The Highland Council

Agenda Item	**4**
Report No	**CIA/45/26**

Committee: **City of Inverness Area**

Date: **16 November 2026**

Report Title: **Yearly Annual Report of Inverness City Centre Business Improvement District**

Report By: **Assistant Chief Executive - Place**

1 Purpose/Executive Summary

1.1 Inverness Business Improvement District Ltd (BID) receives funding (via the application process) from the Inverness Common Good Fund, and the City Leader sits on the BID Board as a Director. This report introduces Inverness BID's Business Plan for the period 1 April 2026-31 March 2027 which can be found at **Appendix 1**.

2 Recommendations

2.1 Members are asked to:-

i. **Consider and note** the work detailed in the Annual Report from Inverness BID; and
ii. **Note** the ongoing development of partnership working in the key areas identified

3 Implications

3.1 **Resource** – The principal costs associated with the collection of the BID Levy by the Council have been recovered from BID levy income.

3.2 **Legal** – The roles and responsibilities of the Council and BID are managed in accordance with the Planning Etc. (Scotland) Act 2006 and the Business Improvement Districts (Scotland) Regulations.

3.3 **Risk** – No implications.

3.4 **Health and Safety (risks arising from changes to plant, equipment, process, or people)** – Inverness BID are responsible for ensuring that all health and safety requirements in relation to the delivery of projects are adhered to.

3.5 **Gaelic** – No implications.

4 Impacts

4.1 In Highland, all policies, strategies or service changes are subject to an integrated screening for impact for Equalities, Poverty and Human Rights, Children's Rights and Wellbeing, Climate Change, Islands and Mainland Rural Communities, and Data Protection. Where identified as required, a full impact assessment will be undertaken.

4.2 Considering impacts is a core part of the decision-making process and needs to inform the decision-making process. When taking any decision, Members must give due regard to the findings of any assessment.

4.3 This is an update report on the work of an independent external organisation and therefore an impact assessment is not required.

5 Background

5.1 A Business Improvement District (BID) is a private sector led initiative where businesses and property owners within the clearly defined geographical city/town centre area, work together and invest through payment of a BID levy to collectively identify, invest and deliver projects and activities over an agreed period that will have benefit to the trading economy, wider community and result in enhancements to the area.

5.2 Inverness BID is an independent, not-for-profit company limited by guarantee which is entirely separate from the Council. BID is run by a Board of 15 Directors, appointed via co-opt or drawn from Members of the Company in the Retail, Hospitality, Office and Property Owner sectors located within the City Centre.

The BID's current and most recent Business Plan for 2023-28 (including map of the defined area) which the organisation is working to deliver is copied below:-

Inverness BID Business Plan Inside Pages

Appendix 1 provides further detail.

6 Benefits and Partnership Working

6.1 Governance of BID rests with its Board of Directors who are answerable and accountable to the BID levy payers. The BID AGM is held each Autumn with the next Annual General Meeting scheduled for 27 November 2025.

6.2 The Leader of the City is the designated and appointed Highland Council representative of the BID Board of Directors and attends BID Board Meetings, which are held approximately every 6-8 weeks.

6.3 There is a focus on ways our organisations can work together in partnership to promote and support economic development and vibrancy, which is at the heart of the objectives of the Council's Programmes and BID Business Plan, and which also help to deliver elements of the Inverness City Strategy.

6.4 Although BID's focus is on the City Centre primarily, there are benefits of this work for the wider city and regional areas. Important Inverness Common Good Fund assets, including the Victorian Market and the Inverness Town House, sit within the BID area and benefit from BID's support and place-management activity, providing a further tangible return to the Fund and the City.

7 Inverness Business Improvement District – Activity Update

7.1 Inverness BID have reported on the work undertaken in support of their agreed business plan as detailed within **Appendix 1**.

8 Funding from ICGF

8.1 BID has successfully secured Inverness Common Good Fund support for a range of projects.

8.2 The table below provides a summary of the projects and activities funded by the Inverness Common Good Fund in the reported financial year, with decisions to be taken for additional Smart Scape activity and Operation Respect (Winter):-

Project or Activity 2026-27	ICGF Grant Award
SAFE Inverness Project	£12,995
City Centre Florals	£67,000
Coach & Visitor Project	£28,500
Operation Respect Spring, Summer, Autumn	£24,328
Heart of Inverness (Defibrillators) Project	£1,465
Street Scene	£10,005
Best Foot Forward – Basics Fir Project	£1,600
Heart of Inverness (Defibrillators) Project (Northern Meeting Park)	£1,580
Total	**£147,473**

8.3 Inverness Common Good Fund awarded total sums for floral arrangements at £54,272 for the City Centre and £22,872 for the wider city, £77,144 in total. Of the sums received, £55,611 was paid to Highlife Highland and £13,950 to the sub-contractor during 2025, £76,836 or 99.6% of the available budget with the BID providing contribution in respect of coordination, invoicing and management of the project.

