

SPRING 2022

NEWS AND UPDATES FROM ACROSS THE BOROUGH

ONE

Welwyn Hatfield

Our Museum Service What's new for 2022

INSIDE YOUR NEW PULL-OUT AND KEEP
WASTE COLLECTION CALENDAR



PLUS NEWS | ELECTIONS | TOWN CENTRES | ENTERTAINMENT



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**WELWYN
HATFIELD**

From the Leader

As we gradually return to a semblance of normality after the unprecedented events of the past two years, this

edition of One shows just how much there is to look forward to in Welwyn Hatfield as spring brings with it the promise of brighter days.

For once, I suggest you skip straight to the back pages of the magazine to our entertainment section for news about the revamp at our historic

mill at Mill Green (page 19) and a look at what's on at Campus West (page 20).

Whether you're looking for days out for the family, ideas for kids' parties (page 18) or a grown-up's night out at Campus West cinema to see one of our popular Live On Screen showings, there's something for everyone.

This year marks the Queen's Platinum Jubilee and if you're planning to celebrate Her Majesty's 70 years on the throne by throwing a street party with your neighbours, you'll find information about where to start in the community section (page 6-7).

It's fitting that this jubilee year began in the borough with the remodelling of Anniversary Gardens in WGC as part of the improvement works to the town centre (page 5). The Gardens will also be the site of the final tree planted by the council as part of the Queen's Green Canopy initiative.

The ongoing regeneration of Hatfield is taking shape too (page 4). Construction of new homes at One Town Centre is gathering pace and local business Fairfax Plumbing and Heating Supplies became the first tenants to move into the retail units in the High View development.

These schemes are just part of the important work we are undertaking to secure the prosperity of our town centres and local economy.

This edition of One also includes a pull-out calendar for our waste collection service – no self-respecting fridge door should be seen without one!

Finally, as we've learned over the past two years, plans can be subject to change at the last minute so make sure you check our website (one.welhat.gov.uk) and social media channels to keep up to date with all the latest news and events.

Tony Kingsbury
Leader of the Council

COUNCIL UPDATES FROM AROUND THE BOROUGH



1

Three of the borough's green spaces were once again recognised as among the best in the country when **The Lawn Cemetery** in Hatfield and **Stanborough Park** and **King George V** playing fields in WGC received the prestigious **Green Flag award**.



2

We teamed up with **Roche UK** in October to turn the **Coronation Fountain** pink, to highlight **Breast Cancer Awareness** month.



3

Pupils from **Springmead Primary School** in WGC won our **Black History Month** art competition. The winning design was based on the theme of 'Proud To Be' and the artwork was displayed in the Howard Centre.



4

We were delighted to celebrate the opening of the **new Hatfield Post Office** in a permanent location in **White Lion Square**. The post office provides basic banking facilities for all UK banks including online accounts.



5

In December, local business **Fairfax Plumbing and Heating Supplies** became the first tenants to move into the new retail units on High View as part of our **£45m regeneration** of the area in south Hatfield.



6

Councillors rejected a proposal for **15,200 new homes by 2036**, as put forward by the government's Planning Inspector. A **plan for 13,279 homes and supporting infrastructure** has gone forward for review, protecting as much of the borough's green belt land as possible. Visit www.welhat.gov.uk/localplan for updates.

Balancing the books

The council has balanced the books for 2022/23 – despite the impact of COVID-19 upon our income – and is continuing with its ambitious capital investment programme as it works to meet the needs of the community.

Investment

The council has allotted a total of **£129m for capital investment** in the borough. This significant investment includes the Affordable Housing programme, the continuing regeneration of both Hatfield and Welwyn Garden City town centres and a new crematorium at the Lawn Cemetery, as well as climate change initiatives that will continue to reduce the council's carbon footprint.

Savings

Savings of **just under £1.5m** have been made as part of our ongoing modernisation programme, which will help bridge the gap as core grant funding from central government continues to reduce.

Council Tax

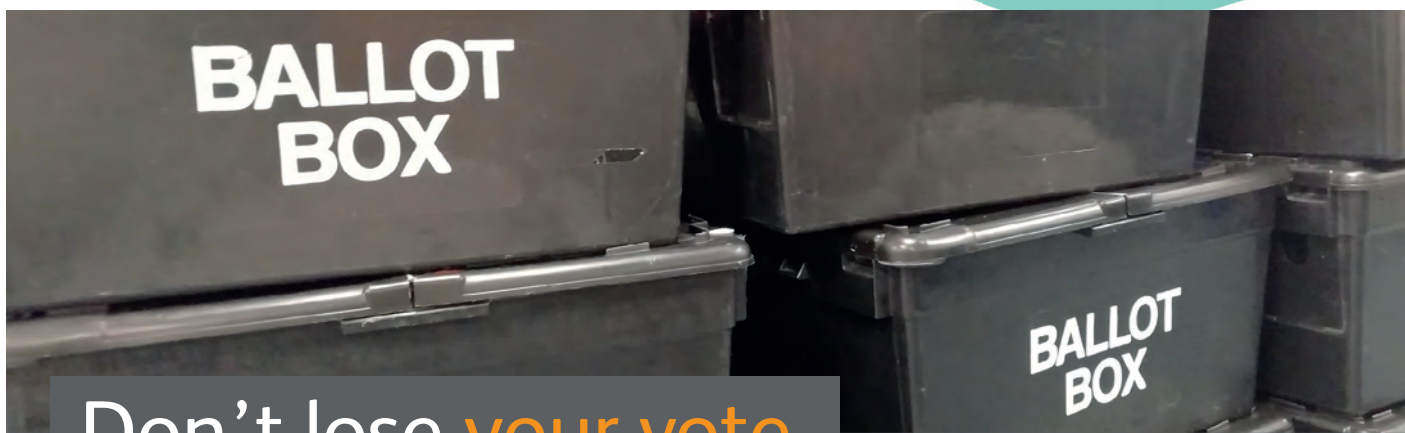
A **below inflation** council tax rise of 2.3% will help us keep up with the rising cost of providing services. The average Band D tax will increase by **£4.95 to £224.10**, this rise is **less than 10p a week**.

