

Agenda Item	<b>18</b>
Report No	<b>HC/48/22</b>

## THE HIGHLAND COUNCIL

**Committee:** Highland Council

**Date:** 8 December 2022

**Report Title:** Inverness Business Improvement District Ballot for New Term from 1 April 2023 – 31 March 2028

**Report By:** Executive Chief Officer Communities and Place

### 1. Purpose/Executive Summary

- 1.1 This report provides a summary of the proposals being made by the Board of Directors of Inverness BID Ltd (BID) for a Renewal Ballot for a new 5-year term from 1st April 2023 for Inverness City Centre Business Improvement District.
- 1.2 The report explains the Council's involvement in the process and highlights the opportunities given to the Council to promote the City through working in partnership with Inverness BID, through the City Strategy, which incorporates the vision for the City through the City Futures Group.
- 1.3 The Council is invited to endorse the draft Business Plan from Inverness BID and to agree to support the new 5-year term for the Inverness Business Improvement District in the forthcoming ballot on 23 March 2023.

### 2. Recommendations

- 2.1 Members are asked to
  - endorse the draft Business Plan (**Appendix 1**) from Inverness BID; and
  - agree to support the new 5-year term for the Inverness Business Improvement District in the forthcoming ballot on 23 March 2023.

### **3. Implications**

#### **3.1 Resource**

Since April 2017 the costs of collecting the Levy by the Highland Council have been met by Inverness BID from its levy income. It is proposed that this arrangement continue as per current arrangements in the event that businesses support a further 5 year term at the renewal Ballot. This renewal ballot is managed by the Council's Election Team with the Returning Officer as the ballot holder and the levy collection is administered by the Revenues and Customer Services department as part of the collection arrangements for Non –Domestic Rates.

There are no additional resource implications other than those detailed in the report

#### **3.2 Legal**

There are no legal implications as a result of this report. The assessment of the Inverness BID proposal relative to the Council's right of veto is reported under a separate report to Council (Agenda Item 18) all in accordance with the Planning Etc. (Scotland) Act 2006 and the Business Improvement Districts (Scotland) Regulations.

#### **3.3 Community (Equality, Poverty, Rural and Island)**

There are no direct implications. Businesses will be consulted and asked to agree a further 5 year term.

#### **3.4 Climate Change / Carbon Clever**

The Partnership working undertaken with the Inverness BID assists in progressing Council Policies which promote a Low Carbon Economy

#### **3.5 Risk**

No Implications

#### **3.6 Gaelic**

No Implications

### **4. Background**

4.1 Inverness City Centre BID has operated since 1<sup>st</sup> April 2008 and is a geographic Business Improvement District representing the City Centre business sector (including office, hospitality, retail and property owners). It is created under statute, i.e. Planning (Scotland) Act 2006.

4.2 Inverness BID is an independent, not for profit company limited by guarantee which is entirely separate from the Council. Inverness BID is run by a Board of Directors drawn from volunteer members from within the BID area i.e. businesses located within the City Centre and are liable to pay BID levy.

4.3 BID's mandate is established through a formal ballot process with businesses which is organised on behalf of BID by the Highland Council's Election Team. Both property

owners and property occupiers are sent ballot papers and a copy of the BID business proposal. A majority of businesses both in terms of rateable value and by number are required to vote in favour of continuation every 5 years.

- 4.4 In the past elections Businesses in the BID area voted in favour of renewal as follows:
- Establishment of BID (Term 1: 1<sup>st</sup> April 2008 – 31<sup>st</sup> March 2013) = 73
  - Renewal Term of BID (Term 2: 1<sup>st</sup> April 2013 – 31<sup>st</sup> March 2018) = 77%
  - Renewal Term of BID (Term 3: 1<sup>st</sup> April 2018 – 31<sup>st</sup> March 2023) = 79%
- 4.5 In the 5 year period to 31<sup>st</sup> March 2023, more than £1m will have been generated by way of BID levy paid by businesses and invested in Inverness City Centre.
- 4.6 The current term of office runs until 31<sup>st</sup> March 2023, and a renewal Ballot is planned for March 2023, seeking support to extend the term for a further 5 years.

## 5. The Council Role

- 5.1 As noted at item 18 on the agenda, prior to considering the proposals outlined in this report, the Council first must determine whether it wishes to exercise its right of veto. The assessment of the draft BID proposals against the prescribed circumstances as set out in the Planning etc. (Scotland) Act 2006 and associated Business Improvement Districts (Scotland) Regulations, will decide if there are any grounds for the Council to exercise its Power of Veto over a BID proposal and hence determine whether a ballot shall be held or not.
- 5.2 In addition to the above, the Council also has formal roles with regard to;
- **Levy Collection** – The Council undertakes this role for BID. This is governed by an Operating agreement which sets out the parties roles and responsibilities. The Levy amounts to approximately £206k of income to BID in each financial year.
  - **Service provision – added value** – It is fundamental to the role of BID that it shows that it is ‘adding value’ to what the businesses pay in Non-Domestic Rates, for the services of the Council and its Public Sector partners. This is supported by reference to a Service Level Agreement between the Council and BID. This is an agreement which is reviewed on an annual basis and reported to City of Inverness Area Committee.
  - **Right to vote** – as a property owner, the Council has the right to vote in the BID ballot.
- 5.3 The Council’s Scheme of Delegation allows for the City of Inverness Area Committee to recommend to Council any proposals for Business Improvement Districts. Given timing, and the need for the formal assessment of the BID proposal to first be considered, it has not been possible for CIAC to consider the BID proposal on this occasion.

5.5 This report therefore asks Members to consider and endorse the Inverness BID business plan which can be found in **Appendix 1**, on the basis that it supports and contributes to wider improvements of the City. The Council is also asked to agree to support the continuation of the Inverness BID in the forthcoming ballot on 23<sup>rd</sup> March 2023.

## **6. The New BID Term**

6.1 Proposals for a new BID Term from April 2023 until March 2028 have been prepared by the BID Director and the Board of Directors. This follows endorsement of the BID continuing by a strong sample of City Centre businesses via a consultative survey carried out by BID in September 2022. The BID consultation included business and stakeholder focus groups and 1-1's. The formal ballot is planned for 23<sup>rd</sup> March 2023.

6.2 The final draft Business Plan is attached at **Appendix 1**. In line with BID good practice, the programme proposed in the Business Plan fully reflects the feedback from the City Centre businesses as to their priorities for BID over the next 5 year term. BID focuses on 'adding value' to the services and projects provided by the Public Sector. There is a clear emphasis on developing the strategy for regenerating the City Centre as per the City Strategy and City Futures Group together with the Council. The successful development of the refreshed plan is strong evidence of the strength of the partnership approach on this mutually important issue for the Council and BID.

