

**Victorian Market Stakeholders Group Meeting**

The Chamber, Town House  
 Tuesday 5<sup>th</sup> May 2018 at 5.30pm

**Present:** Cllr Isabelle MacKenzie (**IM**), Cllr Janet Campbell (**CJC**), Cllr Graham Ross (**GR**), Cllr Bet McAllister (**BM**), Cllr Richard Laird (**RL**), David Haas (Inverness City Area Manager – Highland Council) (**DH**), Jo Murray (Victorian Market Manager) (**JM**), Mike Smith (Inverness BID) (**MS**), Malcolm Fraser (Duncan Fraser Butchers, Queensgate Arcade, Victorian Market) (**MF**). John Ewart (The Milk Bar, Victorian Market) (**JE**), William Morrison (William Morrison Jewellers, Market Arcade, Victorian Market) (**WM**), Colin Craig (Oil and Vinegar, Union Street) (**CC**), Jane Cuthbert (MCM Investments, Queensgate) (**JC**), Jackie Cuddy (Eastgate Centre) (**JCE**), Hilary Tolmie (Business Support – Highland Council) (**HT**)

**Apologies:** Provost Helen Carmichael (**HC**), Claire Armstrong (Inverness Chamber of Commerce) (**CA**), David Richardson (Federation of Small Businesses) (**DR**), Brian Philip (The Music Station, Church Street) (**BP**), Donald Maclean (Primo Menswear, Academy Street) (**DM**), Kasia Pogodzinska (Saffron Oriental Food, Market Hall, Victorian Market) (**KP**)

No.	Item	ACTIONS	Action
1.	<b>Nominations for Chair</b>	<b>JE</b> nominated Cllr Isabelle MacKenzie and <b>JC</b> seconded it. As there were no further nominations <b>IM</b> took the Chair.	
2.	<b>Actions from previous Minutes</b>	<p><b>DH</b> confirmed that the points made by <b>WM</b> at the last meeting regarding the entrances has been picked up and there are some ideas on how to take this forward in the short term and to improve what is already there. In the medium term they will be incorporated into a programme which will be inclusive and give a rounded approach to what the Market looks like and which will give a co-ordinated approach to marketing and branding.</p> <p><b>MF</b> stated that there is a very strong feeling among the Retailers that temporarily closing the Academy Street Entrance during the planned refurbishment works is not a viable option. <b>DH</b> confirmed that further discussions have taken place and it has been agreed the Entrance will not close. However there may be times when entrance is restricted in order to manage certain works.</p> <p>Going forward there will be a proper consultation period which will give time to engage with the Retailers and Stakeholders.</p> <p>Thereafter the Notes from the previous meeting were agreed.</p>	

2.	CIAC Report	<p><b>DH</b> and <b>JM</b> gave a presentation of the draft report to be presented to the City of Inverness Area Committee on 31<sup>st</sup> May 2018. The report will give Members an update on the progress in implementing the Victorian Market Action Plan that was approved at the CIAC in June 2017. It also includes a draft timeline for the proposed projects. The finalised report will be circulated to all Members in the Stakeholders Group prior to the meeting.</p> <p>The recommendations included in the report are:</p> <ol style="list-style-type: none"> <li>1. To endorse the work that has been done to date on management;</li> <li>2. To support the development of a Business Case for the main project proposals.</li> </ol> <p>A discussion followed on the Tenancy Framework with <b>JE</b> asking what steps are being taken to attract the right tenants for the market and are we actively pursuing these tenants? <b>DH</b> confirmed that we are taking steps to apply the framework. Unfortunately so far we have only had single applications for units until recently when we have had two applications for one unit and we have been able to choose which application will fit best within the Market. The priority at the moment is to fill the units and any new tenants are fully aware of the proposed future developments. <b>JM</b> confirmed that at the moment we are not actively pursuing tenants but can see in the future targeting specific groups to attract them into the Market. One of the future options will definitely be food and restaurants.</p> <p>Potential tenants are asking questions about viability of opening in the Market at the moment as they have read the Action Plan on the web. <b>JM</b> anticipates there will come a time when no applications are received until after the proposed developments are complete. A loss of revenue through rent is anticipated before and during the developments. All potential tenants are aware of the proposed developments but <b>JM</b> reassures them that we will work very closely with them and it is an advantage to be in the Market at the moment as they can establish themselves.</p> <p>There is a healthy interest in all the units at present but there is hesitancy from potential tenants because of the future developments.</p> <p><b>WM</b> asked if anything can be done to ensure tenants stick to the terms of their lease in the goods they sell. <b>JM</b> intends to set up a specific database for the Market which will make it easier to monitor and ensure that the terms of the leases are being adhered to and action taken if they are not. <b>DH</b> advised that in the past the Market has been</p>	
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managed in a certain way for a long time and it would only be correct that businesses are given time to adjust their stock. Monitoring of leases will be essential for the future and is high on the list of priorities.

