

A map of Scotland is shown in a light green color. Overlaid on the map are several large, colorful triangles pointing downwards. From top to bottom, the triangles are blue, yellow, green, pink, and purple. The bottom-most triangle is partially obscured by the text below.

Live Borders - Overview

External Services / Providers Group

7 March 2023

Who are we?

- Live Borders was established on 1 April 2016 bringing together Borders Sports and Leisure Trust and the arts, heritage, libraries and cultural services previously operated as part of Scottish Borders Council (SBC). The Great Tapestry of Scotland was added to our services during 2020.
- We are the culture, sport and leisure charity trust for the Scottish Borders, and at our heart is a commitment to make our communities healthier, happier and stronger.
- We currently have c.340 people on our payroll, more than 60 venues and we welcome more than 360,000 culture and 1.1 million sports participation visits every year.
- Every penny spent with us is reinvested into supporting active, creative and healthy communities within the Scottish Borders.

Relationship with Scottish Borders Council

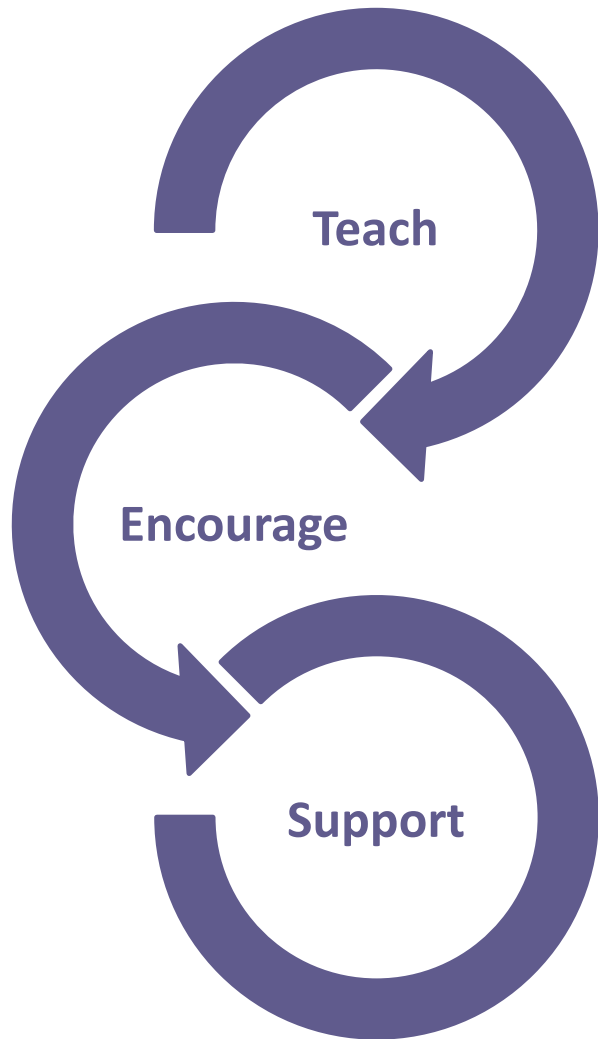
- We are contracted by SBC to provide a range of community, cultural, recreational, sporting and leisure services.
- The basis for this contractual arrangement is a Service Provision Agreement (SPA) between the two organisations.
- The SPA consists of the main legal document plus six schedules covering Finance, Service Specification, Facilities, Insurance, Partnership Protocol and Performance Management Framework.

Vision, Mission, Purpose & Values



What we do, how we do it and why we do it are guided by our Vision and Mission, as well as our Purpose and Values. These were agreed during 2018 when our strategic vision for 2018 – 2023 was set.

Vision	Everyone living in, working in and visiting the Borders to be healthier, happier and stronger
Mission	We use our energy, enthusiasm and knowledge to support people to experience more, learn more and move more
Purpose	<ul style="list-style-type: none">▪ Nurturing our people to be leaders at all levels and to have the energy, enthusiasm and knowledge to shape the future of Live Borders▪ Diversify our income sources▪ Work smartly and collaboratively with colleagues and partners▪ Make everything easy for customers▪ Gather and use valuable information to make the right decisions to achieve our vision▪ Our charitable purpose will be communicated effectively to help secure a unique position in the community and positively impact the people living, working and visiting the Borders
Values	Collaborative Honest Inclusive Positive Productive



As the leisure trust for the Scottish Borders we do a number of things for our local communities:

- Reach out to diverse communities through our libraries, archive and wider active community teams.
- Offer exciting learning opportunities in our museums and galleries.
- Support creative communities by providing entertainment, professional support and creative outlets.
- Encourage and develop sports participation from grassroots levels to professional pathways.
- Teach people to swim safely and confidently in a great-value environment.
- Encourage people of all ages and abilities to move more and enjoy exercise.



We measure our success as a leisure trust via six outcomes:

1. Improved Health & Wellbeing includes both mental and physical wellbeing, across all ages, delivered by adopting an inclusive approach.
2. Enhanced Learning Opportunities are for all – participants and employees.
3. Increased Economic Benefits are at individual, local and pan-Region levels.
4. Partnerships & Pathways supports access to services and facilities within communities.
5. Stronger Communities incorporates our involvement with the Community Planning Partnership and is demonstrated via our service planning, delivery and participation.
6. Effective Operations includes developing creative approaches to income generation.

