



Welcome

As we progress into the spring of 2020 there is much to be positive about in the Angel.

Islington Square, the major mixed-use development between Upper Street and Liverpool Road, is coming fully on-board with new retailers, dining venues, offices opening and new residential units being occupied for the first time. Meanwhile, the redevelopment of the Angel Central shopping centre will be completed, offering a new circular elevated walkway and a wider choice of dining options.

Elsewhere, the Angel's position as a cultural hub in London is set to get a significant boost with the opening of the Crafts Council Gallery on Pentonville Road at the end of March. The new space will present items from the Crafts Council's national collection alongside a range of changing exhibitions. See page 6 for details.

As a BID we pride ourselves being 'on-hand and hands-on' to support our BID members. In this edition of Inside Angel we highlight our services and initiatives that help save our levy payers time and money, from free recycling to training opportunities. As part of this commitment, we have forged a new partnership with Nationwide Utilities, leaders in business energy, to help businesses in the Angel save on their energy bills. See page 5 for what we can do for you.

Finally, I would also ask you to spread the word to your colleagues about the 'London Village Network', an Angel based charity that aims to help local youth gain vital confidence and work skills. All workers in the Angel can get involved by offering just one hour of their time to help a young person. Please see the back page for more info.

Best wishes,

Christine Lovett, Chief Executive

Get social with us

Don't forget we have re-launched our social media channels covering Facebook, Twitter and Instagram.

We are 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 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 too.



@welovetheangel



angeldotlondon



angeldotlondon

New monthly what's on e-newsletter for all workers in the Angel

We are pleased to have launched a new monthly e-newsletter that is designed to give all workers in the Angel information about what's on in the area and offers and discounts available to them.

The new e-newsletter is sent to those on our existing communications database, to forward on to colleagues and employees as appropriate.

If you don't receive our regular e-newsletters and essential business updates, please call us on 020 7288 4377 or email christine@angel.london and we will be happy to add you.



Another successful year for the Angel Town Centre Police Team

The Angel Town Centre Police Team, funded by [angel.london](https://www.angel.london), continued to deliver strong results for the Angel business community last year.

In 2019 the team achieved a detection rate of 30% of all crimes reported. Over the course of the year, 617 crimes were reported to Angel Police Team Officers, of which 184 were detected. The detection rate for the Angel was three times higher than the detection rate for the Met as a whole, which stood at 10%.

It's not just solving reported crimes that form the work of our police team. In 2019 the team had almost 4,000 interactions with businesses across the Angel. Further, officers undertook 11 different crime prevention sessions and 'pop-up' events at businesses or locations around the Angel.

If you would like to arrange for an Angel Town Centre Police Team officer to deliver a free security training event for your staff (they can be tailored to your business needs and schedules) please contact us on 020 7288 4377 or email christine@angel.london

Stay smartphone smart – be alert for 'table surfing' thieves

The Angel Town Centre Police Team has made us aware that thieves are using 'table surfing', a distraction technique, to steal mobile phones in cafés, bars and restaurants across London and within the Angel.

Table surfing is when someone approaches a customer's table that they can see has a mobile phone on it. Placing a magazine or newspaper on the table over the phone, the thief then asks the customer if they would like a copy. As they are 'presenting' the publication, the thief is slowly moving the unsuspecting customer's phone away underneath the item.

Thieves also use an unfolded map as a cover and ask for directions as a similar distraction technique. It is also worth noting that official Big Issue vendors should NEVER enter a business to sell their magazines, so if you see someone coming into your premises to sell a Big Issue magazine it is very likely they are not an official vendor.

If you manage a café, bar or restaurant please advise your staff to keep a look out for anyone coming into your premises and offering papers or magazines to customers. If you witness any suspicious activity, please contact us on 020 7288 4377 or email christine@angel.london and we shall arrange for an officer from our Police Team to visit you to gain evidence.

Pesky pub pickpockets pounced upon by police

Our Angel Town Centre Police Team officers were on hand when The York public house called to say that they believed two pickpockets had committed offences in the pub.

