

SPRING 2023

NEWS AND UPDATES FROM ACROSS THE BOROUGH

ONE

Welwyn Hatfield



Looking ahead to success in 2023

PLUS 2023 BIN COLLECTIONS CALENDAR | LOCAL ELECTIONS | WHAT'S ON



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**WELWYN
HATFIELD**



From the Leader

As we reach spring, it's not just the longer days we can look forward to; there are a whole host of exciting projects coming to fruition, and key events taking place around the borough.

You'll see on the back page that tickets for this year's panto, Robin Hood, are now on sale, including our traditional 'book now pay later' offer! This year marks a significant milestone for Campus West as it celebrates its 50th anniversary. Look out for more announcements coming soon.

Campus West is also the site of one of our development projects and we are looking forward to the opening of the new car park which now has an extra deck. This will unlock the Campus East car park site for development, paving the way for further regeneration in the town centre.

Take a look at the middle pages of this edition for an infographic highlighting this and other fantastic projects going on around the borough, showing you how we're working to energise our towns and create spaces in which future generations will want to live, work, and spend their leisure time.

Talking of generations, it's King Charles III's Coronation in May, and if you would like to mark the occasion with a street party, keep an eye on our website, where you will find everything you need to create your own special celebration.

Tony Kingsbury
Leader of the Council

Front cover: Buster at Stanborough Lakes taken by James Young

COUNCIL UPDATES FROM AROUND THE BOROUGH



1 The gyms at Hatfield Leisure Centre and Hatfield Swim Centre have been given a make-over with new equipment and a new layout, where the community can enjoy keeping fit and trying new fitness classes.



2 With the help of funding by the **Community Wealth Building Together Project**, 10 students undertook a **Pitman Diploma** to help develop their skills for the job market. The course involved training on Microsoft and CV writing. All 10 graduated, some with distinction!



3 We were delighted to **top a UK leader board** for the growth of electric vehicle (EV) charging points. Our EV project is part of a nationwide drive to increase the take-up of EVs following the government's decision to ban the sale of petrol and diesel vehicles from 2030.



4 Almost **12,000 people** came to see our pantomime **Treasure Island** and its adult version **Pleasure Island**. This year is the 50th anniversary of Campus West and we have some very special events planned to mark the occasion. More news coming soon!



5 Council staff **donated hundreds of gifts to 125 vulnerable families** living in temporary accommodation across Welwyn Hatfield, to help make their Christmas a little more special. It's the third year the initiative has been run.



6 In January, **Mayor Cllr Barbara Fitzsimon** led a service to mark **Holocaust Memorial Day**. The theme this year was **Ordinary People** and symbolic peace doves were released by the Mayor at the WGC ceremony.

Balancing the books for 2023/24



We are set to deliver a budget for 2023-24 with no cuts to frontline services – despite the legacy of COVID-19 on income, and the double whammy of inflation and higher utility costs.

Savings and investment

Significant savings made as part of a programme of modernisation has helped to balance the books for the next financial year. At the same time, we are set to deliver a total of £253m capital investment, including:

- Ongoing delivery of new, affordable homes
- Initiatives to cut our carbon footprint, and more electric vehicle charging points
- Continued regeneration of both Hatfield and Welwyn Garden City town centres
- A major programme of investment in council-owned homes
- A brand new crematorium at the Lawn Cemetery to meet local demand

Your council tax bill this year

Despite the significant inflationary pressures on utilities, goods and services, we are proposing a council tax rise below the rate of inflation at 2.97%. This would increase our portion of the average Band D tax by £6.66 for the year – just over 12p a week – to £230.76 for 2023/24. We also collect council tax on behalf of the county council, the police and crime commissioner and, where relevant, the town or parish council.

To help ensure there is no impact on essential frontline services, fees and charges are set to be reviewed include parking, garage rental, garden waste collections and allotments.

You now need photo ID to vote at a polling station

Voter ID – what you need to know

Local elections take place on Thursday 4 May. The government has introduced a requirement for voters to show photo ID when voting at a polling station.

What you need to do:

1. Make sure you are registered to vote. If you have **not** registered to vote you can do so at www.gov.uk/register-to-vote. It only takes five minutes. The deadline to register is **11.59pm on Monday 17 April**.
2. **Check whether you already have the necessary photo ID.** Information on the types of ID required can be found at bit.ly/WelhatVoterID.
3. If you do not have acceptable photo ID, you can apply for a **Voter Authority Certificate**. You must do this by Tuesday 25 April 2023.
4. Take your **photo ID** or **Voter Authority Certificate** to the polling station on Thursday 4 May.

