

Victorian Market Stakeholders/Traders Group Meeting

Unit 15, Victorian Market
 Tuesday 9th April 2019 at 5.30pm

Present: Cllr Isabelle MacKenzie (**IM**), Cllr Graham Ross (**GR**), Cllr Janet Campbell (**CJC**), Cllr Bet McAllister (**BM**), Jo Murray (Victorian Market Manager) (**JM**), David Haas (Inverness City Area Manager – Highland Council) (**DH**), William Morrison (William Morrison Jewellers, Market Arcade, Victorian Market) (**WM**), John Ewart (The Milk Bar, Victorian Market) (**JE**), Malcolm Fraser (Duncan Fraser Butchers, Queensgate Arcade, Victorian Market) (**MF**), Caroline MacKenzie, Inverness Souvenirs, Market Arcade, Victorian Market (**CM**), David Richardson (Federation of Small Businesses) (**DR**), Mike Smith (Inverness BID) (**MS**), Clare Armstrong (Inverness Chamber) (**CA**), Colin Craig (Oil and Vinegar, Union Street) (**CC**), Hilary Tolmie (Business Support – Highland Council) (**HT**)

Apologies: Provost Helen Carmichael (**HC**), Cllr Richard Laird (**RL**), Kasia Pogodzinska (Saffron Oriental Food, Market Hall, Victorian Market) (**KP**), Jackie Cuddy (Eastgate Centre) (**JCE**), Jane Cuthbert (MCM Investments, Queensgate) (**JC**)

Cllr Isabelle MacKenzie in the Chair

No.	Item	ACTIONS	Action
1.	Actions from previous Minutes	<p><u>Web Site Update</u></p> <ul style="list-style-type: none"> • JM meeting SPP tomorrow to get more info about the website and to progress the Google issue • The Website has been updated although not live yet regarding the press release on the stonework <p><u>Market Hall Painting</u></p> <ul style="list-style-type: none"> • The Church Street Entrance has now been painted • A clean and tidy has been done at the Queensgate Entrance and JM will discuss with MF a solution for this entrance which is the dirtiest, possibly due to the busses sitting at the junction. • IM suggested that before and after photos are taken. • The Market Hall is to be painted to brighten it up and there is a test panel outside Unit 15 and JM would welcome comments. • Two options: <ol style="list-style-type: none"> 1. Paint up to the pelmet and a make all the shop fronts the same colour leaving the traditional colours at the top – this is the cheaper option; or 2. Paint the entire area. • JM to get quotes for both. Work could be phased. 	JM/MF

			<ul style="list-style-type: none"> • WM suggested that uplighters be installed • BM thought LED lighting should be installed as cheaper • MF questioned the long term plans but JM feels that something needs to be done in the immediate term to brighten the Market Hall up and give it a bit of a boost. <p><u>Map and Unit Numbering</u></p> <ul style="list-style-type: none"> • Not relevant to number the units at present as it would be too complicated to do now due to the numbering on the leases • Getting Map costed just now in house and externally. The proposed map will have shop names on it and type of shop. <p><u>Future Trader Meetings</u></p> <ul style="list-style-type: none"> • Proposing to have an open week for trader engagement in Unit 15 where a lot of trader questions can be answered. • Shareholders are welcome to drop in • Comments Box for people who can't come along • Date to be announced ASAP possibly Wednesday 24th April to Wednesday 1st May but JM will keep Stakeholders informed of date. • This will be purely for Traders. <p>No further actions from the previous minutes.</p>	
2.		Final Re-Naming Decision	<p>The renaming of the Market was discussed last year but no decision was made. JM has advised that a decision has now got to be made.</p> <ul style="list-style-type: none"> • DH reminded the Stakeholders that the original Action Plan included the rebranding of the Victorian Market • The idea of call it an Arcade was suggested and this caused a lot of discussion within the Press and on Social Media • Although not technically a Market, it is more of an Arcade, this is the uniqueness of it and there was once a meat market and a proper market in the Market Hall. • People seem to like the traditional and want to keep it traditional by emphasising the Highland factor and the quality factor. • The name is critical going forward as this will set the context of the rebranding. • JM gave out copies of the original presentation that was presented to the Stakeholders which gave the rationale on changing the name to Inverness Old Town Arcade. • Following the press release on the name change in August last year the Courier 	

