

Welcome

I'm delighted that the Angel is set to receive a significant boost to the local economy with the upcoming completion of two major development projects.

Islington Square, covering over 170,000sqft of office, residential, retail and leisure space, is set to open on the site of the former Royal Mail sorting office between Upper Street and Liverpool Road. Meanwhile, Angel Central is nearing the completion of its £11million transformation that will see new shops, restaurants and leisure operators take up space on all levels of the centre. For more details on each of these developments see pages 4 & 5 inside.

We continue to ensure the Angel is as welcoming as possible to all who work, shop, socialise and stay here. We have made further investment in our seasonal lighting this year, and to celebrate this, will be holding a new event 'Glow in the Angel' in the early evening of Thursday 14 November. See the story below for details of how to get involved.

Finally, we continue to support businesses in the Angel through our day-to-day services from free recycling to supporting appeals against fines; turn over to the back page to find out more.

Best wishes,



Christine Lovett, Chief Executive

Ready, steady, 'Glow in the Angel'

We have been planning our new event in the Angel to launch the festive season and support retailers and restaurants in the run up to Christmas.

On Thursday 14 November we will be presenting 'Glow in the Angel' which is set to create a warm festive glow for all who participate.

Running from 4pm to 8pm, Glow in the Angel is aimed at local workers and residents and will feature light walkers, music, carol singing and traditional food and drink. There will also be something special for all those attending courtesy of our 'Glow Angels' who will be bestowing shoppers with unique free gifts.

We encourage all businesses to participate in Glow in the Angel and will be promoting those that do. Ways



in which you can get involved could be a 'value added' offer, complimentary drinks or nibbles or in-store entertainment.

Materials, including the Glow in the Angel logo, will be available to businesses to use in communications and in staff areas etc. Poster sites across the Angel will feature the event and adverts will appear in local media.



Monthly e-updates from angel.london

OK, so you have our printed quarterly in your hands, but do you also receive our monthly e-newsletters and regular e-shots? If not, you're missing out!

Packed full of up-to-the-minute news and alerts, our e-comms are essential reading for businesses in the Angel.

To get yourself added call us on 020 7288 4377 or email christine@angel.london

BRIGHTER – Angel Central development news



Reporting a business-related crime to the police in the Angel

If you experience a crime relating to your business it is important that you report this to the police.

When it is an emergency - such as when a crime is in progress, someone suspected of a crime is nearby, when there is danger to life or when violence is being used or threatened - you should always dial 999.

However if you want to report a non-emergency crime related to your business (such as shoplifting, theft, burglary, criminal damage or something else) you can report this to the Angel Town Centre police team, funded by angel.london, by calling 07769 586 996 between 10am and 6pm, seven days a week.

At times the phone may not be answered for operational reasons. If this is the case, please leave a message and an officer will return your call. For all other non-emergency calls, dial 101.



Angel ShopWatch WhatsApp group – are you part of it?

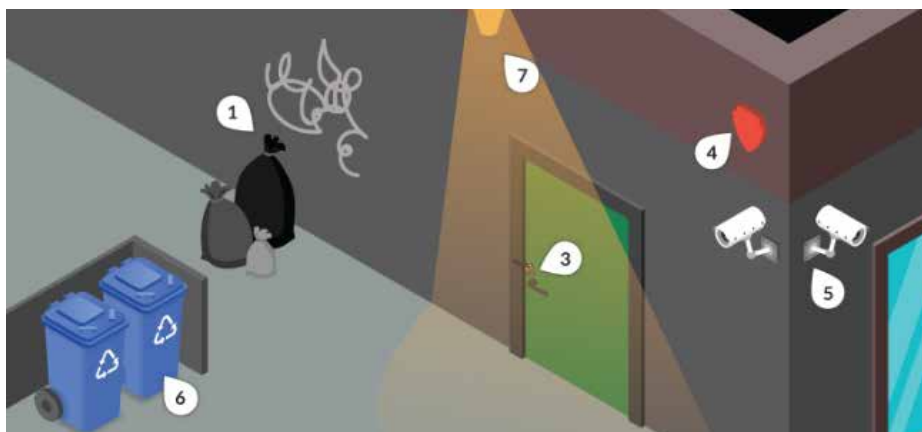
The Angel ShopWatch WhatsApp group is a simple and essential tool for any retail business to help reduce crime in the Angel.

By being part of the 'closed' WhatsApp business group you can instantly be made aware of suspicious or criminal activity in the Angel, for example individuals attempting to shoplift or pass counterfeit notes, enabling you to take precautions as appropriate.