6.3 During the preparation of the 2023-28 BID Business Plan the BID Directors considered possible options to revise the BID area. A map of the BID Area is attached via **Appendix 2**. Any proposal to expand the BID area would have needed to receive the support of both the new and the existing businesses meaning whilst such an expansion may have had the potential to increase the bid levy income available, at the same time the increased costs would have had to be incurred to service the new businesses which was prohibitive. Following engagement it was assessed that some new levy payers may have different priorities to the existing members and so accordingly, at the current time, no change to the BID geographical area is being proposed or pursued.

## **7. Conclusion**

7.1 All the BID projects support the development and quality of the City in the Highlands as a place to live in, visit or very importantly, as a place to invest in. All the contributions made by BID to operational projects can be seen as 'adding value' to the services provided by the Council or its other partners in the public sector. A number of activities and projects would not be deliverable by the Council or would cost more to do so. The Partnership offered by BID with the Public Sector offers both flexibility in delivery and engagement with a vital sector of the business community, often leading to a contribution either in kind or financially – through the commitment of levy funds – to the delivery of projects that make a difference.

Designation: Executive Chief Officer Communities and Place

Date: 23/11/2022

Author: David Haas, Inverness City Area Manager



**Inverness BID Renewal Ballot**

**Fourth Term Business Plan**

**1<sup>st</sup> April 2023 to 31<sup>st</sup> March 2028**

**DRAFT**

**Word Only Version**

## Why Business Improvement Districts are Important

Business Improvement District's (BID) are a geographically defined area where businesses come together and agree to invest collectively in projects and services that the businesses identify will improve the trading environment over and above those provided by statutory authorities.

The activities undertaken by BID are funded with the money collected through the investment levy set and paid by all the property owners and property occupiers in the BID area (unless exempt in full or part). Additional funding of nearly £160k per annum has been attained over and above the investment levy payments in the current BID term, to further improve the changes and development opportunities in our area which results in a greater impact via BID than individual businesses working alone or in small groups could achieve.

The first BID was established over 50 years ago and in spring 2008 the Inverness City Centre businesses voted 73% in favour to create Inverness BID which was one of the first to be formed in Scotland. In 2013 the City Centre businesses voted to renew the BID for another 5 year term with 77% in favour and in 2018 the businesses voted 79% in favour for a third term of a further 5 years from 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2023.

Development of Business Improvement Districts is part of the Scottish Government's Economic Strategy and as at November 2022, there are 35 fully operational BIDs in Scotland and a further 30 are currently in development. The Business Improvement District model is also replicated throughout the UK and Ireland where there are now over 322 BIDs. Having a successful Business Improvement District enhances and develops an area in ways that would not happen otherwise and further allows businesses to have a voice and be represented in respect of key matters in order to drive change in ways that benefits businesses, their staff, customers and clients.

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## Welcome from the BID Chair

It is my great pleasure to present the Inverness BID renewal proposal for term 2023-28, which outlines your priorities and gives a summary of how together, we as a resilient and diverse business community can continue to develop and enhance Inverness City Centre and it's trading environment for our mutual benefit.

A Business Improvement District 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 whereby the local business community and the statutory authorities, and other stakeholders or partners work collaboratively on projects and services that will benefit the local economy for the local business community.

I have been involved in business in Inverness City Centre for several years and know a lot of the businesspeople and stakeholders in the area. Inverness is a wonderful City and it is the businesses and the people behind them that make the centre such a great place to live, work and visit.

There is still much to do to help our centre reach its full potential and as the economic climate at present is tough I believe we need our BID more than ever and we cannot afford to lose it at this critical time. Our response in crisis was put to the test during the pandemic but we met and exceeded expectations by providing our business community with extensive support every step of the way and our actions were recognised nationally when we won an award for this response and our actions via Scotland's Towns Partnership.

By voting YES we will be there for you every step of the way again and whilst the situation is undoubtedly challenging, there is also much to be positive about including the Union Square (Union Street) and Merchant House (Castle Street) developments, the Victorian Market revamp, the Castle, Millburn Road and Academy Street redevelopments, the joint City Strategy and much more.

Your continued support of Inverness BID also provides a great opportunity for us to pull invest collectively, pull resources and make sure that the changes we all want to see and as far as possible - happen. The cost to our businesses is relatively low and through our BID we have a strong voice, can influence and direct a vast array of changes and we can further maintain access to external assistance and funding which is not available to individual businesses. Together we have achieved and can achieve much more.

All of the proposed improvements and projects detailed herein have been based on the results and feedback obtained during our renewal ballot consultation process, which comprised a Business Questionnaire, 1-1's and Business Focus Group sessions. Every business in the area has had the opportunity to let us know what their issues and priorities are. Now that the consultation process has ended be advised that your ongoing engagement and feedback throughout the next term remains integral to our model not least to ensure that your BID can help address the issues and optimise development opportunities that you and your fellow businesses identify and want to prioritise.

Supporting Inverness BID also means we can preserve the substantive activities that we have already successfully put in place which help to increase footfall, stimulate investment in our local economy and enhances the reputation and attractiveness of Inverness City Centre.

Overall the purpose of Inverness BID remains ultimately to greatly improve your trading environment by focusing activity on the areas you have identified as being of most importance i.e. –

- **A Welcoming and Attractive City Centre**
- **A Safe and Connected City Centre**
- **An Enhanced and Represented City Centre**
- **Promoting, Marketing and Celebrating the City Centre**

Across these four themes we propose to continue to make positive changes and get the things done that you want and I would ask you to all vote YES so that we can continue to work jointly to ensure that Inverness City Centre reaches its full potential.

In respect of the voting process, a notice of ballot will be sent to all 'eligible persons' on the 2<sup>nd</sup> February 2023. Those eligible to vote will have 6 weeks to cast their vote before the ballot closes at 5pm on 23<sup>rd</sup> March 2023. Ballot papers received after this date and time will be null and void and not be counted.

**Your BID will only continue if a majority of businesses vote  YES in the ballot on 23<sup>rd</sup> March 2023. A  NO vote will mean that the Inverness City Centre BID will finish on 31<sup>st</sup> March 2023 and all the benefits and existing projects delivered will cease with immediate effect.**

To have a say, secure a more prosperous, brighter future for our City Centre vote  YES. Together we can help Inverness City Centre achieve its potential and create a more vibrant, attractive and thriving centre and share in its success.

