars out of the city centre;
- given the demand for parking in what was a small city centre, public transport needed to be taken account of together with more sustainable initiatives to encourage shoppers to use car parks. This could include the introduction of a hop on/off electric bus, a proposal that had been raised in the previous Council;
- the location of these free parking bays would be important in relation to businesses;
- a similar trial had taken place in Perth and detail of how this had operated in practice was requested, particularly in regards to what fact-based evidence they had used to assess the initiative; and
- concern was expressed that enforcement would be carried out 7 days per week, unlike other Scottish city centres where parking restrictions were removed for part of the day on Sundays, particularly of benefit to church attenders. The report suggested that this would incur a budget pressure and Mrs J Campbell requested additional information.

The Committee:-

- i. **AGREED** the advertising of amendments for the pay and display spaces listed in item 3.5 subject to funding being sourced;
- ii. **AGREED** a one year trial of a 15-minute free parking period, subject to funding being sourced as detailed in section 4;
- iii. **NOTED** the position on seven day enforcement and charging as detailed in section 5; and
- iv. **NOTED** the Loading/Unloading clarification and Dispensation Policy detailed in section 6.

## **9. Winter Maintenance Plan for 2017/18 Plana Obair-gleidhidh Geamhraidh airson 2017/18**

There had been circulated Report No CIA/32/17 dated 24 August 2017 by the Director of Community Services.

During discussion, Members raised the following issues:-

- although fundamentally the same as last year's Plan, the importance of discussing it at Ward Business Meetings was emphasised;
- a number of routes were highlighted as being classed as "secondary" routes but were in fact approach roads to schools. Although they might not be bus routes, streets around schools generally should be considered for gritting prior to 9 am;
- the agreement with Bear Scotland for gritting the Dalcataig/Dalchreichart road was welcomed and it was hoped that this would continue; and
- the arrangements for gritting roads in Fort Augustus were provided together with confirmation of the close working arrangement in place with the Fort Augustus Community Company for gritting the pavements.

The Committee **APPROVED** the Winter Maintenance Plan for the Inverness Area, which included the priority road lists and maps presented in appendices B and C.

**10. U4035 Henderson Road, Inverness – Partial Deletion  
U4035 Rathad MhicEanraig, Inbhir Nis – Pàirt Dhubhadh Às**

There had been circulated Report No CIA/33/17 dated 18 August 2017 by the Director of Community Services.

The Committee **APPROVED** the proposed partial deletion of the U4035 Henderson Road, Inverness.

**11. Inverness Common Good Fund  
Maoin Math Coitcheann Inbhir Nis**

**(a) Financial Monitoring  
Sgrùdadh Ionmhasail**

There had been circulated Report No CIA/34/17 dated 21 August 2017 by the Inverness City Area Manager.

In relation to the Logman Salt Store confirmation was sought, and received, that the Council paid rent to the Common Good Fund.

The Committee:-

- i. **NOTED** the financial monitoring report to July 2017;
- ii. **HOMOLOGATED** the expenditure from the City Promotions Budget; and
- iii. **AGREED** to the storage relocation of the City of Inverness Christmas Lights to the former Longman Salt Store at a cost of £9,668.

**(b) Grants and Capital Projects**  
**Pròiseactan Tabhartais agus Calpa**

There had been circulated Report No CIA/35/17 dated 31 August 2017 by the Inverness City Area Manager.

In this connection, there had been circulated separately a copy of supporting documentation as Booklet A.

The Committee **NOTED** the current status of capital projects and **APPROVED** the application for funding from LEAP Sports Scotland for £7,900.

**(c) Longman Landfill and Travelling Persons Site**  
**Làrach-sgudail agus Làrach Luchd-siubhail an Longman**

There had been circulated Report No CIA/36/17 dated 4 September 2017 by the Inverness City Area Manager.

During discussion, the background leading to the former Inverness District Council's decision not to seek any rental payment in respect of the Travelling People's site was provided. Although the amounts involved were not significant, Members agreed that it was the principle of the matter that was important. It was also suggested that this demonstrated historically Elected Representatives' failing to properly look after the Common Good Fund.

In relation to the former Longman Landfill Site the time taken to identify any decision establishing the Council's occupation was acknowledged. It was questioned if this was best use of officers' time and Members accepted the situation as was. The long term aspiration was for significant development to take place on this site which, in future years, would benefit the Common Good.