If you are not voting in person, you do not need photo ID.

You may not be voting in person, either because you are voting by post, or you are appointing someone you trust to vote in your place – known as a proxy vote. The deadline to apply for a postal vote is **5pm on Tuesday 18 April**, and for a proxy vote the deadline is **5pm on Tuesday 25 April**.

To apply for a **postal or proxy vote**, download, print and complete the application form at GOV.UK, then send by email to elections@welhat.gov.uk or by post to **Elections Team, Welwyn Hatfield Borough Council, The Campus, Welwyn Garden City, AL8 6AE**

Local Plan consultation

We have completed the latest consultation on our Local Plan, with people giving us their views on the independent Planning Inspector's proposed modifications – made to ensure that it can be found 'sound'.

The results of the consultation are being considered by the Inspector as

he prepares a final report that will be brought to committees in Summer 2023.

Further information can be found at one.welhat.gov.uk, search for Local Plan.



Hatfield Town Centre update



One Town Centre

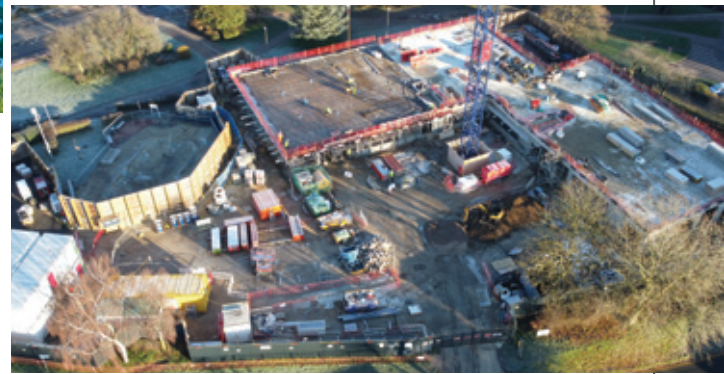
The **One Town Centre** development (shown above) in Hatfield is due to be completed this year. The development consists of 71 residential units, including 38 affordable housing units as well as commercial units across three blocks. The internal fit-out works are continuing on the first block and paving externally beyond the boundary site started at the end of January.



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

Link Drive

The **Link Drive** development (shown below) is progressing, with the piling completed and work on the superstructure (the frame of the building) started in January 2023.



Pictured right: Mark Burley and the team at Bob's Butchers

Bob's Butchers in joint celebration!

The local community was thrilled to see Bob's Family Butchers open its new shop at High View in Hatfield earlier this year.

The butchers shop is just one of a number of new businesses happy to be moving into new units as part of the regeneration of High View in Hatfield, along with The Rise Hair Salon, Max's Kebabs, Happy Valley Takeaway, and others. The butcher has been serving Hatfield for over 25 years, with the current owner, Mark Burley, linked to the shop for the last two decades.

Mark's wife also works in the shop and on a daily basis they offer an extensive range of meats, handmade sausages (currently over 40 flavours!), handmade burgers, and a range of cooked meats and pies. They also specialise in cuts of meat and sauces for low and slow BBQing, with customers from around the world.

Bob's Family Butchers can be found at **4-6 Hilltop Way, High View, Hatfield** or you can order by telephone on **01707 262209**, by email bobsbutchers@virginmedia.com or on Facebook.



High View is a **£45 million regeneration programme** to transform the heart of South Hatfield with brand new shops and homes, including affordable homes and properties for sale. More information on High View can be found at www.one.welhat.gov.uk/major-projects

Campus West car park reopening

Work on the redevelopment of the car park at Campus West is almost complete.

The new car park will serve as the catalyst to the wider WGC 2120 project, an ambitious programme to develop the town centre and take the world's second garden city into its next one hundred years. The increased capacity will allow for the phased development of other sites in WGC, including the current Campus East car park.

The cladding around the façade of the car park has been added in autumnal colours, helping to blend with the surrounding area. As well as 156 more spaces thanks to an extra deck, improvements include electric car charging points, 30 disabled parking spaces which incorporates two new electric disabled car charging points, and 21 parent and child bays. New cycle racks have also been installed to encourage green travel.



For more information, visit
one.welhat.gov.uk/WGC2120



The redeveloped car park at Campus West nears completion

#WELHAT COMMUNITY

What's on this Spring...

Vegan Market

Saturday 11 March and Saturday 8 July

The **Welwyn Garden City Vegan Market** event takes over Stonehills Square, right in the centre of the town (between John Lewis and the Howard Centre), on just two Saturdays throughout the year.

