

Agenda Item	<b>3</b>
Report No	<b>N/09/23</b>

## HIGHLAND COUNCIL

**Committee:** Nairnshire Area Committee

**Date:** 15 May 2023

**Report Title:** Nairn Business Improvement District (BID) Renewal

**Report By:** Executive Chief Officer Communities and Place  
Depute Chief Executive/ Executive Chief Officer Economy & Regeneration

### 1 Purpose/Executive Summary

1.1 This report provides a summary of the Nairn Business Improvement District (BID) Ltd Proposal for a renewed Nairn BID and outlines the benefits for the Council and for Nairn in renewing Nairn BID by voting in favour of the ballot as a potential BID levy payer.

### 2 Recommendations

2.1 Members are asked to note the Proposal for the renewal of Nairn BID and to recommend to full Council at its meeting on 29 June 2023 that as a potential BID levy payer the Council supports the Nairn BID Ltd Proposal in the BID ballot.

### 3 Implications

3.1 **Resource** - The costs of collecting the levy by the Highland Council will be met by the BID from its levy income.

3.2 **Legal** – No Implications. However a separate report is being presented to the Economy and Infrastructure Committee on 4 May which considers whether or not the Council should use its right of Veto prescribed to local authorities in the Planning etc. (Scotland) Act 2006, Part 9 – Business Improvement Districts. The legislation gives the Council the Power of Veto over a BID proposal in prescribed circumstances.

3.3 **Community (Equality, Poverty and Rural)** - No implications

- 3.4 **Climate Change / Carbon Clever** - No implications.
- 3.5 **Risk** – There are implications in respect of ongoing town centre development and management for the Council should the Nairn BID renewal not take place.
- 3.6 **Gaelic** - No implications.

#### **4 Background**

- 4.1 A Business Improvement District (BID) is a business led initiative where businesses work together and invest collectively in local services and improvements in their business environment. A BID is funded by businesses through a levy calculated on their respective non-domestic rates valuation. The resulting improvements and services are additional to those provided by public sector organisations such as the local authority. A BID can only be introduced when it has been put to a democratic vote involving all eligible businesses, when at least 50% of all businesses involved are in support of it, and they in turn represent more than 50% of the rateable value of the BID area.
- 4.2 Members will be aware that a Business Improvement District (BID) has operated in Nairn since 2018 and it is now the intention of the BID Directors to seek a second five-year BID for Nairn.
- 4.3 The Council has a statutory role to play in this process in addition to its involvement as an affected tenant and property owner. Members should be clear that the assessment they make in this report relates to the merits or otherwise of the BID proposal and whether the Council is supportive or not when voting in the ballot as a potential BID levy payer. A separate report has been presented to the Environment & Infrastructure Committee on 4 May 2023 which addresses the Council's right of veto to the ballot taking place.

#### **5. Nairn BID 2018 - 2023**

- 5.1 Proposals were previously brought to this Committee on 13 June 2018 in respect of the establishment of a Nairn Business Improvement District (BID). Those proposals were supported and Committee recommended the Council vote in favour of the ballot to establish a Nairn BID, that ballot was successful and the Nairn BID has been in operation since then.
- 5.2 The following key outcomes have been lifted from the Nairn BID Annual reports to demonstrate their work to date and the key benefits to the Council and to Nairn of the BID's work.

Over the last 5 years, Nairn BID has invested in Nairn as a great place to live, work and visit the operational project work they have completed has included:

- Running annual events including Christmas Lights Switch on; Taste of Nairn; Wheels of Nairn; and organising street markets (note these were suspended during the Covid-19 pandemic).
- Nairn BID was instrumental in supporting a volunteer task force which supported vulnerable people during lockdown and engaged insignificant local press advertising about local services which remained available.
- In 2020/21 Nairn BID offered a 60% relief grant to any business who had suffered as a result of the pandemic and in 2021/22 relief grants of 50% were available. To allow businesses to recover from the pandemic further support was available of 40% in 2022/23. The relief grants were widely taken up in all years.
- Seagull control.
- Provision of floral displays including hanging baskets.
- Deep cleaning of High Street on a rolling programme.
- Paint grant distribution has resulted in £30k invested in Nairn business improvements.
- Installation and renovation of benches & picnic benches.
- Installation of new updated and rebranded signposting.
- Design and distribution of printed tourist guide maps as well as display on noticeboards around town & seafront.
- Window vinyls installed in empty High Street premises to improve the appearance of empty shops.
- Noticeboards enhanced at the Links and installed at Academical Square and the Maggot.
- Installation of electric points (market trade pillars) at Castle Square, Academical Square and the Court House.
- Co-ordination of the Queen's Jubilee Picnic in the Park.
- Facebook and Instagram pages developed for VisitNairn with around 8,000 regular users and with a reach of over 100,000 in the last year. The website attracted 39,000 new users in the same period.

5.3 In addition to the above, Nairn BID has succeeded in gaining grants for additional street furniture, refreshing High Street Vennels and also for investigating the feasibility of working with Key partners to address the traffic problems on the Brae. Nairn BID working in a collaborative partnership with Highland Council further funds, part of the Nairnshire element of Highland Council's Town Centre Fund and Highland Coastal Communities Fund, was spent on improving the aesthetics of the town centre and its environs.

5.4 Consistent branding has been developed for VisitNairn providing an attractive and more consistent image which makes finding listings for Nairn's businesses and attractions much simpler for visitors. A private members group for tourism operators has also been set up within the VisitNairn Facebook page providing an online location for peer support. This now has over 50 members.

- 5.5 Monthly newsletters and regular updates are distributed to BID members informing on what help and support is available to them and disseminating key information rapidly.
- 5.6 Specific work was undertaken during 2022 by Nairn BID to facilitate a visit from Jenny Gilruth, Minister for Transport, to progress the case for the Nairn bypass.

## **6. Pre-Ballot Consultation & Engagement**

- 6.1 An initial consultation was undertaken by Nairn BID with a cross-section of businesses in the form of one-to-one interviews, which led to the creation of a bespoke online questionnaire. This was distributed to all businesses in the BID area and 53 questionnaires were completed and returned. This questionnaire survey was supported by one-to-one consultation with a cross section of businesses.
- 6.2 The overall aim of the consultation was to assess opinions on initiatives to further enhance and improve the BID area, determine what additional projects and services the businesses would like delivered over the next BID term to give an added incentive to visit and invest in Nairn. The results of these surveys and consultations have been combined and form the basis of the BID Business Proposal contained in **Appendix 1**.
- 6.3 Businesses received e-mails, telephone calls, newsletters, one-to-one visits throughout the BID renewal process to keep them informed of progress. The website <https://nairnconnects.com/> has been kept fully updated with information throughout the current term of the BID.
- 6.4 New businesses to the BID area received personal visits on a one-to-one basis to inform them about the BID and a renewal ballot consultation meeting was held by the BID on 16 February 2023. All businesses in Nairn received an invite to this event, where the BID Manager and the Chair of the Nairn BID as well as several other board members took questions & participated in discussions.
- 6.5 Business information meetings were also held which all businesses within the BID area were invited to attend, representatives of a cross section of businesses attended 4 sessions which took place between Nov 2022 and March 23.

## **7 Renewal process**

- 7.1 An update was given to Nairnshire Members at the Nairnshire Area Business Meeting on 10 May, 2023 by the Nairn Business Improvement District (BID) Manager, Chair and Treasurer of the BID Board, outlining the details of the Nairn BID Proposal and Business Case as well as the timetable for the Nairn BID election.
- 7.2 The Council's Tourism and Inward Investment Team Leader, the Elections Team and the Nairn and Badenoch & Strathspey Ward Manager have worked closely with the Nairn BID team throughout the process to ensure that the BID proposers have received the necessary support from the Council.