More information about your council tax, including a detailed breakdown of the council's budget, how council tax is calculated and the discounts available, can be found at www.welhat.gov.uk/counciltax



Your council tax bill

Even though the borough council collects your council tax, we only keep **around 11%** of what we collect. The rest is divided between other public bodies delivering local services including the police, town, parish and county councils.



Don't lose **your vote**

With council elections taking place on 5 May, make sure you're registered to vote. It only takes five minutes online at

www.gov.uk/register-to-vote

There are different ways to vote:

- At your local **polling station** (listed on the polling card you receive nearer the time of the election)
- By **proxy vote** (appointing someone you trust to vote on your behalf)
- By **post** (including a postal proxy)

To apply to vote by post or to set up a proxy vote, you will need to download, print and fill in the relevant application form from www.electoralcommission.org.uk

Once you have completed and signed the form, you should send it as soon as possible to the Electoral Services Team, either by email using elections@welhat.gov.uk or by post to the Elections Team, Welwyn Hatfield Borough Council, The Campus, Welwyn Garden City, AL8 6AE.

We must receive your postal (including a postal proxy) vote application form by 5pm, 11 working days before the poll.

A proxy vote application needs to be received by 5pm, six working days before the poll.

For more information, please visit www.welhat.gov.uk/elections

Hatfield Town Centre update



The new Hatfield crematorium

Artist impression of the crematorium

Work has begun on the construction of the new bereavement complex at the lawn cemetery in Hatfield.

Oak Hill Lawn Cemetery and Crematorium will provide funeral services for both cremations and burials, a first for the borough. The new facility will replace the existing buildings at the entrance to the cemetery, with a large chapel for services amongst beautiful, landscaped gardens. Inside, there will comfortably be space for 112 people on the ground floor with an additional 39 on the mezzanine level. Office space will make the bereavement service team more accessible, with residents able to visit the office during opening hours. The emissions from the chimney will be

efficiently filtered and strictly controlled, tested, and monitored to industry and government stipulated environmental standards.

Enabling works began in January with RG Carter, the council's construction partner, which included the widening of the roadways to ensure the continued operation of the cemetery during the construction process. Council officers are also working closely with RG Carter to ensure that noisy work is suspended when services are taking place.

The new facility is scheduled to be open in spring 2023. For more information, please visit <https://one.welhat.gov.uk/hatfield-2030/crematorium>

The Hatfield Rise development



Hatfield Rise

The first business opened for trading before Christmas at the Hatfield Rise development in High View, South Hatfield. Now, the first apartments are being snapped up following the opening of the show apartment in January.

The regeneration project from the council's developer partner Lovell Homes will see a range of housing, from one- and two-bedroom contemporary apartments to three-bedroom houses, delivered over the next two and a half years.

Lovell is building 72 homes in the first phase, which will include 37 affordable homes. There will be 24 two-bedroom apartments and 11 homes for private sale. New retail units, a new green space, a play park and improved connections to the popular Hive community centre are also contained in the scheme.

One Town Centre

At this key gateway to the town, works are underway for 71 new homes, with new commercial space on the ground floor.

Enabling works, which include moving utility services, are now finished, and construction work is taking place on the foundations for the development.

The wider plans will include landscaped spaces between buildings to form a new public area, with the design reflecting the best of old and new in Hatfield's built heritage.

The development is due for completion this Autumn.

Keep checking one.welhat.gov.uk/major-projects for updates on all major projects



Artist impression of the Anniversary Gardens

WGC
2120

Welwyn Garden City news

Anniversary Gardens

Work on remodelling the Anniversary Gardens in Welwyn Garden City town centre is nearing completion.

Planting throughout the gardens started last month, using funding secured from the government's Welcome Back Fund – designed to support initiatives that encourage shoppers and visitors safely back to high streets and town centres.

With a new path now laid by Ringway and the overall design and landscaping works continuing with Maydencroft, the space is coming to life, in what is planned to be a beautiful corner of the shopping area.

The new look for the gardens has been inspired by founder of the Garden City movement Ebenezer Howard and the time he spent working in Chicago in the United States. As well as a new path, benches, bins and thoughtful landscaping will provide enjoyment throughout the different seasons. Sustainable and pollinator-friendly plants

have been selected and will develop as the garden matures over time. A fragrant apricot rose named after the town – 'Rosa Welwyn Garden Glory', is also part of the design!

A new tree will be planted in the gardens as part of the council's participation of the Queen's Green Canopy initiative, with a special plaque to mark Her Majesty's Platinum Jubilee adorning it.

Anniversary Gardens is expected to fully open to the public in May.

This redevelopment work follows on from the recent improvements to Stonehills. Hertfordshire County Council led on the project in partnership with WHBC in creating a new public space at Stonehills' northern end. It will make the area safer for pedestrians and cyclists and provide an ideal meeting spot for outdoor shopping, dining, and events.



Campus West car park

Work on the new one storey car park at Campus West is just getting started, with Bourne Parking having been appointed for the construction phase.

It forms part of the regeneration plans for Welwyn Garden City town centre.

The council revised its initial plans for two decks on the car park after considering feedback from residents.

The addition of 156 spaces to the car park will help reduce the impact on town centre parking when Campus East closes for redevelopment into new homes. Plans also include electric car charging points, 30 disabled parking spaces and 21 parent & child bays. To encourage green travel, new cycle racks outside Campus West and next to the car park will also be installed.



For more information on the WGC 2120 regeneration project, visit one.welhat.gov.uk/WGC2120



Helping local kids realise their potential

Potential Kids is an innovative local voluntary group providing activities for neurodiverse children including teaching, creative workshops and gardening related activities.

They were awarded a community grant for their project 'Potential to Grow: promoting health and wellbeing of neurodiverse children and their families in the local community'.

