

**Locally-Led Destination Development Meeting**  
**Galloway Activity Centre, Loch Ken, 10<sup>th</sup> August 2023, 6-9pm**  
**Summary of meeting**

**Attendees:**

First name	Surname	Company
Jayne	Ashley	Castle Douglas Development Forum & Head of Natural Capital, SOSE
John	King	D&G Council
Nicola	Hill	D&G Council
Ian	Tunaley	VisitScotland
John	Blaikie	Kirkcudbright Development Trust
Jake	McLaughlan	Galloway and Southern Ayrshire Biosphere
Adam	Hutchings	Galloway Activity Centre
David	Hope-Jones	SSDA
Gowan	Miller	SSDA
Sarah	MacDonald	SSDA

**Lead SSDA business contact in the Loch Ken area:**

Gowan Miller, [gowan@ssdalliance.com](mailto:gowan@ssdalliance.com), 07815 316 365

**Purpose of meeting:**

This meeting, hosted by the South of Scotland Destination Alliance (SSDA), was one of 14 in-person and 13 digital meetings taking place across the South of Scotland. Full details can be found at: [www.ssdalliance.com/destination-development/](http://www.ssdalliance.com/destination-development/)

The meetings have been arranged to allow local tourism organisations to be able to:

- Feed into the development of the South of Scotland **Responsible Tourism Strategy** which will underpin the work of all related agencies, including SOSE, Visit Scotland, D&G Council, Scottish Borders Council and SSDA.
- Feed into a local and regional plan for **extending the visitor season**.
- Decide **how the local area should be marketed** – specifically, what content should be on the ‘Scotland Starts Here’ website and what should go into the commissioning brief of a new promotional film about the local area.
- Agree how to **raise awareness locally** of the ‘Scotland Starts Here’ brand and assets, so it supports local businesses.
- Agree **actionable points** which the SSDA can advance in the next six months to meaningfully support local businesses.





- Climate change- explaining the solutions; highlighting it will be a different world in ten years
- Come to SOS to cycle, to walk- get out of the car
- Need to educate on rubbish, businesses to tell a green story (develop the green filters on booking engines)
- Need to be careful with words- what is sustainable? Three things: economy, communities and green.
- Use micro examples/quick wins and highlight/sell the benefits of sustainable tourism such as water-bottle filling.
- Campsites develop greener guides for guests – where and what the recycling bins, where to buy local produce, bike (hire) facilities.

#### Points specific to Loch Ken:

- More electric charger points required in Kirkcudbright
- Require more toilets and transport within towns and attractions
- Staff transport – an issue if public transport not conducive to working hours.
- Campervans: Thornhill, encourage people to come to area. Donation if parking in the layby- people do pay. Showers, community halls, income generators, elec and waste disposal. Providing solutions for grey water specifically
- Internet/mobile coverage needs to improve

#### Next steps/actions:

Every single word shared by attendees through this system has been past to an independent company which is collating all findings and will make recommendations on what should be in the strategy based on what was said through all the consultations. We will make public all the Menti data from all the meetings, so you can see what the 13 other in-person meetings said across the region, as well as what came up in the 13 digital meetings and the one-to-one meetings.

In the autumn, we will share the draft strategy, alongside all the results from the consultations, so those who took part can directly see how their views fed into the draft. We will invite input to the draft as it continues to develop in the autumn and will only proceed if we feel we have broad-based support from not just the public agencies involved but also the businesses, key organisations and communities. If there is consensus, we plan to launch the strategy at the start of 2024.

In February, when we next meet the local businesses around Loch Ken, we will formally present the final Responsible Tourism Strategy, highlighting which key points from their local input went into the strategy and discuss opportunities as to how local businesses and communities can be involved in its delivery.

#### How to Market and Represent the Loch Ken area:

##### Intro:

The SSDA is active in marketing all of the South of Scotland and uses the economies of scale of a 'pan-south' approach to ensure we are able to have the punch-through the region needs to be heard. This involves, for example:

- bringing in journalists, influencers and other media to secure national and international coverage for the region, at least every month;
- working with the Travel Trade to represent the South of Scotland at all relevant international travel expos;
- running the consumer-facing 'Scotland Starts Here' [website](#), [app](#), [Facebook](#), [Instagram](#), [Twitter](#) and other social media channels;

- running the 'South-West Coast 300' route, including its [webpages](#), social media and developing and distributing printed maps (as requested by local businesses);
- securing significant global accolades for the region, including having the South of Scotland named [Lonely Planet's 'Best in Travel 2023'](#) and a [prestigious UCI Bike Destination](#).