- 7.3 Nairn BID has now submitted all necessary documentation and proposes to go to ballot on 24 August 2023.
- 7.4 A report was taken to the Economy and Infrastructure Committee on 4 May 2023 which offered a formal assessment of the Nairn Business Improvement District proposal relative to the Council's right of Veto in accordance with the Planning etc. (Scotland) Act 2006 and the Business Improvement Districts (Scotland) Regulations 2007. The Committee agreed not to exercise their right of veto in relation to the Nairn BID's proposed renewal.
- 7.5 The Nairnshire Committee has power to comment on BID proposals and the recommendation made by this Committee in respect of the BID Ballot will be given to the Council when it meets on 29 June 2023. Highland Council will decide on how to cast its ballot at this meeting as the Council itself would be a levy payer.

Designation: **Executive Chief Officer Communities and Place  
Depute Chief Executive/ Executive Chief Officer Economy &  
Regeneration**

Date: 5 May 2023

Author: Lewis Hannah, Ward Manager

Background Papers: [Economy and Infrastructure Committee 5 May 2023](#)

Appendices: Appendix 1 – Nairn BID Business Proposal

**Appendix 1 - Nairn BID Business Proposal**

**Nairn BID Ltd**

**Nairn Connects  
Business Improvement District**

**Business Proposal**

**BID Term 01/09/2023 to 31/08/2028**

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## BID Proposal Compliance with Legislation

In accordance with Business Improvement District (Scotland) legislation we acknowledge, as the BID Proposer, we must submit to Highland Council and Scottish Ministers the following in respect of BID Proposals, Renewal Proposals and Alteration Proposals: -

### **1.0 A document, which demonstrates a cross-section of at least 5% of the electorate, within the BID area supports the BID Proposals.**

Please refer to **Appendix 1** (Support for the BID) and **Section 7.2 Business Survey**. Following the surveys of the businesses our canvassing confirmed the number of eligible persons (those eligible to vote in the ballot) **6.5%** by number and 15% by rateable value were in favour of the BID.

### **2.0 Summary of the consultation the BID has undertaken with those eligible to vote.**

The Nairn BID Board oversaw the process of consultation with the businesses. The consultation took the form of on-line surveys, meetings and events, telephone calls, e-newsletters, e-mails, website, social media and one to one consultation.

Please refer to **Appendix 2** (Details of Consultation) and **Section 7.0** The Consultation Process for a summary of the consultation.

### **3.0 The Proposed Business Plan**

A copy of the BID Business Plan will be issued to all those eligible to vote in the ballot. Please refer to **Appendix 3** (BID Business Plan).

### **4.0 The Financial Arrangements of the BID body.**

Please refer to **Section 13.2** Financial Management Arrangements.

### **5.0 The Arrangements for periodically providing the LA and billing body with information on the finances of the BID body (i.e., after a successful ballot)**

The BID finances will form an integral part of each meeting of the BID Board of Directors. The BID will hold periodical meetings with the Ward Manager for Nairn and provide copies of each financial report reported to the BID Board. The BID will work closely with the 4 local Highland Councillors. An annual independent review of the BID finances will be conducted by a suitably qualified firm/individual as authorised by the 2006 Companies Act.

**6.0 The names and addresses of all those eligible to vote and a description (address) of each relevant property.**

Please refer to **Appendix 4** (Database).

**7.0 A notice in writing requesting that the local authority hold the ballot.**

In accordance with legislation, please find attached the notice in writing “requesting the local authority to instruct the ballot holder to hold a BID ballot.” **(the 98 day letter)**

Please refer to **Appendix 5**.

**8.0 Provide the LA and billing body with such information as they shall reasonably require satisfying themselves the BID Proposer or BID body has enough funds to meet the costs of the BID ballot.**

Nairn BID has agreed in their email of the 12th July 2022 to the Highland Council to pay for the costs of the ballot. Please refer to **Appendix 8**.

**9.0 A statement of the works or services to be provided, the name of the person responsible or body for the implementation (delivery) of these works and services and the status of such person/s; both on and after the date the BID Proposals come into effect.**

Please refer to **Appendix 3** (BID Business Plan) for the proposed works and services.

On a successful renewal ballot outcome, the Nairn BID Company (a not-for-profit company limited by guarantee with no share capital) will continue, as before, with directors elected from the eligible persons (the levy payers), limited to one eligible person from each eligible property. The directors will oversee and give direction to the delivery of the projects and services; and renew current staff contracts to ensure the continued delivery of the BID projects and services. For full details please refer to **Section 6.3** Management of the BID.

**10.0 A statement of existing baseline services provided by the local authority, police and other agencies.**

Please refer to **Appendix 6** (Baseline Services).

**11.0 A precise description of the geographical area of the BID, including a map, which defines exactly the boundaries of the BID area.**

Please refer to **Section 5.1** The BID Map and Streets for a GIS map and a list of the streets and roadways in the BID area.

**12.0 A statement providing details of any additional financial contributions, or additional actions for the purpose of enabling the projects specified in the BID Proposals**

The projects specified in the BID Proposal (Please refer to **Section 13.3** Nairn BID Projected Income and Expenditure) have been identified and the levy calculated and apportioned to deliver the projects as defined in the Proposed Projects section of this Proposal. It is expected that the BID will attract additional funding from other sources including the local authority, however, this has not been allowed for in the budget supplied.

**13.0 A statement of which aspects of the BID Proposals and or Business Plan may be altered without the need for an alteration ballot to be undertaken.**

The BID Board of Directors will have the authority 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. This will be in the best interests of the levy payers and without recourse to an alteration ballot.

Please refer to **Section 6.3** Management of the BID for the statement.

**14.0 A statement of the proposed start and end dates of the BID Arrangements and the term of the BID. The BID arrangements must commence no later than a year after the date of the statement.**

Following a successful renewal ballot on 24<sup>th</sup> August 2023 the Nairn BID will continue its activities to the end of the existing term 31/08/2023 and continue onto a second term from 1/09/2023. As the Nairn BID will be for a term of five years, it will cease its activities on 31/08/2028, unless renewed before this.

**15.0 BID Proposals shall specify the apportionment of BID levy in respect of relevant properties and who will be liable to pay the levy: - proprietors, tenants, occupiers or if appropriate a specific business sector or sectors or businesses who will participate. It is advisable to include caps, thresholds, or other arrangements reflecting local circumstances or ability to pay.**

The BID improvement levy will be paid by the occupier (the eligible person liable to pay the non-domestic rate), however, the property owner will be liable to pay the levy where a property is vacant or empty on the day the levy invoice is issued and for all the period thereafter when the property is vacant.

Please refer to **Section 9** The BID Levy for full details of the BID Levy.

**16.0 Confirmation the levy is to be calculated as a banding of values of Non-Domestic Rates against which the actual NDR of the property will be set.**

It has been agreed by the BID Board, (please refer to the meeting minute dated 16/08/2022 - **Appendix 9**) the levy rate will be a fee structure based on the rateable value of the property on the day of the ballot 24 August 2023 and throughout the 5-year term of the BID.

Please refer to **Appendix 10** Operating Agreement and **Section 9** The BID Levy for full details of how the charge was arrived at and details of the BID Levy.

**17.0 Confirmation the levy or fee is to be calculated on the RV of the property on the date of the ballot.**

The fee structure is based on the rateable value of the property on the day of the ballot 24 August 2023

Please refer to **Section 9** The BID Levy for full details of the BID Levy.

**18.0 The apportionment of the levy between proprietors, tenants, and occupiers – providing the BID is including tenants and proprietors in its proposals.**

The occupier (the eligible person liable to pay the non-domestic rate) will be liable for the payment of the levy.

The BID Proposal does not include proprietors (property owners) except where the eligible property is vacant or empty when the property owner will be liable for the payment of the levy.

Please refer to **Section 9**: The BID Levy for full details of the BID Levy.