Based on descriptions given, officers tracked down two suspects and intercepted them just as they were about to use the stolen bank cards. Two males were arrested and the victim's property recovered. Great work officers!

Persistent Angel shoplifter convicted and jailed

The Angel Town Centre Police Team secured a victory in January when a persistent shoplifter was convicted.

Jamie Patterson, a repeat offender who targeted businesses in the Angel, was convicted of various theft offences and sentenced to 17 weeks in custody.

Welcome to the new £20 note...

The Bank of England launched the new £20 note on 20th February 2020.

The polymer note contains sophisticated security features making it the most secure Bank of England banknote yet. For the first time the note contains two windows and a two-colour foil, making it very difficult to counterfeit.

The public can continue to spend paper £20 notes as usual and these will be gradually withdrawn as retailers and the



public bank them. Notice will be given six months ahead of legal tender status of the paper £20 being withdrawn.

Further information on the new £20 note is available at www.thenew20.co.uk



Angel Town Centre Police Team gets a new Sergeant

The Angel Town Centre Police Team, funded by angel.london, welcomed a new Sergeant at the start of the year.

Sgt Alastair Campbell has joined the team having served in the Met Police for 11 years. In his first years in the Met, Alastair worked in various roles in South London, notably the Brixton Town Centre Police Team, dealing with many of the issues that are common in other town centres. For the last five years Alastair served as part of SC019, the Met's Specialist Firearms Command.

If you would like to meet Sgt Campbell, we offer a 'drop-in' session on Mondays at 2pm in the angel.london office above Frederick's Restaurant. Alternatively, please call Christine on 020 7288 4377 or email christine@angel.london and we can arrange an introduction to Alastair for you.

The Angel's pubs sign up to the Women's Night Safety Charter

Members of the Angel PubWatch group have signed up to the Women's Night Safety Charter launched by Islington Council.

The Charter, which is part of the Mayor of London's 'Tackling Violence Against Women and Girls Strategy', is aimed at making Islington a place where all women feel confident and welcome at night.

Night-time venues across the Angel have signed up to a number of pledges including:

- Nominating a champion who actively promotes women's night safety
- Training staff to ensure that all reports are recorded and responded to
- Demonstrating that the venue takes women's safety at night seriously

Members of the Angel PubWatch group who have gone through the accreditation procedures and training were presented with certificates from Christine and Cllr Una O'Halloran, Executive Member for Community Development at Islington Council.

Rough sleepers outside the RBS buildings on Islington High Street

As many will have noticed, the encampment of rough sleepers residing under the canopy of RBS has been handled sympathetically and effectively.

Over the course of 2019 we worked collaboratively with Islington Council's Street Population Team, Angel Town Centre Police Team, St Mungo's charity and the RBS to support the rough sleepers who had formed an encampment in this area.

Specialist outreach workers engaged with the rough sleepers over months to gain their confidence and support them through the process of moving off the street and into safer accommodation and wider support networks.

Whilst there is a natural tendency to give money or food to those on the streets, the advice from all agencies and charities is not to do this; doing so maintains the circle of dependency and stops the individuals - many with complex personal needs - from engaging with structured, long-term support.

If you or your colleagues are concerned about a rough sleeper in the Angel, please contact StreetLink at www.streetlink.london or 0300 500 0914. A trained representative will then visit the person and engage them with local services.

A record-breaking year of recycling and cleaning for angel.london

In 2019 our collection and recycling team achieved another record-breaking year assisting BID levy paying businesses dispose of recyclable goods and unwanted items free of charge.

We helped well over 150 businesses save both time and money by providing this vital service. Our team collected over 12,000 items including cardboard, coffee grounds, white goods, office equipment and furniture.

To give some scale of the volume of work the angel.london team do on behalf of BID levy payers:

- If all the wooden pallets collected were stacked one on top of another the tower would be higher than that of two double decker London buses
- The amount of used coffee grounds collected weighed an incredible 24,000kgs - that's the equivalent to six full size African elephants!
- Graffiti removed from buildings and the public realm in the Angel was equivalent in size to that of two full-size tennis courts (365 sq m)



Tackling the disused public phone boxes that blight our town centre

As you know we are on a mission to make sure the public realm at the Angel is as clean and inviting as possible for those who work, study, live or visit here.

