



BID for Galashiels - Board Meeting Agenda

Date: 02/06/2026

Time: 17:30

Location: Cullen Kilshaw at The Interchange

Guest: Angela Crow – Community Council

1. Apologies & welcome from the Chair
2. Previous Minutes
3. Angela Crow – Community Council
4. Top 3 priorities for next 30 days
5. Project Management Update
6. Vacant Shop Academy Update
7. Risk Register
8. Finance Update
9. Decisions / Approvals
 - Board Recruitment – We have circulated a draft document which includes suggested: Job Spec for Director, Expression of Interest, Draft campaign for recruitment and ask for your approval to go ahead with this.
 - Summer Social / Christmas Party – We are suggesting that we put a casual get together in the diary for Board over the summer and welcome suggestions. For Christmas we are suggesting a Christmas night out for the Board at MacArts who are hosting a party night for Heartland members. It's £10 per person or £40 for 5, 4th December.



10. Photo for socials

11. AOB

- Director Conduct

BID for Galashiels - Board Meeting Minutes

Date: 02/06/2026,

Location: Cullen Kilshaw at The Interchange

Attendees:

Lewis Roden
Angela Buglass-Kelly
Jay Hoggarty
Sebastian Janus
Lauren Jamieson
Helen Calder
Deborah Fuller
Luigi Catterino

Mags Fenner (Project Manager)
Jenny Potter (Bookkeeping)

Apologies:

Euan Jardine
Sergeant Crawford Lane
Claire Dalgleish

Next Board Meeting: 06/07/2026, 17.30 – 19.30, Cullen Kilshaw at The Interchange

Key themes of the meeting:

1. MINUTES

The minutes of the previous meeting were approved.

The Board recorded its thanks to Euan Jardine for progressing a number of actions arising from concerns and frustrations previously raised and for successfully helping to remove several barriers with SBC affecting progress on key projects.

2. PM Report

The project management report was presented and noted by the board.

Discussion included:

Monthly Business Drop-ins

The Board agreed to pause the sessions during June and July before relaunching later in the year.

It was agreed that:

- Either Claire or Mags to attend each session.
- Only the Director responsible for the relevant theme will attend.
- Sessions will be more focused around specific topics, with perhaps an open start to each session and then a scheduled 'themed hour'.

Learning at Work Week

Angela Buglass-Kelly reported on Learning at Work Week.

Programme was successfully delivered though attendance levels were disappointing. This was frustrating as businesses had been surveyed regarding the support and content they wished to see, and the programme had been designed accordingly.

Discussion centred on lessons learned and approaches to improve engagement and participation for Learning at Work Week 2027.

Shopwatch

Mags Fenner provided an update on the Shopwatch initiative.

Uptake had been slower than hoped. Challenges had been encountered with larger national businesses, where participation was restricted by company policies set at head office level. Engagement from some independent businesses had also been limited.

Vacant Shop Academy

Jay Hoggarty provided an update on the Vacant Shop Academy.

Following discussions and interventions since May Board Meeting, the former Woolworth's building has now been re-rated. However, the landlord remains unresponsive and difficult to engage.

Positive progress was reported regarding the former Hike and Bike premises on Channel Street. A new occupier is moving in and discussions/support from BID are ongoing, led by Claire.

The Vacant Shop Academy sub-group is exploring the development of a structured support package for new businesses. This would provide support at key stages including pre-opening and post-launch assistance.

Jay also said that there would be the use of AI-generated visualisations to show how vacant premises could look when occupied.

The continuing difficulty in accessing suitable funding streams was discussed. Mags commented that John Lamont MP had indicated willingness to support 'shovel ready' initiatives.

An update was also provided regarding the former Border Telegraph building. The current owner has exhausted all available options and funding opportunities, and the property has now returned to the market through auction at a substantially reduced price.

The Board discussed concerns that the property may again be purchased without the resources necessary to bring it back into productive use.

Examples from elsewhere in Scotland were discussed, particularly approaches adopted by Argyll and Bute Council, where financial support is available alongside policies relating to vacant properties undergoing renovation.

Some discussion about TG Jones, it has been widely reported in the media that the company is set to close all premises. John Lamont MP has written to TG Jones to express concern about the potential closure of the Galashiels store.