**19.0 A statement as to how the BID Board arrived at who will pay the levy, the percentage levy and how the levy will be split between proprietors, tenants and occupiers.**

The BID Board set the levy fee; the streets included in the BID and voted on who will pay the levy. A copy of the minutes of the meeting **16/08/2022** at which this was decided is attached as **Appendix 9**. The geographic boundary is based on the town centre and surrounding areas. The levy amount is based on the amount required to carry out the projects in the business plan and discussions with businesses on what they believe is reasonable. The levy will be paid by the occupier (the eligible person liable to pay the non-domestic rate).

The decision to adopt the levy table and BID area was taken with the agreement of all the members of the BID Board. Please refer to **Appendix 9** (Board Minutes) and **Appendix 7** (Board Agreement.)

Please also refer to **Section 9**: The BID levy for full details of the BID Levy.

**20.0 Whether any future re-assessment of RV of the property by the Rates Assessor will or will not be taken into account in the calculation of the levy**

It has been agreed by the BID Board, the levy will be calculated on the Rateable Value of the properties in the BID area on the day of the ballot and will not change during the 5-year term.

**21.0 A statement on why groups or individual businesses are exempt or receive a levy discount**

Please refer to **Section 9.2** Exclusions for full details of all exemptions to the levy.

**22.0 A statement on whether the levy will be index linked.**

The BID levy will not be index linked and will remain unchanged for the term of the BID.

**23.0 A statement on whether any of the costs incurred in developing the BID Proposals, holding of the ballot, or implementing the BID arrangements are to be recovered through the BID levy.**

None of the above costs for this renewal ballot will be recovered through the BID levy for the 2023-8 term.

**24.0 The constitution of the BID Company and its legal status. A statement on who will administer the BID, details regarding the BID board and the BID body and those who drew up BID Proposals and Business Plan.**

Please refer to **Section 6.3** Management of the BID for details on how the BID Company will continue to be administered.

The Nairn BID Company Limited is a not-for-profit company limited by guarantee with no share capital and will continue to be administered by the Board of Directors who will be drawn from the eligible persons (liable to pay the levy) according to the Articles. The projects & services will continue to be delivered by the existing BID team. For full details please refer to **Section 6.3** Management of the BID. Lucy Harding the BID Manager prepared the BID Proposals and Business Plan in full consultation and with support from the Nairn BID Board.

**25.0 The methodology for BID levy payers to nominate themselves or others to the BID Board of Directors and the proposed make-up of the BID Board.**

Every eligible person, who is liable to pay the levy, will have the opportunity to nominate themselves or someone else from within the BID area to be elected to the BID Board. Directors will be limited to one eligible person per eligible property. Nominations of directors from outside of the BID, who do not pay the levy and who may or may not represent those making voluntary

or other financial contributions toward the BID, will be strictly at the discretion of the Board of Directors, and limited to 2 as per the Articles.

Please refer to **Section 6.3** Management of the BID for full details on how levy payers can participate on the Nairn BID Company Board of Directors.

**26.0 A statement on how the BID Proposals will be publicised prior to the ballot.**

The BID Proposer will send a copy of the BID Business Plan to all persons eligible to vote on the BID Proposals. Should any eligible person require a copy of the BID Proposal, a copy will be provided on request. The Business Plan will also feature prominently on the Nairn BID website at: -<https://www.nairnconnects.com/>

## 1.0 Foreword by Morag Holding, BID Chair

I am delighted to present this renewal proposal, which outlines our priorities and gives a taste of how we can continue to improve and make Nairn even better by working together.

A BID is where businesses, in a defined area, vote to invest collectively in local improvements over and above those provided by statutory authorities. It is a partnership arrangement where the local business community and the statutory authorities work together on projects that will benefit the local economy and local businesses.

Nairn BID provides a great opportunity to work together and make the changes we all want. The cost to our businesses is low and through Nairn BID we can maintain access to external assistance and funding not available to individual businesses.

All the proposed improvements were ideas initially from our members, which came out in our surveys and consultations. Every business in the area has had the opportunity to let us know what their priorities are.

Supporting the Nairn BID, means we can preserve what we have already put in place and work together to increase footfall, improve our profile, stimulate investment and enhance the reputation of our town. The purpose of the Nairn BID is to support our businesses, and make Nairn a better place to live, work and do business.

More information can be found on our website <https://nairnconnects.com/>, or for more general or national information refer to [Scotland's Improvement Districts](#)

A notice of ballot will be sent to all eligible persons on the 29/06/23, followed by the ballot papers on the 13/07/2023. Those eligible to vote will have 6 weeks to cast their vote before the ballot closes at **5pm on 24/08/2023**. Ballot papers received after this date and time will be null and void and not be counted.

I have been involved in business in Nairn for several years and know many of the business people in the area. I would ask you all to vote YES so that we can continue to work together to make Nairn better. Positive Thinking for Nairn.

**Morag Holding**

**Chair – Nairn BID Board**

The Havelock Hotel, Crescent Road, Nairn

NB “Business” or variations of the word “business” are used throughout this document. The word “business” in this context refers to property owners or tenants and occupiers of properties who are liable to pay the non-domestic rate (NDR), whether they pay business rates or not. This includes all properties listed on the Scottish Assessors Association Portal (website) with a non-domestic rateable value, many of whom may be a charitable organisation, public sector organisation, social enterprise or community group who may not consider themselves to be a business.

## 2.0 Executive Summary

### 2.1 Mission Statement of the Nairn BID

Nairn BID – Supporting Local Businesses

### 2.2 Aims and Objectives of the Nairn BID

The principle aim of the BID is to deliver projects and services that will improve the trading environment of the BID area to benefit businesses, their customers and visitors.

The objectives of the BID are: -

- To improve the economic opportunities for the businesses in the town
- To restore Nairn’s reputation as a place to live, work and do business
- To increase footfall to the High Street and surrounding areas
- To provide Tourist Information to visitors both online and via printed and display materials
- To address the issues of individual sectors
- To improve businesses relationships with each other, the local authority and the community
- To market the town and member businesses to a local, regional, national and international audience
- To give businesses a strong, unified voice

### 2.3 Key Findings

The BID Board has overseen considerable research to discover what the businesses of Nairn would like the BID to continue to deliver and future projects, services and initiatives. The research established the continued need for a BID and confirms the following key aspects to deliver a successful renewal ballot and a successful BID are in place.

- Local need for a BID is strongly identified
- The BID area is logical and clearly defined
- Support of the Highland Council at both officer and political level
- Support of Police Scotland
- Support of VisitScotland
- Support of the Association of Nairn Businesses
- Support of the Nairn Access Panel

We have received funding from:

- Community Regeneration Fund
- Coastal Communities Fund
- Place based investment Fund
- Event Scotland
- DigitalBoost



## 3.0 Introduction

### 3.1 What is a Business Improvement District (BID)?

A Business Improvement District (BID) is a geographically defined area, where businesses come together and agree to invest collectively in projects and services the businesses believe will improve their trading environment. BID projects are new and additional projects and services; they do not replace services that are already provided by Highland Council and other statutory bodies.

BIDs are developed, managed and paid for by those who are liable to pay non-domestic rates (NDR) by means of a compulsory levy, which the eligible persons in the proposed BID area must vote in favour of, before the BID can be established. Each eligible person liable to pay the BID levy will be able to vote on whether the BID goes ahead, and is renewed.

### 3.2 Background to BIDs

The first BID was established, 50 years ago, in Bloor West Village, Toronto, Canada, by the district's business community. The district's businesses were increasingly coming under pressure from new enclosed shopping malls being developed outside their area, diverting shoppers away from the traditional shopping area. As a result, some businesses were forced to cease trading and the area began to look tired and neglected.