The Committee **NOTED**:-

- i. the terms of reference provided by the Audit and Scrutiny Committee report;
- ii. the status of the Travelling People's Site and **AGREED** to instigate a commercial arrangement receiving Market Value 'Rent' for the Site, instruct the Inverness City Area Manager to establish the Market Value rent for the Site and thereafter invite the Director of Development and Infrastructure to negotiate commercial letting arrangements for the use of the Site by the Council as a Traveling People's Site; and
- iii. the position in respect of the land forming the former Longman Landfill Site.

**12. Street Naming**  
**Ainmeachadh Sràide**

There had been circulated Report No CIA/37/17 dated 22 August 2017 by the Inverness City Area Manager.

The Committee **HOMOLOGATED** the naming of new streets for:-

- i. new housing development, Merkinch Glendoe Terrace area (53 properties);
- ii. commercial development, Inverness Airport Business Park;
- iii. new housing development, Tornagrain application 2;
- iv. new Flatted development, Land East of the Free Church of Scotland, off Tower Road, (27 Flats);
- v. new housing development, Parks Farm Phase 1 (102 properties);
- vi. new housing development, Slackbuie (95 properties); and
- vii. new housing development, plot J, land South of Culduthel Smithy (18 properties).

### 13. Minutes Geàrr-chunntas

The following Minutes had been circulated for noting or approval as appropriate:-

- i. City of Inverness Area Committee held on 19 June 2017 – **NOTED**;
- ii. Inverness City Arts Working Group held on 10 August 2017 – **APPROVED**; and
- iii. Inverness Common Good Fund Grants Sub-Committee held on 21 August 2017 – **APPROVED** subject to, in relation to Item 5 (Requests for Financial Assistance) Declarations of Interest, it was Mr G Ross, not Mr A Graham, who had declared an interest as a member of the Town Twinning Committee.

The meeting ended at 2.45 pm.

**City of Inverness Area Committee  
Inverness City Arts Working Group**

Minutes of the Meeting of the **Inverness City Arts Working Group** held in the First Floor Committee Room, Town House, Inverness on Tuesday, 17 October 2017 at 2.30pm.

**Present:**

Mrs H Carmichael  
Mr G Ross

Mrs I MacKenzie  
Mrs B McAllister

**In Attendance:**

Mr D Haas, Inverness City Area Manager  
Ms R Cleland, Corporate Communications & Resilience Manager

**Also in attendance:**

Ms C Shankland, Exhibitions Officer, High Life Highland  
Mr J Kelly, Planner, Development & Infrastructure

**Mrs I MacKenzie in the Chair**

**Business**

**1. Apology for Absence**

An apology for absence was intimated on behalf of Mr A Christie.

**2. Declarations of Interest**

The Working Group **NOTED** the following declaration of interest:

Item 5 – Mr G Ross (non-financial)

**3. Exclusion of the Public**

The Working Group **RESOLVED** that, under Section 50(A) of the Local Government (Scotland) Act 1973, the public should be excluded from the meeting during discussion of the following items on the grounds that they involved the likely disclosure of exempt information as defined in Paragraph 6 and 9 of Part 1 of Schedule 7A of the Act.

**4. Actions from Previous Minutes**

There had been circulated Minutes of the previous Meeting held on 10 August 2017 which were **NOTED**.

Members were advised as follows -

- River Connections is still under discussion with RNIB regarding the paving

studs.

- Rest Spaces is still under way with some technical issues regarding the chosen location which is being worked through by Jason Kelman and Andy Campbell.
- An update on the Sculptural Destination and the Gathering Place will be given within the main report.
- The Children's Water Feature is moving at pace.
- All actions have been taken forward for the Trail.

## **5. River Connections Public Art Project Programme**

There had been circulated Report No ICArts 06/17 dated 17 October 2017 by the Inverness City Area Manager which provided an update on the progress of the projects.

Specific updates were provided at the meeting as follows:-

### **River Connections**

The artist's piece is finished apart from the installation of paving studs which is still in discussion with RNIB.

### **Rest Spaces**

The site for the Rest Space 'Explore' had to be moved due to the foundations. Another site has been found and an investigation is under way to see if there are any services within the foundations of the new site.

### **Sculptural Destination**

The artist spent the last week of August taking moulds of the rocks from both side of the river (Dores Road and the Wellington layby, Loch End) and is now casting pieces of the sculpture from these moulds.

A 'Meet-the Artist' Community engagement event was held on 29 August where the artist met with residents of the area to discuss the project.

