BID for Galashiels - Board Meeting Agenda

Date: 03/03/2026
Time: 17:30
Location: Cullen Kilshaw at The Interchange
Guest Speaker: N/A

1. Apologies & welcome from the Chair
2. Previous Minutes
3. Top 3 priorities for 30 days
4. Project Management Update
5. Vacant Shop Academy Update
6. Risk Register
7. Finance Update
8. Decisions / Approvals
    - Easter Event
    - Scotsman Advertorial
    - Galashiels Soup
9. AOB

<u>BID for Galashiels - Board Meeting Minutes</u>

Date: 03/03/2026,

Location: Cullen Kilshaw at The Interchange

Attendees: Sebatian Janus, Lewis Roden, Jay Hogarty, Deborah Fuller, Claire Dalgleish, Angela Buglass-Kelly, Lauren Jamieson

Apologies: Helen Calder, Euan Jardine, Mags Fenner, Luigi Caterina

Next Board Meeting: 07/04/2026, 17.30 – 19.30, Cullen Kilshaw at The Interchange

1. **MINUTES**

Discussion of Previous Minutes –

Town of Culture – We touched on progress with ToC on the back of last month's minutes. Lewis explained the theme of 'thread' and that there is a meeting at the end of the week. He suggested that Lauren could review and input on this project as she knows a lot about Galashiels and has the connections.

Risk register – Lauren asked for clarification on this and Jay explained the importance of the Risk Register and what it is used for. It is key that all Board members understand the responsible for the organisation and liable.

Making sure we can demonstrate that we are spending levy payer money effectively.

Risk areas will be looked on a monthly basis and are open for discussion on how they are rated, board members should flag any risks they feel aren't documented already. This process helps towards protecting BID and it's directors.

It is now a recurring agenda point – each month we will identify any changes.

Lewis explained that Lewis, Angela, Mags and Claire are meeting on Monday to plan for the next quarter and can discuss risk. The main restriction is capacity. We will put together document so everyone can see overview of what is in plan for the quarter and we could add risk register to this as well, prioritising which we will spend time on mitigating.

Each project lead will be responsible for tracking their specific risks on their register.

We discussed who will be the owner of each risk- collectively each board member is responsible for risks of BID. Project manager will take accountability for project risk but ultimately all directors need to be responsibility.

This also is useful for demonstrating what we have done.

Key risks in the meeting were perceived in the meeting as visibility and reporting outwardly to local levy payers and clarity on finance and numbers.

We discussed how many hours we are volunteering on BID per month. Some directors are working up to 80 hours a month. Claire will collect this data from the board as it could be powerful in demonstrating what input has been made. This will allow us to convert it into financial spend and support funding applications and demonstrate what we have been doing.

Angela and Lewis are working on a document that will break the 4 pillars down into different areas and projects. This is a WIP and will be shared in due course.

We have a draft policy that specifies that directors must attend 8 out of 12 board meetings.

We also discussed that we should aim to recruit more directors.

We spoke about how we need to be demonstrating what we are doing to the local community. There will be a one-pager created to go out with the new bills that showcases what we have done to date.

Jay mentions that he met with owner of Cindy’s who was very complementary about the support they got via VSA and that this type of case study would be valuable to share in the one-pager.

Discussed that a survey will be going out to all levy payers to understand their needs. We will also be developing a proposal for Learning and Work week with free resources etc.

We discussed launching recurring, regular visibility in the format of a BID community meeting. An opportunity to meet business partners, networking opportunities – take photos for socials etc.

VSA social posts will be good opportunity to engage with the community. We will start sharing these after speaking to McGowan Marketing to ensure we are fully aligned.

Discussion on improving attendance of monthly drop-in. We agreed that this will be changed to have more of a structured talk about different topics – results of the questionnaire can influence these topics.

First meeting will be 31st March – Wetherspoons – 09:30 – 12:00. There will be a presentation about BID – an opportunity to engage with community and for them to tell us what they want. Potentially could add a suggestion box.

We will get questionnaire out first –the meeting could act as an additional or alternative way to give feedback.

Top Priorities

Lewis highlighted that these will be discussed on Monday at planning meeting and then shared so everyone can see what is happening for the month ahead. This will allow us to see capacity, contingency, and support permission to say no for Mags / Claire. We discussed that it is better to have 3 things done well rather than doing too many things and spread ourselves too thin.

Engaging with our stakeholders is a key priority – Christmas event was good for this. The community meeting event will be good and the questionnaire as well.

Marketing / Visibility – Performance figures are reported and opportunity to refine objectives.

We now have in place an annual overview document for marketing that we need to populate. We would like to plan and share with marketing agency. This should be framework but needs to consider that things can change quickly. The Lowest figures on the report are for the BID newsletter; however, this is the biggest opportunity to speak to levy payers.