To stop the haemorrhage of deserting shoppers, local businesses fought back to revitalise the area. They successfully lobbied for legislation for all the businesses, in the proposed BID area, to pay a levy. The levy money was used to improve the physical appearance of the area, and then promote the district as a vibrant, attractive and safe place to work, shop and live. The strategy paid off and shoppers started to return to the district in large numbers.

The success of the Bloor West Village BID paved the way for future BIDs, not only in Toronto; but spreading throughout Canada, and the USA in the late 1960's and 1970's. Today there are well over 1,800 successful BIDs worldwide.

An additional measure of BIDs success is in the renewal process. Most BIDs run for a period of five years with the vast majority continuing, for consecutive terms, when they come up for renewal. Since 2008, there are 26 operational BIDs in their second or third BID terms equating to 44 successful renewal ballots.

BIDs can support regeneration, grow local economies, create local employment and create a cleaner, safer trading environment. A key element to their success is that the local businesses take ownership and responsibility for their trading environment, identifying the projects

necessary to resolve common problems and issues, and overseeing their implementation, whilst also contributing to the future direction of the town and its future development.

The Scottish Government fully supports the development of BIDs in Scotland.

As at 04/04/2023 there were 33 fully operational BIDs in Scotland with a further 30 in development.

## 4.0 Nairn Position

### 4.1 Why does Nairn continue to need a BID?

If Nairn BID ceases to exist, all the projects and services previously implemented by Nairn BID during the first term will cease and be discontinued and further necessary improvements will not occur.

Nairn has experienced significant changes over recent years and now, as with many towns throughout Scotland, has considerable issues. Increased competition from the internet and from surrounding towns including those with operational BID companies, led to new businesses locating elsewhere and a reduction in footfall, but in the first term of the BID we have seen this start to turn around.

Attracting footfall to the High Street, as well as dealing with problems which deter visitors, such as seagulls, litter, dirty and unkempt streets, are a problem for many businesses. The continuing rise of energy costs and raw materials is putting more pressure on many businesses. Nairn requires a continued coordinated response from all businesses to address these problems.

After consultations with businesses from a range of sectors, it became clear there was commonality in the problems that they had. There was a desire to see Nairn prosper and a real appetite to embrace a new way forward and to change and make improvements.

There are lots of voluntary groups in Nairn, there is no shortage of community spirit and can-do attitude, however, these groups can suffer from a lack of funds and dedicated staff time. The BID is the solution to this. It can help local groups to achieve more with staff resources, advice and access to funding.

There is a desire from a range of sectors to see Nairn maintain and increase its marketing activity. The BID would continue to work alongside Visit Scotland, and local groups to deliver an increase in visitor numbers, and an improved environment for when people get here.

The BID provides a unique opportunity for local businesses across all sectors to continue to work together, invest collectively and undertake projects which can contribute positively to improving the economic viability of businesses in Nairn and securing investment in Nairn.

## 4.2 The History of [BIDs in Nairn](#)

The Nairn BID has been operating as a UK Limited Company (a not-for-profit company limited by guarantee with no share capital) run by a volunteer board of directors and 2 paid employees to deliver the 2018 to 2023 business plan, with a total budget of circa £500,000. Many projects have been successfully delivered for the benefit of levy payers including 3 key events - Taste of Nairn, Wheels of Nairn, street markets and the Annual Christmas Lights Switch on. There have been business improvement grants, street cleaning, gull control and hanging baskets provided when conditions have allowed. Funding has been applied for and won, adding up to an additional circa £190,000 on top of the business investment levy. This has led to significant material improvements to the signage and benches around the town.

There have been extensive marketing campaigns and the integration of the intellectual assets of VisitNairn website and necessary enhancements to the website. The support of the Scottish Government. and Highland Council has been integral to this development.

## 4.3 How [does Nairn benefit](#) from a BID?

All businesses in Nairn benefit from the projects and services the BID currently delivers: -

- Increased marketing and promotion to local, regional, national and global customers through the VisitNairn brand
- Collective investment in things such as Street Cleaning, Flowers, Seagull control and Christmas lights
- An increased number of visitors, and greater spend when visitors are here
- Access to funding and support not available to individuals or businesses
- A local voice for businesses - business opinions included in local policy and local developments
- Increased Business – to – business sales opportunities
- Increased networking opportunities
- Improved signage
- Increased use of technology and offers of training courses
- Support for existing groups and organisations
- Improved perception of accessibility and parking availability
- Improved customer knowledge of goods and services in the town through local publicity

## 4.4 Local Authority Support

A BID is a business led regeneration strategy, which contributes to the wider regeneration aspirations of the public sector and the local community. It is essential the BID has the support of the local authority and access to its expertise over the BID term.

Highland Council is supportive of the BID with elected members welcome to attend BID Board meetings and regular support given by our local ward manager, Lewis Hannah. It is in the interests of everyone to work collaboratively to achieve the results everyone wants to see.

A crucial element of a BID is to review the current Baseline Service Agreement (an agreement on which services are already provided to the area by Highland Council), to ensure any project or service provided by the BID is additional to the statutory services the local authority already provides.

The Highland Council shall (under Section 41 of the Representation of people Act 1983 and The Business Improvement Districts (Scotland) Regulations 2007) undertake and manage the postal ballot.

The ambitions of Nairn BID complement and help deliver the priorities as set out in the programme “Our Future Highland” – strategic priorities for the next 5 years – and other local plans.

## 5.0 The BID Area

The BID area is generally focused on Nairn Town Centre and the surrounding areas. In order to include properties such as hotels, cafes and self-catering accommodation which benefits from the BID's work as the online tourist office of Nairn, it was felt necessary to include much of the town. There is a small change in the boundary for this term to exclude the small area at Househill Courtyard.

The BID team have calculated that this equates to circa 315 properties, the eligible person of which will be entitled to vote on 24/08/2023. Following a successful ballot, all eligible persons within the BID area will be required to pay the BID levy.

### 5.1 The BID Map and Streets



The following streets were chosen to be included in the BID area as consultations with businesses in this area highlighted several common issues of concern that could be addressed by a BID: - promotion of Tourism, cleanliness, presentation, improvement of facilities.

