



BID for Galashiels - Board Meeting Agenda

Date: 03/02/2026

Time: 17:30

Location: Cullen Kilshaw at The Interchange

Guest Speaker: N/A

1. Apologies & welcome from the Chair
2. Previous Minutes
3. Project Management Update
4. Vacant Shop Academy Update
5. Finance Update
6. Decisions / Approvals
 - Agreement in principal to events on Easter Saturday
 - A request for financial support from Vibes in The Borders. Yes or No. Saturday 30th May
 - Agreement of what support we can offer Samirah towards Tangled, 29th and 30th May - in kind, rather than financial
 - Input from Euan J on SBC's response to Galashiels expression of interest in Town of Culture. Agreement from Board to take forward.
 - Agreement of Ambassador Profile and list of candidates to approach.
7. AOB

BID for Galashiels - Board Meeting Minutes

Date: 03/02/2026,

Location: Cullen Kilshaw at The Interchange

Attendees: Euan Jardine, Sebastian Janus, Lewis Roden, Helen Calder, Jay Hogarty, Deborah Fuller, Angela Buglass Kelly, Claire Dalglish, Mags Fenner.

Apologies: Lauren Jamieson, Luigi Caterino, PC Crawford Laing.

Next Board Meeting: 03/03/2026, 17.30 – 19.30, Cullen Kilshaw at The Interchange

1. MINUTES

Welcome from Chair – Lewis highlighted that there has been some good progress despite the last Board meeting being only three weeks ago.

Previous Minutes - Minutes from last Board meeting were approved with no queries.

2. MATTERS ARISING

Project Management Update -

Shop Watch – This is underway and good progress being made.

Refreshing Galashiels Interchange – Mags explained how she has met with Interchange management. They have new mats in place which are light grey, they're washed once a week and discussed that they will need replacing eventually. She has suggested that when they are changed it would be good to put the Heartland logo on as well.

She also discussed the pillars in the Interchange which are currently painted Maroon. This is peeling badly and they have discussed that when they are repainted it could be the blue of the Heartland logo.

In addition – the window decals are peeling and have been noted to be looked at. Mags suggested that whilst we know it isn't a quick fix these should be updated ahead of 2027 when Tour de France comes. Signage has also been noted as currently out of date and out of sight (the old school and swimming pool are referenced which is now incorrect). Mags will meet with them again in a month's time.

Jay queried whether the Interchange tracks footfall. Mags advised that this is not counted but it is higher in morning and evening as well as after school. She highlighted that school children hang out in the Interchange after school causing issues with vandalism and anti-social behaviour. She advised that there has been a new manager recently and some of the unwanted behaviour has settled down as he is engaging with them on their level. There are, however, still issues with behaviour in the toilets. This could be due to school children wanting to spend time somewhere that there is a lack of CCTV. Mags also mentioned that staff have discussed that they may need to start wearing cameras.

There have been some new larger bins meaning issues with rubbish have been resolved. It will be good to have the Tour de France deadline and ideally, we would like all changes in place 6 months ahead of this at minimum.

Lewis advised that Digital Towns can also provide number tracking providing free data on numbers. Discussed that it would be good to know and promote as well as benchmark against other communities.

Potential of using digital signs was discussed – concluded that this could be an option after Digital Towns is rolled out. Mags mentioned that there are some good things happening with TD1 and projects aimed at teens so hopefully will diminish. The toilets are now closed earlier, and we speculated whether turning the Wi-Fi off earlier could help deter teens from hanging out.

Mags advised that the Interchange are having chewing gum jet washed off the pavement. She highlights that we had previously asked SBC for Channel Street to be jet washed but were told that we weren't allowed. Lewis mentioned that Danny's Car Wash would be able to help if we were allowed. Mags will see what progress is made with this after the next meeting and potentially use this as leverage to approach SBC about Channel Street again.

Great Tapestry of Scotland – Mags explained that they are revising marketing and that Kirsty Innes PR consultant has been taken on for 6 months as a contractor. She is keen to work closely with BID and there are lots of ways that we can drawing the town and tapestry together. Kirsty has remarked that she has some ideas in progress has not shared yet. Will be great for tapestry and town. GTOS have also engaged consultants to work on business plan and increase visitor numbers. Mags advised that Sandy is also interested in coming to these meetings. It was also discussed that there could be different ways to upsell tickets e.g. TD1 residents can buy annual ticket etc. Mentioned that they work with Scot Rail – to bring school kids in from down the line.