**JM** to look at other leases so the correct lease for the Market can be formulated. **JCE** will send **JM** a copy of an Eastgate Centre Lease. **IM** agreed that the transition period will be difficult to get the correct balance of shops.

**DH** confirmed that we didn't have a Tenancy Framework in the past and once we start getting more applications a decision will need to be made on the direction we want to go and at that point discussions will take place and possibly workshops which will involve the Stakeholders. The lack of a framework made decisions difficult in the past.

**CC** commented that even if there is only one applicant for a unit that application should still fit the Tenancy Framework. **JM** confirmed that all the new tenants apart from one fit the Framework and this one was negotiated just before she was in post.

**MF** commented that we do need to be careful who is let into the Market over provision will result in a loss of trade for another Retailer. **DH** confirmed that tenancies will not be recommended for approval unless they fit the framework. Filling the Market with the right tenants will increase footfall.

**JC** questioned the identity of the Market and the message being sent out at present. **JM** confirmed that nothing has changed in essence at present apart from the logo. Once the report is approved at Committee things will start to happen in earnest.

**IM** would like to see a harmonious shopping experience for both locals and visitors and we need to move forward. Important to feedback any queries and hopefully we will be able to build up a good image and reputation.

Once the report is endorsed one of the important objectives will be to get communications right and to do this a workshop will be held with Kevin Murray. We do not want to inwardly gaze we want to outwardly act.

The Report confirms that a lot has been happening:

- The improvements to the Entrances
- The Branding

**JCE**

			<ul style="list-style-type: none"> <li>• The Market Arcade and the Shopfront Scheme</li> <li>• The draft project programme</li> <li>• The Business Case development for the Market Hall Development</li> </ul> <p>This will all come a lot clearer once the project programme is developed and by the time the Report goes to Committee we should have a draft timeline.</p>	
		<b>Academy Street Entrance</b>	<p>Jason Kelman working on options for the doors. There are three proposals which will be scrutinised at the next Stakeholders meeting prior to a decision being made.</p> <p><b>JM</b> confirmed that the Stakeholder Group are crucial to Decision making.</p>	
5.		<b>AOCB</b>	<p><u>UHI</u>  <b>JM</b> has been working closely with Inverness UHI and the college have an interest in all the developments at the Market and the Principal is very keen to develop links between the Market and the College. This should help to increase footfall. The University is very keen to have a City Centre presence. They are going to help develop a Business Support package for the Retailers in the Market.</p> <p><b>Date of Next Meeting tbc when reports will be given on:</b></p> <ul style="list-style-type: none"> <li>• <b>The outcome of the discussions at the CIAC</b></li> <li>• <b>Project Programme</b></li> <li>• <b>Application to the Academy Street Heritage Project and how we will engage with the Retailers on this project</b></li> <li>• <b>Appraisal on the three options for the Academy Street Entrance</b></li> <li>• <b>Improvements to the other entrances</b></li> </ul>	
			The meeting ended at around 6.35pm	