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Business Improvement District

WOLVERHAMPTON BID EXCELLENCE AWARDS 2025

AWARDS EVENING

Thursday 10 July 2025

THE GRAND PALACE

WINNERS BROCHURE

Proudly Sponsored By

WLV BUSINESS LINK

Wolverhampton BID Excellence Awards 2025: Celebrating the best of the city centre



What a fantastic night!

The BID Excellence Awards were established to showcase the fantastic mix of people from all walks of life, from a wide range of sectors, all working together to make a positive impact.

This was clearly evident at the Grand Palace on 10 July:

53 Finalists,
11 Winners,
11 Highly Commended.

We brought people together in real life who all care about Wolverhampton and have a shared passion and vision for the city centre. We had fun and made connections with people you may have only met on Zoom or through email.

And we celebrated the amazing people, businesses, and heritage we have on our doorstep – in what is a truly stunning venue. We can't thank Kamalgeet and Rajinder enough for bringing The Grand Palace back to life and hosting an exceptional evening.

The BID Excellence Awards are the only dedicated awards to showcase Wolverhampton, and in every sense:

- Music was selected to include and honour Wolverhampton artists like Beverley Knight, Liam Payne, and Cornershop
- The opening video highlighted our major cultural organisations and beautiful architecture
- The True and False game for facts and heritage
- Street names for table settings to reflect the places we share as a city

It has been a real privilege to give recognition to your hard work and achievements.

Cherry Shine – Wolverhampton BID's Managing Director

Congratulations to all the winners and highly commended businesses.



Save the Date:
The BID Excellence Awards will return in July 2027. We look forward to celebrating together again.

WOLVERHAMPTON BID EXCELLENCE AWARDS 2025

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It was a privilege to hear your stories and successes, understand why you do what you do, and get a glimpse of your plans for the future.

Over two days in June, my fellow judges and I had the pleasure of going through applications and meeting representatives from the finalist businesses for a chat/ interview.

Judges were members of the board teamed with external stakeholders, all carefully selected, to ensure fairness and no conflict of interest.

Scores were given against criteria and those with the highest marks were chosen as the winners.

It sounds simple, if not clinical, doesn't it? Perhaps something AI could do. That's where you'd be wrong. When you meet so many people who are talented, hardworking and passionate about their work, the process becomes incredibly challenging and emotional.

There are businesses in the city centre, new and long-established, which have changed people's lives.

They have found them work, given them help and provided a space to enjoy times together. It has been wonderful to see how much energy and belief people have for their businesses and what they do. And it has also been wonderful to see how much winning has meant to individuals and organisations.

The Grand Palace is a wonderful venue. Its story – how Kamalgeet and Rajinder saved the venue – is the epitome of the inspiring vision so many individuals and organisations have in the city centre. So often we can be stuck in our little siloed work patterns.

Feel a sense of belonging. Made connections, met people, engaged with the city. It has felt like such a privilege to be part of the process and hear the stories. The connection aspect is the biggest thing.

Iain Watkins, Wolverhampton BID Chairman

"It makes me feel very proud as the Member of Parliament for Wolverhampton West to see businesses doing so well and contributing so much to the city and our community.



One thing that really comes across is how dedicated and committed these businesses are to providing a good service to people in the city. This commitment is very pleasing. I thought it was a fantastic evening in a wonderful venue."

Warinder Juss, Wolverhampton West MP

Awards in Numbers

11
Winners

11
Highly Commended

£2,000
raised for The Way Youth Zone

230
Guests at the Awards Ceremony

47
businesses and organisations at the event

90+
Businesses entered the awards

48,696
reached on Enjoy Wolverhampton social media from 1–12 July

4
Hospitality venues receiving 90%+ in Best Bar None

Meet the Finalists

New Business of the Year

WINNER:
Rustic Food Shop

- Piercings by Geana
- Rectory House Beauty and Wellness
- The Grand Palace
- Vape Factorie

Marketing Campaign of the Year

WINNER:
Wolverhampton Grand Theatre

HIGHLY COMMENDED: Mander Centre
- Shop in the Square
- space.
- Wolverhampton Grand Theatre

Sponsored by

MIDLAND MARKETING

Community Champion

WINNER:
Access to Business

HIGHLY COMMENDED: Wolverhampton Grand Theatre
- Army Careers Centre
- Shop in the Square
- West Brom Building Society

Health, Beauty and Wellbeing Business of the Year

WINNER:
Rectory House Beauty and Wellness

- Marie's Hair and Beauty Salon
- The Nail Hub

Professional Services Business of the Year

WINNER:
Pertemps Network Group

HIGHLY COMMENDED: 2Logic
- George Green LLP Solicitors
- Nationwide
- Region Security Guarding