The Angel ShopWatch WhatsApp group has foiled numerous attempted thefts, saving those businesses included thousands of pounds in the process.

Participation in the ShopWatch WhatsApp group is by invitation only.

If you would like to be added to the group please contact us on 020 7288 4377 or email christine@angel.london



Keeping your business secure this winter

As we move towards winter and fewer daylight hours, it's important to remember to keep your business secure whether you are open or closed.

There are a few fundamental crime prevention measures you can take to protect your business from the outside in to deter criminals. These include ensuring:

- service doors are locked when not in use
- any wheelie bins are stored away as these are often climbed on to gain access to a building
- your CCTV is operational and provides good quality images
- equipment such as laptops is securely locked away out of sight
- keys are not left in the premises and only designated staff have access.

A larger checklist of measures you can take to reduce the chances of robbery can be accessed on the Met Police website: www.met.police.uk/cp/crime-prevention/business-robbery/protect-your-business/



And don't forget that there are things that angel.london does to support businesses in deterring crime including graffiti removal, daily recycling and street cleaning and lighting audits to show that the Angel is a well-managed environment.



Concerned about a rough sleeper?

We work with Islington Council and other agencies regarding the street population in the Angel and know that individuals often have complex needs and require specialist intervention to support them in getting off the streets.

If you, or a member of staff, is concerned about a rough sleeper, the advice from Islington Council is to contact StreetLink – this sends an alert directly to a local team who will check the location reported and make contact with the individual.

You can contact StreetLink by calling 0300 500 0914 or visit www.streetlink.org.uk

New CCTV covering Upper Street ready for Christmas trading season

As noted in the last edition of Inside Angel, we have secured additional Section 106 funding for the installation of new CCTV cameras covering Upper Street.

The cameras have now been purchased and will be tested to check the transmissions of images to ensure that visuals captured are crystal clear.

All being well, our latest weapon in the fight against crime in the Angel will be operational in time for the Christmas trading season.



Spotting counterfeit notes

We are aware that individuals have been attempting to pass counterfeit notes in businesses at the Angel. This is an ongoing problem and one that is likely to increase in the run up to Christmas as shops get busier.

One telltale sign to look out for is that the person will often try to buy a low-value item using a high-value note such as a £20 or £50.

The Bank of England has specific advice for businesses on what to look out for on banknotes. The materials include downloadable posters that show the security features of all banknotes.

To access the information go to:
www.bankofengland.co.uk/banknotes/retailers-and-businesses



Giving your employees the time to protect people

The Employer Supported Policing (ESP) scheme is a vital partnership between employers and the Met Police.

The scheme is simple but very powerful. Supporting employers allow staff to be trained as special constables - volunteer police officers. Once trained, the employee carries out patrols with full police powers and in many cases alongside experienced police officers.

Employees still carry out their usual day job at their workplace but gain the benefit of police training and experience; bringing with it a whole host of skills including confidence, assertiveness and conflict resolution.

The Met Police undertakes the selection process, administration, vetting, and medicals etc., plus training, equipment, uniform and on-going development.

If you would like more information about the scheme, please contact Jas Samra, the Employer Supported Policing Scheme Manager on 07780 956711 or jasbir.samra2@met.police.uk



Islington Square opens for business

The new landmark business, leisure and residential development is opening its doors to the public for the first time.

On the site of a former Royal Mail sorting office, Islington Square covers over 170,000sqft between Upper Street and Liverpool Road and is set to further enhance the reputation of the Angel as a place to work, shop, dine, socialise, stay and live.

Tenants in the development include Third Space health club, Maggie & Rose family members' club and OMNOM restaurant and wellbeing space. These will soon be joined by major name retailers and a boutique cinema.

Islington Square will also include a brand new Citadines Apart'Hotel offering 108 studios and apartments for short term let.

The development also creates a new residential community in the Angel with over 250 homes.

For more details visit www.islingtonsquare.com

Why not get social with us?

Over the summer we have re-launched our social media channels covering Facebook, Twitter and Instagram.

Jasmine, our new Place Manager, is out and about in the Angel every day looking for things to promote on our channels so if you've got a story to tell, new product launch or something that simply screams to go on Instagram, then let us know.

Please do 'follow, like or friend' us using the following and we'll reciprocate.



@lovethetheangel



angeldotlondon



angeldotlondon

Putting the spotlight on the Angel at the Houses of Parliament

Earlier in the summer we were chosen to speak at an event at the House of Commons attended by MPs and representatives from other BIDs and town centre management organisations.



The event, organised by The BID Foundation, was hosted by the Minister for the Northern Powerhouse and Local Growth.