If you have any questions or if you'd like to find out more please visit our website [www.invernessbid.co.uk](http://www.invernessbid.co.uk) or for more general or national information refer to [www.bids-scotland.com](http://www.bids-scotland.com) You can also contact our BID Team via [info@inverness.uk.com](mailto:info@inverness.uk.com)

Kind Regards



Peter Strachan  
Chair of Inverness BID Ltd Board



## **Delivered in the Term 2018-23**

### **The City Centre Business's Aspirations were:**

The BID Business Plan for 2018-23 reflected the comments, views and aspirations of the businesses to create a well promoted, safe, and vibrant and well managed City Centre for customers, clients, employees, businesses and investors which were of importance at that time across the themes of:

- **Marketing the City Centre**
- **Enhancing the City Centre**
- **Engaging and Championing the City Centre**
- **A Safe and Welcoming City Centre**

### **Examples of activity in our Third Term includes:**

#### **Marketing the City Centre**

- Marketing of the City Centre Businesses and the area through social media, online, radio, print and other channels on an ongoing basis.
- Launched Inverness City Centre Gift Card to provide an economic stimulus for the BID area businesses within the City Centre.
- Campaigns with Highland Council/ICGF to encourage public to return to the City Centre post-covid pandemic restrictions.
- Festive Marketing Campaign to promote individual, sector and City Centre offerings.
- BID Coach Ambassadors welcomed visitors from 2200+ coaches in 2022 generating almost 100k visitors to the City Centre. IBID were awarded 'Coach Friendly' status in 2016 in recognition of the outstanding service provided to welcome coach visitors to the City.
- Welcome Package linked to and in support of major events in the City Centre.

#### **Engaging and Championing the City Centre**

- A strong representative voice to ensure that the views of City Centre businesses continue to be heard.
- Advice and support for businesses during the Covid pandemic etc
- In this period we started the annual Inverness City Centre Business Awards which recognise and celebrate the quality of businesses in the area. In 2022, almost 34,000 votes for City Centre Businesses were cast by the customers and clients.
- Advocating on proposals which projects and initiatives which would benefit the City Centre and its businesses.
- Effective and beneficial Partnership Working with other City Centre Stakeholders.
- Facilitating a strong voice for businesses on City Centre developments and activity.

#### **Enhancing the City Centre**

- Annual events programme designed to attract the public to visit and move around the City Centre

including The Great Easter Egg Hunt, Classic Vehicle Show, Elf on the Shelf, High Street Safari's and much more.

- Gull Control Programme to reduce their nuisance – 8,500+ eggs removed to SNH guidelines over the last 5 years.
- Spectacular City Centre summer floral decorations with 650+ baskets/displays annually including regular watering and feeding programme throughout the display season.
- Worked in partnership with Highland and other stakeholders on City Centre developments including Inverness Castle, Victorian Market etc.

### **A Safe and Welcoming City Centre**

- Regular liaison group focused on City Centre issues with Police, Council & other stakeholders.
- Recognition by agencies of the economic cost of anti-social and criminal behaviour in City Centre.
- Provision of BID Security Task Team and Taxi Marshals jointly funded with the Common Good Fund.
- Programmes with businesses and other agencies to assist community safety and crime reduction.
- Annual Operation Respect to increase security over the festive period.

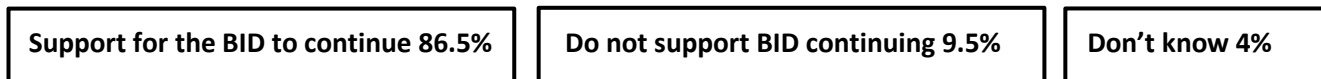
## Looking to the Future – 2023-28

### Consultation with BID Businesses:

#### Questionnaire

In September 2022 we circulated a detailed Business Consultation Questionnaire to all the businesses based in the City Centre as well as to the head offices of respective national companies. We received back 80 representing a response rate of which compares favorably with other similar sized BIDs.

The business consultation demonstrated overwhelming support for BID to continue for a further term with replies from our business stakeholders demonstrating:



#### Business Focus Groups and 1-1s

In addition to our questionnaire survey further engagement and consultation was undertaken via Business Focus Group Sessions and 1-1's over the period August 2022 to October 2022.

### Your Priorities for the Next 5 Years:

The responses and feedback to the consultation process was evaluated and provided the basis and content for the next this Business Plan. The proposal focuses on the priority projects, issues and activities that the City Centre businesses identified that they most want addressed in term 2023-8 to improve, develop and enhance the BID area trading environment as follows:

- 1. A Welcoming and Attractive City Centre**
- 2. A Safe and Connected City Centre**
- 3. An Enhanced and Represented City Centre**
- 4. Promoting, Marketing and Celebrating the City Centre**

#### **Focus of the BID Business Plan 2023-28:**

The BID Business Plan 2023-28 aligns with the core BID mission:

**Our Mission Statement:** will continue to be “to deliver a series of projects and services to improve the trading environment of Inverness City Centre to the benefit of the City Centre economy, the levy paying businesses, their customers, clients and visitors”.

#### **Our Core Themes to Deliver Your Priorities for the next Term are:**

- 1. A Welcoming and Attractive City Centre** – ensuring the City Centre is a clean, friendly and attractive place to visit.
- 2. A Safe and Connected City Centre** – ensuring that the City Centre is a secure and connected place.
- 3. An Enhanced and Represented City Centre** – improving the fabric and experience of the City Centre for our businesses and those who live, work or visit our destination.
- 4. Promoting, Marketing and Celebrating the City Centre** – attracting people to a more vibrant and thriving City Centre and championing and raising awareness of the City Centre businesses and their quality offerings.

## **Our Objectives are to work to:**

- Create a welcoming, friendly and vibrant City Centre
- Expand the promotion of the City Centre area, its events and businesses as a destination
- Attract more people to enjoy the facilities and businesses in the BID area
- Encourage local, regional and tourist visitors to the area
- Work with other stakeholders on strategic initiatives and investment to enhance the area
- Create a cleaner and more vibrant and attractive City Centre
- Support businesses to develop a stronger economy
- Optimise opportunities to develop initiatives and strategies which support the City Centre business community
- Engage with businesses and facilitate feedback regularly to main a representative voice
- Represent and act as the strong voice of the businesses on a range of issues
- Work with partner organisations to create a safe and secure City Centre
- Provide support for businesses on an individual, sector and collective basis as required
- Championing the City Centre and its importance to the local and wider Highland economy
- Advocating for the needs of City Centre businesses
- Marketing and promoting the businesses and the area on an ongoing area
- Optimising scope and opportunities to celebrate the City Centre