Retail Business of the Year

WINNER:
H. Samuel

HIGHLY COMMENDED: Brewers Decorator Centre
- Fred Williams Cycles
- Hays Travel
- Max Spielmann

Hospitality and Leisure Business of the Year

WINNER:
Genting Casino Wolverhampton

HIGHLY COMMENDED: Grand Station
- Hogshead
- Rocco Italiano
- Wolverhampton Grand Theatre

Rising Star

WINNER:
Oluwabukola (Buki) Oladele – Nationwide

HIGHLY COMMENDED: Hayden Fellows – Max Spielmann

HIGHLY COMMENDED: Jade Taylor – Pertemps Network Group

HIGHLY COMMENDED: Kirk Preece – Wulfrun Shopping Centre

HIGHLY COMMENDED: Summer Rae – Crested Schoolwear

People's Favourite Business

WINNER: Ana's Coffee Shop

- Katie's Kitchen
- Rectory House Beauty and Wellness
- Sweet Memories
- Witch Elm Markets in the Mander Centre

Leader of the Year

WINNER: Josie Kelly – Access to Business

HIGHLY COMMENDED: Ian Griffiths – H. Samuel

- George Birch – Smithridge Healthcare
- Lucia Taylor – Pertemps Network Group
- Neil Reading – Arena Theatre

Team of the Year

WINNER: Danceforce

HIGHLY COMMENDED: Wolverhampton Art Gallery
- Ana's Coffee Shop
- hmv
- The Way Youth Zone
- Wolves Museum & Stadium Tours

Sponsored by

REGION SECURITY GUARDING

Thank You to Our Sponsors

Sponsorship has enabled the Wolverhampton BID Excellence Awards 2025 to be a success.

Headline sponsor

WLV Business Link, part of University of Wolverhampton
Wulfruna Street, WV1 1LY | wlv.ac.uk/business-services/
@wlvuni

About WLV Business Link

WLV Business Link is a dedicated business support network that can connect you and your business with the University's wealth of expertise, resources and training opportunities.

You can get tailored support, including short courses, upskilling, apprenticeships, continuing professional development, access academic expertise through consultancy, and leadership development programmes.

The university has a range of fantastic facilities, including our state-of-the-art Screen School, the National Brownfield Institute and the Elite Centre for Manufacturing Skills, amongst others.

Committed to supporting Wolverhampton's business community

Helen Sargeant, Associate Director Knowledge Exchange and Enterprise at University of Wolverhampton said:

"We are delighted to sponsor the BID Excellence Awards 2025 and celebrate Wolverhampton's thriving business community.

As an organisation, we are committed to supporting the city's economic and social prosperity and championing Wolverhampton as a place where students can thrive and businesses can grow.

We are ready to help and support the city centre's businesses. Please don't hesitate to contact us."

Our category sponsors were:

Midland Marketing
30 Waterloo Road, WV1 4BL | midlandmarketing.co.uk
@midlandmarketing_

Region Security Guarding
30 Waterloo Road, WV1 4BL | regionsecurityguarding.co.uk
@regionsecurityguarding

Further sponsors were:

Superbowl UK
Victoria St, Mander Centre, Wolverhampton WV1 3NP
superbowluk.co.uk/wolverhampton/ | @superbowl_uk

Charity Partner

£2,000 raised for The Way Youth Zone

A total of £2,000 was raised for The Way Youth Zone, the BID Excellence Awards 2025's charity partner, through a raffle, True or False game and a series of spot prizes.



Paul Snape, *The Way Chief Executive*

Among the fabulous prizes you could win were a VIP Wolves Stadium Tour, tickets and a VIP booth for Friends the Parody Musical at Wolverhampton Grand Theatre, Enjoy Wolverhampton gift cards, a Shuffleboard Experience at Genting Casino Wolverhampton, and afternoon tea at Ava's Cafe in Frasers.

The generosity we saw in the room on the night was palpable. We're really pleased to have raised so much money for such a good cause.

About The Way Youth Zone

The Way Youth Zone was chosen because they have a city centre presence and are supporting young people in Wolverhampton by giving them a safe, welcoming space where they can grow, learn, and feel inspired.

It costs them £1.6m every year to keep their doors open. Every pound donated on the night directly helps them to provide their safe haven and vital resources for the city's most vulnerable young people.

Many young people in Wolverhampton are facing serious challenges.

Over 33% of children in our city live in poverty, and 14.2% of 16–24-year-olds are not in education, work or training. These problems can lead to poor mental health, low confidence, and fewer opportunities in life. But with the right support, The Way is helping to change their future for the better.