Christine gave an overview of the 'Age Friendly Angel' initiative we undertook in the last few years. The initiative is also featured in the 'Best Practice in Business Improvement Districts' report recently published by The BID Foundation.





Angel Central development news

The £11m transformation of Angel Central is nearing completion.

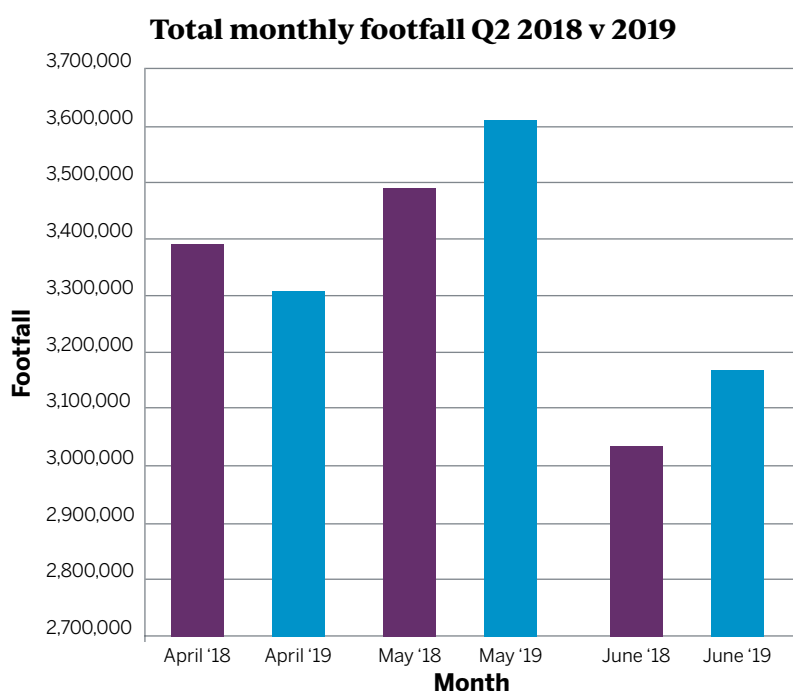
Major works have taken place over the summer and once fully completed they will include the creation of a circular upper level walkway, new public toilets, paving and lighting and the raising of the Angel Wings sculpture.

To coincide with the redevelopment Angel Central has made a coup by securing UNIQLO as a major new tenant. The new store, covering over 15,000sqft on both ground and first floor, sells the brand's specialised 'LifeWear' range.

The redeveloped centre will also see new alfresco dining space, gym and leisure operators. For more information on the development go to www.angelcentral.co.uk

Angel town centre footfall - second quarter 2019

We measure footfall in the Angel town centre using monitors that are positioned at different locations around the BID area. The chart below shows the total monthly footfall recorded by the monitors over the second quarter of 2019



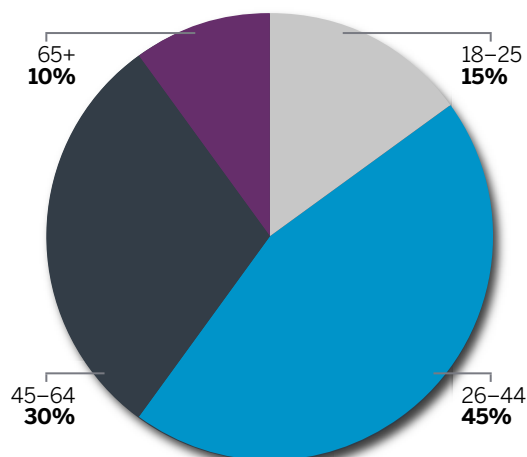
If you would like more detail on footfall in the Angel for business purposes and planning please call us on 020 7288 4377 or email mark@angel.london.

Visitor Survey 2019 results

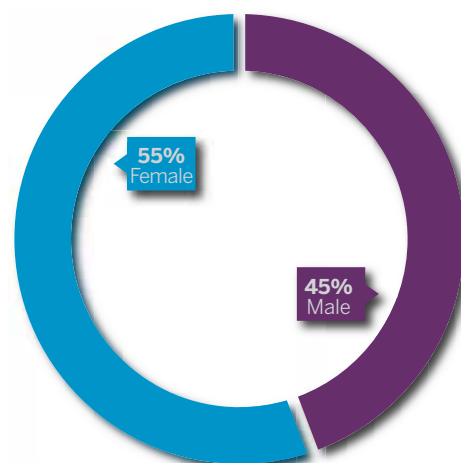
In May we commissioned The Retail Group, specialists in town centre consumer studies, to undertake face-to-face visitor research around the Angel.