The charity has used their grant to extend the use of their community garden to incorporate a covered kitchen area allowing educational/practical workshops to provide local families with cooking skills (preparing basic meals using local ingredients), information about healthy eating, an understanding of where foods come from, familiarising children with fruits, vegetables and herbs from the garden and encouraging them to try new foods to help promote healthier eating habits.

Resources such as recipe cards and nutritional information were provided to

encourage healthy family meals based on fresh, local ingredients. The project supported social and communication skills and mental health and was linked to nationally recognised qualifications and training opportunities. Volunteers are now also doing considerable outreach to engage with home schooled children particularly to encourage participation in more formal, recognised qualifications.

During lockdown, Potential Kids used their funding to offer online activities including mental health awareness and wellbeing online courses, online cooking sessions and family cooking days using veg and herbs from their garden. Other activities included weekly forest school sessions and summer fun drop ins and home educational support. Local

**POTENTIAL
KIDS**

residents and community groups have also accessed the garden for activities such as planting, sewing seeds and propagation.

Feedback from participants on the cooking and gardening sessions has been extremely positive and a selection of photographs of activities, and the results of all that cooking, can be seen above. The council's funding has led to the permanent construction of a kitchen which will provide an ongoing resource for the local community to use for years to come and a basis for other outreach activities.

For information about volunteering for Potential Kids, email info@potentialkids.org

Community Grants

Do you run a voluntary organisation?

Would you like to apply for a Small Community Grant of up to £2,000 or an Annual Community Grant of up to £20,000?

Small Community Grants

Small Community Grants are available to charity and voluntary organisations from a range of sectors such as music, dance, drama, sport, youth, health and many more. You can apply for grant funding of up to £2,000. Funding applications over £2,000 will only be granted in exceptional circumstances.

Applications for Small Community Grants are reviewed twice a year:

- Round 1 opens **Mon 21 March** and closes **Sun 22 May 2022**.
- Round 2 opens **Mon 7 Nov** and closes **Sun 8 Jan 2023**.

Annual Community Grants

Annual Grants are available to specific organisations to help fund core running costs of a project. Annual Grants are subject to an agreed Community Grant Agreement for the year of the award. You can apply for grant funding of up to £20,000. Funding applications over £20,000 will only be granted in exceptional circumstances.

Applications for Annual Community Grants open from **Mon 1 Aug** and close on **Sun 2 Oct 2022**.

The Community Grant Funding scheme is for projects that make a positive impact on the community.

Application forms and guidance notes are available at www.welhat.gov.uk/communitygrants and must be submitted to grants@welhat.gov.uk

For more information please email grants@welhat.gov.uk or call **01707 357567**.

Queen's Platinum Jubilee celebrations

Organising a street party

Are you planning to hold a small private street party or event to mark the Queen's Platinum Jubilee Celebrations?

We want to help all our communities celebrate and have published guidance on our website for planning and organising an event. This is in addition to guidance published by the Government.

For street parties held on a public highway, please visit the following website for helpful tips, advice and support on preparing for a party: www.gov.uk/government/publications/your-guide-to-organising-a-street-party

If you are organising a private party or a commercial party/event on WHBC land, you will need to tell us about your plans by completing an online form.

You do not need to inform the council about small, private parties on private land, for

example, a group of neighbours holding a party using their front gardens.

For larger scale commercial parties or events on private land, you need to complete an online form. You will also need consent from the council for larger scale commercial parties or events on WHBC land. Please visit one.welhat.gov.uk/Queensplatinumjubilee for more information and links to the online forms that you will need to complete.

Don't forget to add your details to the interactive map displaying all the events and activities that will be taking place right across the UK. The map is open for anyone to add their events – visit platinumjubilee.gov.uk

For support and ideas for your street party, visit: www.edenprojectcommunities.com/the-big-lunch or www.streetparty.org.uk

New grants help businesses reduce their carbon footprint

Grants of up to £5,000 are available to help Welwyn Hatfield businesses fund the cost of energy saving measures.



Under the scheme, which is part of the Eastern New Energy (ENE) project, the council has been visiting local businesses to carry out free

energy efficiency audits to identify measures to reduce their carbon footprint. Grants of up to £5,000 have been awarded to carry out a range of improvements including changing lighting to LEDs, replacing boilers and improving insulation.

21 businesses have so far registered to take part in the scheme which is funded by the council's climate change budget.

Wendy Drymoni from Robert PD Frost & Co Ltd, pictured left, commented: "We are very grateful to the council for the LED lighting grant. Our tool shop is beautifully illuminated, and it has had a positive impact on our work environment. The LED lights have cut our overheads and reduced our environmental footprint, we are really pleased with them."

If you are a local business and would like to make energy saving changes, please visit:

www.inwelwynhatfieldbusinessmatters.org.uk/energy-grant/ for more information and to register.

The council can support your business...

**IN WELWYN HATFIELD,
BUSINESS
MATTERS**



Join the Welwyn Hatfield Business Forum

Local businesses of varying sizes and from different industries have joined forces with the council to form the Welwyn Hatfield Business Forum.

The Forum provides an opportunity for Welwyn Hatfield based businesses,

with an interest in growing the local economy, to come together quarterly with the council to form a partnership that can steer future work and have areas of focus to promote the economic growth of the borough. If you are interested in joining, please email econdev@welhat.gov.uk.

Subscribe to our Business Newsletter

Sign up to our newsletter to get the latest business news and information on the support available delivered directly to your inbox.

www.inwelwynhatfieldbusinessmatters.org.uk/newsletter-signup

Someone to talk to

Or if you would simply like to discuss other ways the council can support your business, please contact **Lisa Devayya**, Economic Development Officer on **01707 357 269** or email l.devayya@welhat.gov.uk.

Advertise your business for FREE on our online business directory

Promote your business for free on the council's online business directory and increase your online profile.