We touched on the potential of a WhatsApp broadcasting channel with one way communication.

Top priorities are:

1. Business Support
2. VSA
3. ToC
4. Easter

Proposals for Approval

Easter event – Proposal and spend were approved. Guy Frater cannot come so need to find someone else. Discussed maybe Natasha Cranston, no other suggestions were put forward but mentioned that it would be a good opportunity to engage a levy payer.

Scotsman – Proposal and spend were not approved. We felt it was a large spend and we are not quite ready for this.

Galashiels Soup – Proposal and spend were not approved. Overall, we were supportive of the idea and felt that it is a good community event. We decided not to support financially at this time until new funding policy is approved and felt that whilst it is great for new grassroots businesses we should be focusing on supporting our existing levy payers. It could be something that we look at in the future and suggested that we get a clearer understanding of what support the organisers are looking for.

We discussed that we really need a process for funding / sponsorship and that it is hard to sign off requests when there has not been clear financial report / budget shared. Explained that there has been issues and delay with the bank in getting the online banking but now it is all set up – reporting will be available for the next board meeting.

Jay highlighted that it feels risky to give out grants when we're also requesting grants and we should be mindful of this.

Project Management Report

- Internal documentation and communication structure refresh - Developing process and governance - awaiting IT support before rolling out to wider board. The IT function will be centralised with SPG – we are finalising details of the quote and this will be underway in the next week or so.

- Easter – already discussed and now approved.

- Set up of new finance system and onboarding on Book keeper - We now have online banking and FreeAgent set up. Jenny is onboarded and new process up and running - Jenny is finalising details

- Retail Crime - launch of ShopWatch scheme with Police Scotland - Communications went out in newsletter, some joined WhatsApp group. Wording for leaflet agreed. Police Scotland Comms team to agree design of window sticker and leaflet.

- BID base - Near completion. BID Base raised some queries on the data. These have been dealt with.
- Town of Culture - Very strong local support. Agreed theme as ‘thread’ that runs through town. Have heard rumours that Peebles have same theme. Next meeting 5th March to focus on comms.

- Great Tapestry of Scotland - Lewis met with consultant to give thoughts. Mags in regular contact with Marketing/PR agency re potentials for partnership and upcoming events.

- International Women’s Day - We have organised an IWD campaign to go out on socials and filming is underway.

- Heartland Awards - We have a table of 10 secured as main sponsor with two spare seats – nobody in the room had any suggestions of who could join the table.

- Support for non-BID events (e.g. Tangled & Vibes) - Informed Vibes that we will not support financially but have signposted to relevant support. Funding policy in draft to be agreed.

- Refreshing Galashiels Interchange - Meeting on 5th March

- Overhaugh St rubbish issue - Mags has met with SBC regarding issue

On the back of the PM report it was raised that some of these items are not priority and that we should be thinking carefully about capacity and what we are spending time on.

Vacant Shop Academy

Met with Brian Rout (Independent Assessor) to understand rates-setting process. Raised ex-Woolworths for review (current RV £200). Awaiting update.

Meeting scheduled with Graeme Johnstone (SBC); introduction requested to Head of Planning.

9–11 High Street now actively marketed via Edwin Thompson with defined tenant restrictions.

Social media access secured; weekly schedule agreed. VSA website page and enquiry form being launched.

Property & Poppadoms delivered successfully in Edinburgh; potential Gala rollout under consideration.

Ex-Woolworths (25 Channel Street):

- Requested rates review via Assessor – no response yet.
- Further escalation email sent to landlord – no response.
- Clare Oliver (SBC Enforcement) has updated enforcement file.

Ex-Borders Telegraph (113–117 High Street):

- Landlord progressing planning consent to support sale.
- Mural proposal explored for frontage (landlord supportive in principle; subject to approval).

Island Street:

- Initial engagement with landlord in September.
- Support options and suggestions provided.
- No response or progress since.

Governance & Risk

- VSA Risk Register formalised and working towards mitigating risks as discussed earlier.
- Process being formalised to improve transparency, compliance and decision-making.

Lewis highlighted that he has a contact, Barry, who is involved in planning so will contact him once he's back from holiday.