The event brings together a huge variety of vegan street food vendors, artisan bakers, craft brewers, ethical jewellers, sustainable candlemakers, local artists, zero-waste champions, environmental charities and loads more. Come and browse the array of vegan food, drink, and lifestyle options all in one place!



World Food Festival

Saturday 13 and Sunday 14 May, 11am to 5pm

Now, unbelievably in its **13th year**, the festival will feature **over 30 food stalls** producing culinary delights for visitors to taste, **from Indian to Italian and Caribbean to Chinese**. As well as the myriad of mouth-watering delicacies, visitors will be able to watch live cooking demonstrations, relax in the picnic area, browse the craft market, and take part in fun children's activities. Discover tastes, aromas, and entertainment brought to you from around the globe.

Other events

Look out for other events going on in the town throughout 2023, including the **Vintage Festival** in June (see page 6), **Screen on the Green** in August, and the **Christmas lights switch on** in November.

For more information, visit www.wonderfulwgc.co.uk

Ready to take on the world?

Oaklands College is here to help you achieve your potential.

Oaklands College has a wide selection of courses for school leavers and ambitious individuals aged 19+. With three campuses in Welwyn Garden City, St Albans, and Borehamwood, and over 1,500 full and part-time courses covering a wide spectrum of subjects, sectors and industries you can be sure to find something to suit your aspirations.

Sports inclined? Join their nationally renowned sports academies where sporting and academic excellence are given equal importance. Many of their alumni go on to compete globally and/or continue their sport and education in top US universities.

Busy lifestyle? Check their new Oaklands online learning courses. Enjoy studying without the commitment

of attending college on a weekly basis.

You can study at your own pace and in your own home, all you need is a computer. This allows you to study flexibly around your work, family and social life.

The College is also delighted to be launching four fantastic 'T Levels' in September: Business Management and Administration, Design Surveying and Planning for Construction, Education and Childcare and Design & Development for Engineering and Manufacturing. 'T Levels' are a two-year qualification equivalent to 3 A Levels and include 45 days of an industry placement.

Oaklands College has regular open events – keep an eye on their website for the latest dates at www.oaklands.ac.uk



Above: The Welwyn Garden City Campus



WGC Vintage Festival returns for 2023

After an incredible first year, the second WGC Vintage Festival is returning on 24 and 25 June in Welwyn Garden City town centre.

The FREE unique international live music and dance event will include all things vintage over one weekend, organised by JiveSwing.com and Wonderful WGC in collaboration with the businesses of Welwyn Garden City.

In 2023 they're bringing together over 100 of the finest internationally acclaimed musicians, singers, DJs, performers, Swing, Lindy Hop, Jive, Rock n Roll dancers, dance instructors, swing dance classes, vintage and classic

cars, fashion, vintage stalls and children's entertainers across five stages and arenas filling the town centre with vintage entertainment for a whole weekend during the daytime.

Visitors attend from all over Europe, as the event also hosts the WGC Vintage Festival dance camp with workshops, live concerts and shows during the evenings.

Full details of the event are available at www.wgcvintagefestival.com

FREE!

Saturday 24 & Sunday 25 June

Live Music | Dance | Classic Cars | Vintage Market | Kids Zone

Welwyn Garden City Town Centre

www.wgcvintagefestival.com

BROUGHT TO YOU BY THE BUSINESSES OF

WONDERFUL WELWYN GARDEN CITY wonderfulwgc.co.uk

JIVESWING.COM Supported by

OAKLANDS COLLEGE The Howard Centre

Printed by Kall Kwik



ALLSORTS on offer at Welwyn Garden City Library!

Allsorts of things for Allsorts of people



If you like meeting new people, come along and have a good time with the **Tuesday Allsorts** group. It takes place on the second and fourth Tuesday of every month, 10am to 12 noon. It's the perfect opportunity to make new friends, socialise over tea and biscuits, and take part in a range of activities.

Coming up:

- 14 March - Steve's Singalong
- 28 March - Knebworth House
- 11 April - Tea, Chat & More
- 25 April - Paralympian Louise Fiddes
- 9 May - My Life in The Royal Household
- 23 May - Tea, Chat & More
- 13 June - Arson Dog Handler Nikki with Fire Rescue dogs Reqs and Loki
- 27 June - Altevette Project

For more details call **0300 123 4049** or visit www.hertfordshire.gov.uk/libraries

Meet a market trader

Hatfield Market is packed with bargains and a variety of stalls that offer something different from the High Street. Meet a couple of our fantastic traders...

