



Kim Gilmour

## City Centre Manager's Update

Well it's nearly Christmas, and this year the **Wolverhampton City Centre Company** has been working even more closely with retailers to ensure greater participation and co-ordination to produce what we hope will be an exciting experience for shoppers and visitors. **See the back page for further details.**

We continue to work closely with the police and local authority to ensure Wolverhampton is a safe place to visit and are working at the moment on two initiatives, the **'Christmas Cracker Operation'** looking at reducing shop lifting and the second **'Keep it Safe'** campaign to improve safety and security in the night time economy.

I have now been in post a year and would like to thank my team, Marianne and Lucy, the Board, Executive and all the businesses and partners we work with for the tremendous support I have had.

See [www.wolverhamptonccc.co.uk](http://www.wolverhamptonccc.co.uk) for further information on WCCC's work.

## BILASH WINS FURTHER ACCLAIM

The Bilash, one of the Midlands' leading restaurants, operates from the heart of the city centre and specialises in quality Bangladeshi/Indian cuisine. Bilash has won numerous awards such as **Curry Chef of the Year** and has been ranked officially by leading authorities such as the **'Which' Good Food Guide** and **Harden Restaurant Guide**. Bilash has recently been awarded an upgrade in the **Michelin Red Guide** and a **2nd rosette in the AA Food Guide**. Keep up the good work!

## First City Centre Wardens

Two new Wardens have been appointed and are now patrolling the City Centre to help make shoppers and visitors feel safe.

Anne and Clive act as the eyes and ears for many agencies and work with the police, retailers and property owners to tackle anti-social behaviour and environmental issues such as unsafe and unsightly properties.

Kim Gilmour, City Centre Manager said: *"The wardens work very closely with ourselves, the City Centre Tasking group and the Neighbourhood Policing Team attending meetings to report issues and progress. They have already made a huge difference in the city centre."*

The Wardens can be contacted on 07771836156 and 07771836153 or via email: [CityCentreWardens@wolverhampton.gov.uk](mailto:CityCentreWardens@wolverhampton.gov.uk)



City Centre Wardens in action

## Art at the Centre

Half Term saw a week long Arts Festival take place in vacant shops in the Mander and Wulfrun Centres that attracted 9000 visitors.

There were pop-up exhibitions and shops, artist installations, workshops and shop window projections along with an innovative promenade performance by Foursight Theatre, celebrating the changing faces and cultures of local Corner Shops.

Organised by a number of partners including the **Arts & Museums Service**, the **University of Wolverhampton** and **Foursight Theatre** as well as artists from the city and supported with funding from the **Arts Council** the week-long festival was a great success with 1500 adults and children taking part in workshops. Kim Gilmour said: *"This is a great example of partnership working with the Mander and Wulfrun Shopping Centres offering free space within empty shops to local artists and performers for the benefit of visitors."*



'The Corner Shop' production

Supported by:



Produced by:



## Police Crackdown on City Centre Crime

Police in Wolverhampton City Centre have now applied for nine Criminal Anti-Social Behaviour Orders (CRASBOs) in response to concerns around begging and shoplifting.

Officers have been working hard to crackdown on begging since July, when a poster campaign was launched by Wolverhampton City Centre Company and West Midlands Police, urging members of the public to donate money to homeless charities, rather than give cash directly to beggars.

Since then, police have been building up evidence against persistent beggars in order to apply for CRASBOs to ban them from the city centre.

Wolverhampton Police have also been coming down hard on shoplifters in the city, applying for CRASBOs against persistent offenders with three successful applications and six more going to trial or pending.

Sergeant Steve Edwards from the City Centre Neighbourhood Policing Team said: "CRASBOs work because they prohibit the most prolific offenders from entering the city centre to commit their crime.

*"This means that shops and members of the public can feel safer when going about their day-to-day business.*

*"With our partners we are committed to making Wolverhampton city centre a safe place for visitors."*

## DON'T LET CRIMINALS HAVE A MERRY CHRISTMAS

Although overall crime is falling, research has shown that millions of pounds worth of presents will be stolen in Britain over the Christmas period. Nearly two thirds of homes take no extra precautions and over a third leave presents on view.

Ask yourself these three important questions:

- If someone steals Christmas presents I have bought, can I afford to replace them?
- If presents are stolen and I can afford to replace them, can I do this in time for Christmas?
- How disappointed would my family be if presents have been stolen and cannot be replaced?