9 Bid Levy

9.1 The Inverness BID Business Plan 2023-28 (the Plan) includes details relating to BID Levy Arrangements. This includes the BID Board's agreement that the levy structure will remain the same as in previous terms, i.e., "1.1% on the rateable value." The Plan further states that "for year 2, 2024-25 and subsequent years for the term, the BID Board will have discretion to increase the BID levy annually by the rate of inflation (index-linked to the Consumer Price Index, CPI), to a maximum of 2% per annum based on the previous year's levy to take account of inflation, so that those liable to pay the levy can budget accordingly for the full five-year term."

9.2 The Plan also includes details of BID levy exemptions operating for the term 2023-28, which are as follows:-

- "Premises that have a rateable value of less than £10,000 are exempt. These premises can pay a voluntary levy and become an "associate member" should they wish, at a rate of £80 per annum.
- Churches and other established places of worship shall be exempt from paying BID levy as shall non-retail charities and stand-alone ATMs.
- For clarity, retail charity shops will be liable to pay BID levy as they will benefit from the improved trading environment created by BID.
- There will be a discount of 35% for Eastgate Centre businesses and 30% for Victorian Market tenants on the basis that these businesses are liable to pay a service charge and therefore do not utilise full BID projects and services."

9.3 The gross amounts billed for each financial relating to the current BID term (2023-26) are detailed below, complete with the collection amounts and rates as at September 2026, noting that collections and recovery actions continue for past and current years.

Financial Year	Gross Amount Billed	Amount Collected (£000's)	Collection Rate
2023/24	£211k	£198k	93.40%
2024/25	£189k	£176k	92.63%
2025/26	£195k	£182k	93.33%
2026/27*	£195k	£159k	81.54%

2026/27 reflects the current year position at September 2026.

The principal methodology for the administration fee is time spent on related activities. It excludes all indirect costs such as ICT, Payroll, Committee Services etc.

Designation:	Assistant Chief Executive - Place
Date:	26 October 2026
Author:	David Haas, Senior Community Development Manager (City of Inverness & South)
Background Papers:	None
Appendices:	Appendix 1 – Inverness BID Annual Report 2026

Inverness BID Ltd Annual Report

1 Purpose/Executive Summary

1.1 This report provides a summary of the activities and proposed activities of Inverness BID Ltd, operating as Inverness City Centre Business Improvement District (BID) for the period **1st April 2026** – **31st March 2027**.

1.2 The report focuses primarily on areas of activity and collaboration involving the Highland Council, the Inverness Common Good Fund and/or the Community Regeneration Fund and does not provide an exhaustive account of the full range of projects, services and activities delivered by Inverness BID during the reference period.

2 Background

2.1 A Business Improvement District (BID) is a private sector led initiative where businesses, and property owners within a sector or defined geographical area, work together, to invest through payment of a BID levy to collectively deliver projects, services and other activities over a five-year BID term.

2.2 Inverness BID was one of Scotland's first Business Improvement Districts and is one of five operating within the Highland Council area. Now in Year 4 of its fourth five-year term, running until March 2028, Inverness BID secured its continued operation following a strong vote in support from businesses and property owners at its March 2023 renewal ballot.

2.3 Inverness BID works with and for, around 670 city centre businesses and property owners, and is an independent, not for profit company limited by guarantee, separate from Highland Council, with its mandate secured through the formal and statutory BID ballot process.

2.4 Inverness BID was established in April 2008, having evolved from a former city centre management function based within Inverness Town House. Elements of this key city centre management role continue to form an important part of BID's day-to-day and responsive work, with BID often being a first point of contact for businesses and other stakeholders on a wide range of city centre issues.