One significant issue we have been working hard to address is the state of the public phone boxes, which we recognise blight our town centre. On a daily basis our clean team remove offensive 'calling cards' posted on the boxes and also clean up the detritus around them.

Unfortunately, our cleaners are not permitted to remove items from inside the phone boxes, as they are considered private property and it is the duty of the owner phone company to maintain and keep them clean.

To hold the telephone companies to account, we have recently completed a full audit of all the telephone boxes in the area, recording all of the damage and rubbish that is present, and have contacted the companies with our reports and demand that action is taken.

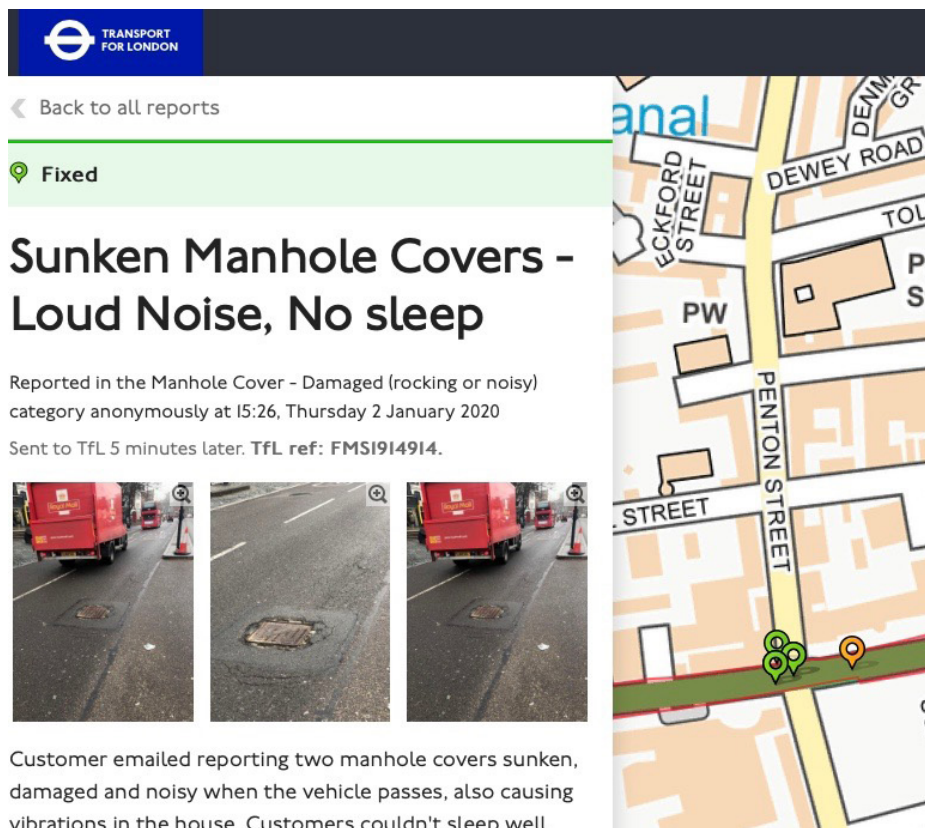
We have also been in consultation with Islington Council to apply pressure on the telecoms companies using a Section 215 notice. A Section 215 notice enables a Local Planning Authority to serve a notice if they judge the condition of land or buildings to be harmful to the area.

Spotted an issue with a TfL managed road?

If you've seen an issue with a TfL road (these are usually identified as 'red routes') then you can now report the issue through a new online service.

The TfL 'Street Care' service enables you to report issues such as potholes, blocked cycle lanes, street lighting issues, vandalised bus shelters or damaged trees through a dedicate portal www.streetcare.tfl.gov.uk

Of course, if you spot an issue here at the Angel, please do let us know by calling 020 7288 4377 or email christine@angel.london and we can report it on your behalf.