			<p>ran a survey and it was an overwhelming no to the name change by the public.</p> <ul style="list-style-type: none"> • The majority of comments printed were negative • DH stated that the name is important but the key is what people want from the Market and the responses received helped to identify this. • It was felt the Old Town does not have a strong enough identity in Inverness • JE feels that the developments need to be completed first and then rename and timing is important. • The proposed new Wayfinding Strategy would need to incorporate any new names/branding in their signage. • Although no start date for this yet it would make sense to tie in with the wider project. • BM advised that growing up in Inverness she never heard of the area being called Old Town and the Market was always the Victorian Market. • One option being looked at is maintaining the name Victorian Market but the different areas within the Market being called different names. • MS advised that the Old Town Branding should be launched first. • BM feels that the word Victorian Market should be included but CM felt that the word Victorian can give the wrong impression. • JE felt that it could be renamed but it will always be the Victorian Market. • WM feels that when the Market Hall is done up there will be knock on effect for the area. • CM suggested that there should be a roaming museum in empty units showing the history of the Market. JM agreed this was a good idea but should be in Unit 15. <p>The Group AGREED to keep the name Victorian Market as all felt it was not the right time to change it</p>	
3.		Project Update	<ul style="list-style-type: none"> • There is an Action Plan in place with funding which has been approved by the City of Inverness Area Committee. • DH is aware that there is a frustration amongst the Stakeholders and the Traders that nothing appears to be happening but it is vital that the best use of resources is made. • Any proposals must be practicable and benefit the Market and the people who have invested their livelihood in it. It is taking time but it needs to be right and hopefully they will be in a position to share plans that are viable within the next 	

		<p>couple of months.</p> <ul style="list-style-type: none">• It is two years since the Action Plan was created and a lot has changed since then so would be good to have a workshop session with the Stakeholders to review it.• Working at the moment on the final solutions on how to go forward with the Market. Looking at:<ul style="list-style-type: none">– Leases– Management Guidelines for Tenants– Options for the Market Hall– Costings– Timelines• Within the next couple of months a viable proposal will be presented to the Stakeholders and their views and opinions will be taken on board as they are vital in this process.• Once agreed with the Stakeholders the proposals will go forward to the City of Inverness Area Committee for approval.• It is essential to ensure that the Action Plan which was agreed by all the Traders is a document that still has clarity of purpose bearing in mind the changed times.• DH confirmed that finance is subject to a full Business Case being approved by the City of Inverness Area Committee to include third party funding options. Subject to this, the CIAC will look favourably on a proposal noting that it will fit with the agreed Action Plan. There are funds set aside within the Common Good Fund which can be allocated by the CIAC. .• The City Region Deal will not be available.• It will be a significant investment so must be right before proceeding and must be taken to ensure it is correct.• A prudent decision was taken not to proceed with the Academy Street Entrance at present but the stonework will be repaired with the work starting end May/early June and will be a three week project.• The Entrances will remain open.• Not ignoring suggestions and a plan for the Market is being formulated in the background.• The profile of the Market is constantly being raised.• CC feels that something dramatic must be done soon and the key to the Action Plan was the third phase and the redevelopment of the Market Hall should take priority.	
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- GR feels that we have one opportunity to get it right.
- Proposed timescale:
 - Next Stakeholder meeting review the existing Action Plan
 - The following Stakeholder meeting DH would hope to come forward with proposals that could potentially be progressed.
 - Will take 8-12 weeks to prepare Business Case and come forward with a proposal.
- Any Business Case must be able to stand scrutiny and financial modelling will need to be done.
- If done right it will add serious value to the Market and generate the Market as an attraction to the City.
- To attract external funding it needs to be right and an Economic Assessment will need to be done.
- JE feels the Business Case should be widened to include as many different voices as possible.
- At present the proposals are just ideas that have been muted and not in a form that can be shared as there is a lot of expertise out there.
- JE hopes that the Stakeholders will not be brought in to the process too late. DH confirmed that as soon as the proposal is in a form that can be discussed it will be shared with the Stakeholders.
- IM feels it is important to engage and talk with everyone.
- The project must be economically viable.
- The traders must be able to see the proposals and they must be told of any changes.
- It is important for all Stakeholders to come along to the Stakeholder Meetings as their views can be heard.

The Group **AGREED** to review the Action Plan at the next meeting and look at ideas and suggestions for going forward. DR asked for the Action Plan to be circulated prior to the meeting at least two weeks in advance. It will be a single item Agenda based on the Action Plan

Following this the Action Plan will be updated and then circulated to all Stakeholders. DH feels that in doing this it will strengthen the Business Case that this process has been gone through.

			DH reminded everyone that the Action Plan is endorsed by the CIAC.	
5.		AOCB	<p><u>Church Street Entrance</u></p> <ul style="list-style-type: none"> • It looks like there is a leak on the Church Street entrance lane between the Malt Room and Gorgeous Hair Salon. • Could be quite a serious problem as water now coming up and it could be mean that the lane will be closed during the repairs. • 5 Businesses are affected including the Market Hall • JM will keep all the Market Hall Traders informed • Crucial there is no disruption over Easter • Ultimately it is the owners responsibility • Scottish Water have been in looking at it but they will only accept liability up to the stop cock. • Clean water coming up <p><u>Up and Coming Events</u></p> <ul style="list-style-type: none"> • On the 24th May Barbara Henson will be in the Market with a Victorian Event to celebrate Queen Victoria 200th birthday • JM hopes to get the traders involved <p>Date of the next meeting Tuesday 14 May at 5pm Unit 15, Victorian Market.</p>	
			The meeting ended at around 7pm	