Services Overview

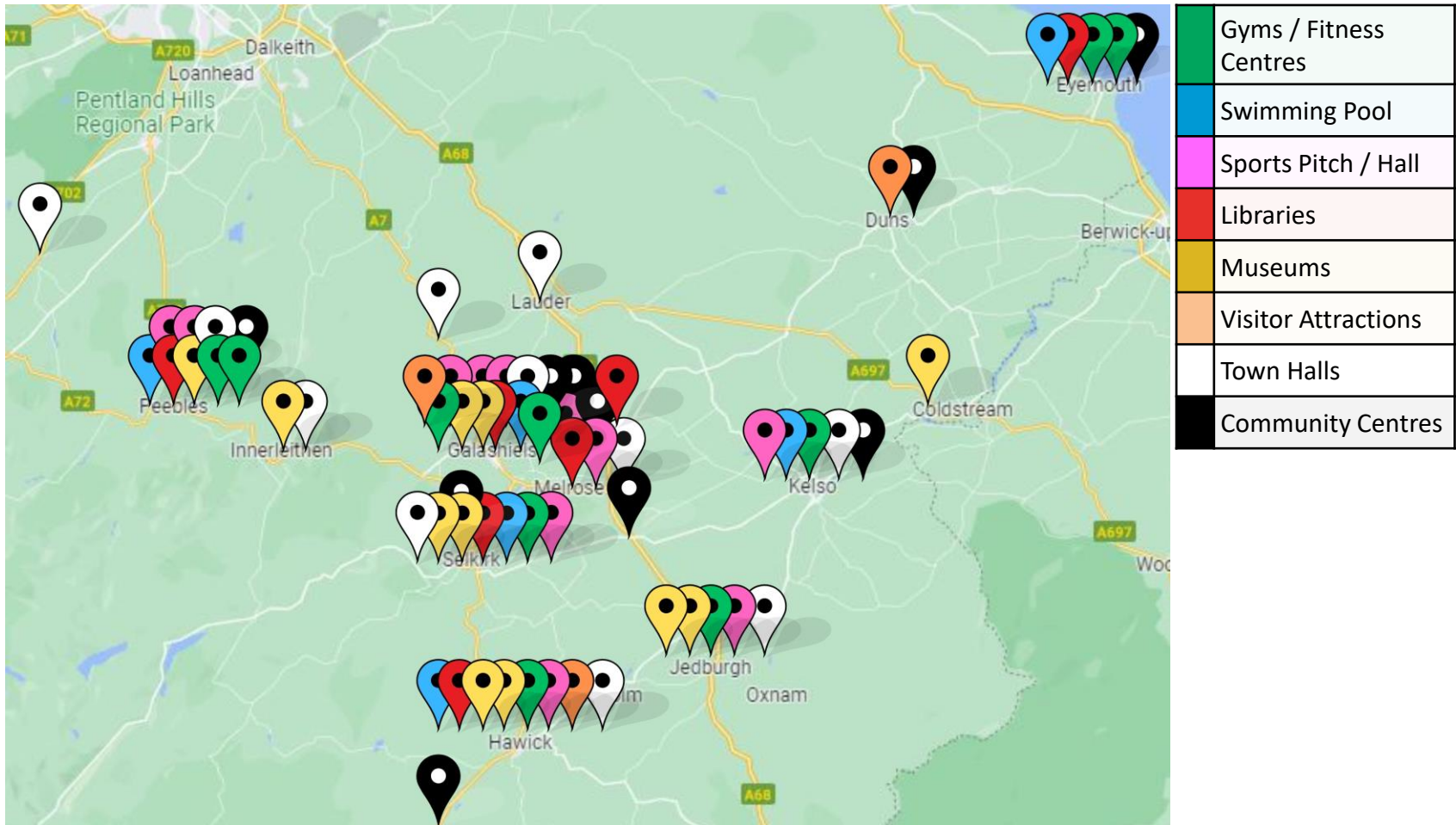
We provide a wide-range of services across cultural, sport and leisure activities which are listed below. Through these services we aim to inspire positive lifestyle choices through the use of our libraries, community sports centres, museums and galleries, archives, community venues and visitor attractions.

Appendix 1 includes details of each service via service summaries.



Location Map

We currently operate over 60 venues across the Scottish Borders from Eyemouth in the East to West Linton in the West. The map below plots the location of our venues by service.



Strategic Goals: 2018 - 2023

During 2018, we set our 5-year strategy to deliver our vision which reflected the operating environment at the time.

Six strategic goals were identified, with key initiatives being set each year to deliver against these goals.

Since the strategic goals were set, we have been adversely impacted by the COVID-19 pandemic, the cost-of-living crisis and a significant increase in energy costs which has been detrimental to us achieving our goals as originally planned in 2018.



Strategic Goals FY22/23



The key initiatives for FY22/23 to deliver our six strategic goals are summarised below.