2.5 The current BID Business Plan 2023-2028 is available on the BID website, and was developed and co-designed following engagement and consultation with city centre businesses and property owners during Summer 2022, including via one-to-one meetings, focus groups and surveys, with four themes being established to deliver activities which support there being a:-

- Welcoming and Attractive City Centre;
- Safe and Connected City Centre;
- Represented and Enhanced City Centre;
- and Promoting, Marketing and Celebrating the City Centre.

2.6 The current BID business proposal and business plan was supported and endorsed by the Highland Council at its meeting held in December 2022.

3 Governance and Accreditation

3.1 Inverness BID is governed by a voluntary Board of Directors, comprised of representatives drawn from Members of the Company and other suitably qualified individuals appointed via co-opt. The BID Board represents a range of city centre businesses and other interests, including the retail, hospitality, office and property owner sectors: Inverness BID Ltd Board of Directors List

3.2 The Leader of the City of Inverness is an appointed Member of the BID Board of Directors and attends BID Board Meetings, which are held approximately every 6-8 weeks.

3.3 There is an operating agreement and baseline services agreement in place between Inverness BID Ltd and the Highland Council for the current BID term and the primary links to Highland Council are through the Leader of the City and the Senior Community Development Manager, Inverness & South, as well as direct liaison with a number of Highland Council departments on a regular and ongoing basis.

3.4 Inverness BID encourages active engagement with its stakeholders including through company membership, opportunities for BID Board appointment and attendance at BID Board meetings upon request. These opportunities are available to all levy paying businesses and property owners within the BID area, reflecting BID's commitment to being an accessible, open, transparent and accountable organisation.

3.5 Inverness BID holds its Annual General Meeting (AGM) each November, with the next AGM scheduled for 26th November at 17:00.

3.6 Inverness BID will shortly be undertaking on a voluntary basis the formal Business Improvement District Accreditation process in partnership with British BIDs and Scotland's Improvement Districts (SIDs).

3.7 The accreditation process will involve a comprehensive independent assessment of its governance, management and operations, financial management, performance and communications, and is overseen by a British BIDs Accreditor and reviewed by an Independent Accreditation Panel.

3.8 The accreditation and audit process will be completed by Spring 2027.

4 National Funding and BID Levy

4.1 Scotland's Towns Partnership (STP), through Scotland's Improvement Districts (SIDs), provides national support for BIDs in Scotland. Individual BIDs receive no direct core funding from the Scottish Government, STP or SIDs.

4.2 The Inverness BID levy is 1.17% of non-domestic rateable value, shared equally between property owners and business occupiers, with owner-occupiers paying 100%.

4.3 Successive non-domestic rates revaluations in 2023 and 2026 have significantly reduced Inverness BID's levy income. In 2015, for example, £231,000 was collected, compared with £181,000 in 2025.

4.4 Inverness BID has paid Highland Council a levy collection charge since 2017. In 2025/26, this represented 10.2% of levy billed (excluding VAT). For other Highland BIDs the rate is 3.3% to 5.1% (excluding VAT).

4.5 The levy collection charge for 2026/27 will be £18,532.38 plus VAT, with BID projecting a net levy income, minus levy collection costs, for the current reporting period of £154k. In cash terms this equates to £77k less income than in 2015, not accounting for inflation.

4.6 British BIDs previously recommended a benchmark levy collection charge of 3% of levy billed or £15 per invoice. By comparison, charges are understood to be below 2% in Aberdeen and Glasgow, and approximately 3% in Edinburgh.

4.7 The combined impact of reduced levy income and increased levy collection costs has placed increasing pressure on Inverness BID’s capacity to provide match funding for partnership projects at previous levels.

5 Inverness Common Good Fund – Partnership Projects

5.1 Inverness BID continues to work in partnership with Highland Council on a range of joint initiatives and projects, including those outlined below, which, for the reporting period received match funding from the Inverness Common Good Fund.

5.2 These projects and initiatives complement and add value to existing public sector provision, supporting the ongoing enhancement and development of Inverness City Centre.

5.3 Coach Friendly Project

In 2015 at the request of the Highland Council, Inverness BID took on the role of operating the Coach Friendly project by providing BID Coach and Visitor Ambassadors (between the months of April and October) to welcome day coach visitors on tours organised by both British and non-British coach companies as well as passengers from visiting Cruise Ships.

5.4 The project, subject to funding, was included in the current BID business plan.

5.5 BID Coach and Visitor Ambassadors also act as a liaison with tour companies, tour guides, drivers, and local residents and businesses via the Ardross Street facility.