Transport for London logo

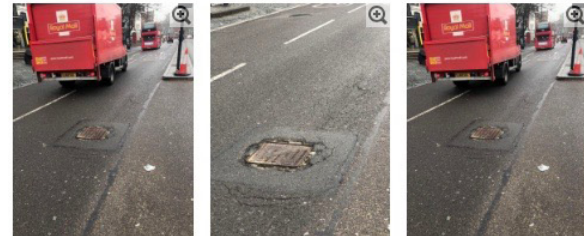
Back to all reports

Fixed


Sunken Manhole Covers - Loud Noise, No sleep

Reported in the Manhole Cover - Damaged (rocking or noisy) category anonymously at 15:26, Thursday 2 January 2020

Sent to TfL 5 minutes later. TfL ref: FMSI914914.



Customer emailed reporting two manhole covers sunken, damaged and noisy when the vehicle passes, also causing vibrations in the house. Customers couldn't sleep well




Christine and representative from Nationwide Utilities

Cut your energy costs with Nationwide Utilities

We understand that energy can be a significant cost to our BID levy payers and knowing when to secure your contracts and finding the right supplier at the time can also be complex and time consuming.

To help you save time and money we have partnered with Nationwide Utilities, who have been market leaders in business energy for the past 20 years and helped thousands of businesses save millions of pounds in that time.

Nationwide Utilities will harness the collective buying power of angel.london members to help you cut your energy costs and also look at ways you can harness green energy whilst still saving money. They can assist you with anything energy related; from bill validation and cost comparisons, to metering, securing new contracts and managing any switch of supplier.

If you are interested in cutting your energy costs and carbon emissions, simply email angel.london@nationwideutilities.com or call the BID Savings Team on 020 3475 2006.



Planning a spring clean? Use our recycling services to save time and money

Many of our BID members have saved more than the cost of their annual BID levy by simply taking advantage of our FREE recycling and collection services.

Our service includes paper, cardboard, coffee grounds, office furniture and white goods.

To arrange collection and disposal of just a single item such as an old fridge can cost over £50 (and you have to find a reputable company to carry out the job) whereas one simple call to angel.london can get it sorted free of charge and hassle and you can be safe in the knowledge that your items are being appropriately disposed of or recycled.

So, if you are planning a 'spring clean' of your office or storeroom, want to dispose of a single item or would like to set up a regular recycling service, please get in touch to see how we can assist. Call us on 020 7288 4377 or email christine@angel.london



Got an idea as to how to brighten up a part of the Angel?

As regular readers will know, we are on a constant mission to brighten up the Angel to make it as welcoming as possible for all who work, live, study or visit here.

As such, we are always looking for new ideas and suggestions from businesses as to how we can brighten up the environment with floral displays or installations. For example, last year we worked with the National Autistic Society on City Road to install beautiful flower boxes on their railings that bring extra cheer to all.

So if you have an idea for an area at the Angel that you think could be brightened up, please let us know and we will see what we can do. Simply call Christine on 020 7288 4377 or email christine@angel.london

The Crafts Council Gallery all set to open in the Angel

The Crafts Council, based in Pentonville Road, is transforming the entire ground floor of its magnificent building into a home for craft.

The Crafts Council Gallery will be open to all from the end of March and visitors will be able to see objects from their National Craft Collection and delve into specialist archive of craft books and catalogues.

A lively programme of events, talks, workshops, and free world-class exhibitions will explore craft and making. The opening of the Gallery will be another boost to the cultural offering in the Angel.

We are delighted to be working with the Crafts Council to organise an exclusive preview opening event for Angel workers. Watch this space for details!



Untitled (vessel with a felt base) Simone ten Hompel, Crafts Council Collection (M70) Photo: David Cripps

Major sporting events that will impact on business in 2020

2020 is an event-packed year with a number of major sporting events taking place that may affect business and working trends; from increased footfall at unusual times of the day, to staff working patterns.