Town of Culture 2028 – Mags explained all about this competition in detail. It was Kirsty Innes who first noticed this in Jan – it is the first ever Town of Culture competition. Mags, Kirsty Innes and Mark Timmins attended info session. During the session Sir Phil

Redman explained what they are looking for. They specified different categories and explained the Expression of Interest process which needs to be submitted by 31st March 2025 – when then a shortlist will be made. Those towns that are selected get £60k to deliver their project. It was suggested that if we were to reach this level we could then potentially appoint a paid resource to work on this. At the judging stage in 2027 a team would come out to see proposal. There is £250k awarded for runners up. Winners get £3million. Key point is that we need support from SBC – this has been agreed for first stage.

The project must be delivered by a partnership – BID is best placed as point of contact but we would also have Energise as a partner – Mags has many other suggestions for to partner with. Highlighted that it is essential for the project to come from the town community and ‘belong’ to the town. Must be done with town rather than to it.

We discussed whether it would be one town within the Borders. Some places have already launched socials (including Berwick Upon Tweed). Euan said that SBC would support any towns that come forward.

Kirsty suggests GTOS should form the centre of project. However, we discussed that this is unlikely to be the feeling of the wider town. We can link tapestry and town as it has panels that covers of lots of things. Such as Braw lads, Rugby etc. We could take Vox pops outside Rugby, MacArts etc. We discussed the Common Ridings being unique to Galashiels culture. Discussed what is the common thread. The fabric of the town – textiles, mills etc is the golden thread. Tangled festival, heriot watt – global research projects – lots going on that changes the world. Also mentioned that the Outlander Sporrans were made in Galashiels and also kilt socks made in the town. Highlighted that the culture is actually not to shout about what we have.

Would expect 1 big event and demonstrate legacy that stays with the town. Looking for passion – needs lift the town to get to next level. Next steps are for Mags to arrange a meeting with key people / group representatives e.g. Braw Lads, Helen Calder, BID, Schools, Heriot Watt, Rugby, Opera, Mill Lade/Waterways Group and Gala History Society etc – to meet and discuss how to move forward.

Could positionally take someone on to manage the project as a paid resource.

Capacity was discussed. We need to find additional capacity and funding for this if we were to get through first stage. We will add a KPI for funding that we will keep on Agenda. We should be able to demonstrate how much we’ve applied for each month. Identified that this project does link with all pillars and will still be beneficial to go through.

EOI process is a form max 400 words for each section. Sections include: Vision, Local Needs, Empowerment, Quality Innovation, Opportunity, Accessible, Communication. Partnerships, Programme Management, Financial Management, Monitoring, Evaluation

and Legacy. Extensive form for EOI. To be completed by Mags, Kirsty, Mark plus Energise etc.

Internal Structures and Processes – Claire gave an overview of what she has been working on in this area and explained that we are waiting on some back-end IT support to resolve some issues with Teams. Once this is done and we are confident nobody will have issues we will roll this out. Includes, folder structure, Teams channels, risk register, governance with audit of what is missing, a drop zone for all files held by anyone on BID. Once we have this in place it will highlight policies, systems etc that are missing and allow us to streamline and fill any gaps.

Ambassadors – Claire gave an overview of a suggested BID ambassador profile that was sent ahead of the meeting and asked if there was any feedback on suggested candidates.

Lewis suggested that rather than approach general ambassadors we could reach out to them with specific projects in mind, so they have a more specific ambassador goal.

Helen suggested that we could have ‘feet on the street’ once a month and referenced that they do similar in Hawick. We discussed that we could try this on the April Heartland Market Day with gazebo and could incorporate VSA presence as well.

We also discussed how we could give back to ambassadors once up and running – perhaps through a thank you newsletter.