## A WELCOMING AND ATTRACTIVE CITY CENTRE

### ATTRACTING PEOPLE TO A FRIENDLY, VIBRANT & THRIVING CITY CENTRE

ACTIVITY	FUTURE
<p><b>City Centre Floral Displays</b>                      BID manages and co-ordinates all the arrangements for the 650+ impressive floral displays and hanging baskets staged each summer on premises throughout the City Centre including arranging planting, installation, maintenance, watering twice weekly and removal via a project jointly funded by the Inverness Common Good Fund and BID.</p>	<ul style="list-style-type: none"> <li>• BID to seek support from the Inverness Common Good Fund to ensure this important feature which enhances the attractiveness of the City Centre continues.</li> <li>• The City Centre businesses have strongly confirmed their ongoing support for floral displays.</li> </ul>
<p><b>Coach Friendly</b>                      BID Coach Ambassadors welcomed and assisted visitors from more than 2200 tourist coaches in 2022 at the Ardross Street pick up/drop off facility via a project jointly funded by the Inverness Common Good Fund and BID. The team have been awarded national “Coach Friendly” status.</p>	<ul style="list-style-type: none"> <li>• BID to seek support from the Inverness Common Good Fund to ensure this important tourism project increases City Centre footfall continues.</li> <li>• The City Centre businesses have strongly confirmed their ongoing support for this service.</li> </ul>
<p><b>Visitor Maps</b>                      Each year BID distributes a ‘welcome’ map to Coach visitors of the City Centre. This assists with BID driving increased footfall into the City Centre. Businesses reported that they would like more information given to visitors about their business including if sited in a less prominent area.</p>	<ul style="list-style-type: none"> <li>• BID to co-design a new map (print and online) that will featuring QR codes to the City Centre Business Directory and a feedback questionnaire for Visitors.</li> <li>• Businesses confirmed their strong support for this activity.</li> </ul>
<p><b>Gull Programme</b>                      BID co-ordinates and helps to reduce the gull population via a nest and egg removal programme which has resulted in 3512 nests and 8101 eggs being destroyed over the past 5 years. BID further assists with issues of ‘rogue gulls’. This project is jointly funded by the Inverness Common Good Fund and BID.</p>	<ul style="list-style-type: none"> <li>• BID to seek support from the Inverness Common Good Fund to ensure this important project continues.</li> <li>• The City Centre businesses strongly confirmed their ongoing support for this service.</li> </ul>
<p><b>Smart Scape</b>                      Businesses have strongly identified that having a clean City Centre is very important to them. The BID team facilitate and arrange for the removal of fly posters and graffiti to ensure the City Centre as far as possible remains optimally attractive. BID supports the Commercial Waste Management Policy (2018) and assists members resolve issues as may arise.</p>	<ul style="list-style-type: none"> <li>• BID to seek support from the Inverness Common Good Fund to implement Smart Scape activities to include a service, above statutory requirements, which will include deep clean and power wash of problematic areas of the City.</li> <li>• The City Centre businesses strongly confirmed their support for this activity.</li> </ul>
<p><b>BT Smart Hubs</b>                      BID to work with statutory partners and BT to work towards replacing current payphones with ‘Smart Hubs’ which are more modern, attractive and have several additional features such as advertising screens, community notices, mobile charge points, telephone, and WiFi Hot Spot.</p>	<ul style="list-style-type: none"> <li>• BID currently in discussion with partners in respect of 2 ‘Smart Hubs’ being potentially installed in the City Centre and will continue this activity in any new term.</li> <li>• The City Centre businesses confirmed their support for upgrading activity.</li> </ul>
<p><b>Heritage and Art Projects</b>                      Inverness City Centre is rich with history and heritage. BID to advocate and seek funding for more heritage and art projects which are business focused and led (and consistent with current projects such as levelling up of the Castle) to increase wider footfall, improve the attractiveness and cultural appeal of the area and to optimise these areas of potential opportunity for the business community further including ‘Inverness Old Town’.</p>	<ul style="list-style-type: none"> <li>• BID to seek support for a pilot Heritage project with support from Inverness City Heritage Trust in the next term.</li> <li>• BID to seek funding and work with businesses to enhance the City Centre via dedicated projects in this area.</li> <li>• The City Centre businesses confirmed their support for this activity.</li> </ul>

<p><b>Notice Boards, Banners and Signage</b>          BID updates and maintains the 4 main City Centre Notice Boards on an ongoing basis. BID further hosts High Street banners on key themes. The Businesses consulted with identified support for additional and improved signage in and around the City Centre to raise awareness of their business.</p>	<ul style="list-style-type: none"> <li>• BID to seek funding to replace the 4 main City Centre notice boards and improve signage and finger boards.</li> <li>• The City Centre businesses via 1-1 and Focus Groups confirmed strong support for this activity.</li> </ul>
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**A SAFE AND CONNECTED CITY CENTRE**

**A CITY CENTRE WHERE EVERYONE FEELS SECURE AND BUSINESSES WORK TOGETHER**

ACTIVITY	FUTURE
<p><b>Inverness Community Safety Partnership</b>            BID represents the Business Community at the Inverness Community Safety Partnership (ICSP) group alongside Police Scotland, Highland Council, NHS Highland, other Emergency Services, and key Partners, and raises issues for and on behalf of businesses relating to Community Safety, crime reduction, anti-social behaviour and retail crime and is involved in promoting and facilitating initiatives to prevent and deter such activities with a fortnightly meeting held Chaired by BID. Inverness Community Safety Partnership and Safe Inverness CRP is funded via Inverness Common Good Fund and BID.</p>	<ul style="list-style-type: none"> <li>• BID will continue to represent businesses and work with others to help reduce crime and anti-social behaviour incidents in the City Centre.</li> <li>• BID to seek support from the Inverness Common Good Fund to continue with its active contribution and involvement in the Inverness Community Safety Partnership and Safe Inverness CRP.</li> <li>• The City Centre businesses confirmed their strong support for this activity.</li> </ul>
<p><b>Safe Inverness – Crime Reduction Partnership</b>            BID manages and co-ordinates the Safe Inverness – Crime Reduction Partnership and secure Website for Members which provides important community safety information and local intelligence for all member businesses on a range of relevant matters pertaining to preventions and interventions to keep people and premises safe. BID also chairs and co-ordinates the Retail Security Group and facilitates access for businesses in support of the independent commercial ShopSafe Radio System operated across the City Centre by Retail outlets and the Hospitality Sector.</p>	<ul style="list-style-type: none"> <li>• BID will continue to represent businesses and work with others to help reduce crime and anti-social behaviour incidents in the City Centre.</li> <li>• BID to seek support from the Inverness Common Good Fund to continue with its active contribution and involvement in the Inverness Community Safety Partnership and Safe Inverness CRP.</li> <li>• The City Centre businesses confirmed strong support for this activity.</li> </ul>
<p><b>BID Security Task Team</b>            BID organises and co-ordinates the SIA trained Security Task Team which offers additional security, reassurance and assistance to City Centre businesses, property owners and visitors. The Task Team respond quickly to real time issues reported to help reduce anti-social behaviour, retail and other crime. Over a period of (total 27) weeks 452 recorded incidents and requests for assistance in the City centre. The project is jointly funded by ICGF and BID.</p>	<ul style="list-style-type: none"> <li>• BID to seek support from the Inverness Common Good Fund to ensure this important service continues.</li> <li>• BID in response to business feedback, to explore the opportunity to make the Task Team service year round.</li> <li>• The City Centre businesses confirmed strong support for this activity.</li> </ul>
<p><b>Operation Respect and Taxi Marshalls</b>            BID co-ordinates the seasonal ‘Operation Respect’ initiative in the City Centre in conjunction with Police Scotland Inverness Area Command and our Statutory and Third Sector Community Safety Partners including Highland Council, NHS Highland, Scottish Fire &amp; Rescue Service, Scottish Ambulance Service and others, in order to enhance the security, safety and public reassurance arrangements in the City Centre over the Summer months and over the busy Festive Period. The project is funded in part by partners, BID and the Inverness Common Good Fund.</p>	<ul style="list-style-type: none"> <li>• BID to seek support from the Inverness Common Good Fund to ensure this important service continues.</li> <li>• The City Centre businesses confirmed strong support for this activity.</li> </ul>