Your new-look bin collection calendar

In honouring our commitment to residents to deliver savings that can be put back into our services, whilst reducing our carbon footprint, we will no longer be delivering households with individual calendar cards unless you use purple sacks to present your waste, when a calendar will be posted to your property. If you live in a flat, your refuse will continue to be collected weekly. Over the page (on the centre pages) are this year's calendars for your reference. **Your collection day has not changed.**

How to use your new calendar

Please refer to your previous calendar card colour to identify which calendar to refer to. If your previous delivered calendar was **BLUE**, please refer to **NORTH Welwyn Hatfield Collections**, and if it was **RED**, please refer to **SOUTH Welwyn Hatfield Collections**.

Look for your normal collection day on the calendar overleaf and then read across each month to see the date your bins will be collected.

Check your collection days online

You can also check which calendar is for your property by visiting our website www.welhat.gov.uk/refuse-and-recycling and clicking on **Check your bin collection day**. Alternatively, please call us on 01707 357 000.



Queen's Green Canopy tree planting underway

Tree planting for the Queen's Green Canopy, the initiative to mark Her Majesty's Platinum Jubilee this year, is continuing.

The council maintains more than 30,000 individual trees and woodlands across the borough. As part of this, around 300 new trees are planted each year, and WHBC is working with partner Maydencroft to ensure that these new trees will be added to the Queen's Green Canopy map.

Everyone – from individuals to corporate organisations – is being encouraged to do the same and get their tree on this very special map! Trees can be planted up to the end of 2022.

Other plans now underway include one new tree in each ward in the borough to mark this momentous year, with a special tree also taking pride of place in the remodelled Anniversary Gardens in Welwyn Garden City.

Find out more about the initiative and how you can get involved at queensgreencanopy.org



Electric Avenue!

New Electric Vehicle charging points were added to public car parks at Woodhall, Shoplands, Hollybush, Westfield, Moors Walk and Haldens earlier this year. This continues the council's expansion of Welwyn Hatfield's EV charging network and is part of our commitment to reducing carbon emissions in the borough.

The council has applied for government funding for over 40 additional new EV charging points, which are planned across the borough over the coming year.

Your waste collection calendar for the next year

Black boxes are for your black rubbish bin and food caddy.

Blue-lidded recycling bin, food caddy and brown compost bin (for those that subscribe to the garden waste service).

Look for your collection day and then follow across the month to see which dates your bins are collected.

The red framed columns show the changed dates for bank holidays etc, for example what would be the Monday 18 April collection will be on Tuesday 19 instead.



MY COLLECTION DAY IS:

North Welwyn Hatfield collections

APRIL 2022					
Mon	Mar 28	4	11	Tu 19	25
Tue	Mar 29	5	12	We 20	26
Wed	Mar 30	6	13	Th 21	27
Thu	Mar 31	7	14	Fr 22	28
Fri	1	8	15	Sa 23	29

MAY 2022					
Mon	Tu 3	9	16	23	Sa 28
Tue	We 4	10	17	24	Mo 30
Wed	Th 5	11	18	25	Tu 31
Thu	Fr 6	12	19	26	
Fri	Sa 7	13	20	27	

JUNE 2022					
Mon		Tu 7	13	20	27
Tue		We 8	14	21	28
Wed		Th 9	15	22	29
Thu	We 1	Fr 10	16	23	30
Fri	Mo 6	Sa 11	17	24	

JULY 2022					
Mon		4	11	18	25
Tue		5	12	19	26
Wed		6	13	20	27
Thu		7	14	21	28
Fri	1	8	15	22	29

AUGUST 2022					
Mon	1	8	15	22	Tu 30
Tue	2	9	16	23	We 31
Wed	3	10	17	24	
Thu	4	11	18	25	
Fri	5	12	19	26	

SEPTEMBER 2022					
Mon		5	12	19	26
Tue		6	13	20	27
Wed	Th 1	7	14	21	28
Thu	Fr 2	8	15	22	29
Fri	Sa 3	9	16	23	30

OCTOBER 2022					
Mon	3	10	17	24	31
Tue	4	11	18	25	
Wed	5	12	19	26	
Thu	6	13	20	27	
Fri	7	14	21	28	

NOVEMBER 2022					
Mon		7	14	21	28
Tue	1	8	15	22	29
Wed	2	9	16	23	30
Thu	3	10	17	24	
Fri	4	11	18	25	

DECEMBER 2022					
Mon		5	12	19	We 28
Tue		6	13	20	Th 29
Wed		7	14	21	Fr 30
Thu	1	8	15	22	
Fri	2	9	16	23	

JANUARY 2023					
Mon		Th 5	We 11	Tu 17	23 30
Tue		Fr 6	Th 12	We 18	24 31
Wed		Sa 7	Fr 13	Th 19	25
Thu	Tu 3	Mo 9	Sa 14	Fr 20	26
Fri	We 4	Tu 10	Mo 16	Sa 21	27

FEBRUARY 2023					
Mon		6	13	20	27
Tue		7	14	21	28
Wed	1	8	15	22	
Thu	2	9	16	23	
Fri	3	10	17	24	

MARCH 2023					
Mon		6	13	20	27
Tue		7	14	21	28
Wed	1	8	15	22	29
Thu	2	9	16	23	30
Fri	3	10	17	24	31

Checking your collection day, bank holidays and service disruption

You can check if your collection is North (Blue) or South (Red) and your next collection dates by visiting www.welhat.gov.uk

You can also find up-to-date information on general disruption, service changes following adverse weather conditions, as well as service changes and bank holiday arrangements.





Your waste collection calendar for the next year

Black boxes are for your black rubbish bin and food caddy.

Blue-lidded recycling bin, food caddy and brown compost bin (for those that subscribe to the garden waste service).

Look for your collection day and then follow across the month to see which dates your bins are collected.

The red framed columns show the changed dates for bank holidays etc, for example what would be the Monday 18 April collection will be on Tuesday 19 instead.