Easter Event – 5th April – Plans have been explored to have a low cost high energy event in Bank Street Gardens aimed at families. Egg and spoon races, sack races etc. Also suggested an Easter bonnet decorating station and could also tie this with this with the schools. Potentially hang these in shop windows to encourage footfall in the town. Suggested that we could use little art hub or GTOS as venues. Window dressing will be encouraged in shops and cafes will be encouraged to do some Easter themed offerings as well. The Easter bonnets could be a competition with prizes from local businesses. Ideally a family prize like cinema and pizza evening out or similar. We will reach out to Tapestry, Little Art Hub etc to see if there are any workshops going on during this time. We discussed that initially we thought about an egg hunt but aware there is a big one at the Rugby club and don’t want to compete. Angela also suggested that a duck race on the water could be a good idea to explore.

VSA – Claire and Jay gave an overview of what they have been working on together on the Vacant Shop academy.

Intake & Enquiry Management – A formalised intake process is now in place. This enables us to gather consistent information and triage the enquiry appropriately whilst protecting time.

Risk Register - We have updated Risk Register and will revisit this monthly.

Vacant Shop Academy – We had a call with Iain from VSA to align on our approach. An in person visit with him is being arranged in Spring to review process and next steps.

Drop-in Meetings – We plan to join Mags in her drop-in meetings representing the VSA project to encourage engagement and communicate support available.

Social Media – We plan to share minimum one post a week about VSA project to build awareness.

KPIs - We are in the process of confirming KPIs for the VSA and will be reporting against these on a monthly basis.

113 – 117 High Street – We have been in discussion with Peter DiCiacca regarding this site which has been sitting empty for some time. The Glasite Church building sits directly behind this property. We have meetings planned to discuss how future developments could potentially incorporate both of the both buildings.

Former Woolworths We have spoken to the landlord to offer support and they have chosen not to engage. The rates of this property has not been re-rated since 2022. The landlord has confirmed that they are not doing any work on the building. Jay highlighted challenges in progression regarding the re-rating of former Woolworths. Discussed whether we could do straight to the assessor. Jay expressed that he didn't want to step on anyone's toes however felt that something needs to be done to move things forward and to get a clear understanding of the process. Mags and Euan identified that Brian Route SBC could be the best contact to speak to. She will pass his details on. Euan expressed that this department is very stretched at the moment. Alan Gelder at SBC was also highlighted as a key contact – Jay advised that he has been speaking to Claire on Alan's team who has been very helpful.

Island Street – We originally spoke to this landlord in September and made suggestions on how we could support him. We have followed this up and not yet heard back from him.

Commercial Agents - We have been in conversation with local agents and will be meeting soon with Edwin Thompson regarding Vacant Shop Academy.

Iain at VSA has added Claire to email group with BIDs from other towns where info and opportunities are shared. This will be beneficial to understand best practice for working with the council.

With regards to the difficulties BID are having working with SBC, Euan suggests the issues is that their mindset is that Energise Galashiels has all the information already, they are perceived as already working on these projects. In SBC eyes there is confusion and they feel that they have already invested time into Energise. Mindset needs to change about what BID is, currently seen as the 'new kids' on the block. Euan feels that

there has been good progress over the past year – they are seeing that BID are doing things. VSA should be a good way to change current mindset.

Jay will arrange a meeting with Sam and Graham to intro Claire, discuss remits and to move things forward. He will also arrange regular meetings to engage with the community and have a presence from SBC, planning etc.

Food Business – We have met with a current Galashiels take-away business who is exploring resighting within Galashiels. We supported them by helping them to understand costs and things to consider when searching for a property. This meeting was key in shaping our process and understanding that we need to protect time.

Community Group – We are in the first stages of engaging with a new community group who are looking for a new home in Galashiels. We'll be supporting them by helping them to understand costs, what to look for and signpost them in terms of funding.

Vibes in the Borders – We have been approached for support from the organisers of this festival in the Public Park in aid of charities (Maraget Kerr, Mens Shed and Cash for Kids) and a discussion was had about whether to support and if it would align to BID goals. Further conversations were had about whether we need a pot put aside for sponsorships and what the process should be on making a decision. Agreed that something needs to be formalised for when we get these requests. All in agreement that we should not offer financial support but could support the organisers but connecting her with other businesses or sharing event online etc.