	Strategic Goal 1	Strategic Goal 2	Strategic Goal 3	Strategic Goal 4	Strategic Goal 5	Strategic Goal 6
Revenue Focus	Expand levels of participation	Grow our earned income	Develop plural funding streams	Build our reputation for great customer service	Create a sustainable charity	Nurture our people to be proud of what we do
Environmental	Key Initiatives	Key Initiatives	Key Initiatives	Key Initiatives	Key Initiatives	Key Initiatives
People	Deliver more health focus products & services driven by Live Borders	Build & deliver profit generating Events programme	Explore commissioning / partnering opportunities	Create & deliver a range of truly inclusive programmes	Create heritage development plan	Complete “skills for growth” audit and implementation plan
Digital	Drive participation through digital platforms	Develop & deliver against our mass participation event programme	Achieve objectives in the approved Fund raising strategy	Build integrated customer engagement plan to optimise participation	Develop & implement access for all policy	Implement structure following ODR
Access & Inclusion	Create & deliver more programmes promoting family opportunities and older people	Implement BSLE Business Plan which focuses on food & beverage and secondary income	Sell one additional cultural service proposition for Health & Social Care	Roll-out Healthier Happier Stronger across Service evaluation	15% reduction in energy and water related carbon emissions	Develop & implement apprenticeship programme
Health	Implement our programme for growth in girls and women’s football		Achieve one Sponsorship package with value exceeding £10k	Improve performance data to inform business decisions	Consolidate office working position / single HQ	Maximise recognition through external & internal rewards
Themes	Integrate Play pathway to participation programmes			Develop robust social impact reporting	Embed new HR system (Bamboo / Plan Day)	
					Develop & implement volunteer policy	

Context for 2022/23 is continued recovery from impact of COVID by focusing on revenue generation and programming for the future

Key Strategic Indicators

Our performance is monitored via a number of Key Strategic Indicators (KSIs) which align to our Strategic Goals. These are detailed in the SPA between Live Borders and SBC and are reported on a quarterly basis together with our Financial KSIs. As agreed with SBC, we no longer report KSIs 7 & 17.

<p>Goal 1: Expand levels of participation</p>	<ul style="list-style-type: none"> ▪ KSI 1: Total number of participants, split sports & culture ▪ KSIs 2 – 5: Memberships, split by type ▪ KSI 6: Health Referrals 	<p>Financial KSIs</p>
<p>Goal 2: Grow our earned income</p>	<ul style="list-style-type: none"> ▪ KSI 8: Earned income as a percentage of total turnover ▪ KSI 9: Staff costs as a percentage of total income (less management fee) 	<ul style="list-style-type: none"> ▪ KSI 21: Energy consumption by square meter/ carbon management
<p>Goal 3: Develop new funding streams</p>	<ul style="list-style-type: none"> ▪ KSI 10: Funding income achieved and as a % of total turnover ▪ KSI 11: Donations income achieved and as a % of total turnover ▪ KSI 12: % success rate for external funding applications 	<ul style="list-style-type: none"> ▪ KSI 22: Surplus / deficit (SPA)
<p>Goal 4: Build on our reputation for great customer service</p>	<ul style="list-style-type: none"> ▪ KSI 13: Net promotor score ▪ KSI 14: Staff trained in World Host ▪ KSI 15: Percentage of active members retained each year 	<ul style="list-style-type: none"> ▪ KSI 23: Cost per attendance – Sport
<p>Goal 5: Create a sustainable charity</p>	<ul style="list-style-type: none"> ▪ KSI 16: Communicating our charitable objectives 	<ul style="list-style-type: none"> ▪ KSI 24: Cost per attendance – Library
<p>Goal 6: Nurture our people to be proud of what they do</p>	<ul style="list-style-type: none"> ▪ KSI 18: Staff absence ▪ KSI 19: Staff retention ▪ KSI 20: Volunteer numbers 	<ul style="list-style-type: none"> ▪ KSI 25: Cost per attendance – Museum