Below: Hatfield Market



Leysa Hardy

Baby clothes and toys

Leysa Hardy set up her business selling baby and premature baby clothes and toys following a life-changing accident that meant she had to leave her much-loved job as a postwoman. "I started off with branded wooden toys, then added lines for premature babies and progressed to hand smocked dresses," Leysa says, (hand smocking is a traditional embroidery technique used to create fullness in the fabric). These are also among her best sellers, as well as hand-crocheted dinosaurs! She also sells toys safe from birth (ethically sourced from small UK-based company).

Ever mindful of changing tastes, Leysa visits a trade exhibition twice a year to see what the next 'big thing' is likely to be!



She's been a Hatfield Market trader for the past 10 years. "People are very nice.... it's a very friendly market", she says. Check out Leysa's website www.tinyherts.co.uk.



Andrew

Gold and jewellery



Andrew has worked across various aspects of the jewellery manufacturing industry over the years, now buying and selling gold and silver pieces on his stall on Hatfield Market, as well as carrying out jewellery repairs.

The stall holder has built up a good reputation over an impressive 22 years, despite not living locally, and unsurprisingly about 80% of his customers are regulars.

"I now deal with customers who used to be here as kids in buggies with their parents!" says Andrew.

In that time, he's seen the market change – but not the people. He cites its location, between ASDA and White Lion Square, as a big positive for both the market and the surrounding businesses.

So, here's to another 22 years at the market? "I'm very happy to stay, with these stall holders and customers!" he laughs.



A healthy new space

In this edition we begin a regular spot highlighting the work of some of the great local businesses based in our WelTech and HatTech business centres. Visit Weltech.org.uk or Hattech.org.uk if you're looking for a place to grow your business!

Did you know about the welcoming space where you can receive advice from healthcare professionals, as well as learn what local services are available to help you stay safe, healthy, and connected with others?

In **The Corner of Knowledge**, in The Howard Centre, WGC, visitors can get advice from organisations such as Hertswise, the Alzheimer's Society, Herts Ability, Trading Standards and Herts Vision – all signposting their essential services and providing advice. Affinity Water is also on hand to offer tips on cutting back on bills.

The project is organised by local care provider, **Home Instead (Welwyn & Hatfield)**, which provides the opportunity to meet experienced care professionals and discuss career opportunities in care across Hertfordshire. Home Instead is based in the council's **WelTech Business Centre** and has helped convert the unit into a learning and development space, equipped with all the tools and resources to support people considering a career in care.

Jane Andrews, a Community Support Officer at Home Instead, said: "I hope that for our visitors it will be a turning point and help improve quality of life."

The Corner of Knowledge is open from **Monday to Friday, 10am to 2pm**. No booking is required – just drop in!

Ways we can help support business



Start-up Resources

Aimed to help businesses get off the ground by giving them the confidence and training they need to take their ideas to the next level. Courses provide a rich source of information for anyone new to being their own boss.

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 to promote the economic growth of the borough. If you are interested in joining, please email econdev@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.

Subscribe to our Business Newsletter

Get the latest business news delivered directly to your inbox by signing up to our Business Newsletter mailing list to for up-to-date information and support.

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.

**IN WELWYN HATFIELD,
BUSINESS
MATTERS**

To find out more on all the resources mentioned above, be sure to visit inwelwynhatfieldbusinessmatters.org.uk

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 10 April collection will be on Tuesday 11 instead.



MY COLLECTION DAY IS:

North Welwyn Hatfield collections

APRIL 2023							MAY 2023							JUNE 2023								
Mon	3	Tu11	17	24			Mon	1	8	15	22	Tu30				Mon		5	12	19	26	
Tue	4	We12	18	25			Tue	2	9	16	23	We31				Tue		6	13	20	27	
Wed	5	Th13	19	26			Wed	3	10	17	24					Wed	Th1	7	14	21	28	
Thu	6	Fr14	20	27			Thu	4	11	18	25					Thu	Fr2	8	15	22	29	
Fri	7	Sa15	21	28			Fri	5	12	19	26					Fri	Sa3	9	16	23	30	
JULY 2023							AUGUST 2023							SEPTEMBER 2023								
Mon	3	10	17	24	31		Mon		7	14	21	Tu29				Mon		4	11	18	25	
Tue	4	11	18	25			Tue	1	8	15	22	We30				Tue		5	12	19	26	
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Thu	6	13	20	27			Thu	3	10	17	24					Thu	Fr1	7	14	21	28	
Fri	7	14	21	28			Fri	4	11	18	25					Fri	Sa2	8	15	22	29	
OCTOBER 2023							NOVEMBER 2023							DECEMBER 2023								
Mon	2	9	16	23	30		Mon		6	13	20	27				Mon		4	11	18	We27	
Tue	3	10	17	24	31		Tue		7	14	21	28				Tue		5	12	19	Th28	
Wed	4	11	18	25			Wed	1	8	15	22	29				Wed		6	13	20	Fr29	
Thu	5	12	19	26			Thu	2	9	16	23	30				Thu		7	14	21		
Fri	6	13	20	27			Fri	3	10	17	24					Fri	1	8	15	22		
JANUARY 2024							FEBRUARY 2024							MARCH 2024								
Mon		Th4	We10	Tu16	22	29	Mon		5	12	19	26				Mon		4	11	18	25	
Tue		Fr5	Th11	We17	23	30	Tue		6	13	20	27				Tue		5	12	19	26	
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Checking your collection day, bank holidays and service disruption

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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.



Making your Borough a GREAT



**WELWYN
HATFIELD**

Electric vehicles

We have topped the national leader board for the fastest growth of **electric vehicle (EV) charging points** in the UK.



Campus West Car Park, WGC

A catalyst for the WGC 2120 regeneration, increasing the capacity of the existing car parking area will unlock the potential of developing other sites.



Oak Hill Cemetery & Crematorium, Hatfield

The first ever crematorium in Welwyn Hatfield, built to meet local need. Designed to create a modern, dignified space that blends with its natural environment.



ONE Town Centre

Set to transform the Eastern gateway to Hatfield town centre with new public space, commercial/retail units, and 71 new homes. The first phase of the development is due for completion this Summer.



Minster House, Hatfield

A state-of-the-art development at Minster Close, Hatfield. 91 high-quality homes support independent living for older residents, incorporating the latest green technologies.



Our **commitment** is to focus on the **priorities** shaped by individuals and communities in the borough. Here are just some of things we have recently invested in, or will be investing in this year, to make sure **Welwyn Hatfield** remains **a great place** in which to live, work, and spend leisure time.

A great place to live!

Poolmer Green

Oaklands & Mardley Heath

Digswell

Garden City

Essendon

Woodside

Wildhill

Bell Bar

Brookmans Park

Campus West

Our much-loved site, now a three screen cinema, roller skating rink and children's entertainment venue, celebrates its 50th Anniversary this year – look out for some special celebrations!



Ludwick Way and The Commons, WGC

10 new high quality homes taking the number built in our Affordable Housing Programme, which provides council-owned homes for social rent, to over 300.



Local businesses

Business support and space for start-ups and small businesses both continue to be popular at our WelTech and HatTech centres.



High View, Hatfield

A multi-million pound regeneration of the heart of South Hatfield with 146 new homes, 18 retail units, and a new green space at its centre.



Council-owned homes

Investing £150m over the next five years to improve people's homes and increase their energy efficiency.



Leisure facilities

A just-completed, high quality refurbishment of the Hatfield Leisure Centre and Swim Centre with other investment in our leisure facilities planned, both indoor and out.



Your waste collection calendar for the next year

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This Girl Can! Can you?

This Girl Can in Welwyn Hatfield returns on 12-18 June!

This is a Sport England national campaign that encourages as many women and girls as possible to be physically active and have fun whilst doing so. Lots of free sessions will be taking place in the borough and can be found on the ONE Welwyn Hatfield events web page nearer the time.

Hollie Watson, a participant last summer, said, "During This Girl Can week the variety of activities on offer was fantastic! I really enjoyed trying out paddleboarding, tennis and Pickleball. I can't wait to attend the next 'This Girl Can'.

Below: A team from the 'This Girl Can' primary school football tournament at Monks Walk school last year



You can find out more at www.thisgirlcan.co.uk

Below: Hollie Watson paddle boarding at Stanborough Lakes



Are you a sports, dance or physical activity provider who would like to be part of the **This Girl Can week** in Welwyn Hatfield?

If so, we'd love to hear from you. Please get in touch via the provider form at www.one.welhat.gov.uk/ThisGirlCan

Right: Young person at Xplorer

Xplorer fun at Easter

Fancy a challenge?

Xplorer is a free family navigational challenge where children can explore the park with their maps to find the hidden markers. The event is taking place at various locations during the Easter holidays. Just look out for the blue WelHat Sports Gazebo to collect your maps.