Tangled – Mags explained that she will touch base with organiser who is looking for in kind support rather than financial. This event is beneficial to the BID zone as it brings around 6,000 people into the town centre.

Untangled Yarn Project – Mags explained that Julie in collaboration with Herriot Watt is gathering stories for a book from people who used to work in mills. She has the BBC interested. Mags has suggested that she could help Julie draft a press release. This is beneficial as it also feeds into culture.

Financial Update –

Lewis explained that Jenny Potter is now onboard as Bookkeeper and she is great, very pleased with her so far and has every confidence in her.

3. AOB

Pub watch – Deborah suggested that she would be interested in a Pub Watch for local bars and could also get police involved.

Heartland awards – Lewis advised that he will get more info regarding the Heartland awards at meeting on Tuesday. There is some work to be done to discuss categories.

Living Tree – Helen updated the group to say that she and Euan had a site visit and this project will need SBC backing. This could replace the need to have a chopped tree each Christmas – cost is around £6.000. She suggested having a bandstand area build for choir / band etc. Which would bring people into town. We discussed whether we need to put more focus on other areas of the town rather than just Bank Street since everyone pays the same levy and need to see value.

Cherry Blossom – Discussed that this would be a lovely project for the town and Helen is exploring this at the moment.

Christmas Subcommittee - Helen asked whether the Christmas Subcommittee should stay the same for 2026. All were in agreement.

Christmas Lights – Lewis identified that we should have this separate from the Xmas event and should be owned by a community group. He plans to speak with Peebles to and tap into their knowledge and experience. He will also carry out Christmas lights due diligence.

Action	Owner	Deadline
Email with a list of people to include in first meeting.	MF	ASAP
Add funding to agenda as recurring item.	CD	3 rd March
Allocate an hour each month on funding.	CD	Ongoing
Reach out to ambassadors when there are specific projects / goals in mind. Save bank of names centrally to draw upon when needed	CD	N/A
Explore setting up gazebo on April market day for BID presence.	CD	April
Check timing of Rugby Club egg hunt	CD	April
Continue to plan Easter event as per discussion.	MF	April
Mags to send Brian Route details to Jay	MF	ASAP
Arrange a meeting with Sam and Graham to intro Claire	JH	ASAP
Arrange regular meetings with community and presence from SBC, planning etc.	JH	ASAP

Draft sponsorship request policy and process	CD	ASAP
Explore setting up Pub Watch	DF	ASAP
Speak to Sebastian re Xmas lights due diligence	LR	ASAP
Speak with Peebles Lights Association for insight on how they run Xmas lights	LR	ASAP

Project Management Board Report

January 2026



January Priorities

1. Onboarding of Claire Project Coordinator and focus on structuring behind the scenes
2. SWOT analysis and alignment with business plan
3. Understanding Town of Culture opportunities
4. Agreeing ShopWatch press release with Police Scotland
5. Vacant Shop Academy

Delivery Snapshot - January

Project	Status	Pillar	Outcome / Impact
Internal documentation and communication structure refresh	In progress	Internal Management	Improved governance, version control, efficiency and board visibility of key documents
BID Ambassadors	In progress	Covers all pillars	Improved impact in all pillars through local ambassadors
Vacant Shop Academy	In progress	Increase Footfall / Welcoming Environment	Reduction in the amount of vacant shops therefore improving the town.
Easter	In progress	Development Events and Attractions	Increased footfall & spend
Support for non-BID events	In progress	Development Events and Attractions	Potential for increased footfall
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
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.
Town of Culture	In progress	Increasing Footfall and Visitor Numbers	Galashiels to compete for National Town of Culture award
Great Tapestry of Scotland	In progress	Increasing Footfall and Visitor Numbers	Increase visitor numbers to Galashiels and GTOS through joint marketing initiatives

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

Known blockers / issues

Board decisions or support required

- Agreement in principal to events on Easter Saturday
- A request for financial support from Vibes in The Borders. Saturday 30th May
- Agreement of what support we can offer Samirah towards Tangled, 29th and 30th May - in kind, rather than financial
- Input from Euan J on SBC's response to Galashiels expression of interest in Town of Culture. Agreement from Board to take forward.
- Agreement of BID Ambassadors list and profile before we approach them.