Key External Partners



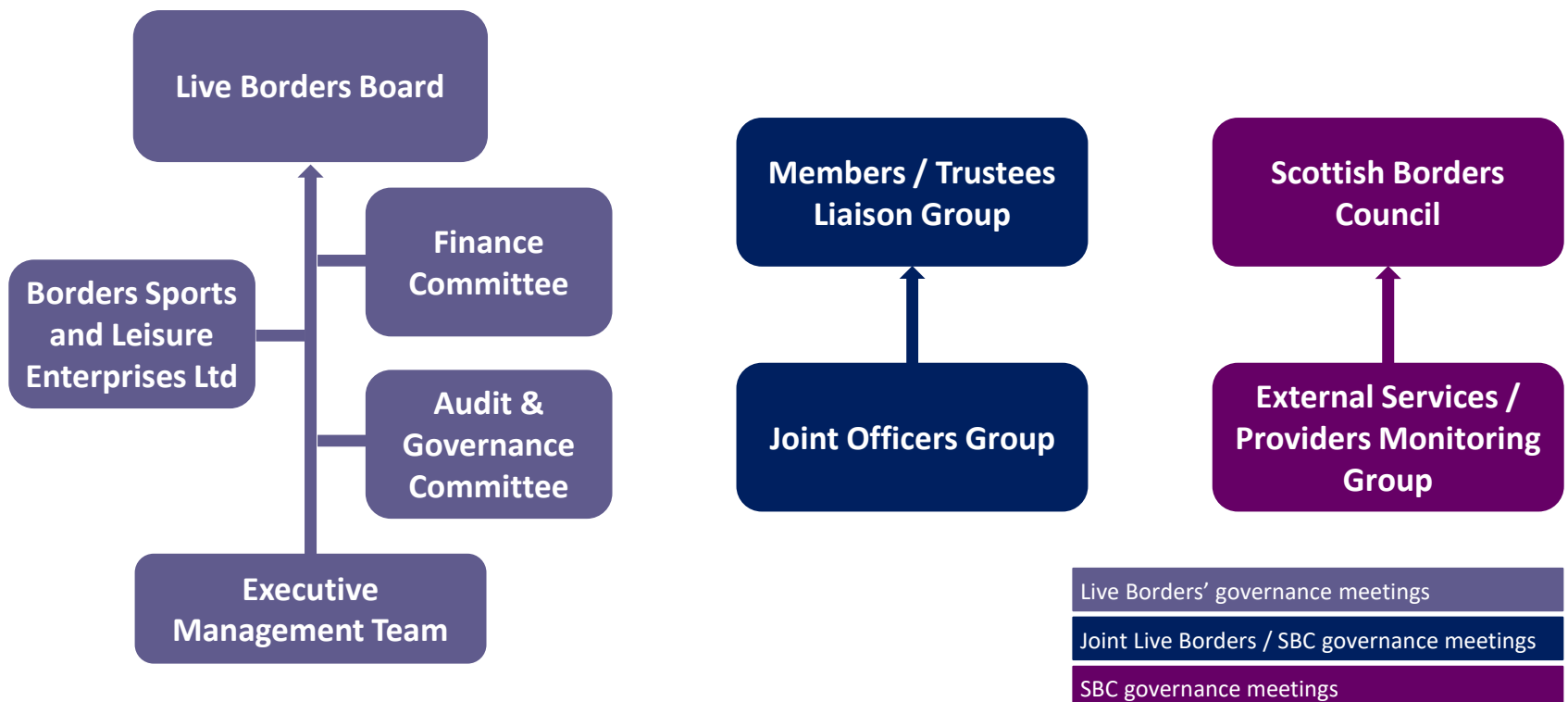
Live Borders has a number of key external partners we work with on a regular basis to help develop the services we provide to our communities. A number of them are detailed on this slide.

We gain knowledge and understanding of what is happening across the Community Leisure sector from these relationships which is an invaluable source of information that shapes what we do for our communities.

A number of these key partners also provide funding to us, supporting the delivery and improvement of existing services as well as the development of new services and activities for our communities.

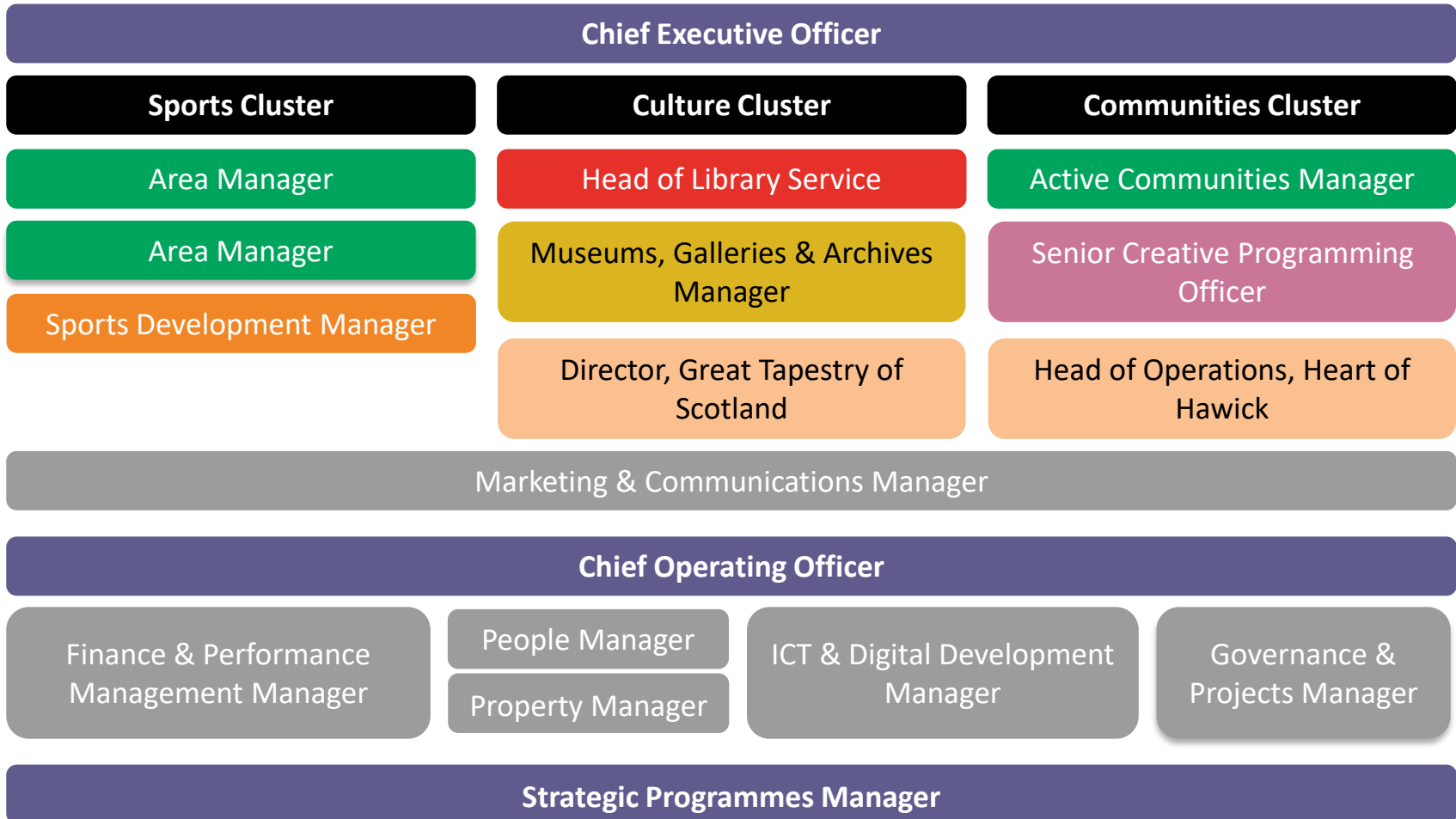
There are two elements to the governance of Live Borders:

- As an independent Charitable Trust, we have our own Board consisting of Trustees / Directors. They have a range of obligations under both the general law and specific statutes, but with an overriding obligation to act in the best interests of the Trust at all times.
- Under the SPA, we also have governance arrangements in place that relate to our relationship with SBC and our performance in relation to the provisions of the SPA. This consists of joint meetings between Live Borders and SBC, and SBC meetings we attend.



An interim structure was put in place at the end of September 2022 following the Director of Business Services, Director of Operations and Director of Commercial Services leaving Live Borders during 2022. The permanent, go-forward structure will be in place from 1 April 2023.

Member of Live Borders Executive Management Team



Service Summaries

Overview of Service:

- Deliver recreational activities within facilities inc. exercise classes, swimming activity and outdoor synthetic pitches.
- Provide Health & Fitness membership packages involving gym, swim & classes.
- Deliver Learn 2 swim programme for adults and children.
- Management of High School estates.
- Deliver coached activities which form a pathway starting from preschool aged children.
- Work in partnership with local sports clubs to facilitate access and development programmes.
- Deliver school swimming programme linked to the curriculum for excellence.
- Deliver party and activity packages at sites and in the community.

Service Leads: Scott Weir & Lynne Lauder

Key Achievement / Deliverables:

- Refurbishment of Eyemouth fitness studio & Eyemouth Leisure Centre.
- Installation of soft play centre at Teviotdale Leisure Centre.
- Expand the Learn 2 programme in Galashiels & Selkirk to exceed pre COVID levels.

Key statistics: YTD FY22/23

- 98,313 swims* (inc. aquafit, pool inflatables)
- 34,457 gym visits*
- 37,497 fitness classes* (dryside only)
- 2,147 Learn 2 members
- 14,693 play (inc. inflatables, birthday parties & gymnastics)
- 113,013 Synthetic pitch users

*Members & pay-as-you go visits

Locations:	Kelso Swimming Pool	Galashiels Swimming Pool
Eyemouth Leisure Centre	Teviotdale Leisure Centre	Queens Leisure Centre
Peebles Swimming Pool	Gytes Leisure Centre	Selkirk Leisure Centre
Synthetic pitches at multiple locations	Tweedbank Outdoor Sport Centre	Kelso / Jedburgh / Peebles High School

Overview of Service:

- Clear focus to develop and support local clubs, volunteers, coaches and athletes to realise their full potential.
- Ensure pathways, organisations and funding are working together to create well rounded athletes and efficient structures to support sport across the entire region.
- Clubsport Network covers the Scottish Borders region helping support and advise on facility development, finance, club governance, player pathways, coaching and volunteer recruitment. 163 Member Clubs affiliated.
- Focus on inclusion for woman & girls across our target sports framework, with a national leading programme in Hockey.
- Advise and support on facility development such as the Borders Indoor Tennis Centre, Pump Tracks, changing room provision, floodlights and sports pitches.
- Our Disability Sports Programme is embedded across every programme, ensuring it is never developed in isolation.

Service Lead: John McBay

Key Achievement / Deliverables:

- Award winning Disability Sports Camp.
- Heart of Midlothian football partnership.
- Headstrong – Mental Health & Wellbeing.
- 22 Elite Athletes supported through the Athlete Support Programme.
- 5 Community Sports Hubs linked to sportscotland funding.
- Work in partnership with 52 National Governing Bodies of Sports.