Academy Street	Claymore Gardens	Househill Meadows	Muircote Road	Smiths Lane
Achareidh Steading	Clova Crescent	Inverness Road	Ness Street	Society Street
Achmony Place	Corsee Gardens	John Street	Newton Gate	Spey Street
Acre Street	Courthouse Lane	Kilravock Crescent	Oakdean Place	Spires Crescent
Albert Street	Crescent Road	King Street	Old Bar Road	St Ninian Road
Albyn Court	Croft Road	Knowles Gardens	Old Bar View	Stewart Street
Alton Bank	Cromarty View	Laing Gardens	Ordview Brae	Sutors Gate
Altonburn Road	Culbin Crescent	Larchfield Court	Ordview Gate	Sutors Park
Anne Crescent	Cullen Court	Lawrie Drive	Ordview Lane	Sutors Rise
Ashfield Court	Cumming Street	Lawson Drive	Ordview Road	Sutors View
Assynt Gardens	Darroch Place	Leopold Street	Osprey Crescent	Sutors Way
Averon Street	Davidson Drive	Links Place	Osprey Lane	Sydney Place
Balblair Road	Delnies Place	Links Road	Park Street	Table Road
Ballark Place	Douglas Street	Loch Avenue	Penny Lane	Thurlow Gate
Bath Street	Dulnain Street	Lochdhu Gate	Peter Street	Thurlow Road
Beech Avenue	Dulsie Drive	Lochloy Avenue	Pinewood Avenue	Tolmie Crescent
Belivat Terrace	Dunbar Avenue	Lochloy Crescent	Queen Street	Tower Court
Birch Road	Duncan Drive	Lochloy Road	Queenspark Gardens	Tradespark Road
Birches Court	Durban Place	Lodgehill Gate	Rhuallan Grove	Tulloch Drive
Blair Road	Elizabeth Street	Lodgehill Park	Riverbank Terrace	Union Street
Blairfield Road	Elm Grove	Lodgehill Road	Riverside Court	Victoria Street
Bona Vista Road	Emily Mews	Lodgehill West	Robbins Court	View Road
Bridge Street	Fairlie Lane	Macrae Avenue	Rose Street	Viewfield Drive
Burnett Place	Falconers Lane	Manse Road	Roseneath Terrace	Viewfield Street
Burntisland Street	Farnack Street	Marine Road	Roses Place	Virginia Terrace
Cairn Avenue	Findhorn Street	Merryton Crescent	Rowan Place	Water Lane
Caledonian Street	Firth Street	Merryton Gardens	Royal Walk	Watsons Place
Cameron Crescent	Forbes Drive	Michael Street	Russell Place	Waverley Road
Cameron Road	Fraser Park	Mill Road	Sandown Farm Lane	Wellington Road
Carron Street	George Street	Millbank Crescent	Sandown Road	Westbury Road
Castle Lane	Glebe Road	Millbank Street	Sandwood Drive	Whinnieknowe Gardens
Cawdor Road	Glenelg Gardens	Millford Heights	Seabank Gardens	Whitelaw Crescent
Cawdor Street	Gordon Street	Montgomerie Drive	Seabank Road	William Street
Charlotte Court	Grant Street	Moray Place	Seafield Gardens	Wilson Street
Chattan Drive	Harbour Street	Moriston Street	Seafield Street	Woodside Crescent
Chattan Gardens	Hawthorn Gardens	Morlich Crescent	Seaforth Avenue	Woodville Gardens
Church Road	High Street	Moss-Side Brae	Seaforth Road	Wyvis Drive
Church Street	Househill Drive	Moss-Side Drive	Shore Street	Wyvis Road
Clans Crescent	Househill Gate	Moss-Side Road	Simpson Street	Young Street

There are circa 315 Properties located in the BID area.

## 6.0 BID Management

### 6.1 BID Staff

The BID Manager is Lucy Harding and is accountable to the BID Board. There is also a BID officer, Janine Marr, who is managed by Lucy Harding. Some functions, such as PR, Social Media and event management are subcontracted out.

### 6.2 BID Board

The BID Board, overseeing the renewal ballot, is made up from a cross-section of the business community in the area. Ultimately all key decisions relating to the renewal of the BID have been taken by the BID Board, who are as follows:

Name	Sector	Name	Sector
Morag Holding	Hospitality	Iain Fyfe	Retail/ Food
Mike Mitchell	Charity Sector	Paul Geddes	Hospitality

Peter Saggars	Leisure		
Bob Ferenth	Voluntary	Tracy Cameron	Food & Drink
Mandy E Rush	Self Catering	Mag Nicolson	Landowner/Farming

### 6.3 Management of the BID

Following a successful yes vote, the management and operation of the BID will continue under the existing company structure and name, Nairn BID Ltd SC606595 which has operated from 29 August 2018

The Company will continue to be managed by its Board of Directors operating in an open and transparent way and answerable to the businesses in the area. The Directors are committed to the highest standards of management, governance, and accountability; recognising good governance helps deliver the strategic objects of the company.

There will be a detailed set of protocols (the Operating Agreement) which cover, as well as other items, the billing, collection, and transfer of the levy to the Company.

The Board of Directors may consist of up to 12 directors, of which there are currently 9 in office. Every eligible person that pays the levy will have the opportunity to nominate themselves or someone else from within the BID area to be appointed to the Company Board.

Nominations of directors, representatives, or advisors from outside the BID, who **do not** pay the levy and **who may or may not** represent those making voluntary or other financial contributions toward the BID, will be strictly at the discretion of the Board of Directors, and limited to 2 as per the Articles. Other non-voting members or local groups may be co-opted onto the Board at the Board's discretion.

The Company will continue to be run by the businesses for the businesses. The Board will be responsible for all decisions relating to staff, contracts, the delivery of the approved business plan and other activities generated by the BID. The Board will be representative of the businesses and stakeholders in the area. The Chair, Vice Chair and Finance Director will be elected from the directors of the Board.

The BID Company Board will have the authority 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. This will be in the best interests of the levy payers and without recourse to an alteration ballot.

Additionally, the BID Company Board reserve the right to consider creating a charitable arm of the company to enable it to secure additional funding, which can only be sourced with charitable status.

## 7.0 The Consultation Process

### 7.1 Introduction

An initial consultation was undertaken with a cross-section of businesses in the form of one-to-one interviews, which led to the creation of a bespoke online questionnaire, which was distributed to all businesses in the BID area. Businesses were given the opportunity to complete the questionnaire online and 53 were completed.

The questionnaire survey was supported by one-to-one consultation with a good cross section of businesses consulted.

The overall aim of the consultation was to assess opinions on initiatives to further enhance and improve the BID area, determine what additional projects and services the businesses would like delivered over the next BID term to give an added incentive to visit and invest in Nairn. The results of these surveys and consultations have been combined and form the basis of the renewed Business Plan and BID Proposal. The aim of the consultation is to evidence a level of support and gauge the issues people feel to be important.

Businesses received e-mails, telephone calls, newsletters, one-to-one visits throughout the BID renewal process to keep them informed of progress. The website <https://nairnconnects.com/> has been kept fully updated with information throughout the current term of the BID. Further details of the consultation questionnaire are included at **Appendix 2**. Press releases were regularly sent out and articles appeared in the local press.

New businesses to the BID area received personal visits on a one-to-one basis to inform them about the BID. As an existing BID, Nairn BID regularly engages with its members on an ongoing basis, through newsletters and business events.

A renewal ballot consultation meeting was held by the BID on the 16/02/2023. All businesses in Nairn received an invitation to this event, where the BID Manager and the Chair of the Nairn BID, and several other board members took questions & participated in discussions.

Business information meetings were held and all businesses **within the BID area** were invited to attend these events. Representatives of a cross section of businesses attended the meetings on 30<sup>th</sup> Nov 22, 19<sup>th</sup> Jan, 16<sup>th</sup> Feb & 16<sup>th</sup> March 23.

As the ballot approaches it is planned to visit or call as many businesses as possible to discuss both the new and existing projects and services the businesses have indicated they would like the BID to deliver.

### 7.2 Business Survey



The survey questionnaires were posted for completion on-line. The purpose of the questionnaire survey was to consult with the businesses within the BID area and determine their issues and concerns. The survey also sought to establish views and opinions on specific identified issues relating to the area.

The BID Board considered the responses from the one-to-one consultations, questionnaire survey and public meetings as being sufficient to decide on the projects and services proposed in the business plan.

### 7.3 Key Findings

BID legislation requires that before a ballot can take place, a minimum of 5% of those eligible to vote must indicate that they are in favour of a BID. The results of initial one to one consultation indicate that 19 eligible persons 6.5% are in favour of the BID. In terms of rateable value this equates to

15%. Please refer to **Appendix 1** (Support for the BID) for a list of the eligible persons who have indicated their support for the BID to continue for a further term.

#### **Businesses would like:**

- Promotion of Nairn as a vibrant town with wonderful beaches, seafront and environment, to a local, regional, national and international audience.
- A year-round programme of great events that generate a return on investment to local business.
- Improved economic opportunities for the businesses in the town and surrounding area through joint marketing campaigns.
- Increased footfall, spend and an extended tourist season.
- An infrastructure of great visitor signage, orientation maps and greater understanding of what the area has to offer.
- Collaborative work with and support for individual sectors such as self-catering accommodation.
- Collaborative and improved business relationships with each other, the local authority, and the community.
- Businesses with a strong, unified voice with representation at key fora and local power centres.
- Support for local voluntary groups and organisations with advice and guidance on opportunities for fundraising and awareness raising.
- The ability to apply for, receive and administer projects which attract external funding.

