Lesley Taylor

Retail, Enterprise and Partnership Consultant

Stronger high streets. Thriving independent businesses.

I design and deliver practical support programmes that help independent businesses improve their customer experience, presentation and performance — and connect high street activity with wider business and community outcomes. I work with Business Improvement Districts, local authorities, growth partnerships, universities and charities across Hampshire and the South.

HOW A PROGRAMME WORKS

1 Scope & fund

Agree goals, cohort size and outcomes. Help identify funding and contribute to bids.

2 Diagnose

Engage businesses, then an in-store Retail Health Check: customers, layout, displays, shopfront, signage and flow.

3 Action pack

A prioritised, achievable improvement plan for each business — quick wins and longer-term changes.

4 Follow up & report

A follow-up session to support implementation, and an impact report for the commissioner.

WHAT I OFFER ORGANISATIONS

- **High street support programmes:** delivered as a cohort for your levy payers or town — health checks, workshops and one-to-one mentoring.
- **Partnership development:** bringing together councils, BIDs, universities, businesses and community groups, including student and university–business projects.
- **Charity retail support:** practical help for charity shops — window and in-store presentation, layout and team training.
- **Training:** hands-on visual merchandising training and store relays for teams.

TRACK RECORD

- **Retail Remedies, Southampton** — fully funded consultancy for Southampton BID levy payers with GO! Southampton and Solent University: in-store diagnostic, Retail Improvement Pack and follow-up (2026).
- **Crawley and Horsham** — concurrent town centre programmes: audits, workshops, one-to-one support, and a pandemic "Re-opening the High Street" programme with a Christmas window competition.
- **Re:So, Solent University** — eight years leading a live retail, enterprise and community platform, with partners including Southampton City Art Gallery, John Hansard Gallery and Victorious Festival.
- **REVO** — designed an industry-recognised certificate in retail, town centre and place management with REVO.

BACKGROUND

- Senior visual merchandising manager, Debenhams and Allders
- Director of her own design consultancy
- Visual merchandising lecturer, London College of Fashion
- MA Interior Design (Distinction)
- 30+ years across retail, design, education and enterprise

GET IN TOUCH

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Hampshire and the South of England