MY COLLECTION DAY IS:

South Welwyn Hatfield collections

APRIL 2022					
Mon	Mar 28	4	11	Tu 19	25
Tue	Mar 29	5	12	We 20	26
Wed	Mar 30	6	13	Th 21	27
Thu	Mar 31	7	14	Fr 22	28
Fri	1	8	15	Sa 23	29

MAY 2022					
Mon	Tu 3	9	16	23	Sa 28
Tue	We 4	10	17	24	Mo 30
Wed	Th 5	11	18	25	Tu 31
Thu	Fr 6	12	19	26	
Fri	Sa 7	13	20	27	

JUNE 2022					
Mon		Tu 7	13	20	27
Tue		We 8	14	21	28
Wed		Th 9	15	22	29
Thu	We 1	Fr 10	16	23	30
Fri	Mo 6	Sa 11	17	24	

JULY 2022					
Mon		4	11	18	25
Tue		5	12	19	26
Wed		6	13	20	27
Thu		7	14	21	28
Fri	1	8	15	22	29

AUGUST 2022					
Mon	1	8	15	22	Tu 30
Tue	2	9	16	23	We 31
Wed	3	10	17	24	
Thu	4	11	18	25	
Fri	5	12	19	26	

SEPTEMBER 2022					
Mon		5	12	19	26
Tue		6	13	20	27
Wed	Th 1	7	14	21	28
Thu	Fr 2	8	15	22	29
Fri	Sa 3	9	16	23	30

OCTOBER 2022					
Mon	3	10	17	24	31
Tue	4	11	18	25	
Wed	5	12	19	26	
Thu	6	13	20	27	
Fri	7	14	21	28	

NOVEMBER 2022					
Mon		7	14	21	28
Tue	1	8	15	22	29
Wed	2	9	16	23	30
Thu	3	10	17	24	
Fri	4	11	18	25	

DECEMBER 2022					
Mon		5	12	19	We 28
Tue		6	13	20	Th 29
Wed		7	14	21	Fr 30
Thu	1	8	15	22	
Fri	2	9	16	23	

JANUARY 2023					
Mon		Th 5	We 11	Tu 17	23 30
Tue		Fr 6	Th 12	We 18	24 31
Wed		Sa 7	Fr 13	Th 19	25
Thu	Tu 3	Mo 9	Sa 14	Fr 20	26
Fri	We 4	Tu 10	Mo 16	Sa 21	27

FEBRUARY 2023					
Mon		6	13	20	27
Tue		7	14	21	28
Wed	1	8	15	22	
Thu	2	9	16	23	
Fri	3	10	17	24	

MARCH 2023					
Mon		6	13	20	27
Tue		7	14	21	28
Wed	1	8	15	22	29
Thu	2	9	16	23	30
Fri	3	10	17	24	31

Checking your collection day, bank holidays and service disruption

You can check if your collection is North (Blue) or South (Red) and your next collection dates by visiting www.welhat.gov.uk

You can also find up-to-date information on general disruption, service changes following adverse weather conditions, as well as service changes and bank holiday arrangements.



www.welhat.gov.ukcontact-whc@welhat.gov.uk**01707 357000**

Other useful numbers

Citizens Advice (Hatfield)
03444 111 444

Domestic Violence/Abuse Line
08 088 088 088

Electricity Loss of Supply
0800 7838 838

Energy Efficiency Advice Centre
0800 512 012
(free advice on energy efficiency & grants)

Floodline (Environment Agency)
0345 988 1188

Gas Emergencies
0800 111 999

Hertfordshire Police
101
(all areas for non-emergencies)

NSPCC: Childline
0800 1111
HelpLine
0808 800 5000

NHS non-emergency
111
(24-hour healthcare advice)

Pest Control – Dial-a-Pest
03444 828 334

RSPCA
0300 1234 999
(24-hour service for reporting mistreated, injured or distressed animals)

Samaritans
116 123

Women's Refuge and Advice
01707 373743

Thames Water
0800 980 8800
(sewerage problems, blocked main drains)

Water Emergencies (Affinity)
0345 357 2407

Leakspotters (Affinity)
0800 376 5325



www.facebook.com/welwynhatfield



[@WelHatCouncil](https://twitter.com/WelHatCouncil)

Which council does what?

Getting in touch with the right people, the first time, makes life that bit easier. To help, here are some of the things that we, the borough council, can deal with, and what **Hertfordshire County Council** takes care of.

Welwyn Hatfield Borough Council

- Waste and recycling collections
- Fly-tipping, litter and graffiti
- Allotments, woodlands and green spaces
- Anti-social behaviour
- Council car parks
- CCTV
- Council tax
- Council housing
- Homelessness
- Cemetery services
- Benefits
- Hackney carriages
- Public health and protection (air and noise pollution, food inspections, health and safety at work, licensing)
- Town centre events
- Planning

**WELWYN
HATFIELD**www.welhat.gov.uk

Hertfordshire County Council

- Highways and transportation – including street lights, traffic lights, potholes, gritting and road repairs
- Household Waste Recycling Centres (tip/dump)
- Adult and children's social care
- School admissions, free school meals and transport
- Children's centres
- Fostering and adoption
- Disability support services
- Disabled parking (blue badges)
- Libraries
- Trading Standards
- Fire and rescue

www.hertfordshire.gov.uk

Sadly, some of our colleagues are experiencing an increase in abusive phone calls and interactions with members of the public. We understand you may be worried or frustrated when you speak with us, but please be respectful to our staff and contractors.

Our customer first standards set out our commitment to you, and how you can help us in return:

www.welhat.gov.uk/our-commitments/customers



Saturday morning off-road skills session

Welwyn Wheelers celebrates 75 years

This May, Welwyn Wheelers Cycle Club will celebrate their 75th anniversary.

The club, based at Gosling Sports Park's outdoor velodrome, kickstarted the careers of many of the sport's top athletes, most notably five time Olympic gold medallist Laura Kenny. They have introduced generations of riders to Road, Track, Mountain Biking and Cyclocross.

Since forming in 1947, Welwyn Wheelers have worked closely with British Cycling, playing a major part in supporting cycle sport in the UK. Their youth riders currently hold six U14 and U16 national championship titles in Track, Road, Cyclocross and Mountain Biking. The club is focused on developing riders at grassroots level, providing opportunities and progressive training sessions for all ages, including Saturday Go-Ride Freewheel, Off-Road skills, Track, Road and Cyclocross.