- Wednesday 5 April – 11am-2pm at King George V playing fields
- Wednesday 12 April – 11am-2pm at Moneyhole Park
- Wednesday 31 May – 11am-2pm at Stanborough Lakes (North)

More information can be found at www.xplorer.org.uk



Why not join the Sea Cadets?

Calling all young people aged 10-16 who enjoy learning new skills in a fun and adventurous environment – the Sea Cadets in Welwyn Hatfield are open for new members!

The Sea Cadets is a charity that's been running for over 100 years and started as a way of helping orphans from the Crimean War. Now, along with their counterparts the Army Cadets and the Air Cadets there are over 100 units across the country.



Cadets learn key life skills, including basic seamanship and how to sail. But they also experience trips and camps, such as an upcoming overnight stay on a warship!

The cadets take part in voluntary work and get involved in community events ranging from Remembrance Sunday to local festivals.

The WGC unit meets every Tuesday and Thursday from 7.30-9.30pm (juniors, aged 10-12, meet Thursdays only).

Find out more and how to join on their Facebook page – Welwyn Garden City and Hatfield Sea Cadets and Royal Marine Cadets.

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**

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



Above: Minster House
Above right: Ludwick Way
Right: The Commons

Affordable Housing Programme

The council is committed to addressing the shortage in the supply and availability of affordable homes to rent and buy in the borough. Several major projects have been or are due to be completed this year as part of the council's Affordable Housing Programme.

The Commons and Ludwick Way, Welwyn Garden City

This February, ten affordable homes were completed on the former garage sites in

Ludwick Way and The Commons. Residents were given the keys to six three-bedroom houses in Ludwick Way, with landscaping in front and to the rear of the building, including new silver birch planting.

Four two-bedroom terraced homes with car parking at the rear were handed over to the council at The Commons site. There is landscaping in front and to the rear of the new houses with existing green space and trees being retained and improved.

Minster House, Hatfield

This April, Minister House, a £20m state-of-the-art apartment complex will open. The development comprises 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 has a private balcony. Communal courtyard gardens and comfortable indoor space provide opportunities for residents to socialise with friends and family. There is parking on site as well as storage for bikes and mobility scooters.

All Affordable Housing Programme properties incorporate the latest green technologies. Further information can be found at one.welhat.gov.uk/Affordable-Housing-Programme

Cost of living crisis: providing help and support

Millions of people across the UK are struggling to cover their essential household costs. The 'cost of living crisis' means we're all paying a lot more for energy and food, and things like rent and fuel.

Some people are cutting back on how much they spend on food, or eating less, so they can pay for heating. Many people are falling into arrears, or using credit to pay for essentials, making the problem worse. Whatever your circumstances, we want you to know that we are here to help and support you through these difficult times.

If you're worried about losing your home, contact the **WHBC Housing Needs Team** as soon as possible by emailing housingoptions@welhat.gov.uk or call **01707 357613** or visit www.welhat.gov.uk/housing/homelessness

If you are a council tenant and are worried about paying your rent, please contact the Income Team as soon as possible and they can give you advice and

support on **01707 357088** or email housingincome@welhat.gov.uk

Leaseholders can also contact the **Home Ownership Team** to discuss concerns they may have with paying any charges on **01707 357000**.

Housing Association tenants should contact their Housing Association as soon as possible to discuss any worries they may have.

Private Tenants should talk to their landlord if they are having difficulties and visit www.citizensadvice.org.uk/housing then search 'renting privately' and 'help with housing costs'. Alternatively, go to <https://grants-search.turn2us.org.uk/>

If you are struggling www.hertshelp.net have trained advisors who can offer confidential assistance and put you in touch with helpful services and support locally. You can contact them at info@hertshelp.net or call **0300 123 4044**.

For more information, please visit www.welhat.gov.uk/homepage/97/cost-of-living



Don't get caught out by scammers

In 2022, Citizens Advice estimated that more than three quarters of adults were targeted by scammers last year.

The most common types of scams reported include deliveries, postal or courier services, someone pretending to be from the government or HMRC, and someone offering a fake investment or financial 'get rich quick' schemes.