Key statistics: YTD FY22/23

- 300 talented athletes train with us every week.
- 350 junior cyclists take part in cycle skool.
- 340 disabled athletes taking part every month in swimming & Boccia.
- Scottish Hockey Partnership caters for 1,400 players per week.
- SFA/SBJFA Partnership caters for 2,000 players per week.
- 120 athletes at Sports Academy (7 sports).

Locations:		
Hawick	Galashiels	Peebles
Kelso	Duns	Eyemouth
Jedburgh	Tweedbank	Stow

Overview of Service:

- Deliver numerous sports events in festivals across facilities, sports development & active schools every year.
- Events contribute to the Tourism & Economic Development strategy recently launched by SBC.
- Support many community events such as Tweedlove, Tweedbank Fair, Marooned and the Borders Schools Cross Country Championships.

Live Borders Flagship Events in 2022/23:

- Scottish Borders Triathlon Series.
- Borders Sportshall Athletics Championships.
- Tour of Britain Tour Series Community Cycling Event.
- Scottish Borders Festival of Football.
- Cycling World Championships.
- Tour of Britain Community Programme.
- Community Colour Runs.

Service Lead: John McBay

Key Achievement / Deliverables:

- 300 children attended Tweedlove Participation Programme organised by Live Borders.
- 810 children took part in the Sportshall Athletics Event in 2023.
- 23 Community organisations supported the Tour Series.
- 424 people attended the Community Colour Runs in Selkirk and Kelso.

Key statistics: YTD FY22/23

- 1,000 participants took part in the Triathlon series across 6 venues.
- £10,320 generated in income from the Triathlon Series in 2022.
- 65% of the Tri Series Participants were from out with the Borders.
- 5,000 Spectators watched the Tour Series in Galashiels.
- The Live Borders Festival of Football was the largest one day festival in Europe with 1,300 players taking part.

Locations:		
Hawick	Galashiels	Peebles
Kelso	Eyemouth	Earlston

Overview of Service:

- Contributes to access, health & wellbeing activities, economic re-generation and nurturing of people through community heritage engagement and tourism promotions.
- Participate in a number of partnerships which provide care and development of heritage / art / archive collections, provide loans of iconic items and showcase buildings held in stewardship by SBC for community benefit.
- Deliver programmes that provide access to culture, exhibitions, events, projects, volunteering and learning for all ages and abilities.
- Host Borders Collections Online which consists of research resources and digital access via catalogued museum, art and archive collections.

Service Lead: Fiona Colton

Key Achievement / Deliverables:

- Supporting Chambers Institution Trust with heritage developments.
- Strategic partnerships - Bernat Klein Foundation, Heriot-Watt & National Museums of Scotland.
- All eleven museums achieved full Accreditation in 2022.
- Awarded a funded place on the prestigious Museums + Mindsets innovation learning cohort.
- Heritage Hub University partner funded archive knowledge sharing.

Key statistics: YTD FY22/23

- 87,292 visits to museums & visitor attractions.
- 1,157 researchers using the Heritage Hub.
- 1,586 Outreach activity participants.
- Service income of c. £244k.
- Over c.£60k in donations – an increase of c. 307% since restart post pandemic.)

Locations:	Old Gala House	Hawick Museum
	Mary Queen of Scots' Visitor Centre	Sir Walter Scott's Courtroom
Borders Textile Townhouse	Jedburgh Castle Jail & Museum	Coldstream Museum
Halliwell's House Museum	Peebles Library, Museum & Gallery	St Ronan's Well Visitor Centre

Overview

- The Jim Clark Motorsport Museum is a visitor centre showcasing the life and motor racing career of Jim Clark.
- It is a popular visitor attraction attracting an international audience.
- Every year we showcase iconic classic cars connected with Jim Clark which are sourced from international organisations and private collections.
- Annual programme includes learning activities for all, events, exhibitions, dementia support drop-in sessions and car club group visits.
- As a venue predominantly exhibiting loaned collections, it charges for admission.
- Jim Clark Trust and a range of volunteers support our work.

Service Lead: Fiona Colton

Key Achievement / Deliverables:

- Negotiated contribution of £10k to our learning & engagement work from the Jim Clark Trust.
- Achieved 5 Star grade award from VisitScotland Quality Assurance.
- Exciting Jim Clark 60th anniversary programme prepared for 2023.
- Investment in security upgrades to building for 2023 will support new loans of an iconic car and trophies.
- We are 1 of 20 UK participants in Museums + Mindsets - a sector innovation learning cohort.

Location:

Duns

Key statistics: YTD FY22/23

- Attracted 8,365 visitors.
- 834 people took part in outreach and wellbeing activities.
- Achieved c.£91k in income.
- c. £1.9k in donations received.
- Volunteers contributed 161 hours.

Overview of Service:

- Connects people to their place in the world, by encouraging them to read, learn and engage in active citizenship.
- Utilise our staff to their full potential, coupled with a strategic approach to collaboration and partnership.
- Increase participation of the Borders community by offering an engaging programme of events.
- Ensure our staff have the best skills to carry out our vision.
- Improve the health and wellbeing of the Borders community with our resources and events.
- Increase the Digital participation by providing appropriate resources.
- Identify different funding streams.
- Continue service redesign, e.g. Peebles Library, Museum & Gallery, Jedburgh and Eyemouth Libraries.