<p><b>Pub Watch</b>          BID co-ordinates and provides support to the local pub and hospitality, business led initiative 'Pub Watch' which aims to improve standards, reduce anti-social behaviour in and around licenced premises and promotes a more connected and collaborative approach to issues of commonality. BID further supports Pub Watch with event marketing and promotion.</p>	<ul style="list-style-type: none"> <li>• BID to continue to co-ordinate and provide support to the Pub Watch Group and will work with members to identify further partnership working opportunities.</li> <li>• The City Centre businesses confirmed strong support for this activity.</li> </ul>
<p><b>Public Access Defibrillators</b>          On an ongoing basis BID co-ordinate, the security, servicing and repair of the 5 public access defibrillators sited within the City Centre. The units were purchased due to support from local businesses and Highland Council.</p>	<ul style="list-style-type: none"> <li>• BID to continue to provide the co-ordination to ensure the life saving units are there when needed.</li> <li>• The City Centre businesses confirmed strong support for this activity.</li> </ul>
<p><b>Working Together</b>          Businesses identified during our consultation that they would like to work together more and be better connected to each other in order to develop opportunities, share resources and to promote and raise awareness of each other's businesses as well as unite on key matters. Businesses identified networking events and opportunities to collaborate to be facilitated by BID.</p>	<ul style="list-style-type: none"> <li>• BID to set up a '<b>Members Only</b>' section of the BID website to connect businesses that will include a <b>Newsletter</b> section and a '<b>Shared Resources Hub</b>'.</li> <li>• The City Centre businesses confirmed strong support for this activity.</li> </ul>
<p><b>Training</b>          BID has organised and facilitated training courses for City Centre businesses on a number of topics such as retail crime (shop lifting) and social media management over the last term. Some sectors, such as hospitality identified a need for vocational training in City Centre to fill staff shortages.</p>	<ul style="list-style-type: none"> <li>• BID to facilitate training sessions on topics identified by the Businesses as being required such as 'Fair Work' or 'First Aid'.</li> <li>• The City Centre businesses confirmed strong support for this activity.</li> </ul>
<p><b>Recruitment Service</b>          BID to develop a City Centre Recruitment Service to make BID one of the go to places for job applicants seeking to work in the City Centre, including to help businesses to be more connected and reduce costs with staff onboarding.</p>	<ul style="list-style-type: none"> <li>• Recruitment service developed at no cost to businesses to advertise City Centre vacancies.</li> <li>• The City Centre businesses confirmed strong support for this activity.</li> </ul>
<p><b>"Quick Responder Service"</b>          BID acts as a frontline responder and point of contact to assist businesses with a vast number of queries including in times of crisis, such as during the covid pandemic.</p>	<ul style="list-style-type: none"> <li>• BID to continue to be there for when businesses have a query on any issue.</li> <li>• Businesses have strongly agreed that BID should continue this role.</li> </ul>

**AN ENHANCED AND REPRESENTED CITY CENTRE**

**ADVOCATING FOR AND PROVIDING A STRONG VOICE FOR BUSINESS NEEDS AND PRIORITIES**

<b>ACTIVITY</b>	<b>FUTURE</b>
<p><b>Promoting the Value of the City Centre</b>          BID positively and actively promotes the City Centre area and its business community on an ongoing and continual basis. BID also endorses the value of the City Centre both to residents and visitors alike. City Centre businesses contribute more than 10% of the non-domestic rates for the whole Highland area which demonstrates the value and benefit to the economy our City Centre provides.</p>	<ul style="list-style-type: none"> <li>• The City Centre businesses have approved BID's role in continuing to promote the importance of the City Centre and its trading economy to the City of Inverness and the Highlands on an ongoing and continual basis to ensure that the area is given a voice and say on key issues.</li> </ul>
<p><b>Developing a Stronger City Centre Economy</b>          BID looks to work with all City Centre stakeholders (including the City Centre businesses) to recognise and exploit all opportunities to create a stronger City Centre trading economy and to help identify opportunities for businesses.</p>	<ul style="list-style-type: none"> <li>• The BID Directors and staff will engage with all parties to progress any project or initiative which could benefit and strengthen the City Centre economy.</li> <li>• The businesses consulted were strongly in support of this activity.</li> </ul>

<p><b>Ensuring Business is Involved in Decision Making</b> By virtue of its formal mandate from the City Centre businesses in a statutory ballot, BID believes it should be engaged in all decision-making affecting the BID area. BID is able to facilitate business feedback and act as the “Voice” for the collective group of City Centre businesses. Representatives of levy paying businesses can stand for election as one of the 17 BID directors.</p>	<ul style="list-style-type: none"> <li>• BID undertakes to liaise regularly with the City Centre businesses and to set up Business Steering Groups in the Term 2023-28 to further enhance engagement and involvement in decision making.</li> <li>• The businesses consulted were strongly in support of this activity.</li> </ul>
<p><b>Strong Voice for Business</b> BID takes a proactive approach to ensuring it is aware of activity and developments in the City Centre which may potentially affect a business and/or the overall City Centre trading economy. It is increasingly difficult for individual businesses to keep abreast of such matters including at present, the proposals for redevelopment of Academy Street and Millburn Road.</p>	<ul style="list-style-type: none"> <li>• Increasingly BID is contacted by businesses seeking advice on issues which they are concerned could affect their trading with BID helping to facilitate resolution or improvement.</li> <li>• The businesses consulted were strongly in support of this activity.</li> </ul>
<p><b>City Centre Ambassador(s)</b> The BID City Centre Ambassadors provide a presence and point of contact to businesses as part of our rapid response service which assists businesses with an array of individual and collective matters which businesses identify need addressed.</p>	<ul style="list-style-type: none"> <li>• BID to continue with a strong City Centre presence including via our dedicated City Centre Ambassador service.</li> <li>• The businesses consulted were strongly in support of this activity.</li> </ul>
<p><b>An Accessible City Centre</b> BID recognises the importance of access to the City Centre by groups who are disadvantaged by having a protected characteristic and will work with partners to ensure that the area where possible, including via Equality Impact Assessments and Action Plans is able to forward equality and access issues to the benefit of target stakeholders.</p>	<ul style="list-style-type: none"> <li>• BID to work with partners to ensure that the City Centre is accessible and responsive to the needs of disadvantaged groups, such as those who have a disability or older people.</li> <li>• The City Centre businesses confirmed strong support for this activity.</li> </ul>
<p><b>Partnership Working</b> BID represents the interests of the City Centre businesses at a number of City Centre stakeholder and wider forums. BID recognises that working with partners and stakeholders is important and helps to achieve collectively more for the City Centre.</p>	<ul style="list-style-type: none"> <li>• BID values partnership working and will continue to engage with stakeholders on behalf of the City Centre businesses.</li> <li>• BID will continue to be a strong voice advocating on behalf of the businesses.</li> </ul>
<p><b>Business Continuity</b> BID is experienced in, and responsive to unforeseen incidents that can have a major effect on the City Centre. Examples include floods, fires, accidents, C19 pandemic and many other incidents. BID is able to present the business perspective into the multi-agency response group considerations rapidly. BID also ensures that businesses are kept updated on matters and their needs considered.</p>	<ul style="list-style-type: none"> <li>• Previously the absence of BID’s involvement has led to decisions being made which have disadvantaged individual businesses or the City Centre trading economy.</li> <li>• The businesses have approved BID continuing in this role.</li> </ul>
<p><b>Fat, Oil and Grease (FOG) Management</b> Some businesses identified issues for their business due to FOG management and disposal, and cited they were in favour of activity to encourage and raise awareness of appropriate disposal methods.</p>	<ul style="list-style-type: none"> <li>• BID to work with Scottish Water and partners, for a FOG awareness pilot for the City Centre to improve drain issues and promote best practice.</li> <li>• The businesses consulted were in support of this activity.</li> </ul>
<b>PROMOTING, MARKETING AND CELEBRATING THE CITY CENTRE</b>	
<b>RAISING AWARENESS AND ATTRACTING MORE PEOPLE TO A VIBRANT AND THRIVING CITY CENTRE</b>	
<b>ACTIVITY</b>	<b>FUTURE</b>