Follow this simple advice to reduce your risk of being a victim of Christmas crime:

- Never carry more money than you need.
- Make sure you put your money away before you leave the counter.
- Keep your handbag close to you, never carry it on the outside of your shopping.
- Avoid leaving presents in your vehicle while you shop.
- Put presents out of sight when you get home, never put wrapped presents under the tree.
- Always postcode new electrical items, TVs, cameras and mobile phones.
- Make sure you lock up before you go out and make your home look as if someone is in even when you are out.
- Never put boxes from new items like TVs or game consoles by the bin. Break them up and put them in a black sack or take them to the tip.

# Keep YOUR eye on it!

Shoppers are being urged to ensure they keep their handbags and purses close to them to avoid becoming a victim of crime in the run up to Christmas.

West Midlands Police say Christmas is a great time for thieves who know that people are out and about with lots of cash to spend on Christmas presents.

Posters are going up around the high street reminding people to keep their valuables safe while doing the Christmas shopping.

A giant billboard will also be going up on the city's ring road to send the message out to drivers as they enter the city.

Sergeant Steve Edwards from the City Centre Neighbourhood Policing Team said: "It is a sad reality that Christmas is an ideal time for criminals to make some easy money.

*"The message to shoppers is simple - make sure you keep your eye on your belongings at all times or use purse bells which the Police will be giving away in the run up to Christmas.*

***"Remember, if it is too difficult for the offender to grab your purse, they simply won't bother trying."***

## PROTECT YOUR PURSE- KEEP IT SAFE





Traffic free streets help revellers (image by Steph Jennings: www.stuffbysteph.co.uk)

## CLEAR RUN HOME

Getting home safely after a great night out is a vital part of Wolverhampton's city centre experience.

This Christmas, special arrangements are being made to ensure that revellers travelling in black cabs and hire cars can leave the city with the minimum of traffic hold-ups.

These arrangements are part of the **Keep It Safe** campaign, which launches on Friday 4 December. In the run up to Christmas, ordinary traffic will have restricted access to certain city centre streets between midnight and 4am. The restrictions will also apply on New Year's Eve.

The streets affected are **Market Street, Pipers Row, Princess Street, Berry Street, Queen Street, Castle Street** and **Tower Street**.

By restricting ordinary traffic, Black Hackney Cabs will have a clearer run out from the **Market Street** rank. In addition, people will be able to wait in comfort for pre-booked hire cars at **WCitystop.info** - the 'Safe Haven' in **Victoria Street**.

As well as helping the taxi trade, the measures will also encourage revellers to use only licensed cabs - a key objective of the **Keep It Safe** campaign.



Thousands of people are attracted to Wolverhampton's shops, restaurants, pubs and clubs, especially at Christmastime.

This year, the city's public, voluntary and business organisations and the licensed trade are putting their weight behind **Keep It Safe** - a campaign designed to help these visitors enjoy themselves safely and securely.

**The first Keep It Safe campaign ran over Christmas 2008 and was a resounding success. Violent crime in the city centre fell by 41% over the Christmas period, while on New Year's Eve, drink-related ambulance call-outs fell by 28% compared with the previous year.**

This year's activities start on **Friday 4 December** and run every Thursday, Friday and Saturday - except Christmas Day and Boxing Day - until New Year's Eve.

**Keep It Safe** is being led by **Wolverhampton City Primary Care Trust** (the PCT). The PCT's Project Co-ordinator, Michelle Smith said: "Keep It Safe is all about creating a safe and positive night-time economy for Wolverhampton.

*"Our aim is to reassure the public, to offer them help and support where they need it - and to make sure they get home safely after a great night out."*



The 'Safe Haven', Victoria Street

## ENJOY THE CHRISTMAS SPIRIT IN SAFETY

Thanks to Wolverhampton's **Keep It Safe** campaign, visitors to the city centre this Christmas will experience an even greater feeling of safety and security.

The **Keep It Safe** partners will be putting more police officers on the street to give added reassurance while Wolverhampton's volunteer **Street Pastors** will be on hand to offer help and advice. On-the-spot medical care will also be available at a temporary minor injuries clinic in Victoria Street.

Led by Wolverhampton City **Primary Care Trust**, the **Keep It Safe** partners will also give revellers practical help to enjoy themselves in safety. With the support of the licensed trade, they'll be distributing 'Spiky' anti-drink-tampering devices, 'condom key rings' promoting a safe-sex message and flip-flops to reduce the risk of ankle injuries.