Welwyn Wheelers will again be holding their popular Easter and Summer Schools for five- to six-year-olds, and Novice Track sessions start in April for both young riders and adults.

If you'd like to give cycling a go, everyone from beginners to seasoned riders are welcome! Visit their website www.welwynwheelers.org.uk for more details.



Youth Awards winners



The inaugural Welwyn Hatfield Youth Awards, organised by the council, took place on 24 February, with six awards presented to our young superstars!

The awards highlight and celebrate the young people of our borough, recognising their achievements and personal endeavours, and the winners were:

- ★ **Young Artist**
Archie Smith
- ★ **Young Entrepreneur**
Daniyaal Anawar
- ★ **Young Sports Person**
Tatiana Flores

★ **Young Volunteer**
Holly Cooper

★ **Young Carer**
Eren Aslan

★ **Inspirational Young Person**
Emre Souleiman and
Kimberly Nkomo

Nominations were made by residents, local sports clubs and youth organisations, with the winners decided by a panel of judges that included council officers, local community leaders and Councillors.

Congratulations to all our winners and nominees. To find out more, please see the website one.welhat.gov.uk

Community Youth Champions!

The winners of the Community Youth Champion Project run by the council in partnership with secondary schools across Welwyn Hatfield, was Bishop's Hatfield Girls' School.

The group of eight Year 12 pupils chose the theme of 'Healthy Relationships' with the aim of running a successful awareness campaign. This included:

- A film and an interactive presentation shown to different year groups during Life Skills Lessons and in assemblies
- A 'suggestion box' for the school library for students to post anonymous questions which would be answered in a termly newsletter to forms
- Specially designed toilet door posters signposting girls to support organisations
- Slides and a film posted on the Sixth Form Hub, the information platform for Years 12 and 13.

The judging panel, which included members of the Welwyn Hatfield Community Safety Partnership, felt that the team tailored their



approach very effectively to the different ages of their audience.

Congratulations to: Darcie Lawrence, Samara Miller, Isabelle Weinstein, Muna Knight, Nebbe Hashem, Ellie Kovachky, Charlotte Bean and Holly Rowe. Each team member received a certificate for taking part and a £20 gift voucher for 1st place.



Artist's impression of lobby at Minster House

Affordable Housing

Our Affordable Housing Programme continues to deliver new homes for local people.

To do this, we use a combination of:

- building on suitable sites
- buying properties that fit with local need
- joint ventures with other organisations
- redeveloping and regenerating our existing housing stock

Minster House

Our contemporary older-persons housing scheme at Minster Close, Hatfield, is on schedule to be finished this summer. It replaces the council-owned sheltered housing there previously, which was identified as being no longer fit for purpose

The development will provide 91 light, spacious and adaptable one and two-bedroomed

apartments for residents over 60 or with disability requirements. Their design incorporates principles to improve health, wellbeing and reduce isolation.

Each property will have a private balcony. Communal courtyard gardens and comfortable indoor space will provide opportunities for residents to socialise with friends and family. There will be parking on site as well as storage for bikes and mobility scooters.

The Commons and Ludwick Way

Work to build 10 affordable houses on former garage sites in Ludwick Way and The Commons got underway in November

and is expected to be completed by the end of this year.

Six three-bedroom houses are being built on the Ludwick Way site while The Commons will have four two-bedroomed terraced homes with car parking at the rear. Landscaping will be provided in front and to the rear of the new houses on both sites.

Right: The Commons



New home energy saving 'HEAT' app



We have become one of the first councils in the UK to partner with Energy Saving Trust to provide an energy efficient app to help residents make energy savings.

Unique and easy-to-use, the Hertfordshire Energy Advice Tool (HEAT) app gives a virtual tour around a typical home, asking questions and giving advice along the way. Based on the answers provided, quick, easy, low or no-cost actions are suggested to help you save money on your energy bills and reduce your carbon footprint, too.

Once the virtual tour around the home has finished, a tailored advice report can be emailed, providing you with a summary of the potential energy and money savings. The average saving from using the HEAT app is estimated to be £70 a year.

The app was developed by Energy Saving Trust, the UK's leading organisation regarding home energy, and is being rolled out by the Hertfordshire Climate Change and Sustainability Partnership (HCCSP) – making it available to all Hertfordshire residents.

The HEAT app is free to download from Google Play and the App Store.

ENE Eastern NewEnergy

Financial assistance for private sector residents

Our new Housing Assistance Policy provides a number of additional grants giving us greater flexibility to help disabled, vulnerable or elderly residents in the private sector make their homes safe and accessible.



Discretionary financial support on top of the Disabled Facilities Grant

DFG's for adults are subject to a financial assessment which can mean some residents don't qualify or have to contribute towards the cost of works. Further financial assistance is now available to cover contributions of up to £5,000 which means more residents will be eligible for the DFG.

Top-up Grant

Where extensive, large-scale adaptation works exceed the DFG maximum of £30,000, this can meet the shortfall.

Moving Home Grant

Provides financial assistance of up to £10,000 towards moving costs on the rare occasions the adaptations are not possible and moving home is the only solution.

Safe as Houses Grant

If you're disabled or vulnerable, this grant (maximum £5,000) can be used for urgent essential repairs to heating, hot water, electrics, leaking roofs etc. to make your property safe.

Crime Prevention Grant

Can help with additional security to your home such as door and window locks or an alarm system.

Hoarding Grant

If you or someone you know is a compulsive hoarder, we can provide financial assistance to declutter.

All of these grants are subject to eligibility criteria and availability of funds. To find out more, please contact the Private Sector Housing team on **01707 357 672** or visit: www.welhat.gov.uk/disabled-facilities



Hospital Discharge Grant

If you're in hospital or have recently been discharged and are in urgent need of a minor adaptation to your property – such as a handrail, stairlift or specialised bed – this grant of up to £5,000 can cover the cost.





Healthy hub

Welwyn Hatfield

Pop-up Clinics

The Welwyn Hatfield Healthy Hub, our online one-stop shop connecting residents to local health, wellbeing and sports services and helplines, is here to help you boost your health and wellbeing in 2022!