However, we recognise that in addition to this 'pan-south' work, we also want to remain true to the *local*. We want to tell an authentic local story of place within the 'Scotland Starts Here' website, so we are creating landing webpages for 14 different parts of the destination and giving a high degree of local autonomy as to how each of these areas are represented. This approach has come from specific requests for a greater degree of local identity within the 'Scotland Starts Here' brand.

#### Local input:

We asked how businesses and the community wanted the Loch Ken represented. The following points came up in the discussion:

- **Galloway and Southern Ayrshire Biosphere**
  - Wildlands
  - Active community
  - The Hive
  - Community Garden
  - Certification Mark
  - Businesses showing their commitment to the Mark.
- Coast: Balcary Bay <https://sobt.co.uk/walk-balcary-point/>
- Quality food (Castle Douglas – Food Town) <https://www.dgfoodanddrink.com/experiences/>
- Dark Skies
- Loch Ken
- Galloway Forest
- MTB tracks, 7stanes
- Environmental art: The Striding Arches
- Raiders road
- The Rutherford Monument (Gatehouse of Fleet)
- Barstobrick (<https://www.barstobrick.co.uk/>)
- EYE (The Needle) at Black Loch (Newton Stewart)
- Bruce's Stone
- Southern Upland Way
- The independent shops in Castle Douglas
- "Stewarty"
- Kippford and estuary
- Kippford Garden designs (Jake McLaughlan to provide detail)
- Bainloch Dear Park, Dalbeattie
- Glen Ken
- Agritourism
- Golden eagles, red squirrels, red kites . . . wildlife!

The following people volunteered to help develop and oversee the specific content for the Loch Ken area:

- Jayne Ashley (Castle Douglas Development Forum)
- Jake McLaughlan (Galloway and Southern Ayrshire Biosphere)
- Adam Hutchings (Galloway Activity Centre)
- John Blaikie (Kirkcudbright Development Trust)
- John King (D&G Council)

### Next steps/actions:

Within the next few weeks, the SSDA will commission a 60-90 second marketing video for the Loch Ken area, based around the above local input we received. This video will be produced within the next year (depending on the season local businesses want represented) by a professional videographer.

By the time we next meet, we will have the Loch Ken area webpage live on the 'Scotland Starts Here' website and local businesses can review this and feed into the content and layout, to ensure it accurately reflects how they feel the local area should be represented.

### **Extending the Season:**

#### Intro:

The SSDA has been asked by businesses and communities across the South of Scotland to help extend the visitor season. Too many tell us that they have a thriving business for eight weeks a year, a slow business in the shoulder seasons, and then have to close in the winter. We currently have one of the shortest visitor seasons anywhere in Scotland and this has various knock-on effects, including making it harder to recruit and retain staff if we cannot offer year-round employment.

This is a complex and multi-faceted challenge. It is an incredibly hard nut to crack but we passionately believe that, by working collaboratively together, and by strategically focusing a proportionate amount of destination marketing spend on the promoting the region out of season, we can begin to make progress.

But there is little value in unthinkingly promoting the region out of season, only for visitors to find that businesses aren't open and product aren't there. This is why we are having these in-person meetings across the region: to ask organisations what is open when, what appetite there is to change this, what products could bring in more visitors at quieter times, and how we could better facilitate collaboration to ensure businesses that choose to stay open longer do so without making a loss.

In support of this, the SSDA is committing £60k this year to a seasonality campaign and we will ensure that its design and implementation is informed by what local businesses have told us.

#### Local Input:

This is the input we had from the Loch Ken meeting, with regards HOW we should market the region in the off-season:

- **Galloway and Southern Ayrshire Biosphere**
- **Wildlands**
- **Active community**
- **The Hive**
- **Community Garden**
- **Certification Mark**
- **Businesses showing their commitment to the Mark.**
- **Coast: Balcarry Bay <https://sobt.co.uk/walk-balcary-point/>**
- **Quality food (Castle Douglas – Food Town) <https://www.dgfoodanddrink.com/experiences/>**
- **Dark Skies**
- **Loch Ken**
- **Galloway Forest**

- MTB tracks, 7stanes
- Environmental art: The Striding Arches
- Raiders road
- The Rutherford Monument (Gatehouse of Fleet)
- Barstobrick (<https://www.barstobrick.co.uk/>)
- EYE (The Needle) at Black Loch (Newton Stewart)
- Bruce's Stone
- Southern Upland Way
- The independent shops in Castle Douglas
- "Stewarty"
- Kippford and estuary
- Kippford Garden designs (Jake McLaughlan to provide detail)
- Bainloch Dear Park, Dalbeattie
- Glen Ken
- Agritourism
- Golden eagles, red squirrels, red kites . . . wildlife!
- Open water swimming