<p><b>Business Spotlights</b>          BID manages and co-ordinates the ‘<b>Small Business Focus</b>’ and ‘<b>Person Behind the Business</b>’ features in the Inverness Courier each month to help promote small and larger businesses with the feature being in the top 10 of articles read both in print or online.</p>	<ul style="list-style-type: none"> <li>• BID to continue with dedicated monthly spotlight features to ensure the profile of City Centre businesses is promoted on an ongoing basis.</li> <li>• The businesses consulted were strongly in support of this activity.</li> </ul>
<p><b>Inverness City Centre Business Awards</b>          The BID Business Awards, sponsored by the Inverness Courier recognise the best in each sector as voted for by their customers and clients. Finalists are invited to celebrate their achievement at our annual awards ceremony.</p>	<ul style="list-style-type: none"> <li>• BID to host an annual Business Awards ceremony to promote and reward the achievements of City Centre businesses.</li> <li>• The businesses consulted were strongly in support of this activity.</li> </ul>
<p><b>Annual Festive Marketing Campaign</b>          BID promotes the City Centre and its businesses to the wider Highland area and beyond via a marketing campaign via print, banners, online, social media and radio channels to encourage spend in the BID area. Campaign data is gathered to evaluate best practice to achieve aims.</p>	<ul style="list-style-type: none"> <li>• BID in liaison with media partners to deliver an annual festive marketing campaign to encourage increased spend and footfall in the City Centre.</li> <li>• The businesses consulted were strongly in support of this activity.</li> </ul>
<p><b>Events, Marketing and Promotion</b>          BID hosts a number of events aimed to encourage people to visit, spend and move around the BID area for example, the Great Easter Egg Hunt, Classic Vehicle Show, Elf on the Shelf, High Street Safaris, Fiver Fest and more. BID further actively markets and promotes business and partner events held in or near the City Centre to encourage increased footfall to the area.</p>	<ul style="list-style-type: none"> <li>• BID to continue as a member of Highland Council Events and Festivals group, and to continue to host an annual events programme designed to encourage increase in City Centre footfall.</li> <li>• The businesses consulted were strongly in support of this activity.</li> </ul>
<p><b>“Best Bar None” Awards Scheme</b>          BID co-ordinates this national scheme in the Inverness area to continually enhance the standards in the licenced trade sector. BBN supports the Hospitality Industry and Licensed Trade venues to achieve national benchmarks and provides a platform for them to showcase their customer offer.</p>	<ul style="list-style-type: none"> <li>• Annual Best Bar None Scheme to be continued.</li> <li>• BID to co-ordinate the Inverness BBN Awards Evening.</li> <li>• The businesses consulted were strongly in support of this activity.</li> </ul>
<p><b>Inverness City Centre Gift Card</b>          BID launched the Inverness City Centre Gift Card in November 2022, and over 150+ businesses within our area have signed up. The initiative has been funded via the Scottish Government Economic Recovery programme and via Highland Council. The Gift Card is a key offering as part of the wider #invernessloveslocal campaign.</p>	<ul style="list-style-type: none"> <li>• BID to continue to co-ordinate and manage the Inverness City Centre Gift Card scheme and will seek to secure additional funding to continue the initiative at no cost to businesses going forward.</li> <li>• The City Centre businesses confirmed strong support for this activity.</li> </ul>
<p><b>Places to Eat and Drink Guide</b>          BID profiles over 120+ venues to eat and drink with the guide being a prime source of information to visitors to the City Centre. The Guide is available online or in print copy with displays being prominent at the Airport, in hospitality venues and available to download.</p>	<ul style="list-style-type: none"> <li>• BID to update the Guide and add a QR code to ensure new venues or those who relocate are included.</li> <li>• The City Centre businesses confirmed strong support for this activity.</li> </ul>
<p><b>Social Media Promotions</b>          BID extensively and actively promotes the City Centre and its businesses via our social media platforms which has a reach of over 32k followers over Facebook, Instagram and Tik Tok.</p>	<ul style="list-style-type: none"> <li>• BID to continue to promote and market the City Centre and its businesses extensively online.</li> <li>• The City Centre businesses confirmed strong support for this activity.</li> </ul>
<p><b>BID Website and Business Directory</b>          The BID website promotes each City Centre Business via their own dedicated page in the Business Directory and markets events and news via the platform on an ongoing and continual basis.</p>	<ul style="list-style-type: none"> <li>• BID to continue to promote and market the City Centre, events and news and its businesses extensively via the BID website.</li> </ul>

	<ul style="list-style-type: none"> <li>• The City Centre businesses confirmed strong support for this activity.</li> </ul>
<p><b>Visitor Marketing</b>          BID is committed to marketing the City Centre and it's hospitality and other businesses to a wide range of visitors including local, regional, national and international to promote the area as a destination for leisure, shopping and staying.</p>	<ul style="list-style-type: none"> <li>• BID will continue to promote and market the City Centre as a prime destination for all.</li> <li>• The City Centre businesses confirmed strong support for this activity.</li> </ul>

## The BID Area

During the preparation of the 2023-28 BID Business Plan the BID Directors considered options to revise the BID Area however after careful consideration and given the synergy of the BID programmes to the dynamics of our City Centre area, the Directors agreed that the City Centre businesses would be best served by maintaining the existing boundaries of BID for the fourth term.