In addition to the latest health and wellbeing information, there are continually updated COVID-19 pages on the Healthy Hub website, where you can also find out more about the monthly Healthy Hub Pop-Up Clinics.

Every third week of the month on a Tuesday and Wednesday the Healthy Hub Team and local health and wellbeing services are running pop-up clinics in the Welwyn Garden City Library, Hatfield Library and Hatfield Foodbank.

These clinics give residents the opportunity to drop in for a chat and sign up to free programmes and services on offer. Services attending the pop-up clinics include: Beezee Bodies, Mind in Mid Herts, Herts Viewpoint, Welhat Warmer

Homes, Red Kite Support, Carers in Herts, Step2Skills, CDA Digital Inclusion Project and more.

To find out more, please go to the Healthy Hub website healthyhub.welhat.gov.uk and click on

News and Events. Then select Welwyn Hatfield Healthy Hub Pop-Up Clinics from the list. There's also a Healthy Hub bulletin, which you can sign up to and receive monthly if you wish.

If you don't have access to the internet and would like information about the pop-up clinics, please call 01707 357 242. The team can also be emailed on healthyhub@welhat.gov.uk



Ingredients

- 1 large white onion, sliced
- 4 tbsp olive oil
- 25g butter
- 400g potatoes, peeled, quartered and finely sliced
- 2 garlic cloves
- 8 eggs, beaten
- Handful flat-leaf parsley, chopped



Spanish Tortilla

Serves 4

Method

1 Cook the onion, oil and butter, in a non-stick frying pan until soft (but not brown).

2 Add the potatoes to the pan, cover and cook for 15-20 minutes, stirring occasionally. When the potatoes are soft and the onion shiny, crush 2 garlic cloves and stir in. Add the beaten eggs.

3 Place the lid back on the pan and leave the tortilla to cook gently. After 20 minutes, the edges and base should be golden, the top set and the

middle a little wobbly. To turn it over, slide it onto a plate and put another plate on top, turn the whole thing over and slide back into the pan to finish cooking.

4 Once cooked, place onto a serving plate. It can be served warm or cold, scattered with the parsley. Serve with a salad and warmed baguette.



It's a great snack to have in the fridge for kids after school





Carrot and Coriander soup

Serves 4

Try using chilli oil instead of plain oil for a bit more flavour.

Ingredients

- 1 tbsp vegetable oil
- 1 onion, chopped
- 1 tsp ground coriander
- 1 potato, chopped
- 450g carrots, peeled and chopped
- 1.2l vegetable or chicken stock
- Handful fresh coriander

Method

- 1 Heat 1tbsp oil in a large pan. Add the onion. Fry for 5 minutes until softened.
- 2 Stir in the ground coriander and potato. Cook for 1 minute.
- 3 Add the carrots and stock. Bring to the boil. Reduce heat.
- 4 Cover and cook for 20 minutes until carrots are tender.
- 5 Blend in a food processor with the fresh coriander, until smooth. Return to pan and reheat as necessary.

- 6 Serve with crusty bread.

Double the ingredients and store some in the freezer!

Let's spill the beans

With around 800 food businesses in Welwyn Hatfield, residents and visitors have a wealth of choice as to where to eat and buy food from, but how do you make the choice of where to buy that favourite takeaway or select a restaurant for that special night out?

Whilst recommendations from friends and family may influence our choices, we'd also recommend you check out the latest food hygiene rating score.

The Food Hygiene Rating Scheme is a national scheme that has been operating since 2010, with the now familiar green stickers often displayed in the doors of restaurants and shops, but what do they actually mean? We asked our Environmental Health team for an insight into what happens when the food officer calls...

"Most of our inspections are unannounced and can take place at any time when the business is operating. Our routine inspections look at how the business is being run, food safety systems that are in place as well as the structural condition and cleanliness. Our inspections aim to support businesses, keep them up to date with any legislative changes, along with assessing compliance standards."

At the end of each inspection the team 'risk rate' the business. This determines the frequency of subsequent inspections and some of that information is used to inform the rating on the door. Mirroring a national trend there's been a significant increase in new food business registrations over the last couple of years in the borough and the team are working hard to review both existing and new businesses.

Scores are generated by looking at three key criteria: hygiene practices, structural compliance and confidence in the business management. A breakdown of these scores, along with the overall score can quickly be checked online at ratings.food.gov.uk – you can simply search by area or the business name.

The most compliant businesses are rated '4' Good or '5' Very Good. These businesses will have achieved high compliance in all three criteria and have the best systems in place to ensure food safety.

If you're thinking of starting a food business or want more information about food safety generally, the Food Standards Agency website (www.food.gov.uk) holds lots of useful information. This ranges from how to set up a food business to food safety tips at home, plus the latest food news in the national media.



Get vaccinated

Protect your family and friends by getting jabbed.

While COVID-19 cases remain high, it is very important that you get your booster vaccine as soon as you are eligible to top-up your protection. There's still time to get first and second jabs as well if you haven't done so already.

As well as local sites now available via the national NHS booking service, new pop-up

locations are added all the time for walk-in clinics where there is no need to book, and you do not have to be registered with a GP – just turn up!

It's easier than ever to get vaccinated – check covid.healthierfuture.org.uk for the latest information on where to get your jab, including local walk-in sessions. You can also book an appointment online at www.nhs.uk/covidvaccine or by calling 119.



Lots of choice to keep the kids entertained!

We've got the answer to that constant search for ways to keep up with your kids' energy levels—especially during the school holidays.



Campus West

Campus West offers a wonderland of play for small children up to eight years at the large and colourful **Soft Play City**. Open every day from 9.30am, you'll get a 90-minute session of unlimited play.

Campus West's **Roller City** is Hertfordshire's only purpose-built roller rink, providing ample space for a smooth skate, complete with disco ball, lights and music. Open Fridays for an 18+ night with DJs on the disco decks.



Kids' Parties at Campus West

Looking for ideas for a children's party? Campus West offers a range of party packages for kids of all ages.