Repeating one of the successes of last year's campaign, the partners will be setting up a temporary minor injuries clinic - the '**Safe Haven**' - at **WCitystop.info** in Victoria Street. By providing on-the-spot care for people who need it, the **Safe Haven** will reduce the demands on the ambulance service and the accident and emergency department at New Cross hospital.

# It's Christmas

## Join the Celebrations

25th November - 24th December

With great shopping, markets and entertainment, Wolverhampton City Centre really is the place to experience Christmas this year.

Be tempted by top high street names along with over 200 independent boutiques, menswear, gifts and jewellery shops and some of the best butchers in the Midlands.

### Late Night Shopping

**Wednesdays:** 25th November - 23rd December - open until 9pm

**Weekday Nights:** 17th December - 23rd December - open until 9pm

**Saturdays:** 12th and 19th December - open until 7pm

**Sundays:** December - 10.30 - 16.30

**Christmas Eve:** 24th December - 9.00 - 17.30

**Christmas Day:** 25th December - closed

**Boxing Day:** 26th December - 10.00 - 17.00

**New Year's Eve:** 31st December - 9.00 - 17.30

**New Year's Day:** 1st January - 10.00 - 17.00

### Eating Out & Christmas Parties

Why not take a break from all the festivities and enjoy a break at one of the many cafes or restaurants in the city centre?

Visit [www.wolverhamptoncity.co.uk/wheretoeat](http://www.wolverhamptoncity.co.uk/wheretoeat)

### Music & Comedy

There is plenty on offer this December from great comedians like Alistair McGowan, Ken Dodd and Chubby Brown to fantastic music like Alice Cooper, Hawkwind and the Bootleg Blues Brothers.

### City Centre Church & Carol Services

Among all the rush and bustle of Christmas preparations, Wolverhampton churches offer you many places where you can stop for a short while, to remember what – and who – is really at the centre of Christmas.

Information correct at time of print, visit [www.wolverhamptoncity.co.uk](http://www.wolverhamptoncity.co.uk) for latest information.

### Christmas Markets

Why not pick up your Christmas gifts and food from the Christmas Market on **Dudley Street from 11th - 20th December** or at **Wolverhampton's indoor and outdoor markets**, open as usual in Market Square.

### Festive Flair

Two Designer Maker Fairs at the Light House, Fryer Street and the Art Gallery will showcase the region's creative talent with unique hand-made art and contemporary craft.

**Saturday 5th December: 11am - 4pm**

### The Snow Globe Experience

Get inside the spectacular inflatable Snow Globe at the Wulfrun Centre complete with artificial snow and pose for a photo.

**Charges apply. Opens Wednesday 25th November.**

### Light Switch On

Father Christmas, a real Reindeer Parade, Bob the Builder, Titan the Robot and panto stars, switch on the lights at 6.30pm with Beacon Radio followed by a dazzling firework display.

**Wednesday 25th November: 5pm - 6.45pm**

### Santa's Coming to Town

Father Christmas, a real Reindeer Parade, vintage fire engines, steam traction engines and marching bands will parade around the city centre followed by a firework display with Wolf Radio entertainment. **Friday 11th December: 5pm - 5.30pm**

### Father Christmas Charity Parade

Father Christmas takes the wheel of a Monster Truck to deliver presents to local charities. The Monster Truck will be in Queen Square during the day along with Wolf Radio road show.

**Sunday 20th December: 10am - 4pm (parade 12 - 12.30pm)**

### Queen Square

Entertainment for children in the form of a fun fair.

**Runs from 9am - 5pm daily**

### Cinderella

Featuring Stefan Dennis of Neighbours, The Krankies and X-Factor's Niki Evans as the Fairy Godmother as well an animatronic horse the Amazing Flying Pegasus.

**12th December 2009 - 31st January 2010, Grand Theatre**

### Wulfrun & Mander Shopping Centres

There will be plenty of activity within the centres including choirs performing in the Wulfrun Centre during the Festive season and City of Wolverhampton College are putting on a Beauty event (**2nd December, Mander Centre**) and Floral displays (**4th and 16th December Wulfrun Centre**).



Kim



Lucy



Marianne

## For further information contact:

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**Wolverhampton City Centre Company** is an independent, proactive organisation working strategically and operationally with partners to identify and address key issues to improve the marketing, environment, safety and economy of the City Centre. Through a Board, an Executive and Stakeholder Groups, WCCC works with a large number of private businesses representing the 'Voice of the City Centre'.

WCCC is funded by the public and private sector including Wolverhampton City Council and key organisations like the Mander and Wulfrun Centres, Sainsbury's, Boots and the University of Wolverhampton.