### **The New Gathering Place**

The artists are holding an engagement programme in the Inverness Railway Station on the 21<sup>st</sup> and 22<sup>nd</sup> October 2017 between 9am-5pm. The artists have commissioned a film of the river which will be screened on a loop during the event to promote people to share their stories, memories and ideas about the river. The event will be artist-led with the ICArts PM Team in attendance. An invitation had been sent to the Stakeholders. The Event is being promoted through the Media and will also be posted on Facebook, Twitter and Instagram. If members of the public are unable to attend the event, they will be able to engage with the event through the website ([www.myriverness.com](http://www.myriverness.com)) where they can leave their stories of the river.

It was **NOTED** that not all Members were able to attend the briefing. When the finished article is ready it will be emailed out with any accompanied briefing to the Working Group Members.

### **Children's Feature**

The new site on the Ness Islands has been approved the artists are developing site-specific detailed designs. A timeline has been produced which indicated that detailed designs will be ready for approval in December.

### **The Trail**

This will be the last project to be delivered as it will incorporate all the artworks.

It was **AGREED** for a presentation to be taken to the next Working Group with a project timeline.

Thereafter, the Working Group **NOTED** the project updates as detailed.

The Working Group also **NOTED**:-

- (i) the arrangements for the 'My Ness' Engagement Event on the weekend of 20-21 October 2017 at Inverness Railway Station.

## **6. Financial Monitoring**

There had been circulated Report No ICArts 07/17 dated 17 October 2017 by the Inverness City Area Manager which set out the revenue monitoring position for the period to 30 September 2017, including details of actual expenditure to date.

In this regard, specific reference was made to the summary of funding allocation and the monitoring of management fees.

The Working Group **AGREED** to show only the Common Good Fund expenditure on the Revenue Monitoring spreadsheet until further notice.

Thereafter, the Working Group otherwise **NOTED** the terms of the report as circulated.

## **7. Press relations and forthcoming PR opportunities and risks**

A verbal update was provided at the meeting by the Communications and Resilience Manager on recent media coverage in relation to the projects within the public art project programme.

Once the designs for the Children's Water Feature have been approved it had been proposed to do a press announcement in December.

The position was **NOTED**.



## 8. Planning consultation – Proposed public realm improvement at Falcon Square

John Kelly, Planner, Development & Infrastructure took the Members through the application at the meeting.

The South Pac have asked if ICArts could assist as it was a requirement of the South Planning Applications Committee when approving the above application that officers consult with both local Members and ICArts in connection with a planning condition that requires submission and approval of *“a scheme for the provision of public art, including the pedestrian link between Falcon Square and the railway station (in accordance with the Council’s Public Art Supplementary Guidance); measures for the provision of seating within the square; a scheme of lighting; measures for the provision of soft landscaping, including replacement tree planting; and a management strategy for ongoing maintenance of the open space.*

It was **AGREED** for the Working Group to put comments in writing through the Inverness City Area Manager to the Planning Officer regarding the lighting, bins, uplighters on trees, seating, paving, more inspired design and finish which is more appropriate for a City Centre Square. Working Group to receive a follow up from the Planning Service.

## 9. Date of Next Meeting

It was **AGREED** to hold all future meeting on a Tuesday afternoon.

It was **NOTED** that the date of the next meeting (which would likely to be around 9 December 2017) would be confirmed in due course.

The meeting ended at 4.20pm.

**City of Inverness Area Committee**

Minutes of Meeting of the **Events and Festivals Working Group** held in Committee Room 2, Town House, Inverness on Monday 18 September 2017 at 10.00 am.

**Present:**Highland Council

Mr I Brown

Mr G Ross

Mrs T Robertson

Mrs E McAllister

Other Representatives

Ms A Wilson, Manager, Sales and Marketing Manager, Glenmoriston Town House (Inverness Hotels Association)

**Officials in Attendance:**

Mr G Reynolds, Inverness Events Manager

Miss J Green, Administrative Assistant, Corporate Development Service

**Business****1. Appointment of Chair**

It was **AGREED** to appoint Mr G Ross as Chair.

**2. Apologies for Absence**

Apologies for absence were intimated on behalf of Mr C Smith, Highland Council, Mr D Haas, Inverness City Area Manager, Highland Council, Ms P Burnett, Communications and Business Development Manager, Eden Court, Mr G Ambrose, CEO, Visit Inverness Loch Ness, Ms J Cuddy, Manager, Eastgate Shopping Centre and Mr M Smith, Manager, Inverness BID.

**3. Declarations of Interest**

There were no declarations of interest.