If you're not sure about something remember:

- Don't be rushed into making any quick decisions
- Never give out your personal details or money to anyone you don't know or trust. If you feel pressured, it's most likely a scam
- Before buying anything online, check out the company or website you're using. Scammers may appear like a trusted business
- Make sure your antivirus software is up-to-date
- Make your online accounts secure. Make sure you have a strong password for your email accounts that you don't use

anywhere else

If you have been a victim of a scam:

- Talk to your bank or card company immediately to secure your account
- Report telephone, post and doorstep scams to the **Citizens Advice website** or by calling **0808 223 1133**. Report online scams to the dedicated **Scams Action service** on **0808 250 5050**
- Text scams can be reported to your mobile phone provider by forwarding it to **7726**
- Report the scam to **Action Fraud** on **0300 123 2040**

For further information and advice check:

- www.hertfordshire.gov.uk/scamaware
- www.friendsagainstscams.org.uk
- www.takefive-stopfraud.org.uk
- www.thinkjessica.com
- **Twitter: @HCC_TS**
- **Sign up for OWL messages**

Right: Alan Orde, 62, who completed the Shape Up programme

Shape Up!

Shape Up is a 12 week programme promoting healthy lifestyles through nutritional education and physical activity.



The weight management programme is run by Watford FC Community Sports and Education Trust. There are some free places available to male residents of the borough who have a Body Mass Index of 30+ (or 27+ for Black, Asian and Minority Ethnic participants).

For dates and details please email Shaun Murphy at shaun.murphy@watfordfc.com or call **07938 486378**. Alternatively, visit the website www.watfordfccsetrust.com

'Water way' to stay healthy!

Whether you're new to fitness or looking to mix up your routine, the range of activities at Stanborough Park Water Sports Centre will keep the whole community moving this Spring and Summer.

From canoeing and paddleboarding to open water swimming and sailing, there's something for every member of the family. To book your activity visit better.org.uk



Action on dementia

This year's National Dementia Action Week runs from 15-21 May 2023. Dementia Action Week is the Alzheimer's Society's biggest and longest running awareness campaign encouraging people to 'act on dementia'.

Councillor Fiona Thomson, Executive Member for Housing, is chair of the Welwyn Hatfield Dementia Action Alliance which is planning a range of events during Dementia Action Week to raise awareness and act on dementia, including yarn bombing the Welwyn Garden City fountain and requests for knitted forget me knots.



Above: Councillor Fiona Thomson above right at the Virtual Dementia Tour bus.

For more information on the Dementia Action Alliance visit www.dementiaaction.org.uk
 For more information on the Alzheimer's Society visit www.alzheimers.org.uk/get-support
 Find information on the Welwyn Hatfield Dementia Action Alliance on Facebook: www.facebook.com/WelwynHatfieldDementiaFriendlyCommunity/



Be Resolute – It's Better for Your Health

If your goal for this year was to get fit and healthy, but your good intentions are already beginning to slip, don't panic – the teams at your local **Better leisure centre** have some tips to help.

Better, a charitable social enterprise, runs leisure centres on behalf of the council, offering a wide range of activities to kick-start and maintain a healthier lifestyle. Try these hacks to help stick to (or for some of us get back on track with!) your New Year resolutions!

what others are doing. Are there new activities to try? Not only will it keep your mind occupied, chances are you will use a different set of muscles in your body to workout, helping to give it the wake-up call it needs.

Centre and Hatfield Swim Centre, to finding a new love of the outdoors with golf at **Panshanger Golf Complex** or watersports at **Stanborough Park!** What's more, the facilities are accessible to all with dedicated activities for seniors, holiday activities for kids, and access to outdoor courts, pitches and playing fields for local community groups and teams.

Collaborate

Workout with a friend or in a group – you are far less likely to pull out of going to the gym if it means letting others down, and you will inspire each other to work harder and try new things.

Visualise success

Whether it's a Pinterest board you create online or images cut out of magazines on the fridge, keep your goals in view at all times to remind you what success looks like.

Eat well

Stick to fruit, vegetables and light snacks before a workout. Remember to drink lots of water throughout the day and pack a post workout snack, like a handful of nuts, to refuel your body and support energy levels. If you feel healthier it will help you want to be even fitter.

Small steps

If your overall goal is to do 10k in 2023 and you haven't so much as run for the train in a while then don't do too much too soon. Set small goals, no matter what they are, and each time you reach them you will feel more motivated to push on a little further next time.

Beat boredom

If you're returning to the gym and picked up where you left off previously, then boredom could soon settle in. Look around you, see



A new activity for you to enjoy could be just around the corner at your local **Better leisure centre** – from gym workouts, swims and fitness classes at **Hatfield Leisure**



Parking at Stanborough Park

All the parking machines at Stanborough are cashless. You can pay by card, or via the Y Pay App (note that they do not currently accept Apple Pay or Google Pay). If you're a local resident you can park at the lakes at a reduced rate. Please visit www.better.org.uk and search Stanborough Park then Facilities to find out more and fill in the resident application form.