The Way Youth Zone
24 School St, Wolverhampton WV1 4LF
https://www.thewayyouthzone.org | @thewayyouthzone

Thank you to our prize donors

Prizes were generously donated by:

Ava's Cafe
Enjoy Wolverhampton Gift Card
Genting Casino
Wolverhampton Grand Theatre
Wolves FC

Recognising Excellence: How the Winners and Finalists Were Chosen

Meet the Judges

The judging panel was made up of members of the Wolverhampton BID Board of Directors and external judges from the West Midlands.

Board members



Iain Watkins:
BID Chairman & Associate, Data & Business Intelligence, Director of Grand Theatre



Andrew Alloway:
Regional Operations Manager, LCP Properties (Wulfrun Shopping Centre)



Ian Fegan:
Director of Communications and Visitor Experience, City of Wolverhampton Council



John Henn:
Company Director, Henns Family Jewellers



Mark Bourton – Payne:
Senior Branch Manager, Nationwide



Kevin Kay:
Head of Ancillary Sales, Wolves FC

External judges



David King:
Radio Presenter, WCR Fm



Mel Bryett:
Partner Station Manager, West Midlands Trains



George Smith:
Business Development and Brand Executive Superbowl UK



Sarah Moorhouse:
Chief Executive, Black Country Chamber of Commerce



Dicky Dodd:
Compere, Event Host, Broadcaster



Shantelle Watson-Cullis:
Account Director, Bauer Media Group

Awards Timeline

14 FEB Awards open for nominations after launch event at Change Makers Hub.

2 MAY Deadline for entries.

Applications were shortlisted to five finalists per category.

22 MAY Finalists announced.

27 MAY Public vote for People's Favourite Business reopened.

9 JUNE Judging week.

Judging was a two-part process. Applications were initially scored against criteria. Followed by a visit to each finalist business for an informal chat. Winners were chosen based on a combination of the two parts.

27 JUNE Public vote for People's Favourite Business closed.

10 JULY Winners revealed at Wolverhampton BID Excellence Awards Night at The Grand Palace.

17 SEPT Winners Reception at Wolves Museum.

The Venue – The Grand Palace





The Grand Palace
24 School St, WV1 4LF | grandpalacewolverhampton.co.uk
@grandpalacewolverhampton

The Grand Palace was the perfect venue for our awards ceremony – a truly stunning space enhanced by carefully chosen lighting and sound.

Wolverhampton-born Rajinder Dhinsa and his wife Kamalgeet took over this former Darlington Street Methodist church in 2022. With their sons Gurcharn and Gurvinder, they transformed it into The Grand Palace, opening in 2023. Their story perfectly captures the inspiring vision driving so many businesses in our city centre. We can't thank the whole family enough for hosting such a memorable evening.

For more information visit: grandpalacewolverhampton.co.uk or call 0775566126

Best Bar None Excellence in the Spotlight with the First Best Bar None Accreditations

BEST BAR NONE
SAFER SOCIALISING

Genting Casino Wolverhampton, Goose, Hogshead and Moon Under Water were celebrated in the first Best Bar None Spotlight, having received Outstanding results.

Best Bar None is a nationally recognised accreditation which upholds the highest standards of practice in the licensed trade.

It's the gold standard in hospitality, so it was cause for celebration and pride that our newly accredited venues achieved scores of more than 90%.

A basic pass, 51%, is given if a venue covers the essentials. Anything extra is awarded bonus points so a score of over 90% reflects the superior quality of our venues.

The venues were assessed against four themes:

- Venue management
- Staff training and care
- Customer safety and welfare
- Customer service and community

Their accreditations last for a year. The assessment is regularly updated to ensure current priorities such as the safety of women and girls are included.

Each accredited business received a personalised report with advice and ideas about how to provide an even safer and more welcoming place for customers to have fun and socialise.

WINNERS SHOWCASE

New Business of The Year

New Business of the Year recognises and celebrates the new businesses on the block that are making giant leaps in the city centre.

The finalists were:

- Piercings by Geana
- Rectory House Beauty and Wellness
- Rustic Food Shop
- The Grand Palace
- Vape Factorie



Winner: **Rustic Food Shop** 40–41 Snow Hill, WV2 4AG | @rustic_foodshop

About Rustic Food Shop

Independent retailer Rustic Food Shop was started with a dream: To have the best possible bread in the heart of Wolverhampton city centre.

They sell a delicious range of sweet and savoury baked goods from sourdough bread and biscuits to muffins and pastries. Their range of quality products also includes specialty pasta, cheese and pure honey.

The judges said:

"Their passion for baking and customer satisfaction are what drives them to create quality products daily. From the finest ingredients to the final golden crust, every detail matters.

The judges praised Rustic Food Shop's owners' enthusiasm, level of commitment, and courage in putting trust in herself. "It's unbelievable!"

Rustic Food Shop's Owner Luciana Selaru said:

"It's unbelievable and so exciting. We didn't expect to win. It was a huge honour to be finalists."