The BID Area will therefore be unchanged and will again cover all separate rateable properties in the heart of Inverness City Centre – which includes retail, office, leisure and other commercial businesses. The BID area extends from the Eastgate Centre to Bank Street at Ness Riverside and from Castle Street to High Street and up Friar's Lane and the following streets are included either in whole or in part:

Academy Street  
Academy Street Arcade  
Bank Lane  
Bank Street  
Baron Taylor's Street  
Bridge Street  
Castle Street  
Castle Wynd  
Church Lane  
Church Street  
Drummond Street  
Eastgate  
Eastgate Shopping Centre  
Falcon Square  
Falconer Building  
Fraser Street  
High Street  
Inglis Street  
Lombard Street  
Manse Place  
Margaret Street  
Market Brae  
Market Close  
Market Hall  
Millburn Road  
Post Office Avenue  
Queensgate  
Queensgate Arcade  
Railway Terrace  
Raining Stairs  
Rose Street  
School Lane  
Station Square  
Stephen's Brae  
Strothers Lane  
Union Street  
Victorian Market



## BID Ballot Process

- The BID ballot is a confidential postal ballot conducted by Highland Council via CIVICA on behalf of Inverness BID Ltd and in accordance with Scottish BID Legislation.
- Both the owner of a property (the Property Owner) within the BID area and the organisation trading from that property (the Property Occupier) that are “eligible persons” are entitled to vote in the BID ballot.
- An “eligible property” is one based in the BID area that is registered with the Highland Council as having a rateable value of £10,000 or above on the date of the ballot i.e. 23<sup>rd</sup> March 2023 and which is not exempt from paying BID levy.
- As defined in the legislation the Property Owner and Property Occupier shall have the following voting rights:
  - A Property Owner will have one vote in the **ballot by number** (irrespective of the number of properties owned) and in the ballot **by rateable value**, will vote 50% of the rateable value of each property they own.
  - A Property Occupier will have one vote for each property they trade from in the **ballot by number** and in the **ballot by rateable value**, will vote 50% of the rateable value of each property they occupy.
- Where a commercial property is vacant the Property Owner will receive the ballot paper as the person eligible to vote but will be required to pay 100% of the levy of the property subject to any exclusions that may apply.
- Ballot papers will be issued by CIVICA on behalf of the Highland Council (the ballot holder) to every eligible person in the BID area by 9th February 2023 i.e. at least 42 days before the final ballot date.
- The ballot papers, together with a copy of the BID Business Plan for 2023-28, will be posted to the person responsible for casting a vote within their business. In the case of national companies the responsibility for voting may lie with head office.
- The final date for all ballot papers to be returned is 5pm on Thursday 23<sup>rd</sup> March 2023. Ballot papers received after this date and time will be null and void.
- Voting papers are easy to complete, simply place a cross on either "YES" or "NO" to the question "are you in favour of a BID?". The ballot paper must then be signed by the person deemed eligible to vote by the business and returned in the pre-paid envelope.
- For the ballot to be successful there must be a minimum 25% turnout (the headcount) of the total number of businesses and minimum 25% turnout (the headcount) by combined rateable value.
- Of those that vote, over 50% by number and 50% by combined rateable value must then vote in favour of the BID for the vote to be successful.
- The ballot papers will be counted on Friday 24<sup>th</sup> March 2023 and the results will be announced by the Ballot Holder within one week.
- If successful at the renewal ballot, the BID will recommence on the 1<sup>st</sup> April 2023 and will run for a period of five years until the 31<sup>st</sup> March 2028.

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## The BID Proposer

Inverness BID Ltd is a not-for-profit limited company with no share capital that was established in 2008 to deliver the initial BID for Inverness City Centre for the 5 years from 1<sup>st</sup> April 2008 to 31<sup>st</sup> March 2013. We will deliver the renewed Business Plan for the period 1<sup>st</sup> April 2023 to 31<sup>st</sup> March 2028 and will represent the interests of all BID businesses in our area through a dedicated Board of elected, voluntary, non-executive Directors drawn from the BID levy payers together with the Highland Council representative, Leader of the City of Inverness Area Committee.

## BID Levy Arrangements

- As BID Proposer the BID Board of Directors propose that the BID levy arrangements for year 1 will be based on the rateable value of a property as at the date of ballot i.e. 23<sup>rd</sup> March 2023.
- For Year(s) 2-5, any revaluations will be applied to the levy set for that year and will be based on the rateable value as at 1<sup>st</sup> April 2024 for year 2 (2024-5), 1<sup>st</sup> April 2025 for year 3 (2025-26), 1<sup>st</sup> April 2026 for year 4 (2026-27) and 1<sup>st</sup> April 2027 for year 5 (2027-28).
- There will be no adjustments to the levy charged during a year to reflect changes in individual rating values due to revaluation following an appeal. Any such changes in rating values will instead be reflected in a corresponding change to the levy arrangements for the appropriate properties in the year following an appeal.
- All eligible non-domestic properties with a rates valuation that are listed on the Inverness City Centre Valuation Roll by the Scottish Assessors on the day of the ballot will be liable for the investment levy for the duration of the BID subject to any exemptions detailed below.
- Levy payments are not linked to what businesses actually pay in rates but are based on the rateable value of the property.
- For the year 1<sup>st</sup> April 2023 to 31<sup>st</sup> March 2024 the BID levy will be 1.11% on the rateable value of the property as at the date of ballot i.e. 23<sup>rd</sup> March 2023.
- For Year 2 (2024-25) and subsequent years of the term, the BID Board will have the discretion to increase the levy annually by the rate of inflation (CPI) but any such increase will be limited to a maximum increase of 2% per annum on the previous year's levy rate.
- The BID levy payments will be made 50% by the 'Property Owner' and 50% by the business operating from the property i.e. the 'Property Occupier' with the exception of vacant premises when it will be the responsibility of the Property Owner to pay 100% of the levy after a period of 3 month's vacancy.
- Any new commercial development or new business with a rateable value over £10k coming into the BID area during the 5-year term of the BID, will be liable for the BID investment levy although if a business ratepayer occupies the premise for less than a year the amount of BID investment levy will be calculated on a daily basis.
- Where a property is vacant, undergoing refurbishment or being subdivided on the date the levy is issued, the Property Owner will be liable for the levy amount which must be paid within 28 days.
- Highland Council as the bidding body will continue to pursue any non-payment of the BID investment levy using the available statutory powers to show fairness to levy payers that have paid the levy. The 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.