Developing Young Workforce event - 5 June

Registration levels remained low and Directors were encouraged to promote participation through their own networks and to attend if possible.

This is a brilliant opportunity for businesses to connect with the school, learn about the activities that Developing Young Workforce roll out to young people across the Borders, find out about work placement and take an interest in employability skills for school leavers. Closer ties with the school was something that many businesses had asked for during the consultation period.

Shop Doctor Programme

The Board discussed a proposed Shop Doctor pilot project. The Board agreed that implementation should be prioritised due to the significant challenges currently facing local, particularly, micro-businesses.

The anticipated cost is between £2,400 and £3,000. Lewis Roden had identified and contacted a facilitator (Graham Soult). Initial discussion had been positive.

Discussion took place regarding application criteria, participant selection and promotion of the programme.

Angela Buglass-Kelly will record a promotional video to support recruitment and generate interest ahead of applications opening.

Director Recruitment

The proposed Director recruitment job specification and rollout plan were approved.

It was agreed that recruitment materials should clearly communicate:

- Expectations of Directors.
- Required commitment levels.
- Time commitments involved in the role

3. AOB

Christmas Planning

Light Switch On 21st November 2026

Lauren Jamieson provided an update on Christmas planning activities.

Ideas beginning to take shape, centred on Bank St. Lauren has met separately with Natasha and with Lara from McGowan Marketing to discuss potential plans, opportunities and marketing schedule.

No budget proposal available yet.

Late Night Shopping 3rd December

A proposal was discussed for a Late Night Shopping event on 3 December 2026, centred on Channel Street and featuring music, food vendors and festive activities.

Responsibility for organising the event has yet to be determined.

Christmas Tree

Helen Calder provided an update regarding the Living Christmas Tree project.

Helen reported on a constructive and positive meeting with Scottish Borders Council. The Council has agreed to prepare the area surrounding the adopted tree location.

Next steps - Helen will visit a Christmas tree farm to discuss options for transplanting a living tree for future years use. (Given the slow growth rate, it is likely to be several years before such a tree could fulfil the role of the town's principal Christmas tree.) Many benefits to a Living Tree - sustainability, multi-use across the year eg Valentines, Hallowe'en, Remembrance etc.

High St / Island St / Wilderhaugh

Mags reminded that businesses in these areas had raised questions regarding festive activity at this end of the town.

Mags to follow up and report back to next meeting.

Volunteer recruitment

Mags reported that she had been working on a Volunteer Recruitment, Engagement and Retention programme which could alleviate some of the capacity issues.

Town of Culture, Tour De France.

Mags updated on ToC, email from DCMS indicates shortlist will be published by end July.

TdF, Mags along with representatives from Community Council and Energise had attended the first SBC briefing event. Mags also attended Borders Active Travel Forum to hear presentation from Victoria Leiper, Scottish Cycling, Social Impact Lead.

TdF brings enormous opportunities. A working group involving Community Council (community engagement lead), BID (business engagement lead), Energise and others will come together to help ensure the town makes the most of these opportunities. Mags to report back to next Board meeting.

Finance Update

Finances in a good position.

Mags Fenner provided an update regarding ongoing concerns around levy collection arrangements with Scottish Borders Council. It was agreed that Mags would discuss the matter further with Sebastian Janus following conversations with Go Tweed Valley.

The issue has also been raised with Scotland's Improvement Districts, who have independently contacted Scottish Borders Council seeking clarification and an update on the situation.

Risk Register and Director Responsibilities

Lewis Roden drew the Board's attention to the Risk Register and reminded that Directors have a responsibility to uphold the reputation and interests of the BID. It was reiterated that discussions held during Board meetings

should remain confidential and that Directors should avoid publicly criticising Board decisions or promoting opposing positions through social media or other public channels.