There are three party types to choose from: Soft Play Parties for babies to eight-year-olds, Bouncy Castle Parties, and Skate Parties suitable for all ages. Enjoy two hours of fun, including a play session then time in the Party Room for food & refreshments. Buy a buffet package or bring your own!

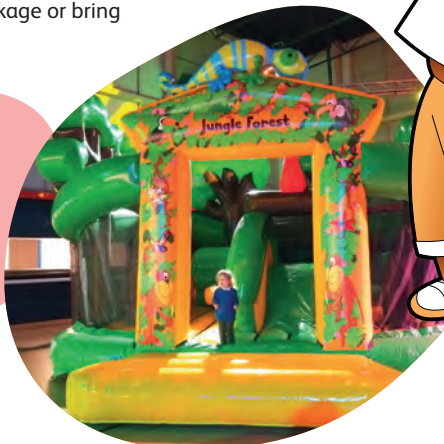
Did we mention Bouncy Castles?

Campus West has recently rolled out its bouncy kingdom, with four huge inflatables including a Jungle Forest, Bungee Run and Slide, whilst The Hive has been laying on bouncy fun for some time!

Find out more and Book!

Campus West, The Campus,
Welwyn Garden City AL8 6BX
Book online: www.campuswest.co.uk

The Hive, McDonald Court, High View, Hatfield AL10 8HR | Email sales@thehivehatfield.co.uk
or call 01707 270 066



The Hive

Over at **The Hive at the Jim McDonald Centre** off High View in Hatfield, Freddie's Den provides an adorable soft play venue for the little ones, with its own built-in café so you can sit and unwind, while keeping an eye on the kids as they play.

The smart and recently refurbished leisure facility at The Hive in Hatfield also offers a variety of rooms and spaces to hire for parties, play and group activities.

one.welhat.gov.uk/thehive





THE WATERMILL MILL GREEN

Discover Hatfield's 18th Century working mill on the River Lea

Mill Green Museum has developed a new programme of events and activities for 2022.

On a spring day what could be lovelier than taking a stroll to the **18th century watermill**, in the picturesque river setting at Mill Green? The mill uses a traditional stone-grinding process, from the incredible power of the River Lea, to bring out the best of the organic grain.

This season unveils a **new permanent exhibition** about the **history of milling**

on the River Lea in Hertfordshire, ideal for families, school groups and history lovers.

You can discover more about the milling process from the **friendly miller**, then buy a bag of stone-ground organic flour from **The Miller's Shop**. You'll be given unique recipe sheets with your purchase of flour to bake your own tasty bread, scones and more.

If you're unsure about how to cook with flour, then book on to one of our **bread-making courses** with our artisan baker.

Find out more at

www.millgreenmuseum.co.uk

Mill Green Museum & Working Mill, Bush Hall Lane, Mill Green, Hatfield AL9 5PD



THE OLD ROMAN BATH HOUSE WELWYN VILLAGE

You may be surprised to discover this gem hidden nine metres below the A1(M) at Junction 6.

The Welwyn Roman Baths is one of the most remarkable archaeological sites in Hertfordshire, skilfully preserved in a steel vault.

It reveals a small section of a larger Roman villa known as Dicket Mead, dating from around 250AD, part of an old Roman settlement close to today's Welwyn village.

Learn about how this fascinating site was discovered in the 1960s by the local archaeological society.

Find out more at

www.welwynromanbaths.co.uk

Welwyn Roman Baths, Welwyn By Pass Road, Welwyn AL6 9FG

Campus West



THE
CINEMA

Welwyn Garden City's Independent 3-screen cinema

Just a short walk from the town centre, opposite the green facing John Lewis.



The Cinema at Campus West screens new films on the day of national release – keeping you up to date with all the latest movies. Alongside blockbusters and family releases, it offers a range from arthouse, biopic and documentary films, to shows broadcast live from the theatre. An

impressive Live on Screen programme screens top West End and international shows at affordable prices, in the comfort of your local cinema.

The popular Zebra discount scheme gets members an extra **15% discount** of cinema ticket and snacks.

Humphrey's
CAFÉ LOUNGE



With great feedback from the locals, it's Campus West's friendly staff, the comfortable seating and importantly, the fact you can take a drink into the cinema with you that makes the place so special! Their 100% fresh air ventilation system and card-only payments give customers the confidence of a comfortable and safe experience.

Humphrey's Café-Lounge provides a spacious area where families can refuel. Perfect for a pre-film coffee or bite to eat, and a bar to nicely round off your cinema night with a glass of wine, beer or cheeky G&T!

LIVE ON SCREEN

See a spectacular stage show broadcast live from award-winning companies in the West End and around the world. Enjoy the best of theatre at the price of a cinema ticket. The camera's intimate view gets you up close and personal with the stage sets and stunning costumes, plus you're treated to exclusive interviews with the cast and creatives.



BILL MURRAY'S NEW WORLDS

(Captured live)
Tues 22 March,
8.15pm

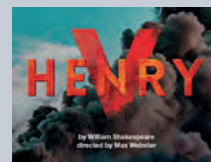
NY MET: DON CARLOS

Sat 26 March



ROYAL OPERA HOUSE: LA TRAVIATA

Weds 13 April,
encore Sun
17 April



NT LIVE: HENRY V

Thurs 21 April

BOLSHOI BALLET: PHAROAH'S DAUGHTER

Sun 1 May

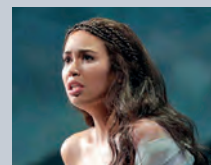
NY MET: TURANDOT

Sat 7 May



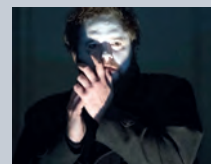
ROYAL OPERA HOUSE: SWAN LAKE

Thurs 19 May,
encore Sun
22 May



NY MET: LUCIA DI LAMMERMOOR

Sat 21 May



NY MET: HAMLET

Sat 4 June

Visit our website www.campuswest.co.uk for information and to buy tickets