To find out more about the activities at your local Better leisure centre visit www.better.org.uk/welwyn-hatfield

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 from 0 to 8 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 8-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 and refreshments. Buy a buffet package or bring your own!

The Hive

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

Did we mention Bouncy Castles?

Campus West has its own 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

There's lots going on at the museum service's two sites this year.



THE WATERMILL MILL GREEN

Join us this Easter for Mini Train Adventures at the Mill on Saturday 15 April. There'll be a chance to ride through our gardens on a model railway as well as see lots of miniature railways perfect for train enthusiasts young and old alike!

Our Live at the Mill series is back from 30 April kicking off with New Age jazz singer Georgina Hart on International Jazz Day. Bring a blanket or take a seat in our garden café and enjoy some light refreshment as you listen to local musicians throughout the summer, from jazz to folk music, barbershop and more!

Get your glad rags on and join us for our

annual Vintage Day on Sunday 23 July. Featuring vintage cars, dancing, vintage stalls and displays and demonstrations, this is always a highlight of our events season.

On Thursday 24 August bring the kids and their teddy bears down to the Mill for our Teddy Bear Fun Day with trails, craft activities, stories and singing – a family day out not to be missed.

Find out more at

www.millgreenmuseum.co.uk



The Lost Buildings of Old Hatfield



Temporary Exhibitions

Lost Buildings of Old Hatfield, 2 February – 14 May 2023

Discover the stories behind some of the town's most significant buildings that are no longer and learn how Old Hatfield has changed over the centuries.

Panshanger Park, 2 February – 26 March

This exhibition highlights the grand landscape designs by Capability Brown and Humprey Repton and the changing face of Panshanger Park. It reveals

some of the fascinating social history of the park and its buildings. With kind permission of the Friends of Panshanger Park.

Free Talks

We will also be running a series of talks to accompany our exhibitions, free with General Admission ticket:

- **Saturday 11 March, 11.30, Panshanger Voices**
- **Thursday 23 March, 11.30, The Panshanger Art Collection**



ROMAN BATHS WELWYN

The Roman Baths is a great day out for all the family. You step back in time to discover the remains of our ancient Roman Bathhouse and find out more about the people who lived there, with lots of hands on activities for kids.

It's open every Saturday 10am-4pm and every weekday afternoon in the school holidays 1-4pm. On 20 May we'll be hosting our Roman Day with re-enactors bringing the site to life, there'll also be craft activities, a chance to learn more about archaeology and even sample some Roman food.

We'll also have regular family activities at both the Watermill and the Roman Baths throughout the school holidays so do check the website for the latest information.

Find out more at

www.welwynromanbaths.co.uk





Don't miss out on the best seats in the house as Robin Hood makes his merry way to the 2023 Campus West Panto, along with his adult-only alternative!

This year's panto will be Robin Hood, with its infamous Blue Panto counterpart, **Robin: Keep On Riding!** Both shows promise all the belly laughs and thrills of previous years, with an extra sprinkle of magic to mark the venue's 50 year anniversary. And once again, they are offering 'book now, pay later' deal to help panto regulars secure their tickets well in advance. Visit our website at the address below.

Campus West is 50 this year!

Join in the celebrations as we mark this amazing milestone. There will be events going on throughout 2023, so do keep an eye on the website at www.campuswest.co.uk

Got a Campus West memory to share? We want your stories and photos! Share on Facebook or email us at campuswest@welhat.gov.uk



Discover 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!



Friendly Independent Proud

Welwyn Garden City's independent 3-screen cinema is 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 gives members an extra **15% discount** of cinema ticket and snacks.



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.



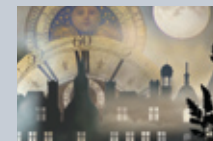
ANYTHING GOES
Weds 15 March



ROH: TURANDOT
22, 26 March



LIFE OF PI
30 March, 2 April



ROH: CINDERELLA
12, 16 April



EXHIBITION ON SCREEN: VERMEER
18, 23 April



NT LIVE: GOOD
20 April



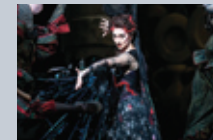
ROH: THE MARRIAGE OF FIGARO
27, 30 April



NT LIVE: BEST OF ENEMIES
18 May



EXHIBITION ON SCREEN: TOKYO STORIES
23, 28 May



ROH: THE SLEEPING BEAUTY
24, 28 May