

Locally-Led Destination Development Meeting
Moffat, 17th August 2023, 11:30 –13:00
Summary of meeting

Attendees:

- Jamie Shovelin, D&G Chamber
- Geoffrey Lindop, Deyfe Publications
- Robin Crichton, Arthur Trail Association
- Fiona Wilson, Crofthead Rentals Ltd
- Gordon Smith, VisitScotland
- Caroline Egan, Queensberry House B&B
- Miles Hargreaves, Queensberry House B&B
- Liam O'Neill, Moffat and District Community Council
- Ross Baillie, Seamore Guest House
- Lois Baillie, Seamore Guest House
- John Shaw-Stewart, Kirk View House
- Evie Ravenscroft, Seamore Guest House
- Bill Dawson, Visit Moffat
- Tom Wellings, Moffat hostel
- David Hope-Jones, SSDA
- Gowan Miller, SSDA

Lead SSDA business contact in Moffat: Gowan Miller, 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/

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**.
- Share and build **new local collaborations** between local businesses.



This is part of the SSDA’s commitment to being as locally-led as possible, as it looks to both market the South of Scotland and support, represent and connect-up businesses engaged in the visitor economy.

Input to Responsible Tourism Strategy:

Intro:

The first hour of the meeting was spent supporting those attending to feed into the development of the South of Scotland's new Responsible Tourism Strategy. You can learn more about the Strategy and the different ways you can take part in the consultations [here](#).

The meeting used Mentimeter as a digital tool to ensure that everyone present had the same ability to share their own views and vote on the points that mean most to them. This allowed the SSDA to be as inclusive, transparent and accountable as possible.

Local input:

You can view the full results of the meeting's input to the development of the South of Scotland's Responsible Tourism Strategy by [CLICKING HERE](#) (click right and left arrows to navigate the different questions, and scroll up and down to see all the responses to each question).

This is how those attending the Moffat meeting felt that we should be promoting the South of Scotland:



In addition to data collected on Menti, the following comments were recorded:

- There used to be an open top bus trip in the Borders
- Cultural heritage trail to USA via Ulster Scots.
- How do we get the people of Moffat involved, get action?
- How do we get people to stay, young people leaving
- No industry, where are the jobs?
- A lot of people just want somewhere nice to live, not invested in improving the town
- Used to be a destination + Grey mares tail etc. - St Mary's (bus trip)

Area Specific

- Border Reivers → Ulster Scots moved to the Appalachian Mountains- John Wayne (Morrison) is of Borders decent, we should be making more of it. Borders Ancestry tourism.
- Moffat had 100's of illicit stills- should be telling the story of that history
- Moffat is (claimed to be) the centre of the UK.
- Need to build a Trave Trade /FAM route for D&G
- The Moffat Ram will be 150 years old in 2025

Next steps/actions:

Every single word shared by attendees through Menti and the additional notes 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 the spring, when we next meet the local businesses in the Moffat area, 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 Moffat 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:

In the Moffat meeting, we asked how businesses and the community wanted Moffat represented. The following points came up in the discussion:

- **Grey Mares Tail and Loch Skeen – drone footage**
- **St Mary's Loch (Highlands in miniature)**
- **Wildlife - eagle Festival**
- **Walking – 3 Corbetts – walk off the Selkirk Road or Wild Wood – Hart Fell**
- **Dark Skies**
- **Roman Roads on maps**
- **Southern Upland Way (recent ultra marathon)**

- **Culture – two theatres**
- **Woodfired distillery**
- **Drove roads and forestry trails**

We also asked if any local businesses/community leaders wanted to volunteer to help develop the specific content for the Moffat area: John Hume and Idy Davidson volunteered.

Next steps/actions:

Within the next few weeks, the SSDA will commission a 60-90 second marketing video for the Moffat area, based around the above local input we received, with Idy Davidson and Tom Wellings and Caroline & Miles as local volunteers, feeding into the brief. 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 in Moffat, we will have the Moffat, 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 Moffat meeting, with regards how we should market the region in the off-season:

- **First Dark Skies Town in Europe**
- **Dark Skies: could we concentrate more on specific celestial events – give more information about what is happening**
- **Log fires and wide open spaces (83% of UK population are urban)**
- **Distilleries (could we have transport between?)**
- **Castles**

- Art and crafts
- Activities and courses (e.g. photography)
- Could we sell a joint product – dark skies, distillery, Grey Mares tail, etc
- Cold water swimming
- Long term, it would be good if there were a bus to connect up with trains at Lockerbie
- Factor in climate change as it will have increasing impact
- Clear calendar of off-season events
- Harness the opportunities: literary, Limetree Chef

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 19th 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 the spring, when we next meet the local businesses at Moffat 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 Moffat represented on 'Scotland Starts Here', the meeting discussed how best to raise aware of the 'Scotland Starts Here' brand and assets locally in the area, to ensure it's really working for local businesses.

Local Input:

The Moffat meeting felt that the 'Scotland Starts Here' brand could be locally promoted by:

- **Getting the brand visible on/from the M74 and also at service stations south of the border. Could have a billboard on the field – Could contact the local land owner (John knows).**
- **Getting it visible in shop windows**
- **Partnership with Gretna Gateway and Caledonia Park**
- **Have signs on roads across the border**

- Give digital version of the branding so businesses can use Scotland Starts Here on their websites and socials.
- Connect with Visit Moffat, which is locally run
- Station Park
- Have by the toilets
- Have in the Co-op
- Have on town noticeboard
- Have a big stunt in the Beef Tub
- Link in with Spring Fling.

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 Moffat, and across the South of Scotland, as well as giving increased ownership locally of the information about Moffat 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:

1. Explore whether the seasonal summer bus route along the Selkirk road could be reinstated, taking in the highlights – a couple of times a day.
2. Riparian walk (by the river) from Moffat to Grey Mares tail. Craigeburn forest- More information boards. Routes suitable for E Bikes, solar chargers on route.
3. Local ranger for the Grey Mares Tail (Current one lives in Eyemouth) possibly facilities – Toilet, Coffee? but def toilet.
4. Road signage or other work to try and get more people off the M74 and visiting Moffat
5. Repairs A701 up to D&G is great then, unavoidable potholes
6. Selkirk road + Motorway junction. Potholes
7. Ensure Moffat benefits from the Destination Tweed work

The agreed priorities were:

1. To investigate the opportunities to improve signage off the major trunk roads – getting people off the M74 and exploring the area
2. Get the businesses and community of Moffat more involved – collaboration
3. Ensure Moffat is well connected in to, and benefitting from, the Destination Tweed work

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 the Moffat area, which will take place in February 2024.