To ensure you are in the know and can make preparations as appropriate, here are the key events and dates to take note of:

Friday 12 June to Sunday 12 July EURO 2020 Football Championship Finals

The UEFA Euro 2020 championship finals will mark their 50th anniversary with matches being held in different countries across Europe for the first time, with some matches kicking off at 2pm UK time. Several group stage matches, the two semi-finals and final will all be held at Wembley Stadium.

Friday 24 July to Sunday 9 August Summer Olympics

Tokyo will be hosting the 32nd Summer Olympiad and 15th Paralympics. This year's Games will be the most technological ever with robots assisting visitors, judges and athletes. The time difference will mean that many key events and finals will be taking place in the morning UK time.

Sunday 18 October to Sunday 15 November T20 Cricket World Cup

Australia will be the host country for this year's T20 ICC Cricket World Cup. Sixteen teams will compete for the cup, with over 40 matches being played over 28 days. Cricket lovers will be setting their alarm clocks early as matches will be played during the night UK time.

And don't forget the May Bank Holiday date change

This year's early May Bank Holiday will be moving from the first Monday of the month to Friday 8 May.



The change in day and date is to coincide with the 75th anniversary of Victory in Europe (or VE) Day that marked the formal end of World War II. Friday 8 May will be the first day of a long weekend featuring numerous events across the country.

Spring events, shows and exhibitions

Business Design Centre

GLAMOUR Beauty Festival London

20 – 22 March

Spend some time with brands including Allergan, Pixi, Elizabeth Arden, Elf and Caudalie while exploring the different zones from hair, skincare, makeup, fragrance and wellness in a beauty lovers' theme park.

Sadler's Wells

Ballet Boyz - Deluxe

25 – 27 March

Following their recent, triumphant shows Them/Us, Fourteen Days, Young Men and Life, the multi-award winning BalletBoyz are back at Sadler's Wells and celebrating their 20th anniversary year.

Northern Ballet - Geisha

21 – 25 April

In his follow-up to the sumptuously sexy Casanova, choreographer and former Northern Ballet dancer Kenneth Tindall turns to another remarkable true story for his brand new full-length ballet.

Almeida Theatre

"Daddy" – A melodrama

30 March – 9 May

In this Bel Air tale of love and family, intimacy is a commodity and the surreal gets real. Danya Taymor directs the UK premiere of "Daddy", an explosive and blistering melodrama from Jeremy O. Harris.

Little Angel Theatre

The Paper Dolls

Until 18 April

When a little girl cuts out a string of paper dolls she takes them by the hand and together they go on a fantastical adventure whirling through their home and garden. Adapted from the acclaimed book by Julia Donaldson.

King's Head Theatre

Iolanthe

12 March – 11 April

Marking 10 years of Charles Court Opera at the King's Head Theatre, the 'masters of Gilbert & Sullivan in small spaces' return with an enchanting (and timely) satirical production of power, privilege and parliamentary democracy.

The Old Red Lion Theatre

Snowflakes

31 March – 18 April

How far would you go to right a wrong? Snowflakes is a sci-fi black comedy exploring questions of morality, revenge and justice with gleeful, violent abandon.

Welcome to our new businesses

We are delighted to welcome to all of these new businesses to the Angel over the last three months:

GRABTHAI Bangkok Cafe

406 St John Street

www.grabthai.uk

GRABTHAI puts a focus on healthy wholesome Thai food. They cook their food fresh on a daily basis and are serious about being good to the environment.

Arlo & Jacob

6C Esther Anne Place

(Islington Square)

www.arloandjacob.com

This new showroom is brimming with traditionally manufactured sofas, armchairs, footstools and cushions in a diverse range of fabrics.

FRAME Gym

Basement level, Angel Central Shopping Centre

www.moveyourframe.com

Frame was put on Earth to make sure keeping fit and healthy never feels like a chore and is known for it's feel-good, energetic and fun-filled classes.

OMNOM Enlightened Eating

116N Upper Street

(Islington Square)

www.omnom.com

Located in the Islington Square development, OMNOM is a new plant-based restaurant and wellness space for a healthy mind, body and soul.

Greggs

31 Chapel Market

www.greggs.co.uk

The latest outpost of this popular food chain has opened in the Angel and is serving the much talked about vegan sausage roll (amongst other things!)