Marketing Campaign of The Year

An engaging marketing campaign captures attention, inspires the imagination and drives action. The Marketing Campaign of the Year finalists combined creativity with business strategy to promote their services, products or initiatives.

The finalists were:

- Mander Centre
- Shop in the Square
- space.
- Wolverhampton Grand Theatre



Winner: Spotlight Magazine: Wolverhampton Grand Theatre

About Spotlight Magazine
Lichfield Street, WV1 1DE | grandtheatre.co.uk
@wolvesgrand

Wolverhampton Grand Theatre has been at the centre of the city's entertainment scene since 1894 and is admired by performers and audiences alike for its intimate, three-tiered Victorian auditorium.

Spotlight Magazine was founded in May 2021 to increase engagement and sales. It includes a What's On guide, articles, community and education work, projects and business updates.

50,000 brochures are printed twice a year, with 20,000 circulated via post and 20,000 via Front of House and distribution runs.

Judges praised the Grand for taking a traditional approach and giving it a fresh, modern look:

"The campaigns generate an amazing 1,000% ROI and have increased ticket sales and charity donations, as well as doubling the number of access patrons."It has completely transformed our campaigns"

Vicky Price, Director of Audiences said:

"We're really pleased to win because our brochure has completely transformed our campaigns and how we look at marketing. It's been able to communicate to our patrons our charity messaging, outreach work and audience development. That's why it's been such a positive thing for us to do."

Highly Commended

Geek Con – Mander Centre

Mander Centre, WV1 3NH | mandercentre.co.uk
@mandercentre

Geek Con is an annual mini–Comic Con–style event in the Mander Centre featuring 'geeky' traders, film and TV props, local cosplaying groups, and retrogaming sessions.

Unlike most Comic Cons, Geek Con is free and accessible for all. The event increased footfall, encouraged spending in shops and eateries, and brought new experiences to passersby.

Geek Con raised over £400 for the Wolves Foundation.

Sponsor Spotlight

MIDLAND MARKETING

Midland Marketing a digital marketing and web design agency, based in Wolverhampton, operating nationwide.

Established in 2021, they specialise in working with small to medium sized businesses who know they need to promote their business online but need help kickstarting their growth.

Chris Gowlett, Midland Marketing's Head of Marketing said

"We wanted to sponsor the Marketing Campaign of the Year to be involved in the city, be part of the local business community and support the positive work being done by businesses across Wolverhampton.

It has been an amazing evening. Congratulations to Wolverhampton Grand Theatre for winning and Mander Centre for being highly commended."

Community Champion

Community Champion recognised businesses which use their influence and resources to make a positive impact on the wider community.



The finalists were:

- Access to Business
- Army Careers Centre
- Shop in the Square
- West Brom Building Society
- Wolverhampton Grand Theatre

Winner: Access to Business

About Access to Business
The Curve, 81 Tempest Street Wolverhampton, WV2 1AA
access2business.co.uk | @access2business

Access to Business is a charity providing professional services to support local people into employment, self-employment and training. They also offer accredited and non-accredited training courses and office services for local businesses.

This year Access to Business celebrated their 20th anniversary. In 2007 they were awarded the Queen's Award for Voluntary Service.

The Judges said:

"Access to Business is a shining example of a well-run business that's giving so much back into the community. They are driving social enterprise, and supporting those who are returning to work, have lost confidence in the system and people who require early intervention due to health-related barriers."

Josie Kelly, Access to Business's Chief Executive said:

"It's really exciting to win and good to be recognised. We've got such a great team who do tremendous work, and we support so many people. They've always got great things to say about us, and we are just really proud of the work that we do.

It inspires us to carry on the work we're doing to help other people in Wolverhampton."

Highly Commended Wolverhampton Grand Theatre

Lichfield Street, WV1 1DE | grandtheatre.co.uk | @wolvesgrand

The Grand's community initiatives include the dementia-friendly Memory Cafe and the Speak Up youth empowerment project.

Memory Cafe reaches 300 people per month and is consistently oversubscribed. Speak Up has engaged over 4,800 participants, empowering young people to tackle issues from mental health to knife crime.

The theatre is committed to accessibility and making everyone welcome, with services continually developed to improve the theatre-going experience for all.

Health, Beauty and Wellbeing Business of the Year

Health, Beauty and Wellbeing recognised the businesses who make us look and feel great.

Our finalists go the extra mile to provide an excellent customer experience and service.

The finalists were:

- Marie's Hair and Beauty Salon
- Rectory House Beauty and Wellness
- The Nail Hub



Winner: Rectory House Beauty & Wellness

About Rectory House
The Rectory, 1 Chapel Ash, WV3 0TZ

Rectory House Beauty & Wellness is a self-care sanctuary in a beautiful old building in Chapel Ash. The beauty and wellness salon offers an all-round approach to feeling and looking your best.