**4. Exclusion of the Public**

It was **AGREED** that, under Section 50A(4) of the Local Government (Scotland) Act 1973, the public should be excluded from the meeting during discussion of the following items on the grounds that they involved the likely disclosure of exempt information as defined in Paragraphs 6 and 9 of Part 1 of Schedule 7A of the Act.

**5. Minutes of Previous Meeting**

There had been circulated Minutes of the previous Meeting held on 13 February 2017 which were **NOTED**.

## 6. Matters Arising from the Minutes

In relation to the minutes of the previous meeting the Events Manager provided an update on the following areas:-

### Membership of the Working Group

Angela Wilson was welcomed to the meeting as the new representative of the Hotels Association.

### Merchandising

It was confirmed that work was ongoing in partnership with HLH to investigate opportunities for merchandising. In discussion, Members sought further information and expressed the desire for this to be implemented as soon as possible. Thereafter, it was **AGREED** that an update on the ongoing work in relation to merchandising would be presented to the next meeting.

### Inverness Highland Games / Gala Weekend

In relation to the Highland Games and Gala Weekend 2017 it was explained that the Birchwood Highland event had been cancelled due to low ticket sales; and that consultation with Ballifeary Community Council on the events at Bught Park had been ongoing throughout the summer. In this regard, Members were informed that a Bught Event Management Group was being set-up to manage the arrangements for events taking place in the Bught area.

In relation to the proposals for Games Weekend 2018, it was advised that the Gala would be held on Friday so that an event to celebrate the Year of Young People (subject to grant funding from EventScotland) could take place on Sunday.

### Hogmanay 2017

It was confirmed that the line-up for the 2017 would be Hò-rò and two former winners of the “Scottish Traditional Music Live Band of the Year Award” Skipinnish and Skerryvore with Craig Hill returning as compere. It was **NOTED** that a press release would be issued following the meeting.

### Programme of Events

It was confirmed that each Member of the Working Group would take a lead role on each of the events as follows:-

Callum Smith – Halloween Show  
 Trish Robertson – Fireworks Display and Civic Bonfire  
 Bet McAllister – Christmas Lights Switch On  
 Ian Brown – Winter Wonderland  
 Graham Ross – Red Hot Highland Fling Hogmanay Show  
 Callum Smith – Inverness Gala

Provost Helen Carmichael – Highland Games

### **Caledonian Canal 2022 Update**

It was confirmed that the Chief Executive of Scottish Canals was Chair of the Committee on the Caledonian Canal 2022 and that Events Scotland had decided that instead 2020 would be the 'Year of Coasts and Waterways' and 2022 would be the 'Year of Scotland's Stories'.

### **Feedback from Spectators**

Thanks were expressed for the feedback received which was detailed in the report to the City of Inverness Area Committee on 13 September 2017.

#### **7. Final Accounts for 2016/17**

An update was provided at the meeting by the Events Manager during which he confirmed that the final accounts for 2016/17 showed a total spend of £319,982 which was £18 under budget. He confirmed that the City of Inverness Area Committee on 7 September 2017 had agreed a budget of £340,000 for 2018/19.

Thereafter, the position was **NOTED**.

#### **8. Budget for 2017/18**

An update was provided at the meeting by the Events Manager during which he forecasted a slight underspend in the 2017/18 budget, which was **NOTED**.

#### **9. Spring Festival**

An update was provided at the meeting by the Events Manager on the arrangements for the Spring Festival during which he explained a number of events which he had been asked to consider and support.

An infographic on managing complex change was tabled at the meeting which showed that a vision, skills, incentives, resources and an action plan were all essential elements of organising a successful event. Furthermore, the Events Manager explained that events in the City Centre needed to be self-sustaining and he outlined proposals for this including a trial event.

Following discussion, it was **AGREED** that more information about the street festival including costings of equipment be presented to the next meeting.

#### **10. Report to City of Inverness Area Committee 2017**

The Event Manager confirmed that the report to the City of Inverness Area Committee on 14 September 2017 was approved and that he had extended his thanks to the Members for their support. He advised that there had been some concern expressed at the meeting relating to the additional finance requested

but this had been approved once the obligations which were to be met by the Working Group had been highlighted.

During discussion, the following issues were raised:-

- it was important that all Members attended the events being staged;
- much of the expenditure undertaken by the Working Group was mandatory for licencing purposes due health and safety and security obligations;
- work was being undertaken by the Grants Sub-Committee to develop a strategy to promote the Common Good Fund;
- the intention was that there would be banners for events in the City Centre to advertise that they were sponsored by the Common Good Fund; and
- opportunities were being considered to maximise the benefit received from providing grant funding to organisations.