The survey results have provided a wealth of useful information and insight. We will be publishing more results over upcoming issues of Inside Angel, but to start here's a snapshot of Angel's visitor profile.

Age profile



Gender profile



Showcasing the Angel to market operators from around the world

Earlier in the summer we welcomed market operators from across the globe to the Angel as part of the International Public Markets Conference.

Operators from as far afield as Russia, Japan and China visited Chapel Market to see how the market is managed. Christine also spoke at a workshop held in the Angel for delegates.



Adding some extra colour to City Road

As part of our mission to brighten up all parts of the Angel, earlier this summer we were delighted to increase the number of floral decorations in the BID area.

The latest addition came with the installation of a row of flower planters along the railings of the National Autistic Society head office overlooking City Road. This permanent new feature will bring added colour to the Angel year round as the planters will be replanted seasonally.

We were delighted to work with both the National Autistic Society and the Duncan Terrace Residents' Association to install the planters.

If you would like to suggest an area of the Angel Business Improvement District that you think would benefit by having some floral installations, please call us on 020 7288 4377 or email christine@angel.london

Thank you to Waitrose for supporting Armed Forces Day

Armed Forces Day was once again well supported in the Angel at the end of June.

We were present on Islington Green to represent the business community and give a helping hand to the event organisers, the Islington Veterans Association.

We would like to thank Waitrose (especially the wonderful Ruth) for donating bunches of fresh flowers for the commemoration service and plenty of bottled water to ensure attendees stayed hydrated in the summer heat.



Over 1,500 local workers are now halo cardholders... promote your offer to them!

If you are looking to attract more local workers to your business don't forget that the halo offer scheme by angel.london gives you the opportunity to do just that at no-cost.

Over 1,500 local employees are now halo cardholders and more are registering for a halo card every day. Cardholders receive discounts and offers at businesses across the Angel by simply showing their card when making a purchase or quoting 'halo' when booking.

Any business in the Angel can provide up to three offers for the scheme and these are promoted to halo cardholders via www.halocard.london and through dedicated e-comms. If you would like to provide an offer for the scheme or want further information please call us on 020 7288 4377 or email john@angel.london

And don't forget that if you work in the Angel, you and your colleagues can register for a FREE halo card by visiting www.halocard.london. Please spread the word!



Making the Angel even brighter with new seasonal lights

Our seasonal lighting across the Angel is already admired and envied by town centres in London and further afield and we are pleased to confirm that we have made further investment in our lights this year.

For 2019 we will be investing in new pea lights in trees on Upper Street alongside Islington Green and have been working with Islington Council to light up the Chapel Market arch signage for the first time.

Our seasonal lighting (which features more 250,000 individual lights in total!) will be switched on in time for our 'Glow in the Angel' event on the 14 November – see front page story for more.



Success at the Islington in Bloom Awards

We are delighted that the Angel scored a 'one-two' at the Islington in Bloom Awards 2019.

Camden Passage secured the victory in the 'Best Retail Street or Area' category, whilst Theberton Street came a worthy second.

We would like to thank Bob Borzello for his ongoing generosity in helping to fund the hanging baskets and floral decorations in Camden Passage each year.

Summer events, shows and exhibitions

Business Design Centre

Country Living Christmas Fair

13 – 17 November

www.countrylivingfair.com

The Country Living Fair is a once-a-year festivity not to be missed and is a staple of the Angel's events calendar. From sourcing unique gifts to gaining inspiration for your festive feast, the Fair has it all under one roof.

Sadler's Wells

Matthew Bourne's The Red Shoes – New Adventures

3 December – 19 January 2020

A sell-out for its world premiere in 2016, Matthew Bourne's triumphant adaptation of the legendary film returns to London, having won two Olivier Awards and dazzled audiences across the UK and the USA. The Red Shoes is a tale of obsession, possession and one girl's dream to be the greatest dancer in the world.

Little Angel Theatre

The Pixie and the Pudding

22 November – 2 February 2020

This brand new musical brings a tale from Scandinavian folklore to life with puppetry, original music and a sprinkling of pixie magic.

King's Head Theatre

The Nativity Panto

29 November – 11 January 2020

Charles Court Opera return with their thirteenth gloriously festive boutique pantomime. This year, they've taken the story that sparked the season, turned it inside out and given birth to their cheekiest Christmas show yet! From adult only performances to young children's matinees, The Nativity Panto is perfect for families, couples, groups of friends and office parties.

The Old Red Lion Theatre

London Horror Festival

Until 2 November

The UK's largest festival of live horror performance returns to The Old Red Lion Theatre. Scaring the living daylight out of audiences since its inception in 2011, the London Horror Festival is a celebration of the ghoulish, thrilling and downright macabre.

