

Victorian Market Stakeholders Group Meeting**AGENDA ITEM 13V**

The Chamber, Town House
 Tuesday 19th June 2018 at 5.30pm

Present: Cllr Isabelle MacKenzie (**IM**), Cllr Graham Ross (**GR**), Cllr Bet McAllister (**BM**), David Haas (Inverness City Area Manager – Highland Council) (**DH**), Jo Murray (Victorian Market Manager) (**JM**), Mike Smith (Inverness BID) (**MS**), 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**), David Richardson (Federation of Small Businesses) (**DR**), Hilary Tolmie (Business Support – Highland Council) (**HT**)

Apologies: Provost Helen Carmichael (**HC**), Cllr Janet Campbell (**CJC**), Cllr Richard Laird (**RL**), Malcolm Fraser (Duncan Fraser Butchers, Queensgate Arcade, Victorian Market) (**MF**). Jackie Cuddy (Eastgate Centre) (**JCE**)

No.	Item	ACTIONS	Action
1.	Actions from previous Minutes	<p>JM confirmed she had received a copy of the Eastgate Centre lease from JCE</p> <p>DH confirmed that the report to the City of Inverness Area Committee in May was approved unanimously by Members.</p> <p>The Notes from the previous meeting were agreed.</p>	
2.	Victorian Market Managers Update	<p>JM outlined a proposal to hold future meetings in the Victorian Market rather than in the more formal Town House. Initially meetings could be held in the Little Teapot. This could mean that other retailers could be invited to come along and observe if appropriate.</p> <p>The Stakeholders agreed to hold future Stakeholder Meetings the Victorian Market</p> <p>JM then gave a presentation on the work to date in the Market</p> <p><u>Occupancy</u></p> <ul style="list-style-type: none"> • No changes since last reported • One application for one unit is currently being considered • No further interest at present • The occupation rate currently stands at 89% <p><u>Footfall</u></p> <ul style="list-style-type: none"> • Challenged at CIAC on footfall figures • Currently no way of monitoring footfall but has been trying to get information 	

- Finally received a quote from the company that installed the previous footfall counters
- Have also provided the previous data that was collected from these footfall counters. **JM** will do some analysis on these figures.
- The quote is for £4,570 plus VAT to install 5 counters – one at each entrance including one between the Market Hall and the Arcade.
- This will provide realtime analysis
- The other suggestion that was made at the CIAC was to monitor daily sales transactions. This could be undertaken by the Market supervisor or assistants by going round each shop and asking how many transactions they have made each day.
- The old counters were not positioned correctly and as they were not maintained they started to fail so were removed.
- Previously the counters were leased but the quote received is for permanent counters.
- **JM** to get further information from A & P Chambers and will circulate it to all Stakeholders
- If after receiving this information the Stakeholders are all in agreement a report will be circulated to the Members of the Inverness Common Good Fund Sub-Committee for approval
- Daily monitoring will start next week

JM

JM

Events

- Inverness Science Festival – Molecule Hunt. This took place during the Classic Vehicle show and was great success
- “A Phoenix Rises” history talk arranged by the Academy Street Townscape Project
- Televised the Royal Wedding
- At present the “Becoming Bellany” interactive art exhibition is on
- A performance by the Highland Gospel Male Choir
- The events are advertised on Facebook

Marketing

- 52 week flexible advertising campaign with SPP. Quarter page ads will be in 2/3 publications per week regularly.
- SPP are also supplying the website which is currently being built. Hopefully this

will be launched in the next couple of months. Taking longer than expected but want it to be right.

- Once in draft form it will be shared with the Stakeholders.
- At the same time of launching the Website Twitter and Instagram sites will also be launched.
- The Website will smart phone friendly
- ICA Campaign – half page adverts from May – Dec
- The photos in the adverts are up to date – taken about 10 days ago.
- Previously talk of changing the name to Victorian Arcade – may be something that can be discussed with the other retailers.

Staffing

- The Market Supervisor needs to be released for training and holiday cover is required
- Billy MacKenzie has recently retired and has been replaced by Bill Murray.
- There is a vacancy for one 30+ hour post and two applications have been received.
- A lot of remedial work has to be done to manage the Fire Risk Assessment.
- Staff are constantly answering the Disabled Toilet Bell having more staff makes this easier to manage. Keys have been given out for the door which have not had an impact yet.

Applications for Free Lets

- **JM** wanted to rewrite the applications so they were more fit for purpose
- The previous application for a free let was very basic.
- The new form is more comprehensive and includes the T&Cs if someone wants to apply for a free let which includes both applying for a free let of an unoccupied unit or circulation space in the Market Hall or Arcade.
- **JC** advised **JM** to include Charity Number on the form
- The new will give more information on what the applicant wants to do.
- There will be charge for vendors (£10 table in the Market Hall, £20 for a unit)
- The new form will also ask how many people will be involved. There was a problem when the Male Voice Choir visited as there was so many of them.
- **JM** proposed that applications for free lets also be considered by representatives of the Stakeholder Group along with the Central Ward Members.
- **It was agreed that new applications would be considered by KP, WM and JE**

(as representatives from the Market) along with **DR**. Applications will be sent by email and if no response within 10 days it will be deemed that they are in agreement to the let going ahead.