Thereafter, the position was **NOTED**.

#### **11. Announcement of Halloween Theme**

It was **NOTED** that the theme for the Halloween Show 2017 would be Underworld, which had been selected by Eden Court to fit together with their programme. In this regard, the potential for Eden Court's Digital Team to film events was being considered.

#### **12. Any Other Business**

The Events Manager informed Members that the 4 SCOTS Homecoming Parade would take place on Saturday 23 September 2017. In this regard, he advised that work was ongoing to introduce a fixed parade route in future.

Discussion then took place on the need to be proactive and develop things to do in the City Centre in the evenings during the tourist season.

#### **13. Date of Next Meeting**

The Working Group **AGREED** to meet quarterly on the following dates:-

Monday 30 October at 10.00 am  
Monday 11 December at 10.00 am

The meeting ended at 11.15 am.

**City of Inverness Area Committee**

Minutes of Meeting of the **Events and Festivals Working Group** held in Committee Room 2, Town House, Inverness on Monday 30 October 2017 at 10.00 am.

**Present:**Highland Council

Mr I Brown

Mr G Ross

Mrs T Robertson

Mr C Smith

Other Representatives

Ms P Burnett, Communications and Business Development Manager, Eden Court

**Officials in Attendance:**

Mr D Haas, Inverness City Area Manager, Highland Council

Mr G Reynolds, Inverness Events Manager

Miss J Green, Administrative Assistant, Corporate Development Service

**Business****1. Apologies for Absence**

Apologies for absence were intimated on behalf of Mrs E McAllister, Highland Council, Mr G Ambrose, CEO, Visit Inverness Loch Ness, Ms J Cuddy, Manager, Eastgate Shopping Centre, Mr M Smith, Manager, Inverness BID and Ms A Wilson, Manager, Sales and Marketing Manager, Glenmoriston Town House (Inverness Hotels Association).

**2. Exclusion of the Public**

It was **AGREED** that, under Section 50A(4) of the Local Government (Scotland) Act 1973, the public should be excluded from the meeting during discussion of the following items on the grounds that they involved the likely disclosure of exempt information as defined in Paragraphs 6 and 9 of Part 1 of Schedule 7A of the Act.

**3. Declarations of Interest**

There were no declarations of interest.

**4. Minutes of Previous Meeting**

There had been circulated Minutes of the previous Meeting held on 18 September 2017 which were **NOTED**.

## **Matters Arising from the Minutes**

In relation to Merchandising, the City Area Manager was currently investigating this matter and would provide an update at the next meeting.

In relation to the Programme of Events, the Chair praised the supplement issued with the Inverness Courier which had included a positive contribution from each Member.

### **5. Visit to Durham (16-17 November)**

The Events Manager explained that, in relation to the ongoing work with HIE to develop an light based event called “Riverlights”, arrangements were being made for a group to attend Lumiere in Durham which was produced by Artichoke. During the visit the group would have the opportunity to meet with Artichoke and also attend a conference hosted by Artichoke in association with Durham County Council and supported by the European Commission to research ideas and opportunities for organising a similar event in Inverness and the surrounding area. The Events Manager outlined his initial proposals for how an affordable and sustainable annual light event could be created in Inverness.

During discussion, the following comments were made:-

- confirmation was sought and received that it would be possible to light up the streets and animate various buildings along the riverside towards the Infirmary Bridge and in the City Centre;
- it would be preferable to hold the light based event over a weekend during Winter or Spring when it was dark in the evening;
- clarification was sought regarding the ticket pricing for Lumiere Durham and in response it was explained that it was a free ticketed event with costs being met by funding granted on the basis of economic benefit;
- further detail regarding the cost and funding of organising a light based event locally was required;
- there was potential for significant community involvement including schools and the UHI;
- concern was expressed in relation to the lack of appropriate cover in place for the Events Manager in the event of sickness absence and also future retirement. In this regard, it was suggested that consideration be given to employing an assistant or depute to ensure continuity.

Thereafter, it was **AGREED** that Mr C Smith would accompany the City Area Manager, Events Manager and representatives from HIE and the UHI on visit to Durham and report back to the next meeting.

It was also **AGREED** that the City Area Manager liaise with the Head of People and ICT to investigate options for support arrangements to ensure continuity of the post of Events Manager.

