

Victorian Market Stakeholders Group Meeting

Virtual Meeting by Microsoft Teams

Tuesday 8th December 2020 at 5.30pm

Present: Cllr Isabelle MacKenzie (**IM**); Cllr Graham Ross (**GR**); Cllr Janet Campbell (**CJC**); Cllr Bet McAllister (**BM**); David Haas (**DH**) Inverness City Area Manager – Highland Council; Jo Murray (**JM**), Victorian Market Manager; Jason Kelman (**JK**), Principal Project Manager – Highland Council; John Ewart (**JE**) The Milk Bar, Victorian Market; Willie Morrison (**WM**), William Morrison Jewellers, Market Arcade, Victorian Market; Jackie Cuddy (**JC**), Eastgate Centre; Hilary Tolmie (**HT**), Business Support – Highland Council

Apologies: Cllr Emma Roddick: Mike Smith (**MS**), Inverness BID;

Cllr Isabelle MacKenzie in the Chair

No.	Item	ACTIONS	Action
	Welcome	<ul style="list-style-type: none"> • IM welcomed everyone and reminded everyone of the online protocol • DH confirmed that the note would be circulated to the other Market Businesses 	
1.	Actions from Previous Minutes	<ul style="list-style-type: none"> • Confident if another Covid happens it would be dealt with effectively and quickly • Storyboard – JM looking into at this • Time lapse video JM to speak to construction company • Branding and Marketing – in discussions at present and workshops will be arranged to include all stakeholders. 	<p>JM JM</p>
2.	Market project update and Next Steps – Jason Kelman	<ul style="list-style-type: none"> • Not yet on site • Contract due to start 18th January • Still aiming for a 12-month contract, initial discussions have confirmed that covid will not be an issue and it should not affect the project timeframe. • Planning consent is in place and finalising one last issue on the Building Warrant and should be received by Christmas • The contractor has started negotiations with Roads Operations team to look at the partial use of a lane on Academy Street where the site accommodation is going to be held. This is similar to when the reroofing works were undertaken. • Several building contracts all taking place next year and JK has meeting arranged with the Roads Team, Allan Maguire and BID to co-ordinate all the projects together. 	

- Waiting for finalised construction programme from the contractor but have had confirmation that they are working on a 12-month contract with completion ideally by Christmas 2021, but the programme may overrun to January 2022.
- Just waiting now to make a start and get on site.
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- As there is no Disability Access Panel in Inverness at present the Nairn Access Panel have been contacted for guidance and they are currently looking at the plans. Not envisaging any problems as it is all level access and there will be more open space than at present. Should they have any amendments these should be easy enough to incorporate.
- JE asked if the site accommodation on Academy Street would mean the pavement would be shut to pedestrians. JK confirmed that it would be on the road hence the lane closure and the pavement would not be affected. Within the hoarding on the road will be a skip and the site accommodation.
- Unable to use the Loading Bay on Union Street as the Union Street project will be going ahead and to have the Victorian Market site accommodation there would be too much for the road.
- All options were looked at and ideally Church Street would be the first option but because the Market Bar is open from 9am to late at night along with The Malt Room there would be no opportunity to get any deliveries. Did look at Queensgate but Primo also have work happening in the New Year so the only option left was Academy Street.
- JE asked about Station Square but under Health and Safety options you are not allowed to cross a main street.
- Deliveries will be done out of hours.
- BM asked why there was no Inverness Access Panel DH confirmed that due to the Chair passing away the Inverness Access Panel hasn't really been in existence. Several other groups have showed an interest and Rosemary MacKinnon is trying to bring them all together to create a new Access Panel for Inverness.
- JK confirmed that there will be no scaffolding outside in Academy Street and the Contractor is currently confirming final details with the Roads Department on how it will look in line with all the Covid regulations.
- Local businesses be notified. The contractor will be doing letter drops to all the businesses to inform them of the timeline and delivery schedules etc.
- JK has the major responsibility for the contract and communicating that all the technical elements required to run the contract are in place.