5.6 Coach and Visitor Ambassadors further assist with coach and contingency arrangements when there is an event at the Northern Meeting Park.

5.7 During the 2026 season, Coach and Visitor Ambassador team welcomed 3,602 coaches, representing a 4% increase in demand, based on final numbers compared to 2025.

5.8 With 97 cruise ships calling at the Port of Cromarty Firth, 1,784 coaches (49.5%) transported cruise passengers to the Ardross Street facility, while a further 1,818 coaches (50.5%) comprised British and International land-based tours using the designated pick up and drop off point.

5.9 Based on VisitScotland's estimated average day coach passenger expenditure i.e. an average of £55 per visitor, the approximately 180,000 coach passengers welcomed in 2026 generated an estimated almost £10 million, in direct economic benefit and spend for the local economy.

5.10 For the 2026 season, High Life Highland provided Inverness BID with operational space within the refurbished Northern Meeting Park which was essential for storing equipment, managing day to day passenger enquiries and emergencies, and accommodating enhanced first aid equipment. The team's former cabin utilised for this purpose was donated by BID to Highland Council's Waste and Recycling Services team.

5.11 The service also designed, printed and provided visitors with an updated city centre map, while staff were equipped with a Coach Drivers' Guide and links to key information through the Love Inverness App.

5.12 In addition to the coaches recorded by the project team, it is estimated that a further two to three coaches used the Ardross Street facility independently each day, primarily during early morning and evening periods. For the 24-week season, this equates to approximately 400 additional coach visits, bringing estimated total usage to around 4,000 coaches.

5.13 Looking ahead to 2027, Inverness will be due to undergo the renewal accreditation process for its Coach Friendly Status, which is awarded for a three-year period.

5.14 Opportunities remain to further strengthen Inverness's Coach Friendly offering, particularly through securing passenger access to WC facilities at the Northern Meeting Park and improving daytime and overnight coach parking provision. Coach and tour operators have highlighted the importance of these facilities, particularly given the potential loss of existing parking at Café V8. Extending the Heart of Inverness, provision of a public access defibrillator at the coach site is also being explored.

5.15 Addressing these priorities through continued partnership working will support the reaccreditation process, enhance the visitor experience and maintain Inverness's reputation as a successful and established Coach Friendly destination, while safeguarding the significant economic contribution of coach tourism to the local economy.

6 Inverness In Bloom – Community GROW Project

6.1 In 2008, at the request of the Highland Council, Inverness BID has coordinated the city's seasonal floral displays, working in partnership with High Life Highland's Inverness Botanic Gardens and specialist contractors.

6.2 The project, subject to funding, was included in the current BID business plan.

6.3 The programme includes procurement, planting, installation, maintenance, watering and removal of displays across the city centre and wider Inverness area.

6.4 In 2026, 471 floral displays were provided, supported by the Inverness Common Good Fund, alongside financial and in-kind contributions from Inverness BID and local businesses.

6.5 The initiative continues to enjoy exceptionally strong public and business support, with approval ratings consistently exceeding 95%, reflecting the value placed on the displays by businesses, residents and visitors.

6.6 The displays enhance the city's appearance, strengthen civic pride, and create a welcoming environment, contributing positively to Inverness's visitor experience, commercial vitality and sense of place.

6.7 Inverness in Bloom delivered significant and wider community benefits beyond the floral displays themselves through the Community GROW initiative at Inverness Botanic Gardens.

These included:-

- Supporting 5.6 full-time equivalent jobs and 2.5 supported employment posts;
- Providing horticultural training, skills development and inclusive opportunities for more than 30 learners with Additional Support Needs, alongside around 30 regular volunteers contributing over 150 hours weekly;
- Improving physical and mental wellbeing, confidence, independence and social connections through supported learning and volunteering; and
- Promoting environmental sustainability through peat free growing, composting, recycling, pollinator friendly planting and community food growing

6.8 These wider benefits were highlighted during an elected members' visit to Inverness Botanic Gardens in May 2025, demonstrating the substantial social, educational and environmental value generated through the project.

6.9 Recognising the financial pressures facing the Inverness Common Good Fund, and Inverness BID, delivery partners have nonetheless already significantly reduced the programme costs, achieving savings of over £10,000 between 2025 and 2026 while retaining a broad geographical spread of displays to maintain maximum overall benefit for the area.

