

MYSTERY SHOPPING BUSINESS AWARDS

LUTON town centre businesses have been praised for their excellent customer service, with more than 55 companies receiving top awards at the **Luton BID Mystery Shopping Business Awards**.

Cafes, restaurants, venues, boutiques and businesses were all commended at the second Luton BID Mystery Shopping Business Awards, held at the UK Centre for Carnival Arts in September 2019.

Six of these businesses scored 100% for customer service and were presented with Service Excellence award, while 15 scored 90% – 99% and were awarded Gold.

MEET THE SERVICE EXCELLENCE WINNERS...

- Go Coffee
- Lovisa UK, The Mall
- Metro Bank
- Sparks E-Cigarettes
- UK Centre for Carnival Arts (UKCCA)
- Vision Express



MEET THE GOLD WINNERS...

- Blue Inc
- Coop Funeral Care
- Deichmann
- Lenwell
- Level Trust Uniform Exchange
- Lily's Beauty
- Lox by H and Co
- Luton Central Library
- Mail Boxes Etc.
- Moda Affair
- Papa J's
- Pepe's Piri Piri
- Shuh
- Smart Phones 4 U
- Starbucks

MEET THE SILVER WINNERS...

- Adrenaline Tattoos
- Alders Opticians
- Argos
- Ashcroft Supermarket
- AW House
- Bayliss Wright
- Beauty and Care Boutique
- Blue Arrow
- Charcoal Grill
- Debenhams
- Desert's Rose
- Game
- Luton Shopmobility
- Make My Vape
- Mango Dry Cleaners
- Maxim Jewellers
- Quiznos
- River Island
- Smiggle
- Subway
- Ten Pin
- The Perfume Shop
- The White House
- Thistle Express Luton
- Thorne's Chartered Surveyors
- Timpson Ltd
- Toprak Restaurant
- USC
- Vodafone



Our town – Our future

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For more details on all these projects contact us

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Luton BID Ltd is project managed by Partnerships for Better Business Ltd. (pfbb UK)

BIDUPDATE

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LUTONBID
Our Town – Our Future

LUTON BID RENEWAL 2020 – 2025

VOTE 'YES'

...to influence, shape and deliver a better future

Voting YES to continuing Luton's status as a Business Improvement District (BID) for a further five years will give us a collective business voice – one that will continue to influence, shape and deliver a better future for the town as a whole.



Luton town centre is changing rapidly and by voting YES businesses will continue to pool resources, ideas and determination – to ensure we continue working together to build on what has been achieved and work towards a vibrant and successful town centre based on the needs of Luton's businesses.

Being a BID means town centre businesses are listened to and consulted and as a community of businesses, it means no one



is left to face the challenges of the future alone.

We urge everyone to get involved and work together for Luton's future by voting YES in the ballot.

Ballot papers need to be back by 5pm on Thursday 31st October. The result will be announced on Friday, 1st November 2019.



Gavin O'Brien, Co-Director of Clearhead, who chairs the Luton BID Board, explains: 'The last five years have demonstrated that by working together we can make a difference.'

We have some fantastic businesses and organisations in the town centre which are very much part of Luton and should be part of the celebration and everything good about Luton as a whole.

If Luton town centre is to become the true centre of Luton with a vibrant economy and a place which attracts visitors, feels safe and is perceived to be a great place to live, work and do business, then we need to be brave and radical and work together collectively to ensure that we all benefit in the future.

5pm, Thursday, 31st October

Deadline for ballot papers to be received

Friday, 1st November

BID vote is announced

Wednesday, 1st January, 2020

The new BID operation begins

www.luton.gov.uk/Christmas www.lutontowncentre.co.uk

Lighting up Luton

Saturday 23 November 2019

With Special Guest PJ MASKS

PJ Masks will be entertaining families in the lead-up to Luton's Christmas light switch-on! Catboy, Owlette & Gekko will be available for meet and greets on George Street at intervals from 2.30pm. See them at the light switch-on at 6.15pm too...
Don't forget to bring your camera!

Stage Entertainment and Street Activities • From 12 Noon lights switch on from 6pm

Saturday 14 December Christmas Entertainment across the town centre 11am - 4pm • Provided by Luton BID

Saturday 21 December Luton Concert Band in St George's Square midday to 2pm • Provided by Luton BID

Throughout December SANTA'S GROTTO @ THE MALL
All proceeds to Luton Foodbank
themall.co.uk/LutonChristmas

MEET THE CHARACTERS ON GEORGE STREET, LUTON
at Luton's Christmas Light Switch-On
www.pjmaskstv.com

PJ Masks provided courtesy of Luton BID

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LUTON the mall London Luton Airport Ltd Shades PRINTING LIMITED DIVERSE Luton

Diwali line-up confirmed...



Award-winning dance acts, cultural music, top Asian singers and a spectacular parade are on the line-up for Diwali in Luton this October – made possible thanks to support from Luton BID and other partners.

For the second year running the festival, which will take place on Saturday 26th October, has been generously supported by Arts Council England.

Diwali in Luton Events Manager, Furhaad Ahmed, said: "The Arts Council like to part fund events so the support from Luton BID was essential to obtaining this funding. This year we have also had support

from The Mall and Revoluton Arts. It is thanks to all this generosity that our Hindu festival of lights is set to be bigger and better than ever before."

This year the festival returns to St George's Square from 12noon – 7.30pm. The free entertainment will include traditional dancing, singing and visual arts along with traditional food and drink.

The Diwali parade, being organised by outdoor arts company Festive Road, will start at 6pm at Market Hill, weave its way down George Street and will finish at St George's Square at around 7pm.

This will be followed by a dramatic firework display from the rooftop of The Mall shopping centre.

FILMSTOCK¹² RETURNS

Thanks to Luton BID the much-loved **Filmstock** festival is returning to Luton town centre this November – after a 10-year hiatus.

This will be the twelfth Filmstock in Luton's history and will showcase some of the best that modern cinema has to offer, featuring an eclectic programme of independent films from around the world, including feature films, shorts and documentaries.

On top of the screenings taking place at The Hat Factory, The Bear Club and Youthscape, there will be exhibitions, spoken word, live podcast recordings, comedy as well as food and drink.

Audience favourite Filmschlock is back, a screening of a notoriously terrible film for everyone to have a good giggle over, plus new music documentaries, some film exclusives, a rare opportunity to see a historic Luton-related film as well as plenty of social spaces where filmmakers, audiences and volunteers can spend time together over top quality food, coffee and liquor. Not to mention the best coffee in town at Filmstock Fix.

The Filmstock Awards will be overseen by an esteemed jury of filmmakers,

industry professionals and critics, who will also be presenting work and events across the packed 4 day programme.

Chair of Luton Bid, Gavin O'Brien said: '**Filmstock had such a massive cultural impact on the town in the 2000s. We are so excited to be part of bringing it back this November. As well as creating a buzzing cultural event, Filmstock is supporting young and emerging filmmakers. We have no doubt that the Luton BID area will be bursting at the seams with keen film-goers and we can't wait to welcome them.**'