## 6. European Pipe Band Championships Update

An update was provided at the meeting by the Events Manager during which he advised Members that European Pipe Band Championships would not be hosted in Forres next year as previously anticipated. The Events Manager then provided information on the bidding process for the event and outlined possible challenges of hosting the event locally.

During discussion, the following comments were made:-

- concern was expressed regarding the three year commitment to host the event and the significant amount of money which was required up front without a guarantee of success;
- hosting the event in a different location around Scotland each year might improve the success of the event; and
- the Royal Scottish Pipe Band Association were not flexible about the date of the event.

Thereafter, it was **AGREED** that hosting the European Pipe Band Championships was not a viable option.

## 7. Any Other Business

### Upcoming Events

A number of events were taking place in the weeks ahead and all Members were encouraged to attend and support the events.

### Bught Park Events Management Group

The Chair advised that he had been asked to Chair the Events Management Group for Bught Park which was set up as part of the planning conditions of part of the West Link project with the main purpose of developing a masterplan to address parking and traffic management issues arising from events in the area. The Events Manager had been invited to attend the meeting being held tonight to share his experience and knowledge.

### Future Agenda Items

The following items were proposed for the next meeting:-

- Merchandising
- Review of Recent Events

### Hogmanay

An update was sought and provided on the work being undertaken to gain sponsorship for the Hogmanay Show during which it was advised that there was trend towards companies creating and selling an event based on their own brand.



The Events Manager outlined the arrangements for the Hogmanay Show this year in terms of the Provost's role and civic hospitality.

**8. Date of Next Meeting**

The Working Group **NOTED** that the next meeting would take place on Monday 11 December 2017 at 10.00 am.

It was also **NOTED** that the following meeting would take place in either January or the beginning of February and before the meeting of the City of Inverness Area Committee on 22 February 2018.

The meeting ended at 11.15 am.

**The Highland Council  
City of Inverness Area Committee**

Minutes of Meeting of the **Inverness Common Good Fund Grants Sub-Committee** held in the 1st Floor Committee Room, Town House, Inverness on Monday 6 November 2017 at 9.30 am.

**Present:**

Mr B Boyd	Mr G Cruickshank
Mr I Brown	Mr A Jarvie
Mrs C Caddick	Mr R Laird
Miss J Campbell	Mrs E McAllister
Mrs H Carmichael	Mr G Ross

**Officials in Attendance:**

Mr D Haas, Inverness City Area Manager  
Mrs H Tolmie, Administrative Assistant, City Manager's Office  
Miss J Green, Administrative Assistant, Chief Executive's Office

**Mr G Ross in the Chair**

**Business**

**1. Apologies for Absence**

There was an apology for absence intimated on behalf of Mr A Graham.

**2. Declarations of Interest**

The Committee **NOTED** the following declarations of interest:-

Item 4 – Miss J Campbell (non-financial)  
Item 5 – Miss J Campbell (non-financial)  
Item 8 – Mrs H Carmichael (non-financial)

**3. Exclusion of Public**

The Sub-Committee **RESOLVED** that, under Section 50(A) of the Local Government (Scotland) Act 1973, the public should be excluded from the meeting during discussion of the following item on the grounds that it involved the likely disclosure of exempt information as defined in Paragraphs 6 and 9 of Part 1 of Schedule 7A of the Act.

**4. Requests for Financial Assistance 2017/18**

**Declaration of Interest – Miss J Campbell declared a non-financial interest in the application from Inverness Women's Aid as a former Board Member but, having applied the test outlined in Paragraphs 5.2 and 5.3 of the Councillors' Code of Conduct, concluded that her interests did not preclude her from taking part in the discussion.**

There had been circulated Report No GSC/10/17 dated 27 October 2017 by the Inverness City Area Manager which listed the applications received for financial assistance from the Inverness Common Good Fund. A copy of the applications and supporting documentation had been circulated as Booklets A and B.

Prior to discussion of the applications, the Inverness City Area Manager provided an update on the funds committed during which it was confirmed that the sum awarded to the Calman Trust had not been claimed so would be written-off; Inverness High School had not yet claimed their award because the project had only recently taken place; Inverness Foodstuffs was based at Ness Bank Church and run by a Board of Trustees; the award to the MS Therapy Centre for rent relief was not continuous and would require the organisation to re-apply each year; and two separate applications were required for the Operation Respect Easter/Summer and Operation Respect Winter because they were both independent projects with different operational arrangements and duration.