Service Lead: Lisa Haddow

Key Achievement / Deliverables:

- Increased public engagement due to new marketing campaign and use of targeted newsletters.
- New mobile routes started January 2023 – very positive response.
- School library mobile van visits every rural primary school in the Borders.
- ECALM pilot being extended across region.
- Updated SLA for Library contact centres.
- We continue to offer many events: Book Groups; Reminiscence sessions; Fancy a chat; Knit and Natter; Lego and Duplo sessions; Book Bug; School visits, etc.

Locations:	Earlston Library	Eyemouth Library
Galashiels Library	Hawick Library	Melrose Library
Kelso Library Contact Centre	Selkirk Library	Coldstream Library Contact Centre
Duns Library Contact Centre	Peebles Library, Museum & Gallery	Jedburgh Library Contact Centre
Innerleithen Library Contact Centre		

Key statistics: YTD FY22/23

- Visitor numbers: 105,207
- Number of enquiries: 12,860
- Number of Issues: 323,435 (digital and physical)
- Public Network Reservations: 7,000

Overview of Service:

- Nationally funded network in all 32 Local Authorities which offers all children and young people the opportunities to be more physically active through participation in extra curricular sport and physical activity.
- Provide extra curricular opportunities before school, at lunchtime, or after school. Generally short blocks of activity led by volunteers.
- Deliver a year round calendar of school sport events, festivals and competitions for Primary & Secondary schools.
- Develop a network of volunteers to deliver sustainable activity to children & young people. Large focus on leadership opportunities for young people.
- Reduce health inequalities through a targeted approach to accessible activity.
- Link school activity to community club activity.

Service Lead: Graeme Murdoch

Key Achievement / Deliverables:

- 10,000 visits to the Get into Summer Holiday programme. 65% of places were free of charge to children from low income families.
- CYP leadership opportunities established in Primary and Secondary Schools.
- Driven post-COVID recovery in sport & physical activity opportunities.

Key statistics: YTD FY22/23

- 126,000 visits to school extra curricular activity.
- 6,251 children engaged (43% school roll).
- 625 volunteers engaged in the programme.
- 76% increased confidence through their involvement.
- 71% developed new friendships.
- 78% more confident about joining a club.

Locations:

Peebles	Galashiels	Selkirk
Earlston	Kelso	Jedburgh
Duns	Eyemouth	Hawick

Overview of Service:

- Provide socially prescribed physical activity membership and classes for adults living with Long Term Health Conditions. Partnership approach to working with NHS Borders and other local/national charities.
- Main aim is to be accessible to all residents and to instil positive behaviour change that allows adults to self manage their condition through physical activity.
- Provide reduced intensity classes for older adults, plus specific programmes for clients with Parkinsons, and falls prevention.
- Funded through the East Regional approach to Diabetes Prevention, deliver 12-week adult education and physical activity programme to clients referred into NHS Borders to support weight management.
- Deliver classes to clients with Health Conditions via a multi-condition approach with additional specific classes for Multiple Sclerosis and Chronic Pain.
- Provide gentle movement & walking options specifically for clients affected by cancer.

Service Lead: Graeme Murdoch

Key Achievement / Deliverables:

- Weight Management programmes delivered in Gala x2, and Kelso with new groups rolled out in Eyemouth, Hawick and Peebles during February 2023.
- New partnership with Chronic Pain team at NHS Borders.
- Re-established older adults programme post-COVID.

Key statistics: YTD FY22/23

- c.550 referrals per year since COVID.
- 82% people involved feel their health has improved.
- 96% have reduced their social isolation.
- 73% feel more positive about their future.

Locations:	Peebles	Bowden
Galashiels	Eyemouth	Duns
Hawick	Kelso	Tweedbank

Overview of Service:

- Overarching aim to help people to discover, celebrate and participate in a range of arts and cultural experiences.
- Deliver a high-quality arts and cultural offering across the region, continually striving for new audiences and improving financial performance.
- Deliver opportunities for informal learning, participation and engagement, helping people and communities to develop an understanding and appreciation of the arts and its benefits.
- Support Scottish Borders based creatives across visual and performing arts along with creative groups and external venues.
- Through our arts offer, help shape the places where people live.

Service Lead: Jason Moyes

Key Achievement / Deliverables:

- Introduced a new virtual art galley and exhibition space as part of our digital offering.
- Launched a new creative wellbeing workshops at Heart of Hawick.
- Delivered a diverse programme of live events including theatre, comedy, dance and live music.
- Delivered the Visual Arts and Craft Makers Award to fund local creatives.

Key statistics: YTD FY22/23

- 30 theatre, comedy, dance and live music events.
- 4,300 tickets sold.
- Three national companies brought to the Scottish Borders: National Theatre of Scotland, Scottish Opera & Scottish Chamber Orchestra.