The businesses were given a final opportunity to comment on the projects and services, to allow them to be included in the Business Plan.

Some of these ideas are presented here.

The biggest Issue, the Bypass, has been championed and campaigned for by the BID since 2018, with several visits and discussions with local MSPs and MPs as well as a visit from the Minister for Transport in 2022.

Toilets are also outside our remit, but the number of empty shops has been reduced, and making the whole town better improves the chances of them being filled. An ongoing project by the BID aims to tackle the issue of signage. Many of the other issues are the subject of ongoing funding applications and proposals in order to see positive results in future.



## 8.0 Proposed Improvements

We believe that the best way to achieve lasting and sustainable change, and best value for money, is by working in partnership, so where appropriate we will work strategically with: The Scottish Government, Visit Scotland, Police Scotland, Community Groups, Educational Institutions – Schools – Colleges - Universities, Highland Tourism Partnership, Highland Council, Highlife Highland, etc.

The proposed projects will be progressed over next the five-year period of the BID. Some projects will be provided on an annual basis while others are one-off. The time frame for delivering the projects will be decided by the Board of Directors within the agreed budget.

The detailed project costs are estimates only. The actual cost of the projects will depend on a variety of factors and will not be definitive until competitive tenders have been submitted where necessary. Some of the projects may be subject to planning permission and other statutory approval.

The projects and services will be based on the following themes:

Promote Nairn, Welcome to Nairn and One Voice which are included in the Business Plan

In brief, the proposed improvement projects are as follows:

### 8.1 Promote Nairn

- Maintenance and improvement of VisitNairn’s online presence through use of technology to promote Nairn, including exploitation of social media.
- Continuation of the successful events programme designed to increase footfall to the town – Taste of Nairn, Wheels of Nairn, street markets & the Christmas Lights switch on event.

- Continuation and possible expansion of a programme of Street Markets along Nairn High Street designed to increase footfall.
- Measurement of visitor numbers and footfall at the events in comparison to “ordinary” days.
- Collaboration with national, regional and local bodies to promote Nairn as a tourism hub and destination.
- The provision of local maps and marketing assets to local businesses, as well as a forum for them to publicise their services & events, and opportunities to participate in everything the BID stages.

## 8.2 Welcome to Nairn

- The continuing improvement of Nairn’s physical infrastructure, particularly where it impacts the visitor experience – e.g signage and benches, potential pedestrianisation of the Brae.
- The creation of a Heritage Trail to include replacing the existing interpretation boards and backing this up with online resources, in association with schools and the Museum.
- Provision of hanging baskets and floral displays in the summer.
- Continuing with a programme of deep cleaning, particularly of the High Street, on an annual basis
- Continuing with a seagull control programme in conjunction with local expert consultants and in full compliance with the law and regulation.

## 8.3 One Voice

- Serve as Nairn’s “Chamber of Commerce” and organise regular opportunities for networking and business support.
- Act as a conduit and interface for Scottish business support initiatives such as Business Gateway and Skills Development Scotland.
- Enrol in and belong to national sector specific bodies on behalf of local businesses, such as the ASSC.
- Attend local policy meetings on behalf of local businesses, to represent and be the voice of local business interests.
- Ensure members are fully aware of all the means of support, government grants etc they are eligible for.
- Regularly look for opportunities to support local projects with outside funding and to follow these projects through from funding application to completion.

## 9.0 The BID Levy

A BID levy is an equitable and fair way of funding additional projects and services, which the local authority and other statutory bodies are not required to provide.

### 9.1 Who will pay the levy?

There are approximately 315 commercial properties in the BID area which will generate a BID investment levy income of circa £112,000 per annum and an estimated total levy income of £560,000 over 5 years.

It has been agreed by the BID Board the levy structure will remain the same banded system based on the rateable value (RV) of the property on the day of the ballot 24/08/2023 and throughout the 5-year term of the BID and: -

- The BID levy will be paid by the occupier (the eligible person liable to pay the non-domestic rate), however, the property owner will be liable to pay the levy where a property is vacant on the day the levy invoice is issued and for all the period thereafter while the property is vacant.
- There will be no increase in the levy amount throughout the term of the BID.
- All eligible occupiers (of eligible properties) i.e., the eligible person liable to pay the non-domestic rate that are listed on the Local Assessors Valuation Roll on the ballot date will be liable to pay the levy.
- The levy payments are not linked to what businesses actually pay in rates but are based on the rateable value of the property, especially notable in cases of charities or small businesses.
- The levy must be paid in one payment within 28 days from the date of the levy invoice.
- If there is a change in occupier to a property, until a new occupier is found, the property owner will be responsible for paying the levy.
- Any new commercial development, subdivision of existing properties or merging of properties or new business with a non-domestic rateable valuation coming into the area during the 5-year term of the business improvement district will be liable for the BID Improvement Levy.
- If a property is vacant on the date the levy is issued and for any subsequent vacant periods, the property owner will be liable for the full levy amount, which must be paid within 28 days.
- Self-catering holiday accommodation which is not the sole or main residence of any person and which is available (or intended to be available) for letting on a commercial basis, with profit in mind, for short periods totalling more than 140 days in the financial year remain liable for non-domestic rates for the whole year and will be included.
- The levy will apply to properties with a rateable value of £1,000 and above. Levy bandings will be applied with a maximum banding at £500,000 and above.
- The BID levy will **not** be index-linked to take account of inflation, so that those liable to pay the levy can budget accordingly for the full five-year term.

## 9.2 Exclusions

The BID Board decided to exclude premises that have a rateable value of less than £1,000. These premises can pay a voluntary levy and become an “opt - in member” should they wish, details of which are given in the BID Business Plan.

The BID Board decided that the following categories of property are exempt from paying the Levy: Places of Worship, Schools, and non-retail / non-membership charitable organisations.

## 9.3 The Levy Table

<b>BAND</b>	<b>Rateable Value of Property</b>	<b>Annual Levy</b>
<b>BAND 1</b>	<b>£1,000 - £1,999</b>	<b>£125</b>
<b>BAND 2</b>	<b>£2,000 - £2,999</b>	<b>£150</b>
<b>BAND 3</b>	<b>£3,000 - £4,999</b>	<b>£225</b>
<b>BAND 4</b>	<b>£5,000 - £9,999</b>	<b>£325</b>
<b>BAND 5</b>	<b>£10,000 - £19,999</b>	<b>£425</b>
<b>BAND 6</b>	<b>£20,000 - £44,999</b>	<b>£550</b>
<b>BAND 7</b>	<b>£45,000 - £99,999</b>	<b>£775</b>
<b>BAND 8</b>	<b>£100,000 - £199,999</b>	<b>£1,200</b>
<b>BAND 9</b>	<b>£200,000 - £499,999</b>	<b>£2,500</b>
<b>BAND 10</b>	<b>£500,000 +</b>	<b>£4,000</b>

2. The BID Board decided to continue to use a banding structure, as detailed above, to calculate the levy fee. The reasons behind this are as follows: -

- The levy payments provide sufficient funds to deliver the business plan.
- A banding system was chosen as it represents a simple and easy way for businesses to identify their levy payment, provides for ease of collection and represents a fair and reasonable methodology.
- A minimum payment of £125 (£2.40 per week or less than one cup of coffee per day) is believed to be affordable for the smallest businesses.
- Through consulting with the businesses, a maximum of £4,000 is believed to be affordable for the businesses at the higher end of the banding.

## 9.4 Collection of the BID Levy

Highland Council will collect the investment levy on behalf of the BID, as this will be an efficient, safe, and cost-effective method of collection. Highland Council will lodge the levy within a BID Revenue Account. The BID levy can only be drawn down by the Board of Directors of the BID to allow the delivery of the business plan.

The BID Revenue Account and levy cannot be accessed by Highland Council, nor can it be used by the Council as an additional source of income.