Their services include weekly yoga classes, wellbeing days and workshops, and maintenance treatments like pedicures, relaxing massages and facials.

They aim to create a memorable experience from the moment the client enters, from scented candles and chilled music in reception to matching drinks to certain treatments.

The Judges said:

Rectory House has built a community of happy clients, achieving more than 800 5-star reviews in less than two years.

Judges were impressed with the politeness, professionalism of Rectory House's staff, and the improvements they'd made in renovating their building. Judges said it feels like you're in a relaxing oasis in the middle of the city.

Rectory House's Owner Laura Garbett said :

"We are very proud of our achievement. Taking a step back and realising just how far we have come is just incredible. We have exciting plans on the horizon including opening another couple of rooms, more events in the yoga studio and expanding the team."





Professional Services Business of The Year

Professional Services Business of the Year celebrated all professional service providers from solicitors, security, and IT to financial services and recruitment. Our finalists are committed to excellence in their industry, have a competitive advantage and tackle whatever challenges come their way.

The finalists were:

- Mander Centre
- Shop in the Square
- space.
- Wolverhampton Grand Theatre
- Pertemps Network Group



"This award means so much"

Winner: Pertemps Network Group

About Pertemps
83 Darlington Street, WV1 4JD | pertemps.co.uk

Pertemps is one of the UK's leading recruitment agencies, providing staffing solutions across a wide range of sectors including logistics, healthcare, education and administration. Established in 1961, the company has built a reputation for matching the right people with the right roles through a combination of expert consultants and innovative recruitment methods.

Pertemps has served its community since the 1970s and this reflects the company's commitment to supporting both job seekers and employers across the region and beyond.

The Judges said:

They strive to provide an experience that goes beyond matching candidates with job openings. It involves building trust, maintaining transparent communication and delivering measurable value."

Judges praised Pertemps for its adaptability and maintaining high street visibility despite competition. It is a trusted presence in the city and has offered 55 years of consistency and earned local credibility.

Branch manager Lucia Taylor, said

"This award means so much because it recognises the heart and hard work that goes into what we do every day – supporting local businesses with staffing solutions and helping people find the right opportunities."

Highly Commended 2Logic

Suite K10, The Chubb Buildings, Fryer Street, WV1 1HT | 2logic.co.uk

2Logic offers stress-free IT services for SMEs, helping businesses across the West Midlands with support, security, compliance, and productivity.

They prioritise simplicity and convenience, extending assistance beyond conventional boundaries.

Since 2015, they've achieved consistent year-on-year growth and now proudly partner with 85+ businesses across the area.

Retail Business of The Year

Retail excellence is so much more than retail transactions. The customer experience creates a talking point that's pivotal to driving footfall to our city centre, building loyalty and repeat custom.

Retail excellence is so much more than retail transactions. The customer experience creates a talking point that's pivotal to driving footfall to our city centre, building loyalty and repeat custom. Our finalists offer outstanding customer service which cannot be replicated online.

The finalists were:

- Brewers Decorator Centre
- Fred Williams Cycles
- H. Samuel
- Hays Travel
- Max Spielmann



"They can achieve anything"

Winner: H. Samuel

About H. Samuel
39 The Gallery, Mander Centre, WV1 3NJ | hsamuel.co.uk

H. Samuel has over 300 stores nationwide and is part of Signet Jewelers Ltd, the world's largest specialist jeweller. The retailer has had a presence in the Mander Centre for decades.

H. Samuel Wolverhampton's store manager Ian Griffiths took over the role 16 months ago. He turned the fortunes of the store from at risk of closure to one of the top performing in the country.

Thanks to this strong business performance, the store had a redecoration in September 2024.

The Judges said:

The H. Samuel team embraces the company's ethos to celebrate life and express love. They aim to make customers feel as comfortable as possible and develop meaningful relationships. Their care, expertise and experience set them apart from retailers online.

Ian Griffiths said:

"I knew that everybody could do what they needed to. They just needed a steering arm and the belief in themselves that they can do whatever they want, and they can achieve anything. Now they have."

Highly Commended Brewers Decorator Centre

1 Chapel Ash, Wolverhampton WV3 0TZ | brewers.co.uk | @brewerspaints

Family-run Brewers Decorator Centre sells decorating tools and products to trade and retail customers, offering quality brands of paint, wallpaper and woodcare.

They run training courses on wallpapering and spray equipment for the general public.

Brewers' staff are trained to a very high standard with in-depth industry knowledge. While new to the city, they've already achieved an average of 4.8 stars on Google.