#### Next steps/actions:

Informed by the above local information, input and priorities, the SSDA will move quickly to agree a marketing strategy for a Seasonality Campaign which we will run between now and the Spring. We will have a digital meeting on the 19<sup>th</sup> September (10am) to share information and plans for the campaign, seek further input, and explain how businesses can get involved. It will be a collaborative campaign which we invite any and all to get involved with. We will then have monthly digital meetings to continue to keep businesses engaged, informed and feeding back.

In February, when we next meet the local businesses at Loch Ken we will present on how the campaign was run, what evidence of impact there was, and we will start planning for the 2024/25 off-season.

### **'Scotland Starts Here' Branding**

#### Intro:

Over the last three years the SSDA has created a strong, award-winning consumer-facing brand, 'Scotland Starts Here', with a website, app and social media presence. The social media channels raise awareness and sell the region; the website helps people plan visits; and the app is a brilliant tool to help guide and inform visitors when they are in the region.

These assets can only help power the visitor economy if people know about them, especially when they arrive in the region. 'Scotland Starts Here' needs to be a collective and collaborative endeavour: it needs to be owned by all businesses and every community in the region.

If we all shout "Scotland Starts Here" loud enough and if everyone knows to steer visitors with questions to the website and app, we can really use these tools to support businesses and improve the visitor experience.

Having agreed how we want the Loch Ken represented on 'Scotland Starts Here', the meeting discussed how best to raise awareness of the 'Scotland Starts Here' brand and assets locally in the area, to ensure it's really working for local businesses.

#### Local Input:

The following ideas came from the Loch Ken meeting attendees about how the 'Scotland Starts Here' brand could be made more visible locally:

- **SSH accredited place – display a logo that is recognised and respected**
- **Bus stop advertising and other public transport**
- **Branding on electric charging stations**
- **Does SSH work for locals – how to ensure it does/get message out**
- **Work with independent visitor centres:**
  - Stranraer
  - Castle Douglas
  - Drunmore
  - Wigtown
  - Kirkcudbright
- **SSH signs on the M74**
- **Cover Gretna, 14 videos: create a touch screen in Gretna Green to play them for each area.**
- **Promotion at Tebay**
- **Promotion at Moffat**
- **Promotion on Ferries and ScotRail (Irish Market)**
- **Explore the potential around the Star of Caledonia**

#### Next steps/actions:

Everyone attending was encouraged to take the free collateral available (A4 posters, A3 posters and freestanding 'table talkers') which had QR codes directing visitors to the 'Scotland Starts Here' website, as well as branded lapel badges. The SSDA can offer as much of such collateral as is useful to build awareness and engagement locally – this is probably best done by having a local hub where we can store items, for local collection. Everyone was asked to put these posters up wherever they think is most visible for visitors.

Over the coming six months, the SSDA is keen to work with the businesses and communities to get the 'Scotland Starts Here' brand visible in the Loch Ken Area, and across the South of Scotland, as well as giving increased ownership locally of the information about the Loch Ken area which appears on the website and app. The SSDA is keen to also have permanent, physical signs, including on roads and railways, to ensure our shared 'Scotland Starts Here' brand and assets, really are supporting the visitor economy.

#### Local Priorities:

##### Intro:

The SSDA is keen to be honest about the amount of capacity it has: a total of five staff members, with a huge area to cover and over a dozen different areas of responsibility relating to tourism. While much of our work is focused on 'pan-south' benefits, we are keen to also dedicate some capacity to responding to local priorities in the 14 different areas within the South of Scotland. We therefore asked all 14 areas if there were local priorities (beyond the strategy, seasonality work and local promotion

already discussed) they would like the SSDA to support in the coming six months in each of these series of in-person meetings.

Local Input:

The following local priorities were identified through discussion:

- Enabling collaboration and networking locally
- Publicising what's on in region
- Showcasing best practice
- Promote the SOS's natural capital (from Jan '24), find direct links to the "visitor economy"
- Advert on TV – use video footage
- Consider target audiences (campervans and older couples)

Next steps/actions:

With just a small fraction of one staff member able to respond to each of the 14 areas' priorities, we need to manage expectations as to what is possible but we absolutely hope to be able to report tangible progress against the locally identified priorities in the next meeting at Loch Ken, which will take place in February 2024.