		<ul style="list-style-type: none"> • JK and DH will link closely with JM and Corporate Communications to ensure the public are kept informed on a regular basis. • Market Business will have a clear line of communication set out so any problems can be dealt with quickly and effectively on a day to day basis. Regular updates will also be sent to them with one going out shortly. • JM confirmed that communications channels have been made very clear between The Highland Council and the Contractor with JM meeting with the Site Manager on a daily basis. • JM feels her main role during the refurbishment will be to act as a communication liaison between the contractor and businesses and keeping them up to date with developments. • Works will take place within a contained area and which will be closed off with no public access. • JK wanted to make it clear that there will be noise and dust mainly at the start of the contract when they are ripping out flooring etc but there will be disruption throughout the contract which they will try to minimise as much as possible. • JE commentated that it was good to hear it would be a 12-month contract. JK confirmed this as long as there are no major problems. • The accessible toilet will a temporary staff toilet for the duration of the contract. Signs will be put up to inform the public that no toilet facilities are available. • The Market Manager's Office will relocate to the Town House, but she will be onsite every day. • JK confirmed that the Academy Street Entrance will remain open during the whole of the contract. The only workman using this entrance will be the site management team and workmen going to the toilet as the site toilet will be located within the compound. • The main movement of materials will be done out with working hours- early morning or late at night. The contractor is looking at doing any very disruptive works out of hours as well. • WM commented that a lot of the traders were complaining that they do not see JM in the Market. WM suggested she go and visit them individually. JM noted this and will make a point of doing so. Still have to abide by Covid guidelines at present but JM advised if she cannot see them in person will make contact by email. • The Town House is not open at present but special arrangements are being made for JM to enable her to be based in the City Centre. 	<p style="text-align: center;">JM</p>
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<p>3.</p>	<p>Victorian Market Manager Update</p>	<p><u>Trader Group</u></p> <ul style="list-style-type: none"> • Trader Group great opportunity to work together and set up communications between the Market Manager and the Traders. • JM/JE set up a meeting to feedback on this meeting to the Trader Group. <p><u>Artwork in Market Hall</u></p> <ul style="list-style-type: none"> • Circus Art Space Group showcasing work in the Market Hall • Several Health and Safety issues to be resolved • There is no charge to the Council • Will hopefully increase footfall and attract a new audience. • A press release will be put out • WM thought it was dreadful, but art is in the eye of the beholder • JE considered it better to have something in there than nothing. • IM thought a good way to use up the space. 	<p>JM/JE</p>

		<p><u>Christmas Marketing and Bounceback Campaign</u></p> <ul style="list-style-type: none"> • JM will update the Trader Group directly on this. <p><u>Existing Hall Tenants</u></p> <ul style="list-style-type: none"> • Finalising compensation payments and these should be paid out this week. • Some of the Tenants are still deciding if they want to apply to come back into the hall so until they decide compensation payment for them cannot be calculated. • This has been JMs main priority the last few weeks but nearly at the end of this process now. <p><u>Music</u></p> <ul style="list-style-type: none"> • Confirmation today that the music can be turned back on JM to arrange. <p><u>Lighting</u></p> <ul style="list-style-type: none"> • Lighting project for the Arcade agreed and will be undertaken out of hours in the new year. <p><u>Website</u></p> <ul style="list-style-type: none"> • Website is being updated and there will be further updates next month and throughout the coming year. <p><u>Unit3</u></p> <ul style="list-style-type: none"> • JE asked what was happening with Unit 3 as it was still empty • JM advised that there were drainage problems that needed to be resolved. • The tenant is preparing to move but the shop may not be open before Christmas. <p><u>Castle Project</u></p> <ul style="list-style-type: none"> • JM to meet Fiona Hampton of High Life Highland re castle project to discuss how the VM can be linked in with the 100 stories project. 	<p>JM</p> <p>JM</p>
<p>5.</p>	<p>AOCB</p>	<p><u>Trader Letter</u></p> <ul style="list-style-type: none"> • GR responded to Traders letter and they should have received it today • Please contact him direct to discuss any concerns. 	

IM appreciated that Officers have been juggling resilience roles as well as their normal post

Ambiance in the Market

- JE asked if thought could be given to the ambience in the Market Arcade to make it more welcoming for customers to dwell longer in it.
- The physical space needs to be more appealing especially the space going out to Union Street.
- He asked if it would be possible to get patio heaters at the tables outside the Milk Bar. JM to investigate
- JM agreed it needed improving but at present covid guidelines have to be adhered to
- JM agreed she will work with the architects on making the area more ambient and check out with Environmental Health what can be done within guidelines.
- JE suggested looking at the hospitality industry and what is being done in their establishments.
- JM will work with JE and the Trader Group on this.
- JC commented that there is still a group of people who do not want to come into the City Centre as they do not feel safe in it.

JM

JM

JM/JE/Trader Group

Spaces for People

- A discussion followed on the Spaces for People
- JC commented that local traders including major ones had issues with the project at some locations.
- IM has heard that the Spaces for People are stopping people coming into the City Centre.
- The feedback JE has received is that no one likes it and has heard a lot of negative comments on it.
- IM asked if a representative from the Spaces for People could come to the next Stakeholders meeting to give an update
- JM commented that she gave feedback on the trader's comments at the last City and Area Recovery Group Meeting.
- CJC will feedback again to the Recovery Group again at the next meeting and agreed that the City looks awful.
- IM suggested that Inverness BID could organise a meeting for the City Centre Business to discuss this with Spaces for People and Malcolm Macleod.

DH/JM/HT

CJC

Inverness BID

		<ul style="list-style-type: none">• JE questioned why we are encouraging Active Travel in the City Centre as people rarely come and do their shopping on a bike and would rather the roads to be safer outside the City in the Country. <p>ACTIONS</p> <ol style="list-style-type: none">1. Malcolm Macleod or a Spaces for People representative come to the next meeting.2. Inverness BID to arrange a City Centre Business Meeting with Spaces for People3. CJC will feedback to the Recovery Group Meeting. <p><u>Date of next meeting</u> Date of Next Meeting – Tuesday 12th January at 5.30pm</p>	
		The meeting ended at around 7.10pm	