Hospitality and Leisure Business of the Year

Our hospitality and leisure businesses provide spaces, services and experiences helping us to enjoy life more, mark life events and create treasured memories. They turn normal days into special occasions and bring businesses together for meetings and events, small and large.

The finalists were:

- Genting Casino Wolverhampton
- Grand Station
- Hogshead
- Rocco Italiano
- Wolverhampton Grand Theatre



"It's amazing to win!"

Winner: Genting Casino Wolverhampton

About Genting Casino Wolverhampton
56-58 Temple St, WV2 4AQ
gentingcasinos.co.uk/casinos/genting-casino-wolverhampton

Genting Casino Wolverhampton delivers the ultimate blend of gaming, entertainment and social experiences across four floors. Their new-for-2025 Temple Street Social leisure zone offers interactive darts, shuffleboard, and a 100" screen.

Since John Cooper took over as General Manager in September 2024, he has focused on transforming the business from a gambling-led venue into a broader entertainment space that is a safe, inclusive environment and part of the local community.

The Judges praidsed Genting Casino Wolverhampton for truly knowing how to make their guests feel welcome. They were impressed at the outstanding customer service they received on their visit. The business has strong evidence of performance and commercial achievements by embracing new trends in competitive socialising.

Genting Casino Wolverhampton also achieved an outstanding 93% in their Best Bar None accreditation.

John Cooper, General Manager said:

"It's amazing to win. We've worked really hard to develop our business so it's open to females, males of all ages, and an all-round experience, whether you want to gamble, eat, or socialise."

Highly Commended Grand Station

Sun St, WV10 0BF | grandstation.co.uk | @the_grandstation

Grand Station is a sought-after venue for weddings, events and conferences with three opulent suites and five meeting rooms. A BBC documentary boosted the venue's profile nationally, leading to increased enquiries from larger companies.

The venue now hosts events for household names including Porsche, Amazon, Specsavers and Google, as well as the Miss England pageant which attracts people from around the world.

Leader of the year

This award recognises Inspiring leaders who drive business success, nurture talent, develop a supportive work environment, and lead by example.

They have passion, direction and vision. They bring people together from within and outside the business or organisation, creating positive change and making things happen.

The finalists were:

- George Birch – Smithridge Healthcare
- Ian Griffiths – H. Samuel
- Josie Kelly – Access to Business
- Lucia Taylor – Pertemps Network Group
- Neil Reading – Arena Theatre



"There's a lot more to come from Access to Business""

Winner: Josie Kelly, Chief Executive, Access to Business

About Josie Kelly
The Curve, 81 Tempest Street
Wolverhampton, WV2 1AA
access2business.co.uk | @access2business

Josie Kelly started Access to Business in a tiny room within the city over 20 years ago. She remains the driving force. Josie's ability to build strong partnerships and secure vital funding during challenging times reflects her unwavering dedication to supporting disadvantaged communities.

Josie's ability to build strong partnerships and secure vital funding during challenging times reflects her unwavering dedication to supporting disadvantaged communities.

Colleagues say working alongside Josie you feel supported and inspired by her leadership. She will share her vision which encourages you to do the best you can. Her approachable manner means she is always there to offer advice and guidance, but more importantly listen to others' opinions.

The Judges said:

"Josie has inspired others and instilled a passion in her team that is compelling, humbling and inspiring. She works hard to achieve the best, not just for her team, but also the community she serves within the city."

Josie Kelly said:

"I wasn't expecting to win as my fellow finalists are amazing leaders. It's been such a lovely night, seeing some of the people we work with across the city do great things.

There's lots more to come from Access to Business, including starting two new businesses this year."

Highly Commended Ian Griffiths: H. Samuel

39 The Gallery, Mander Centre, WV1 3NJ | hsamuel.co.uk

Ian Griffiths joined the Wolverhampton store as Manager in April 2024, bringing experience from managing some of H. Samuel's largest turnover stores. He believes in developing teams to be the best they can be.

Before Ian arrived, the store had low morale and was at risk of closure. Ian was instrumental in turning it into one of the top performing stores in the country through positive leadership and building team confidence.

Rising Star

The Rising Star category recognises up and coming talent in our city centre businesses.

They bring enthusiasm, fresh ideas and perspectives, embrace new challenges, and work for the good of the team.

The finalists were:

- Hayden Fellows – Max Spielmann
- Jade Taylor – Pertemps Network Group
- Kirk Preece – Wulfrun Shopping Centre
- Oluwabukola (Buki) Oladele – Nationwide
- Summer Rae – Crested Schoolwear



"I'm going to keep striving"

Winner: Oluwabukola (Buki) Oladele – Nationwide

About Buki Oladele
8 Dudley Street, WV1 3EY | nationwide.co.uk
@nationwidebuildingsociety

Buki Oladele is a Member Representative at Nationwide and has been with the company for three years. During this time, she has shown remarkable dedication and ambition in her role.