6.10 Looking ahead to 2027, the future of the floral programme remains subject to Inverness Common Good Fund priorities and available resources, including consideration of other funding decisions such as options for the Castle Clock. While this creates some uncertainty around future funding, it is hoped that the programme can be retained in full or in part for 2027, potentially supported by additional match funding through the Inverness Community Improvement District.

6.11 The potential implications for available funding create uncertainty for this long established and highly valued initiative. Given that the Inverness Community Improvement District may be able to source additional match funding in due course it is hoped that this long-standing project can be supported in 2027.

6.12 Inverness BID and its partners remain committed to securing the programme's continuation, recognising that its value extends far beyond the visual enhancement of the city. Maintaining investment will help protect an established, cost-effective programme delivering widespread benefits for businesses, residents, visitors and some of the most disadvantaged and vulnerable members of the community.

7 Safe Inverness, Operation Respect and Street Scene

7.1 Safe Inverness

Inverness BID continues to have an active key role in coordinating and delivering community safety initiatives across Inverness City Centre, working closely with Highland Council, Police Scotland, businesses and other statutory and third sector partners.

7.2 Through Safe Inverness which operates as part of the Inverness Community Partnership, BID provides strategic coordination and practical support in addressing antisocial behaviour, business crime and vulnerability.

7.3 During the reporting period, Inverness BID:-

- Chaired the monthly City Centre Task Group, bringing partners together to share intelligence, agree priorities and coordinate responses to emerging community safety concerns;

- Continued to develop Safe Inverness, introducing the new Alert reporting platform to strengthen intelligence sharing, incident reporting and trend analysis;

- Coordinated awareness and prevention initiatives, including See It, Report It, Antisocial Behaviour Awareness Week, Safety Links and development of the No Place for Hate campaign;

- Chaired the Inverness Retail Security Group and provided secretariat and operational support to Pub Watch, representing 42 licensed premises, including administration of the banned persons register;

- Coordinated the Shop Safe Radio network, including arrangements to upgrade the system and improve communication between businesses, Police Scotland and community safety partners;

- Continued the management and servicing of five publicly accessible city centre defibrillators through the Heart of Inverness project; and

- Coordinated the Best Bar None accreditation process and represented city centre business interests through wider community safety and resilience partnerships

7.4 Operation Respect and BID Security Task Team

Operation Respect operates at key periods throughout the year, subject to funding, with a Spring to Autumn programme principally supported by the BID Security Task Team and a separate Winter/Festive multiagency initiative involving Police Scotland, Highland Council, emergency services and third sector partners.

7.5 Jointly funded by the Inverness Common Good Fund and Inverness BID, the BID managed Security Task Team provides a visible city centre presence, supporting businesses, visitors and partner agencies through crime prevention, early intervention, incident response and public reassurance.

7.6 In 12+ years of operation, the Task Team has responded to more than 4,000 recorded incidents, making a significant contribution to city centre safety.

7.7 In addition to mandatory Security Industry Authority (SIA) training, BID invested in an enhanced professional development programme during September and October 2026. This included a bespoke eight-hour specialist training programme, four team workshops and further training covering communication, conflict management, professional conduct, appropriate and proportionate intervention, and supporting vulnerable individuals.

7.8 BID is also progressing an independently chaired community engagement and ideas session for November 2026, providing an opportunity for street performers, musicians and other interested parties to contribute to a positive and inclusive city centre environment.

7.9 For Winter 2026, subject to funding approval, BID seeks to contribute to Operation Respect through the Security Task Team, public safety campaigns and the development of new information resources signposting vulnerable individuals to warm spaces, food provision, financial assistance, energy advice, mental health support and other local services.

7.10 The wider Operation Respect partnership is expected to bring together additional policing, medical first responders, harm reduction services, Street Pastors and Safe Zones, providing coordinated support during the busy festive period.

7.11 Operation Respect full reports will be provided to members in due course.

7.12 Street Scene and Street Scene Plus

Developed initially by Inverness BID, Police Scotland and Highland Council under Operation Youth Respect and the Inverness Community Partnership, Street Scene provides a positive, preventative approach to youth related antisocial behaviour.

7.13 The initiative brings together more than 40 public, private and third sector partners to deliver free, safe and inclusive activities for young people in Inverness City Centre and the wider area.