### **Booklet A**

The Sub-Committee determined applications for funding of up to £10,000 as follows:-

Inverness Festivals Association (£9,750 sought) **APPROVED £9,750**  
Inverness Music Festival 2018

There was some concern expressed at the high cost to hire Eden Court but it was understood that other locations did not have disability access.

Inverness Camera Club on behalf of the Highland Challenge Clubs (£300 sought) **APPROVED £300**

The Highland Challenge (Photographic competition of camera clubs in the Highlands)

It was queried why an organisation with a high level of personal funds were seeking a grant. In response, it was explained that some organisations ask for a minimal amount of funding so that they can benefit from the recognition of being supported by the Inverness Common Good Fund.

Inverness Science Festival (£5,000 sought) **APPROVED £5,000**  
2018 Science Festival

It was queried whether the Council also provided support. In response, it was confirmed that Colin Simpson, Principal Tourism and Film Officer, had been in contact with the organisers and that links had been made with schools. Furthermore, it was queried which schools would be included and what method was used to choose the school. In response, it was assumed that schools were chosen on a rotational basis but confirmation would be sought from the applicant and provided to Members.

Inverness Women's Aid (£9,110 sought) **APPROVED £9,110**  
Renovation of Refuge Accommodation

Members were advised that similar applications had been supported in the past from charities making improvements to their premises. In discussion, information was sought on the details of other funding to cover the remaining project costs and it was queried why the financial statement provided with the application was for the year ended 31 March 2016 and not 31 March 2017

which it was explained was likely because the most recent final accounts could not be presented until they had been audited and reported to the AGM. Thereafter, the Sub-Committee **AGREED IN PRINCIPLE** to approve the application with delegated power being granted to the Inverness City Area Manager to approve the application subject to the points raised by Members being verified and reported back to the Sub-Committee satisfactorily.

Inverness & District Diabetes UK Scotland Group

(£1,040 sought)

**APPROVED £570**

Information Stand and advertising during Diabetes week in June and World Diabetes day in November

Members were advised that the applicant had previously received regular support for advertising in a supplement of the Inverness Courier and, following a review of governance, was now being presented to Members to determine. Whilst there was support for the work of the group, Members expressed unease at providing funding for advertising purposes. However, there was recognition of the positive impact print media had on raising awareness of the symptoms of diabetes at an early stage. It was therefore **AGREED** to approve a reduced sum of £570 to cover the cost of one advert for one year.

**Booklet B**

The Sub-Committee **AGREED TO RECOMMEND** the following to the City of Inverness Area Committee (at its meeting on 30 November 2017) as it related to an application for more than £10,000:-

The Shirlie Project (£34,200 sought)

**APPROVED £34,200**

Securing The Shirlie Project's Presence in Inverness 2017-20

During discussion of the application, a number of queries were raised in relation to: the organisations sustainability following year one; facts and figures which provided evidence of the outcomes of the project; and information on other benefactors. Thereafter, it was **AGREED TO RECOMMEND** to approve the application for funding for one year on the basis that further information be provided on the outcomes of the project to date and also a revised business plan to provide assurance of sustainability in future.

The Royal Society of Edinburgh (Scotland's National Academy)

(£15,000 sought)

**APPROVED £4,700**

RSE@Inverness

In discussion, the view was expressed that not all the proposed activities and events would take place in, or provide benefit to, the Inverness area only and therefore it was **AGREED** to approve a reduced sum of £4,700 towards the proposed school talks.

Blythswood Care (£20,000 sought)

**APPROVED £20,000**

Highland Foodbank 2018 – Inverness

Members expressed concern regarding the organisations financial situation which was due to be reviewed. Concern was also expressed in relation to the funding requested for staffing costs out with the Inverness area. In response, it was explained that the grant awards were only paid after the expenditure had been incurred and that the funding for staffing costs was a contribution towards the overall management and infrastructure.

## 5. Inverness BID

**Declaration of Interest – Miss J Campbell declared a non-financial interest as a Member of the Inverness Community Safety Partnership but, having applied the test outlined in Paragraphs 5.2 and 5.3 of the Councillors' Code of Conduct, concluded that her interests did not preclude her from taking part in the discussion.**

There is circulated Report No GSC/11/17 dated 27 October 2017 by the Inverness City Area Manager which invited Members to consider applications from Inverness BID.

Prior to consideration of the applications, the Inverness City Area Manager advised Members that the overall sum applied for had slightly increased since the previous year which was due to the extra costs relating to the proposal to extend the floral displays. He also explained that Inverness BID undertook a good job in financial terms and also to manage the contracts which the Council or HLH did not have the resources to do. It was also confirmed that all the applications were for the following year so were subject to the approval of the budget for 2018/19.