Third Space

15 Esther Anne Place

(Islington Square)

www.thirdspace.london

Third Space is London's luxury health club chain and its new venue, featuring state-of-the-art facilities, is part of the Islington Square development.

Hotel Chocolat

14 Upper Street

www.hotelchocolat.com

The new branch of this popular chocolate emporium includes both a chocolate boutique and cafe serving an array of delicious cocoa based drinks and treats.

Gail's Bakery

305 – 307 Upper Street

www.gailsbread.co.uk

Gail's Bakery believes that everybody deserves good bread every single day. They bake bread, pastries and cakes by hand with natural ingredients and serve their own house blend coffee.

SKÅL Nordic Dining

149A Upper Street

www.skalnordicdining.co.uk

Meaning 'Cheers' in Swedish, SKÅL prides itself on serving up a menu full of traditional Nordic recipes but with a modern, seasonal twist.

Borough Kitchen

6G Esther Anne Place

(Islington Square)

www.boroughkitchen.com

The renowned cook shop retailer has opened a new 'pop-up' shop in Islington Square before their full opening later this year.

Flight Club

56 Upper Street

www.flightclubdarts.com

The Flight Club has taken the traditional game of darts and supercharged it. Instant scoring and multi-player games designed to bring unexpected, ridiculous, joy to everyone.

Odeon Luxe & Dine

13 Esther Anne Place

(Islington Square)

www.beta.odeon.co.uk

The new Odeon Luxe & Dine in Islington Square is setting new standards in cinema luxury with reclining seats, freshly-prepared food, fine wine and cocktails.

Bank of England receives insight on the high street economy from angel.london

Last month our Chief Executive, Christine, met with a senior representative from the Bank of England's Intelligence Division who was seeking insight into the state of the economy on the high street.

Christine and the agent discussed a wide range of matters including business rates, the role of landlords and commercial agents and the changing nature of town centre usage.

The Bank of England will use the insight provided to guide monetary policy over the coming year.



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

Can you or your colleagues offer the 'Power of an Hour' to inspire local youth?

As a Business Improvement District, engendering long-term economic growth is at the heart of what we do. And the future success of all business lies in the hands of young people; they are the employees, employers and entrepreneurs of the future.

Supporting young people from all backgrounds to achieve their ambitions by offering advice and guidance is vital to the economic future of the Angel town centre.

We are delighted to have built a new partnership with Angel-based charity, London Village Network (www.lvn.org.uk) to support them in their mission to offer less advantaged young people access to positive networks by introducing them to adults outside their usual sphere of influence.

To achieve this LVN is asking professionals to volunteer just one hour of their time to inspire young people - the LVN "Power of an Hour".

Our target is for workers in the Angel to have donated 500 hours of their time by the end of 2020.



With your support LVN will be able to reach and invest in more young people, to help grow their confidence and work skills and employability. Your hour could involve group or one-to-one support, providing insight into your industry, sharing your career journey, soft skills and know-how in one of several youth centres across Islington.

Whilst one hour might not seem much, studies suggest that collectively they make a difference. Just ten interactions can change a life path.

The LVN has created the LVN app that operates as both volunteer management system and youth opportunity signposting platform. The LVN app is 100% free to use and offers employers the chance to promote employment opportunities including apprenticeships, work experience and jobs. All you need is a unique login code.

Please contact LVN on knowmore@londonvillagenetwork.com for details and to sign up to donate an hour.



Need a bit of SPACE? New shared workspace opens in the Angel

A new shared office workspace has opened in White Lion Street.

Just under two years in the making, SPACES Angel Islington (www.spacesworks.com) covers four floors and provides a perfect solution for those in need of a dedicated desk or some co-work space. The new building offers a meeting room and event space, super fast Wi-Fi, onsite café and barista and a roof terrace offering city views.

If you are interested in discussing how SPACES Angel Islington could help you or your business, please email [reception.angelislington@spacesworks.com](mailto:angelislington@spacesworks.com) or call 020 8158 9800.