7.14 Building on the 2024 and 2025 pilots, the programme has demonstrated encouraging outcomes, including:

- Community Safety: Police Scotland reported a 21% reduction in recorded crime across the wider reporting period, alongside positive business feedback on reduced antisocial behaviour;

- Wellbeing: Evaluation identified measurable improvements in young people's mental wellbeing, confidence and social inclusion;

- Education and Employability: Participating schools reported improved attendance and engagement, alongside opportunities for young people to connect with employers, training providers and youth organisations; and

- Reducing Poverty and Inequality: Street Scene Plus provides discreet, non-stigmatising and targeted support for young people experiencing financial hardship, social isolation and other personal challenges, working in partnership with local secondary schools

7.15 The programme complements existing youth services, bringing together partner expertise, business contributions, venues and volunteers to maximise resources and community benefit.

7.16 The next Street Scene sessions are scheduled for 30th October and 27th November 2026, with funding secured for the current reporting period. Each session will engage up to 200 young people, including enhanced Street Scene Plus support for up to 50 young people facing additional barriers to participation or socio-economic disadvantage, per initiative.

7.17 Street Scene has received strong endorsement from secondary schools and partner organisations, demonstrating how positive youth engagement and early intervention, as well as partnership working can help reduce antisocial behaviour, tackle poverty and inequality, strengthen relationships with young people, and improve confidence, wellbeing, social inclusion and future educational and employment opportunities, contributing to a safer, stronger and more welcoming city and centre for all.

8 Funding Summary

8.1 Inverness Common Good Fund

For the reporting period to Inverness BID was awarded the following ICGF grants:-

- The Inverness in Bloom Community Grow Project received £67k of which £54k was paid to Highlife Highland and £10k to the sub-contractor;
- The Safe Inverness Project received £12,995 and Operation Respect, Spring, Summer and Autumn 2026, received £24,328 with £1,465 for Heart of Inverness;
- Street Scene received £10,005; and
- The Inverness Coach Friendly Service received £28,500.

8.2 Pending applications for ICGF for the reporting period (and still to be considered) are:-

- Operation Respect (Winter) 2026 £7,990; and
- Heart of Inverness match funding for provision of a defibrillator at the Northern Meeting Park Inverness £1,580

8.3 Community Regeneration Fund

CRF funding is subject to separate conditions and reporting but just to recap, for the reporting period Inverness BID was awarded £11,000 for the set-up of Inverness Community Improvement District.

8.4 Inverness BID's Smart Scape project has continued during the reporting period, building on activities previously supported by the Community Regeneration Fund in 2025/26 and provides additionality to Highland Council's street cleaning services through targeted removal of graffiti, vape stickers, fly-posters and litter, alongside cleaning and maintenance of public spaces and Highland Council bins.

8.5 No additional Smart Scape grant funding was awarded during the current reporting period.

8.6 For the reporting period, the Community Regeneration Fund and Inverness Common Good Fund, have also supported partner projects, which included the replacement of the Stephen’s Brae bin store and replacement (pending) of the city centre noticeboards from four to two, in a parish style to match the newly installed wayfinding fingerposts. These additional awards are payable directly to the relevant Highland Council departments.

8.7 For the reporting period no monies were applied for or awarded to Inverness BID in respect of Civic Hospitality, Highland Council sponsorship of Annual Business Awards and/or for Associate Membership.

9 Additional Information

9.1 No operational gull management activity took place during the reporting period. Inverness BID continued working with Highland Council and NatureScot, including sharing its Gull Incident Reporting Portal template to support the Inverness Gull Management Pilot.

9.2 Inverness BID continues to actively support the Armed Forces community, following its 2025 pledge to the Armed Forces Covenant, supported by Highland Council.

9.3 Inverness BID's social media channels continue to promote city centre businesses, community content and Highland Council updates. With over 31,000 Facebook followers, 29,000 group members and 5,800 Instagram followers, BID content generated almost 18 million views and over one million engagements in the past year.

9.4 Inverness BID also continues to manage the Inverness City Centre Gift Card and Love Inverness App on behalf of city centre businesses and wider stakeholders.

10 Conclusion

10.1 Inverness BID is a key partner in maintaining and enhancing the vitality, safety and attractiveness of Inverness City Centre, contributing significantly to Highland Council's City Centre First policy through business engagement, practical project delivery and day-to-day city centre management.

10.2 BID consistently delivers projects cost-effectively, on time and within budget, working closely with Highland Council departments and other partners to address shared priorities and maintain strong and effective partnership working.