Locations:

Heart of Hawick	Town Halls	Libraries
Jedburgh Campus	Within the grounds of Museums	Within our Museums

Overview of Service:

- Provide unique and historic spaces for communities and local groups to hold various types of bookings.
- Support local groups to deliver a magnitude of events including opera, panto, weddings, dinners, music events, conferences, coffee mornings and much more.
- Smaller meeting rooms are also available to hold more intimate bookings.
- Delivers events programme which has seen a variety of acts booked, ranging from music acts, ballet, operatic, comedy and more.
- Create further opportunities to grow participation and earned income through utilising our own activities from other internal services within our halls spaces.
- Deliver opportunities for local communities to thrive and lead healthier, happier & stronger lives.

Service Lead: Scott Weir

Key Achievement / Deliverables:

- Delivered successful Live Borders events programme.
- Bars development at events to maximise income.
- Key partner supporting NHS vaccination programme.
- Successful reintroduction of local common ridings.

Key statistics: YTD FY22/23

- Generated c.£100k income via lets.
- Event tickets sold in halls generated c.£71k of income.

Locations:	Hawick	Selkirk
Galashiels	Kelso	Peebles
Innerleithen	Melrose	Jedburgh
Stow	Lauder	Old Gala house
West Linton		

Overview of Service:

- Operational responsibility for 10 Community Centres across the Borders, provided in the form of a caretaker for the building.
- Each Community Centre has an Independent Management Committee that drive community activity at each of the centres. Some caretakers support this by taking bookings for their centres.
- Support Management Committees with day-to-day operational issues and challenges where required.
- User groups range from early years to older adults and provide vital community opportunities that reduce social isolation, teach vital lifelong skills, particularly to more vulnerable groups, and promote physical and mental health and wellbeing to a wide range of individuals.
- Groups utilising Community Centres operate activity that aligns with Live Borders vision of having healthier, happier, and stronger communities.

Service Lead: Graeme Murdoch

Key Achievement / Deliverables:

- Appointed a Caretaker Coordinator to oversee and support day-to-day operations for caretakers, particularly re: health and safety.
- All committees signed up to a standardised pricing policy, supporting a consistent approach for all Borders communities.
- All Community Centres have an opportunity to explore their thoughts on Asset Transfer: views mixed at the current time.

Key statistics: YTD FY22/23

- Community Centre stakeholder group now set up as an annual meeting.
- CLD operates within 6 Community Centres.
- Operating costs are split c.55% staffing, c.38% energy and 7% other.

Locations:	Peebles	Duns
Eyemouth	Kelso	Newcastleton
Galashiels (Focus)	Galashiels (Langlee)	Tweedbank
Newtown	Selkirk	

Overview of Service:

- Community Hub for Hawick, open seven days per week, providing a warm, safe space for all ages, opportunities for private party hires or contemplative areas, promoting good mental health through social interaction.
- Flagship venue in the Borders, showcasing contemporary cinema, Alchemy Film Festival, streaming theatre, opera and pop concerts, with targeted screenings specifically for over 60's, mothers and toddlers and young adults.
- Promote live events of music, theatre, comedy and dance bringing artists with international reputations directly into the local community.
- Provide space for community activities, exhibitions and consultations such as Bookbug, Social Security Scotland, NHS breastfeeding group, What Matters Borders Youth Theatre, Live Borders creative workshops, SBC Flood Protection.
- Provide facilities for local business and start ups with meeting spaces, interview rooms, office lets and hot desks.

Service Lead: Iain McQueen

Key Achievement / Deliverables:

- Presented 258 Cinema Screenings and streams (April 2022 to January 2023).
- Promoted 18 Live events of music, theatre, comedy in same period.
- Inaugurated new talk series.
- Increased business lets and growing meeting bookings.
- Facilitated major Scottish Government / South of Scotland Enterprise Conference September 2022.

Key statistics: YTD FY22/23

- 7,298 cinema admissions.
- 1,040 attended Alchemy Film Festival.
- 1,062 live events attendees.
- 4,680 attendees to Bookbug.
- 117% increase in café takings.

Locations:

Hawick

Overview of Service:

- As one of the biggest community arts projects ever to take place in Scotland and Europe's longest tapestry, the Great Tapestry of Scotland was hand stitched by over 1,000 people in communities across Scotland.
- It was a unique project to stitch the entire visual story of Scotland's history from its formation to modern times.
- Through its exceptional artistry and visual storytelling, it makes Scotland's history, heritage and culture accessible to all.
- Located in Galashiels as a catalyst for regeneration and aligns with Live Borders commitment to the local community with:
 - Inspired learning.
 - Supporting the creative community.
 - Collaboration.
 - Inclusivity.
- Additional services include a café and retail provision and events spaces for hire as well as a touring exhibition gallery.

Locations:

Galashiels

Service Lead: Sandy Maxwell-Forbes

Key Achievement / Deliverables:

- Successfully opened during the COVID-19 pandemic.
- Over achieved on Jura estimate of 'likely' visitors in Year 1.
- Achieved VisitScotland 5 star and Taste Our Best accreditations.
- Maintained 5 Star public reviews.
- Delivered the first stage of Digital Transformation using NFTS's with schools.
- Collaborative relationship with Heriot-Watt University school of Textile & Design.
- Collaborated with Borders Buses to brand a Tapestry bus from Edinburgh to the Borders.

Key statistics:

- 50,000 visitors to the centre in Year 1.
- 1,000 pupils received school lessons.
- 51% growth in café year on year.