## 9.5 Enforcement

In the event of any nonpayment of the BID improvement levy, it will be strongly pursued by Highland Council (as the billing body) using the recovery powers available to the Council to ensure complete fairness to all the businesses that have paid. Highland Council will be entitled to charge an additional fee to the levy amount to meet any additional costs incurred in the recovery of the levy.

## 10.0 The Voting Process

### 10.1 Pre-Ballot

The BID Proposer must submit, at least 98 days in advance of the ballot date, the BID Proposals to the Local Authority, the Scottish Ministers and the billing body along with a letter detailing their intention to put the BID Proposals to ballot. The local authority has then, 28 days in which to veto, or not veto, the BID Proposals.

A 'Notice of Ballot' will be issued at least 42 days before the day of ballot. The BID Proposer will make available a copy of the BID Proposal to any person, who is eligible to vote on the BID Proposals, who requests a copy.

### 10.2 The Ballot

- Ballot papers will be posted to the eligible person responsible for casting a vote within their business at least 42 days before the day ballot. In the case of national companies, the responsibility for voting may lie with head office.
- Prior to or on the date the ballot papers are issued the BID Proposer will provide to all those eligible to vote in the ballot, a copy of the BID Business Plan.
- The BID ballot is a confidential postal ballot conducted by Highland Council on behalf of Nairn BID and in accordance with Scottish BID legislation.
- Where an eligible property is vacant the voting papers will be sent to the property owner.
- In Nairn BID's case, voting papers will be issued no later than 13/07/2023.
- The last date for all ballot papers to be returned is 5pm on 24/08/2023. Papers received after this date and time will be deemed null and void and 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 renewing the Nairn Business Improvement District arrangements for a further period of five years?" The ballot paper must then be signed by the person eligible to vote and returned in the pre-paid envelope.
- For the ballot to be successful there must be a minimum turnout of 25% (the headcount) by number of eligible persons and by combined rateable value; and of those who turnout, the majority must vote in favour by number and combined rateable value.
- All eligible persons (i.e., those persons liable to pay non-domestic rates) will have one vote or where a person is liable for non-domestic rates, and required to pay the levy on each of the

properties that they occupy, that individual shall be eligible to cast a vote for each of their properties.

- The ballot papers will be counted on 25/08/2023 and the results announced by the Highland Council within one week.
- Following a successful ballot, the BID will commence on 01/09/23 and will run for a period of five years until the 31/08/2028.

### 10.3 BID Ballot Timetable

Item	B-n	Procedure	Time	Date	Comments
1	B-196	Last day for notice of intention to put BID proposals to ballot.	<b>Regulation 4</b> At least 196 days before ballot.	By 09/02/2023	complete
2	B-126	BID Review.	BID proposals reviewed and agreement reached as to whether a positive ballot result is achievable.	By 20/04/2023	complete
3	B-98	Last day for the submission of the BID proposal to the Local Authority and Scottish Ministers.	<b>Regulation 5 (2) (a) (i)</b> At least 98 days before the day of the ballot in accordance with regulation 4.	By 18/05/2023	
4	B-98	At least 98 days after item 1 the BID Proposer requests local authority to instruct ballot holder to hold ballot.	<b>Regulation 5 (2) (a) (ii) and (b)</b>	By 18/05/23	
5	B- 70	Local authority to confirm to the BID proposers and Scottish Ministers it is or is not vetoing the BID proposals.	<b>Regulation 14 (1)</b> For the purposes of Section 42(2) of the 2006 Act, the prescribed period is 70 days prior to the day of the ballot.	By 15/06/2023	
6	B-56  B-56	The local authority instructs the ballot holder to hold BID ballot.  Ballot holder puts in place arrangements to hold BID ballot.	<b>Regulation 6</b>  <b>Regulation 8 and schedule 2</b> <b>On receiving instruction under Regulation 6 to hold ballot</b> the ballot holder puts in place the <b>formal arrangements</b> to hold ballot, including: Securing ballot date, publishing notice of ballot, and preparing list of persons entitled to vote.	By 29/06/2023  By 29/06/2023	
7	B-42	Publication of notice of ballot (by ballot holder).  Issue of ballot papers.  Spoilt ballot papers.	<b>Schedule 2, para. 3a</b> The ballot holder shall at least 42 days before the day of ballot, publish the notice of ballot.  <b>Schedule 2, para. 3</b> 42 days before ballot date.  <b>Schedule 2, para. 11</b> Spoilt ballot papers may be replaced at any time from the issue of ballot papers.	By 13/07/2023  By 13/07/2023  By 13/07/2023	
8	B-42	Last day for postponing the day of the ballot by up to 15 days.	<b>Schedule 2, para. 2 (2)</b> - No later than 42 days before the day of the ballot, the ballot holder may postpone the day of the ballot by up to 15 working days.	By 5pm 13/07/2023	



9	B-10	Last day for the appointment of a proxy.	<b>Schedule 2, para. 5 (5)</b> An application to appoint a proxy shall be refused for the purposes of a particular ballot if the ballot holder receives it after 5 p.m. on the tenth day before the day of the ballot.	By 5pm 14/08/2023	
10	B-7	First day for the request for issue of replacement of LOST ballot paper.	<b>Schedule 2, para. 12</b> Where a voter has not received their ballot paper by the seventh <u>working day</u> before the day of the ballot, that voter may apply (whether or not in person) to the ballot holder for a replacement ballot paper.	From 15/08/2023	
11	B-5	Last day for cancellation of proxy.	<b>Schedule 2, para. 5 (10)</b> A notice under sub- paragraph (9) by a person entitled to vote cancelling a proxy's appointment shall be disregarded for the purposes of a ballot if the ballot holder receives it after 5 p.m. on the fifth day before the date of the poll at that election.	By 5pm 19/08/2023	
12	B	<b><u>Ballot Day</u></b>	<b>Schedule 2, para. 2 – (1) (c)</b> At least 42 days after, but no more than 90 days after, the date on which the ballot holder published the notice required by paragraph 3 (a). (See also Item 7).	24/08/2023	
13	B+1	The Count	<b>Schedule 2, paras. 14-16</b> As soon as practicable after the day of the ballot, the ballot holder shall make arrangements for counting the votes cast on such of the ballot papers as have been duly returned (in accordance with paragraph 13) and record the number counted.	25/08/2023	
14	B+1  B+8	Declaration of results	<b>Schedule 2, para 17</b> (2) The ballot holder, having made the certification under subparagraph (1) Shall: (a) forthwith make a declaration of the matters so certified; and (b) Give public notice of the matters so certified as soon as practicable and within 7 days after the counting of the votes.	25/08/2023  1/9/2023	

## 11.0 Public Sector BID Involvement

### 11.1 Baseline Services

A baseline service agreement ensures the BID does not use the levy money to duplicate any services provided by Highland Council, Police Scotland, or any other local statutory bodies. The services directly delivered by the BID additional to any statutory services. The baseline services agreement gives an assurance to businesses that the levy payment will only be used for **additional** projects which they voted on in the BID ballot.

Additionally, a baseline agreement avoids the risk that public agencies including Highland Council will not reduce its statutory level of service to the BID area following a successful ballot.

For a full and detailed list of services provided in the BID area by Highland Council, please refer to **Appendix 6** Council Baseline information and Baseline Agreement.