Buki's efforts have led to increased activity across various channels within the branch and she has also built and developed a relationship with a local school where she has delivered money lessons.

Her exceptional skills in complaint handling and resolution have greatly enhanced the service quality. As a team member she leads by example, inspiring her colleagues to follow suit. She consistently demonstrates leadership, dedication, and a commitment to excellence.

The Judges said:

"Buki is truly dedicated to her personal and professional growth. Her commitment to developing herself through internal channels and an external agile course has helped with supporting her team and been very impressive. She takes feedback and actively works on developing her skills."

Judges praised Buki for her extraordinary energy and enthusiasm and identified her as a brand manager of the future. She is ambitious and has been given greater responsibility within the group. They said:

"It's easy to imagine Buki running her own branch and imagine it being a standout example of customer service."

Buki said :

"I'm very proud to have won and it was a privilege to be in such brilliant company. I love working for Nationwide because it gives me the ability to be myself and to evolve. I'm going to keep striving to become the person I want myself and my son to see me become."







Highly Commended Rising Star entrants

The judges said:

"In the true nature of this award, it was one of the hardest categories to judge. Each finalist is a rising star within their business, so it was right to honour all the finalists with highly commended certificates."

Hayden Fellows – Max Spielmann
83 Darlington Street, WV1 4JD | pertemps.co.uk

Hayden is 16 years old, starting as a work experience placement in April 2023. He is very confident, he takes the job seriously, talks to customers and takes on all aspects of the job. He works to make a difference and an honest living to set him up in life.

Jade Taylor – Pertemps Network Group
83 Darlington Street, WV1 4JD | pertemps.co.uk

Jade's dedication, insight and drive make her an invaluable asset to the team and a standout in her field. Whether supporting clients or candidates, Jade always delivers with care, professionalism and a passion for excellence.

Kirk Preece – Wulfrun Shopping Centre
Wulfrun Centre, WV1 3HH
thewulfrunshoppingcentre.co.uk
FB @wulfrun.centre

Kirk joined Wulfrun Cleaning in January 2023 with no prior cleaning experience but quickly became an invaluable team member. His enthusiasm, strong work ethic, and commitment to high standards have set him apart and elevated team standards.

Summer Rae – Crested Schoolwear
Wulfrun Centre, Wolverhampton, WV1 3HG
crestedschoolwear.co.uk
FB @Crested-Schoolwear-Group

Summer has gone from being a very shy young lady to an outgoing individual who is customer-focused at all times. Summer demonstrates exceptional promise for a strong future in retail. She is a pleasure to work alongside.





Team of the Year

Teams play a critical role in the success of a business and are a fundamental part of delivering exceptional customer experiences.

Our finalists go above and beyond, they know and understand each other, working together to overcome challenges. They drive success and create a positive impact in their workplace and the wider Wolverhampton community.

The finalists were:

- Ana's Coffee Shop
- Danceforce
- hmv
- The Way Youth Zone
- Wolverhampton Art Gallery
- Wolves Museum & Stadium Tours



"The hard work pays off!"

Winner: Danceforce

About Danceforce
Danceforce Studios, 3 Market Square, WV3 0NL
danceforcewolves.co.uk | danceforcewolves

Established in 1999, Danceforce is a dance company. They offer children and teens weekly dance classes to encourage fitness, healthy lifestyles, positive mindset and friendships.

More than 260 pupils attend classes per week, and 100 adults attend dance and fitness classes.

The Judges said:

"The winning Danceforce team consistently exceeds expectations. They often work unsociable hours and volunteer their time to support students at weekend shows and competitions. They serve as positive role models to others and have a deep-rooted love for their dance studio and its mission.

Judges could clearly see why they are currently fully subscribed and looking to expand. Judge George Smith, Business Development and Brand Executive at Superbowl UK, was also so inspired by the team at Danceforce he invited them to enjoy a night out at the venue."

Danceforce's Director Naomi Wootton said

"We work really hard, and the hard work pays off. I'm really pleased for my team and we're going to celebrate by getting everyone up and dancing with us."

Highly Commended
Wolverhampton Art Gallery

Lichfield St, WV1 1DU | wolverhamptonart.org.uk
@wolvesartandculture

Wolverhampton Art Gallery provides a safe and inclusive creative space, free of charge, with renowned collections including Pop Art works by Andy Warhol, Peter Blake and Roy Lichtenstein, plus significant collections of works by Black British artists.

A diverse team of 45 volunteers contribute an average 292.5 hours per week, undertaking training in areas like deaf awareness, suicide awareness, and Ask for Angela. Every team member is kind and considerate, creating a supportive and friendly environment for all visitors.