The Working Group considered the applications for funding as follows:-

The City of Inverness Annual Floral Displays 2018 **APPROVED £57,800**  
Members sought and received confirmation that HLH carried out the watering of the floral displays.

Operation Respect Task Team Easter/Summer 2018 **APPROVED £6,025**  
Whilst expressing general support for the application, the effectiveness of the role of the BID Task Force Team in relation to Police Scotland's new improved approach to security in the City Centre was queried. Members also sought and received confirmation in relation to staffing costs that two officers were on patrol at any given time.

Inverness Community Safety Partnership 2018 **APPROVED £9,000**

Inverness Gull Project 2018 **APPROVED £12,000**  
Members expressed concern regarding the effectiveness of the project and the displacement of gulls to other areas of Inverness. In this regard, the Inverness City Area Manager would liaise with Alan Yates, Environmental Health Manager, and SNH to provide reassurance to Members on these issues. Furthermore, it was highlighted that there was a need to consider how to reduce the problems caused by the number of gulls in future.

Coach Ambassador 2018 **APPROVED £9,750**

Inverness Street Festival 2018 **APPROVED £7,000**  
It was suggested to support the application on the basis that Inverness BID gave consideration to reviewing the programme content with a view to ensuring progressive development.

Thereafter, the Sub-Committee **AGREED TO RECOMMEND** to the City of Inverness Area Committee (at its meeting on 30 November 2017) to approve in principle the applications for funding from Inverness BID as detailed above.

## 6. Operation Respect

There had been circulated Report No GSC/12/17 dated 27 October 2017 by the Inverness City Area Manager which advised that the City of Inverness Area Committee had previously endorsed the planned activities of Operation Respect – City Centre and sought approval of a contribution to the funding for activities from the Inverness Common Good Fund for the project for Winter 2017/18.

During discussion, the following comments were made:-

- the extension of police patrols during the operation to include other streets was welcomed and the project was good value in the city centre;
- confirmation was sought and received that the reference to “Kingsmills” in paragraph 4.3 of the report should be corrected to “Midmills”;
- information was sought on the impact of the role of Street Pastors due to extra police patrols;
- the Street Pastors had invited Members to join them on a night time patrol, the date of which would be shared with Members; and
- it was queried whether Merkinch could also be included in the patrol areas.

The Sub-Committee **APPROVED** funding of £9,017 for Operation Respect 2017/18.

## 7. Promotion of the Inverness Common Good Fund and an Annual Showcase Event for Grant Recipients

The Sub-Committee **NOTED** that reports would be brought to the next meeting on 29 January 2018 regarding the promotion of the Inverness Common Good Fund and an Annual Showcase event for grant recipients.

## 8. Civic Hospitality Requests

**Declaration of Interest – Mrs H Carmichael declared a non-financial interest in the Beaully Shinty Club but, having applied the test outlined in Paragraphs 5.2 and 5.3 of the Councillors’ Code of Conduct, concluded that her interests did not preclude her from taking part in the discussion.**

There had been circulated Report No GSC/13/17 dated 25 October 2017 by the Inverness City Area Manager which listed the applications received for Civic Hospitality from the Inverness Common Good Fund. A copy of the applications and supporting documentation had been circulated as Booklet C.

The Sub-Committee determined applications for civic hospitality as follows:-

Beaully Shinty Club  
Beaully Shinty Club 125<sup>th</sup> Anniversary

**REFUSED**

In discussion, queries were raised regarding the criteria used to determine applications for civic hospitality specifically relating to the boundaries of the former Burgh of Inverness and the area of benefit. Having considered the application, the Sub-Committee refused the application on the grounds that it did not provide sufficient benefit to residents of the former burgh of Inverness.

Highland Council

Celebrations related to the opening of the West Link

**AGREED**

£1,000

**9. Homologation of Civic Hospitality Requests**

The Sub Committee **AGREED** to homologate the decision to award the following Civic Hospitality request:-

- i. 4<sup>th</sup> Battallion The Royal Regiment of Scotland (The Highlanders 4 SCOTS) – £5,000

**10. Date of Next Meeting**

The Sub-Committee **NOTED** that the next meeting would take place on Monday 29 January 2018 at 9.30 am.

The Sub Committee also **NOTED** the following dates of meetings for 2018: Monday 14 May; Monday 6 August and Monday 29 October.

The meeting ended at 10.50 am.