Highland Council provides the following services (both statutory and discretionary) within the BID area: -

- **Roads and Footpaths Maintenance** – Carriageway, Footway Repair and Maintenance - Winter Maintenance
- **Traffic** - Traffic Management, Traffic Lights
- **Cleansing** - Refuse Collection, Recycling (Kerbside), Street Cleansing, Public Toilets, Environmental Wardens
- **Commercial Waste** – collection and recycling
- **Grounds Maintenance** – Open Space Maintenance – Playing Fields – Parks
- **Street Furniture and signage** - Street Furniture, Signage, Bus Shelters
- **Car parking** – on and off street
- **Lighting** - Street Lighting
- **Community Safety** - Licensing and Permits (street traders, public entertainment, etc.), Food Safety, Trading Standards, Environmental Health
  
- **Policy & Strategies** – Conservation & biodiversity
- **Planning** - Development Management, Flood Risk Management
  
- **Economic Development**
  - *Physical Regeneration*
  - *Economic Analysis and Development*
  - *Business Liaison*
  - *Business Support and Training*
  - *Place Campaign Promotion and Event Support*
  - *Town Centre Management*
  - *Liaison with Local Politicians*
  - *Liaison with Nairn BID*
- **Library Services**

#### **Services already provided by Police Scotland:**

- 24/7 Policing response

- Dedicated policing during peak times
- Enhanced policing levels during special events
- Liaison with partner agencies and other groups
- Crime prevention - advice

## 12.0 Measuring Success

### 12.1 Measuring the Success of the BID

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 progressing 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, evidence these through the production of annual reports which will be presented annually at the AGM.

### 12.2 Marketing, Communications and Social Media

To ensure openness and transparency in the management of the BID company, following a successful ballot, the BID Board have agreed the BID Business Plan should include, but not limited to; - one to one business engagement, business briefings, social media engagement, press releases, business forums, business networking meetings etc.

Additionally, the following information is to be displayed on the Nairn BID website: -

- The current BID business plan.
- The annual accounts.
- The BID ballot result.
- The contact details for the BID manager and other staff members.
- The names of BID board members and either the name of their business or the sector they represent.
- Details of Director Meetings agenda and minutes - abridged where necessary
- The methods levy payers can provide feedback to the BID e.g., AGM and/or other regular meetings.
- An annual report detailing the BIDs the projects/services/initiatives delivered and the cost of each; the achievements and the value the BID provides to levy papers.



## 13.0 Finances

### 13.1 Estimated Income and Expenditure

There are circa 315 eligible properties located within the BID area (this figure may change as businesses move, expand or close). The BID levy income is calculated to be approximately £112,000 per annum.

The average collection rate for Nairn BID is 97.85%. Therefore, an amount has been set aside in the budget under 'contingency' to allow for any bad debt.

The improvement levy will make it easier to obtain other sources of funding for specific projects and these opportunities will be pursued. The BID aims to attract other investment, sponsorship and trading income to increase the amount available to spend on projects as they develop. Funds will be sought from but not restricted to Visit Scotland, The National Lottery Heritage Fund, HES, Event Scotland, Creative Scotland, Coastal Communities Fund and The Highland Council's Community Regeneration Fund.

As the BID progresses, more income will be attracted, and this will be invested in improving the town centre and surrounding areas for the benefit of the businesses and local community.

### 13.2 Financial Management Arrangements

Any variations within budgets will be reported to the Board of Directors.

The Board will agree on an annual basis how funds for subsequent years will be allocated. This will be based on business feedback during the previous year and the priorities for the coming year, which allows the BID the flexibility to respond to changing business needs and requirements.

Highland Council will collect the levy payments on behalf of the BID and will retain these funds in a separate account until the BID Board calls these funds down. The BID Board will manage the levy funds that are collected by the Council. This arrangement will ensure that projects are delivered, and any financial liabilities of the BID are transparent.

### 13.3 Nairn BID Projected Income and Expenditure

<b>NAIRN BID PROJECTED INCOME AND EXPENDITURE 2023 -28</b>						
	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>	<b>Total</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>Income</b>						
BID Levy	112,000	112,000	112,000	112,000	112,000	560,000
Voluntary BID Levy	1,500	1,500	1,500	1,500	1,500	7,500
Events	10,000	10,000	10,000	10,000	10,000	50,000
<b>Total Income</b>	<b>123,500</b>	<b>123,500</b>	<b>123,500</b>	<b>123,500</b>	<b>123,500</b>	<b>617,500</b>
<b>Expenditure</b>						
<b>Promote Nairn</b>						
Annual Events Programme	19,200	17,780	16,310	14,800	13,250	81,340
Street Markets	8,000	8,000	8,000	8,000	8,000	40,000
Advertising & Branded Materials	3,000	3,000	3,000	3,000	3,000	15,000
Visit Nairn Costs	6,000	6,000	6,000	6,000	6,000	30,000
Promotional Marketing	7,100	7,100	7,100	7,100	7,100	35,500
	<b>43,300</b>	<b>41,880</b>	<b>40,410</b>	<b>38,900</b>	<b>37,350</b>	<b>201,840</b>
<b>Welcome to Nairn</b>						
Hanging Baskets & Floral Displays	6,500	6,500	6,500	6,500	6,500	32,500
Deep Cleaning Streets	5,500	5,500	5,500	5,500	5,500	27,500
Seagull Control Programme	5,000	5,000	5,000	5,000	5,000	25,000
	<b>17,000</b>	<b>17,000</b>	<b>17,000</b>	<b>17,000</b>	<b>17,000</b>	<b>85,000</b>
<b>One Voice</b>						
Member Support Costs	1,000	1,000	1,000	1,000	1,000	5,000
Evaluation - Measuring Progress	1,500	1,500	1,500	1,500	1,500	7,500
	<b>2,500</b>	<b>2,500</b>	<b>2,500</b>	<b>2,500</b>	<b>2,500</b>	<b>12,500</b>
<b>Making it Happen</b>						
Part Time Staff	46,350	47,740	49,180	50,660	52,180	246,110
Administration	7,850	7,850	7,850	7,850	7,850	39,250
BID Levy Collection Fee	5,600	5,600	5,600	5,600	5,600	28,000
Board Governance	900	930	960	990	1,020	4,800
BID Renewal ballot	-	-	-	-	5,000	5,000
	<b>60,700</b>	<b>62,120</b>	<b>63,590</b>	<b>65,100</b>	<b>71,650</b>	<b>323,160</b>
<b>Total Expenditure</b>	<b>123,500</b>	<b>123,500</b>	<b>123,500</b>	<b>123,500</b>	<b>128,500</b>	<b>622,500</b>
<b>Surplus / Deficit for Year</b>	-	-	-	-	(5,000)	-
<b>Cash at start of Year</b>	<b>5,000</b>	<b>5,000</b>	<b>5,000</b>	<b>5,000</b>	<b>5,000</b>	
<b>Year end Cash Flow</b>	<b>5,000</b>	<b>5,000</b>	<b>5,000</b>	<b>5,000</b>	-	

### 14.0 Contact Information

If you would like more information, please visit our website [www.nairnconnects.com](http://www.nairnconnects.com) or contact:

Lucy Harding - BID Manager

T: 07707 873534

E: [manager@nairnconnects.com](mailto:manager@nairnconnects.com)

[Nairn Community & Arts Centre](#)

[King Street](#)

[Nairn IV12 4BQ](#)

## 15.0 Appendices

<u>Appendix 1</u>	<u>Support for the BID</u>
<u>Appendix 2</u>	<u>Details of Consultation</u>
<u>Appendix 3</u>	<u>BID Business Plan</u>
<u>Appendix 4</u>	<u>Database of Properties and Persons Eligible to Vote</u>
<u>Appendix 5</u>	<u>Request to hold ballot – 98 Days</u>
<u>Appendix 6</u>	<u>Baseline Services Agreement</u>
<u>Appendix 7</u>	<u>Board Agreement</u>
<u>Appendix 8</u>	<u>Copy of Ballot Funding Letter/Email</u>
<u>Appendix 9</u>	<u>Board Minutes</u>
<u>Appendix 10</u>	<u>Operating Agreement - we have included the copy of the Operating agreement from 2018-23 which forms the working document and will be reviewed with the Highland Council on renewal of the BID.</u>