Action	Owner	Deadline
Speak to Mags and feedback on Town of Culture ideas / give any input	LJ	18/03/26
Share planning overview document once created for transparency on capacity	LR	20/03/26
Create and issue form to calculate volunteer hours (weekly ongoing) and also backdate	CD	07/04/26
write one-pager to showcase BID impact to go out with bills.	MF	20/03/26
Write and distribute questionnaire to	ABK	20/03/26

understand needs (add in question about whether you're signed up to the newsletter)		
Write proposal for Learning at Work week and circulate to Board.	ABK/CD	07/04/26
Send diary invite for BID community meeting	CD	06/03/26
Set up Facebook event and design flyer (speak to Emily) 31st March – Wetherspoons – 09:30 – 12:00	MF/CD	13/03/26
Feedback on Marketing Report	LJ	07/04/26
Look in MailChimp at audience to see if they are largely target audience	LR/CD	07/04/26
Create Facebook event for Easter / ask McGowans to do this	MF	
Speak with Galashiels Soup organisers about what support they are looking for.	MF	07/04/26
Distribute Funding / Sponsorship policy draft	CD	06/03/26
Contact Barry to see what support he can offer for VSA	LR	07/04/26

Project Management Board Report

February 2026

February Priorities

1. Finance - structuring process and populating FreeAgent
2. Vacant Shop Academy
3. Town of Culture
4. ShopWatch launch
5. BID Base
6. Easter event
7. Levy payments

Delivery Snapshot - February

Project	Status	Pillar	Outcome / Impact	Update
Internal documentation and communication structure refresh	In progress	Internal Management	Improved governance, version control, efficiency and board visibility of key documents	Developing process and governance - awaiting IT support before rolling out to wider board.
Vacant Shop Academy	In progress	Increase Footfall / Welcoming Environment	Reduction in the amount of vacant shops therefore improving the town.	Social media now being rolled out - met with Assessor and soon with Planning.
Easter	In progress	Development Events and Attractions	Increased footfall & spend	Event plan in place and shopping list ready for approval. Decisions to be made on who will staff.
Set up of new finance system and onboarding on Book keeper	In progress	Internal Management	Streamlined and efficient finance processes	We now have online banking and FreeAgent set up. Jenny is onboarded and new process up and running - Jenny is finalisig final details.
Retail Crime - launch of ShopWatch scheme with Police Scotland	In progress	Clean, Safe and Welcoming Environment	Improved channels of communication for businesses, deterrence to theft and anti-social behaviour	Communications went out in newsletter, some joined whatsapp group. Wording for leaflet agreed. Police Scotland Comms team to agree design of window sticker and leaflet.
BID base	In progress	Internal Management	Efficeint way of capturing information on business levy payers	Near completion. BID Base raised some queries on the data. These have been dealt with.
Town of Culture	In progress	Increasing Footfall and Visitor Numbers	Galashiels to compete for National Town of Culture award	Very strong local support. Agreed theme as ‘thread’ that runs through town. Have heard rumours that Peebles have same theme. Next meeting 5th March to focus on comms.
Great Tapestry of Scotland	In progress	Increasing Footfall and Visitor Numbers	Increase visitor numbers to Galashiels and GTOS through joint marketing initiatives	Lewis met with consultant to give thoughts. Mags in regular contact with Marketing/PR agency re potentials for partnership and upcoming events.

Project Management Board Report

February 2026

Project	Status	Pillar	Outcome / Impact	Update
International Women's Day	Done	Business Support	Boosting profile of selected female business owners / levy payers	We have organsied an IWD campaign to go out on socials and filming is underway.
Heartland Awards	In Progress	Business Support	Boosting BID profile by being main sponsers and in turn supporting collaboration between businesses	We have a table of 10 secured as main sponsor.
Support for non-BID events (e.g. Tangled & Vibes)	In progress	Development Events and Attractions	Potential for increased footfall	Informed Vibes that we will not support financially but have signposted to relevant support. Funding policy in draft to be agreed.
Refreshing Galashiels Interchange	In progress	Clean, Safe and Welcoming Environment	Better signage for arrival, getting around Gala and onward travel. improved information about 'what's on' in Gala.	Meeting on 5th March
Scotsman Travel Supplement	In Progress	Increasing Footfall and Spend	Scotsman contacted Mags to offer space in upcoming Travel (Scotland not overseas) Supplement. An opportunity promote Galashiels to a wide audience.	Board approval needed for the spend.
Overhaugh St Rubbish issue	In progress	Clean, Safe and Welcoming Environment	Reduce rubbish and overflowing bins - better appearance.	Mags has met with SBC regarding issue.

Project Management Board Report

January 2026

Priorities for month ahead

1. Easter event planning
2. Roll out ShopWatch
3. Develop Expression of Interest for Town of Culture
4. Roll out new internal structure / processes
5. Vacant Shop Academy
6. Levy invoicing; issue of Summary Warrants for 25/26, wording and timing of invoices 26/27

Known blockers / issues

- No further progress building relationships with SBC or SoSE. However, there is a meeting scheudled for 13th March with SoSE Chair.
- We are waiting on SBC to confirm timeline for issuing levy invoices for 2026/7
- We are in conversations with SPG regarding centralising IT so that we can get Teams up and running properly for everyone and have our domain transferred to Wix. This will resolve various issues we're experiencing.

Board decisions or support required

- Agreement to events on Easter Saturday and on proposed spend
- Agreement to sponsor Galashiels SOUP
- Agreement to take Advertorial with The Scotsman Travel