Action	Owner	Deadline
a schedule of future drop-in sessions with monthly themes September – December 2025. Either MF or CD to attend with a Director as appropriate.	MF	By next meeting
Learning at Work Week – to set out a lead-in calendar for 2027 events.	ABK / CD	
Shopwatch. 1. Investigate WhatsApp groups/notices (seeking to have participants retain their anonymity, yet be able to contribute. 2. More proactive discussion from BID 3. Regular meetings/reporting mechanism for Nationals to record retail crime (outwith Shopwatch)	MF	1 & 3 findings to be reported at next Board meeting. 2 ongoing
TVSA – Mags to pass contact details for Huntly project lead to Jay	MF	By 9 June
Shop Doctor 1. progress arrangements with Graham Soult 2. Develop marketing and recruitment campaign 3. Selection of businesses to participate	LR / ABK	By end June (?)
Director Recruitment 1. Agree comms with MM 2. Roll out campaign	MF	Roles to be advertised by end June
Christmas 1. Event proposal with estimated budget 2. Confirm show globe	Lauren MF	By July board meeting By 9 June

[illegible]

Project Management Board Report

May 2026

This report is a pre-read for all board members. Please read in full before the meeting. Agenda time will focus on headlines, questions and discussion - the report will not be read in detail during the meeting.

RAG Key

G	Green - On track
A	Amber - In progress, needs attention
R	Red - Blocked / at risk

May Priorities

1. DYW Academy event (5th June)
2. Resilient Retail - Shop Doctor pilot development
3. Vacant Shop Academy - commercial property agent round table

Delivery Snapshot — May

RAG	Project	Pillar	Outcome / Impact	Update
G	BID Base implementation & training	Internal Management	A central CRM system to capture and manage information on all levy payers, improving our ability to communicate, report and evidence our activity.	BIDbase is live and in use by Mags & Claire. There is still updating to be done which is in progress and we are using it to track projects, data and conversations moving forward. Chair & Vice Chair profiles are being made by BIDbase and training will be in the diary in coming days.
R	Internal documentation & communication structure refresh	Internal Management	Establishing clear, consistent internal processes, version control and document governance - ensuring the board and staff are working from the same information at all times.	The MS Teams and domain issues have not yet been resolved. This has been chased with SPG. The governance audit is ongoing. There are still some Director Terms of Engagement outstanding.
G	Volunteer engagement	All	Building a reliable pool of volunteers to support event delivery and project activity, reducing reliance on paid resource and increasing community involvement.	The volunteer intake form is in use and a database is being developed to draw on across future projects and events. Mags continues to explore additional routes to recruit volunteers. This remains an area of focus as we move into a busier delivery period.
A	Monthly levy payer drop-in	Business Support	A regular touchpoint with levy payers that builds relationship, surfaces business needs, and demonstrates the value of BID membership.	We have now had 3 drop-ins in the new format with numbers at the most recent one being low. We plan to have a 'retail' theme for next month and welcome any suggestions for future themes. Mags suggests that we could pause over the summer and require only the relevant Director and alternate between Mags and Claire attending.

RAG	Project	Pillar	Outcome / Impact	Update
G	Learning at Work Week (18-22 May)	Business Support	A nationally recognised week-long learning initiative, delivered locally by BID to provide practical, accessible development opportunities for Galashiels businesses and their teams.	Learning at Work Week was successfully delivered. The programme was well received and provided a strong opportunity to demonstrate value to levy payers and raise BID's profile in the town. We have a feedback survey out at the moment and a full debrief and impact summary will be shared. We delivered the whole programme under budget.
G	Links with Borders College and Galashiels Academy	Business Support	Developing meaningful partnerships with Borders College and Galashiels Academy to create pathways between education and local employment.	The relationship with Borders College continues to develop. The partnership with Galashiels Academy is progressing well - BID for Galashiels is being incorporated into S1 and S2 Project Based Learning in English and Media, creating a genuine sense of town ownership with young people. Mags has been asked to speak on civic pride at the leavers event.
A	ShopWatch	Clean, Safe & Welcoming Environment	A Police Scotland-backed scheme that improves communication between local businesses and police around retail crime and anti-social behaviour.	ShopWatch is live and operational. Businesses are enrolled and communication channels are in place. Engagement is low and being monitored, Mags will engage with the group proactively. Have found that many nationals are unable to join the WhatsApp group due to company policy and Mags will explore other ways of communicating with them.
G	Murals project	Clean, Safe & Welcoming Environment	Using public art to improve the visual environment of the town, create a sense of pride and place, and deter vandalism in targeted areas.	Awaiting designs from the artists.
G	Town of Culture	Increasing Footfall & Visitor Numbers	A national award that, if successful, would bring significant profile, funding and visitor footfall to Galashiels.	We received some follow up questions from Town of Culture. These have been discussed and responded to. We are waiting to hear back. SBC have advised that they are supportive and are our 'accountable partner'. If we got through to the next stage this would need to be voted on by councillors.
G	Vacant Shop Academy (VSA)	Increasing Footfall & Visitor Numbers	A structured programme to reduce the number of vacant commercial units in Galashiels - improving the town's appearance, attracting new businesses, and increasing footfall.	See separate update to follow.
G	DYW (Developing Young Workforce) Academy event	Business Support	An event to connect Galashiels businesses with students from the local Academy — building relationships between employers and the future workforce, and raising the profile of	Planning is underway for the event, pencilled for 5th June. Budget has been approved by the board. Logistics and employer engagement are being coordinated. This is a collaborative delivery with Galashiels Academy and DYW Borders.