- Charity collections could be limited to one per month and collections should be for local charities only

Buskers

- Lot of debate recently about music/buskers in the Market
- Guidelines have been drawn up
- Charge of £10 per day is applied by PRS/PPL to busk in the Market and is payable in arrears.
- Two designated busking points:
 1. Academy Street Entrance (inside or outside)
 2. At the clock with the Market
- Each performer should have Public Liability Insurance in place
- All performances should be documented by the Market Superintendent(s)
- Each performer can play for a minimum of one hour maximum of two but can come back multiple times throughout the day.
- The form will include guidance on the type of music to be played
- If a retailer thinks a busker is affecting their business or what they are playing is unsuitable steps can be taken to ask them to stop.
- All traders will be given a copy of the guidance and can issue it to prospective buskers.
- It can also be advertised through the press.
- **MS** advised that one hour slots would be long enough and suggested **JM** contact other local authorities regarding their policies on buskers. He also did not think having a busker outside the Academy Street Entrance was practical.
- **IM** thought the retailers should be able to say what genre of music they would like.
- Pipers might not be practical.
- **GR** commented that having control over who is performing and what is being played would be a good thing and also making each performer sign agreeing to the conditions.
- Not every busker would have public liability
- **DH** will speak to Colin Mackenzie regarding the public liability
- **JM** to review the guidance and will circulate to the group for comments before

DH
JM

triallying it. Once in place it can be reviewed again.

Leases

- Point 15 in every lease is as follows:
“At all times during the period of the lease you will keep the premises in a clean and tidy condition and clear of all rubbish. The space in front of the Premises will not be used for advertising, storage of goods, displaying or any other purpose, except with prior approval of the Landlord. You shall have the right to affix external signs to the Premises but these signs can only be fixed after first obtaining the permission of the Landlords as to the style, size material, etc. Signs and posters on the inside of the windows are prohibited.”
- Every retailer within the Market does not follow this guidance.
- Recently has had to deal with two complaints.
- **JM** proposes to issue a letter to all tenants quoting this specific lease detail and giving them one month to rectify.
- Then a critical and comprehensive visit by a selected group (Members, Stakeholders, relevant officers) to inspect premises and agree with the tenants what is acceptable and to agree an action plan. A written agreement will then be issued to each tenant.
- Some tenants at present are possibly causing a risk due to the Fire Risk Assessment which is currently being revisited.
- The visual presentation of the market doesn't look good in some areas
- Unaware of any tenant having written agreement from the landlord to have goods or props outside their unit.
- Not ruling out the use of the outside space for individual tenants but each tenant will need to gain permission.
- Introducing this will:
 1. Make the Market safer
 2. Make the Market look better
 3. Stop conflict between the Retailers
- Will introduce a consistency.
- In some instances there will be no allowance for space outside due to the fire risk assessment.
- The leases need to be managed.
- Will work with every trader to reach an agreement on the demarcation line, quality of the seating available for customers, signage etc.

- Some signage at present is questionable – needs to be accurate.
- Start of the improvements – need to see action starting.
- Going forward the leases will be more comprehensive and be more fit for purpose.
- At present **JM** has 16 out of the 36 leases and currently locating the others.
- Next part of the process will be to check that each tenant is selling what they should be selling.
- **All agreed to this proposal and agreed that BM and JC would be included in the inspection sub-group.**

Proposal – use of Market Hall Unit for Promotional Activity

JM outlined a proposal to remove one of the units in the Market Hall from leasing. This would satisfy several problems:

1. An office is required for the Market Superintendent (room at the back of the unit)
2. It would be used as a meeting space for Victorian Market associated meetings
3. It could also be rented out as a meeting space
4. Project room – drop in space for the public to view information and progress of the various projects

As the rent loss from the unit would be over £10k a report would need to be presented to the CIAC.

Project Plan - Update

- Phase 1(a) Academy Street Entrance - stonework clean and repair will commence in Sept/Oct 2018 including replacing some of the iron work. The Entrance will not close but there may be some disruption.
- Phase 1(b) Academy Street Entrance – replacement of glass door will commence Jan 2019. Currently looking options at the moment for the glass door and will present the options to the Stakeholders at the next meeting for consideration.
- Having to do some extra survey work on the roof at the entrance where there is a false ceiling
- Don't want to visually impair the Victorian frontage so the glass solution for the doors will need to be sympathetic
- Architects started looking at different options and should be able to present the actual drawings and plans at the next meeting
- The application to the Townscape Heritage Trust has been submitted and the works are eligible for a 70% grant

			<ul style="list-style-type: none"> • Planning have confirmed they will not support an application to bring the glass frontage right to the pavement • JM has spoken with Jason Kelman about short term options for the other entrances using the existing metal frames. • Employing Tristram Woolstone on the rebranding of the Market as a long term solution 	
		Academy Street Entrance	WM commented that the side doors at the Academy Street Entrance are permanently locked and it appears the keys are missing. JM to look into.	JM
5.		AOCB	<p>DR and WM advised that despite there being a lot of tourists about they are not spending money</p> <p>JE thought that tourists are naturally drawn towards the river and how do we connect with the Victorian Market</p> <p>DH commented that after the CIAC he picked this up with Stuart Black on how to make paths and people flow to the Old Town</p> <p>MS thought people were changing how much time they are spending a retail environment</p> <p>IM thought the area should be looked at as a whole the Victorian Market is as important as the Castle and the Town House</p> <p>Date of the next meeting Tuesday 7th August at 5.30pm in the Little Teapot in the Victorian Market</p>	
			The meeting ended at around 6.50pm	