The Almeida

VASSA

Until 23 November

It's 8am and a revolt is underway. The father is dying. The son is spying. The wife is cheating. The uncle is stealing. The mother is scheming. The dynasty is crumbling. Tynke Craig makes her Almeida debut with a new production of Maxim Gorky's savagely funny play, adapted by multi award-winning playwright Mike Bartlett.

Welcome to our new businesses

We are delighted to welcome these new businesses to the Angel

UNIQLO Angel

Angel Central Shopping Centre

www.uniqlo.com

From Tokyo to the Angel comes UNIQLO with the latest branch of the Japanese specialty retailer.

Caudalie Boutique Spa

5 Camden Passage

www.uk.caudalie.com

This new beauty boutique is part of the international Caudalie brand, famed for extolling the health benefit of grapes and vines in its products.

MoreYoga Angel

21 Essex Road

www.moreyoga.co.uk

Located just north of Islington Green, this new studio aims to make yoga affordable and accessible to all.

Dear Prudence

2-4 Camden Passage

Incredible vintage clothing store with 'once of a kind' pieces sourced from around the world and brought to Camden Passage.

Sichuan House

141 – 142 Upper Street

www.sichuan-house.co.uk

Serving up the finest Cantonese and Sichuan cuisine, this new restaurant stays true to the traditional ways of cooking.

Floatworks

21 Essex Road

www.floatworks.com

The newest edition to the Angel's health and wellbeing scene, Floatworks provides a truly unique relaxation experience.

Rebel

407 St John Street

www.1rebel.co.uk

Located in the Angel Building, Rebel is a brand new group fitness gym with classes based on the concepts of 'Reshape, Ride and Rumble'.

Meson Callejon

Rear of 137 Upper Street

www.mesoncallehon.com

Authentic Spanish restaurant in a little alleyway just off Upper Street serving a range of homemade tapas and Spanish dishes.

How using our recycling services can save you money



Over half of all BID members currently use the free recycling service provided by angel.london. In many cases, these businesses save more than the cost of their annual BID levy by simply making the most of this one service.

Business recycling bags and stickers for cardboard tend to cost around £1.00 to £1.50 each, but by being a BID member we can supply you with as many bags and stickers as you need as part of your BID levy payment.

Don't forget that angel.london also offers a free 'special collection' service for recycling large items such as old office furniture, white goods or other items that you wish to dispose. In the past our Recycling Team have collected everything from shop mannequins to a full-size pizza oven!

If you would like to take advantage of our free recycling services, or arrange a one-off special collection, please call Christine on 020 7288 4377 or email christine@angel.london

Contact us:

+44(0)20 7288 4377
christine@angel.london
 Angel Business Improvement District Ltd,
 106 Islington High Street, London N1 8EG

Twitter: @welovetheangel
 Facebook: angeldotlondon
 Instagram: angeldotlondon

Supporting The Claremont Project

Earlier in the summer our Recycling Team of Ash and Mark put in a great effort by helping The Claremont Project clear out and recycle large numbers of old furniture and other items from their base in White Lion Street.



McDonald's workers show that they 'Love Where They Live'

Earlier in the summer staff from McDonald's in Chapel Market undertook a litter pick and clean-up of the market area.

The workers completed the activity as part of their annual corporate social responsibility programme 'Love Where You Live', that looks to improve the area in which McDonald's restaurants operate.

Supported by representatives from Islington Council and us at angel.london, staff undertook litter picks, jet washing of pavements and cleaning of bins and street furniture. Well done to all involved!

Received a fixed penalty notice for business waste that you don't think is right?

If you have received a fixed penalty notice from Islington Council for leaving business waste on the pavement that you don't think is justified, please contact us and we will support your appeal if we can.

Over the last year we have successfully appealed Fixed Penalty Notices on behalf of many of our BID levy payers, saving them hundreds of pounds.

If you would like us to help contest an undue fine call Christine on 020 7288 4377 or email christine@angel.london. Please provide as much information as you can, including a copy of the notice and images with the reasons why you believe the notice should be appealed.

To show their appreciation of our team's hard work the charity's Chief Executive Paul Stanfield personally delivered a thank you card to Ash and Mark signed by all the staff and volunteers.

The Claremont Project aims to reduce social exclusion amongst the older members of the Islington community by organizing different activities and events.

The charity is currently running an appeal to raise £500,000 to transform its 100yr old Claremont building to ensure it can continue to provide its services for years to come. If your organisation would like to support this inspirational local Angel charity, please go to www.claremont-project.org to find out more.