RAG	Project	Pillar	Outcome / Impact	Update
			local career opportunities.	
G	Resilient Retail - Shop Doctor pilot	Business Support	A targeted support programme offering retail business guidance to levy payers, helping them to trade more effectively and build resilience.	We understand that a number of retailers are currently struggling and we would like to respond with a resilience programme 'Shop Doctor' approach. This in early stages of developed as a pilot for 5-10 retailers. This will provide structured, practical support to local retailers. Further detail on the pilot design and delivery model will be brought to the board ahead of launch.
A	Funding - general pipeline	All	Proactively identifying and pursuing funding opportunities to support BID project delivery beyond the levy.	Mags & Lewis met with John Lamont who discussed funding opportunities may be available from Westminster Government. We are working on getting Channel Street project shovel ready.
A	Heartland membership	Business Support	A membership scheme offering added value to levy payers and generating an additional income stream for BID.	Heartland membership implementation is underway. We are currently waiting on some issues with swapping the Stripe account over to be resolved.
G	Tangled Festival	Footfall	Encouraging footfall around the town during the Tangled Festival period.	Market planning is in progress for the Tangled Festival weekend. We will report at the next meeting on its impact.
G	Halloween 2026 planning	Development, Events & Attractions	Early planning for a Halloween programme to drive footfall and create an engaging town centre event.	Initial ideas for Halloween 2026 have been discussed. Further detail on concept, format and delivery will be developed and brought to the board.
G	Tour de France 2027	Footfall	Early planning for the TdF in 2027.	Drop-in information session was attended by Mags in May and discussions in progress with SBC, EGT & CC. There could be funding to facilitate to ideas such as street party etc. Have identified that there is a unique opportunity in the possibility for people to watch start in Edinburgh then get train to Galashiels.
G	BID activity on Market Days	Footfall	Encourage market goers to move around the town to increase footfall	We are planning activities / presence at the end of Channel Street to coincide with Market days
G	Abbotsford Links	Footfall	Encourage Abbotsford visitors to spend time in Galashiels.	There have been initial conversations with Abbotsford about having a shuttle bus between Galashiels and Abbotsford. This will be explored further. Abbotsford also keen to engage with Heartland Market – intro facilitated. And to be involved/informed re TdF progress and ToC
G	Director Recruitment	Governance	Expand board capacity and skills set	We are working on a role specification and proposed recruitment process for this and will share with the board.
G	Scotland Loves Local	Business Support / Footfall	Encourage engagement with business owners	We invited business owners to be part of the Scotland Loves Local photoshoot and have a

RAG	Project	Pillar	Outcome / Impact	Update
				campaign planned about 'flying the flag' theme.

Priorities for Month Ahead

- DYW Academy event delivery (5th June)
- Resilient Retail 'Shop Doctor' pilot - design and launch planning
- Vacant Shop Academy
- Director Recruitment
- Scotland Loves Local week (13th to 20th June)

Known Blockers / Issues

- MS Teams / domain issues still a known blocker.

Board Decisions or Support Required

- Support required in attending and/or sharing DYW event 5th June to increase numbers