Sponsor Spotlight

REGION SECURITY GUARDING

Region Security Guarding delivers 24/7, reliable, high-quality securityservices across the UK.

They provide a comprehensive range of security solutions including: Security Guarding & Static Guarding, Mobile Patrolling K9 Security Patrols, Alarm Response & Key Holding and CCTV Monitoring

With over 10 years industry experience, they specialise in delivering tailored security services to the commercial, industrial, private and public sectors.
Zachariah Islam, Region Security Guarding's Managing Director said :

"We sponsored the first Wolverhampton BID Excellence Awards in 2023. We wanted to be part of it again because we appreciate what the BID does for local businesses.

The night has been great. Congratulations to Danceforce on winning Team of the Year and Wolverhampton Art Gallery for being Highly Commended."



People's Favourite Business

The People's Favourite Business celebrates those who deeply understand their customers and anticipate their needs. They go the extra mile and make their customers' days brighter and lives better in their own unique way.

It is the only award decided by the public.
Shortlisted from more than 1,200 public nominations,

The finalists were:

- Ana's Coffee Shop
- Katie's Kitchen
- Rectory House Wellbeing and Beauty
- Sweet Memories
- Witch Elm Markets



"Thank you for all the support!"

Winner: Ana's Coffee Shop

About Ana's Coffee Shop
Temple Street, WV2 4AU
anascoffeeshop.co.uk • @anascoffeeshop

Ana's Coffee Shop is an independent coffee shop serving specialty coffee, artisan cakes, organic tea, breakfast and brunch.

Their ingredients are locally sourced and organic whenever possible, and they are always experimenting with new flavours and recipes to keep things exciting for our customers.
Ana's Coffee Shop owner Ana Maria Baltateanu opened the cafe in 2021.

Ana said: **"I had a business previously, but after covid I started coffee as a hobby. I really liked it and thought why not do something with passion and start something new?**

The team is like a family. We all love coffee, food, and quality and we like giving the best all the time. It's a dream to receive recognition from our customers who have supported us.

We wanted to say a huge THANK YOU for all the support and actually making this happen for us!

I am very grateful not only to the people that voted for us but to everyone who ever bought a coffee, shared a post or stepped foot into our shop."





Beyond the Ceremony: Awards Creating Business Buzz



Photo credits: Mr Ladd Media | Production: Hughes Productions
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The Wolverhampton BID Excellence Awards will return in July 2027.

For more information about Enjoy Wolverhampton BID: enjoywolverhampton.com @enjoywolverhampton

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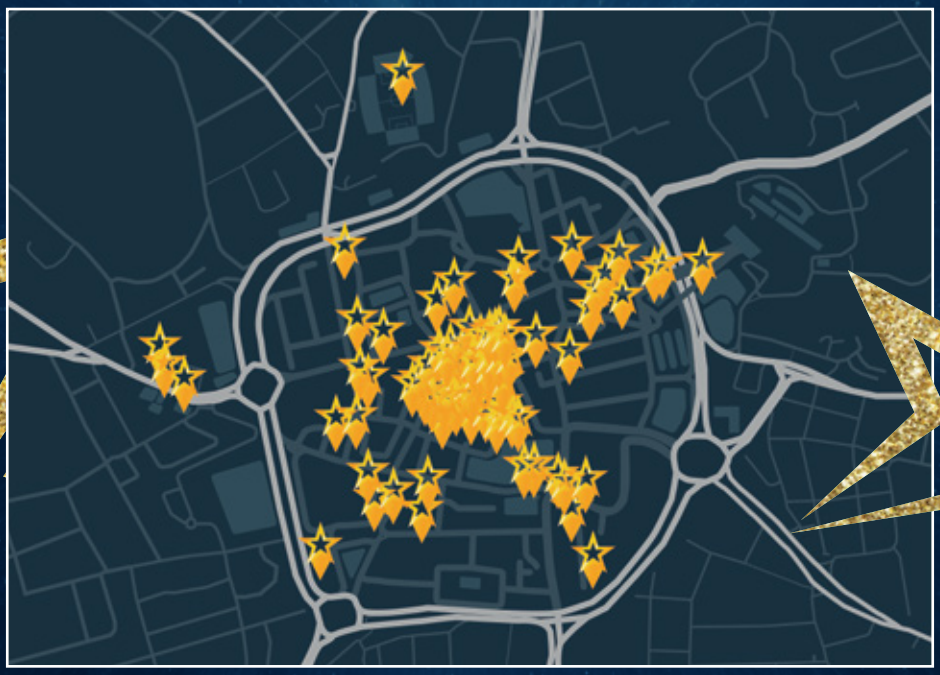



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WOLVERHAMPTON BID EXCELLENCE AWARDS 2025

Celebrating Excellence in our City Centre



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