## Exemptions to Paying BID Levy

The current BID Board of Directors as the BID Proposer, propose that the following BID levy exemptions operate for term 2023-28: -

- Any property with a rateable value of less than £10,000 shall be exempt from paying the investment levy. However, any businesses to which this applies may opt to pay a voluntary contribution to become a voluntary member of BID.
- Churches & other established places of worship shall be exempt from paying BID levy as shall non-retail charities and stand-alone ATM's.
- For clarity, retail charity shops will be liable to pay BID levy as they will benefit from the improved trading environment created by BID.
- Businesses in the Eastgate Shopping Centre and the Victorian Market will contribute the levy as defined above but as they already pay a service charge for safety, marketing and promotional services and due to offering 'in kind support' to the BID they will be eligible for a reduction in levy payable (Eastgate Centre 35% and Victorian Market 30%).

## Financials for 2023-28

The BID Board of Directors will continue to seek to use the money raised through the BID levy to lever additional project support and sponsorship to add value to the contribution from businesses. In the year 2022-23 as of November 2022 a total of almost £160k of such additional funding was achieved to invest along with the BID Levy in the City Centre.

The Board shall have the ability to adapt or alter the projects and services as required to reflect any change in economic circumstances or any new opportunities that may arise and which are in the best interests of the businesses providing that the BID aims and objectives remain adhered to.

Budget	2023-24	2024-25	2025-26	2026-27	2027-28
<b>Income</b>					
BID Levy *	£206,400	£210,117	£213,836	£217,552	£221,269
Project Funding **	£97,750	£97,750	£97,750	£97,750	£97,750
<b>TOTAL</b>	<b>£304,150</b>	<b>£307,867</b>	<b>£311,586</b>	<b>£315,302</b>	<b>£319,019</b>
<b>Expenditure</b>					
Welcoming & Attractive City Centre	£106,453	£107,756	£109,058	£110,356	£111,658
Promoting, Marketing & Celebrating the City Centre	£76,037	£76,966	£77,896	£78,826	£79,755
Safe and Connected City Centre	£48,664	£49,258	£49,853	£50,448	£51,043
Enhanced and Represented City Centre	£30,415	£30,786	£31,158	£31,530	£31,901
Organisational Costs	£42,581	£43,101	£43,621	£44,142	£44,662
<b>TOTAL</b>	<b>£304,150</b>	<b>£307,867</b>	<b>£311,586</b>	<b>£315,302</b>	<b>£319,019</b>

\* Net Levy is based on levy being invoiced at rate of 1.11% for 2022-23 plus projected annual cost of living (CPI) increases but limited to an additional 2% per annum. This is netted by the 96% rate of collection as achieved on average.

\*\* BID has received project funding from the Inverness Common Good Fund during the current BID term to undertake mutually beneficial projects (including floral decorations, community safety & amenity and the gull programme) and this budget these projects are projected to continue in the further five-year period to 2028. Should this support not be available in any of the years 2023-28 detailed above, then the project(s) to be delivered would be reviewed to either be funded by alternative sources or to be reduced or cancelled.

## What will the Levy Cost my business?

The proposal is that the BID levy for 2023-24 will be 1.11% of your business premises rateable value with the cost being shared equally between the Property Owner and the Property Occupier.

On that basis the indicative cost to business for 2023-24 is shown in the following table:

Rateable Value of Business	Annual Levy Cost - Property Owner (50%)	Annual Levy Cost - Property Occupier (50%)	Monthly Cost – (50%)	Daily Cost – (50%)
Under £10,000	Nil	Nil	Nil	Nil
£10,000	£55.50	£55.50	£4.63	15p
£15,000	£83.25	£83.25	£6.94	23p
£20,000	£111	£111	£9.25	31p
£50,000	£277.50	£277.50	£23.13	76p
£100,000	£555	£555	£46.25	£1.52
£250,000	£1387.50	£1387.50	£115.63	£3.80
£500,000	£2775.00	£2775	£231.25	£7.60

## **Meet the BID Board of Directors**

The BID Board of Directors are drawn from the different trading sectors (retail, office, hospitality and property owners) and oversee delivery of the BID's City Centre programmes.

**BID Chairman:**

**Peter Strachan**

(Director, Rail, Serco UK & Europe Ltd)

**BID Vice-Chair:**

**Colin Craig**

(Oil and Vinegar)

**BID Company Secretary**

**Katrina Ashbolt**

(MacLeod & MacCallum)

**Cllr Ian Brown**

(City Leader – The Highland Council)

**Duncan Chisholm**

(Duncan Chisholm & Sons, Kiltmaker)

**Jackie Cuddy**

(Eastgate Centre Manager)

**Craig Duncan**

(McDonalds Restaurant)

**Malcolm Fraser**

(Duncan Fraser & Son, Fishmonger)

**Gordon McIntosh**

(Munro & Noble)

**Owen McManus**

(Marks & Spencer)

**Graine Riach**

(Edinburgh Woollen Mill)

**Graham Thomson**

(Coffee Affair)

**Suzanne Ross**

(Lush)

## **Governance**

Inverness BID Ltd, a not-for-profit limited company with no share capital, will continue and deliver the renewed Business Plan for the period 1<sup>st</sup> April 2023 to 31<sup>st</sup> March 2028 through its voluntary Board of Directors and a Management Team.

In carrying out this role the Board will take all steps to minimise any risk associated with the BID (financially or otherwise), adopting best practice whilst being open & transparent. It will report annually to the BID levy payers at an AGM.

The Board will also enter into a new Service Level Agreement with the Highland Council to ensure that the projects & services that BID delivers are additional to those delivered by the Council.

## **Measuring Success**

Throughout the lifetime of the BID, all work on the BID projects will be monitored to ensure the projects and services proposed in the BID Business Plan achieve a high level of impact and are delivering 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.

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## BID Area

## Appendix 2

The boundaries for the second term of BID will be as present covering all separate rateable properties in the heart of Inverness City Centre – this includes retail, office, leisure and other commercial businesses.

The BID area extends from the Eastgate Centre to Bank Street at Ness Riverside and from Castle Street to High Street and up Friar's Lane.

The following streets are included either in whole or in part:

Academy Street  
Academy Street Arcade  
Bank Lane  
Bank Street  
Baron Taylor's Street  
Bridge Street  
Castle Street  
Castle Wynd  
Church Lane  
Church Street  
Drummond Street  
Eastgate  
Eastgate Shopping Centre  
Falcon Square  
Falconer Building  
Fraser Street  
High Street  
Inglis Street  
Lombard Street  
Manse Place  
Margaret Street  
Market Brae  
Market Close  
Market Hall  
Millburn Road  
Post Office Avenue  
Queensgate  
Queensgate Arcade  
Railway Terrace  
Raining Stairs  
Rose Street  
School Lane  
Station Square  
Stephen's Street  
Stephen's Brae  
Strother's Lane  
Union Street  
Victorian Market

