

WINTER 2022

NEWS AND UPDATES FROM ACROSS THE BOROUGH

ONE

Welwyn Hatfield



IT'S PANTO TIME!

OH NO IT ISN'T! OH YES IT IS!



www.facebook.com/welwynhatfield



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



**WELWYN
HATFIELD**



From the Leader

As we approach the end of the year, I think it's fair to say that it has been bittersweet in many ways.

Following the happy flag-waving festivities of the Platinum Jubilee and a long hot spell which saw our Big Summer events thriving (aside from a couple we had to cancel due to the high temperatures!) – it was difficult to then reconcile those celebratory scenes with the sad passing of Her Majesty, Queen Elizabeth II. The community came together with us to remember her amazing legacy and gather for the proclamation of King Charles III's accession to the throne soon after in Welwyn Garden City. See our tribute on page 9.

On a happier note, High View, our development in South Hatfield, now has more tenants and businesses in the new units. Find out more on page 5, along with the rest of our regeneration update.

We've celebrated Black History Month in October, with primary schools sending in some brilliantly creative artwork and the visuals for the recent Mill Green exhibition. And our Christmas celebrations are taking shape. Find the details on pages 10-11. Plus, you can still get tickets for our popular Christmas panto Treasure Island!

We are very aware that this time of year can be a worry for many, and this year more than most, with the cost of living rising and energy bills still increasing all the time. Page 3 has details of help with the cost of living.

Pages 6-7, our Environment pages, have your Christmas refuse and recycling collection details.

All that remains is for me to be the first to say have a very happy and healthy Christmas and New Year!

Tony Kingsbury
Leader of the Council

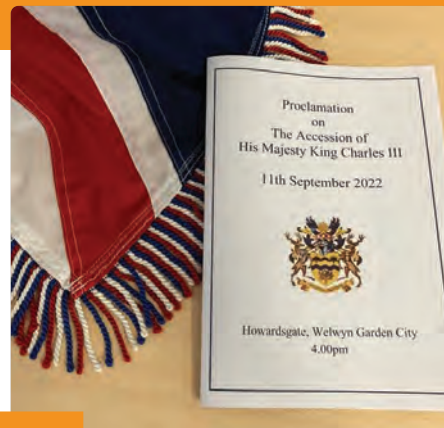
COUNCIL UPDATES FROM AROUND THE BOROUGH



1

BIG Summer returned July-August, with over **1,000 children** and young people enjoying around **90**

activities across the borough – most free, including Basketball, Booster Cushion Theatre, Xplorer, Graffiti Art and BMX Pump Traxx.



2

Flags flew at half-mast to bid a final farewell to **Her Majesty Queen Elizabeth II**. The accession of **His Majesty King Charles III** to the throne was marked in a special ceremony on Sunday 11 September, in Welwyn Garden City.



3

We again teamed up with local company **Roche** to turn the Coronation Fountain pink in October, in support of **Breast Cancer Awareness Month**.



4

In October, **Black History Month** celebrated the achievements and contributions of Black people worldwide. Pupils across the borough submitted artwork on the theme '**Time for Change: Action not Words**' with an event and exhibition at **Mill Green**.



5

In South Hatfield, the new **High View development** welcomed more businesses to its commercial units.

Bob's Butchers, hairdresser **Bashar Edais**, and **Baris Dagastan** are the latest to open their doors to this growing community.



6

In August, The Mayor of Welwyn Hatfield, **Cllr Barbara Fitzsimon**, gathered with colleagues to mark **Ukrainian Independence Day**. The Ukrainian flag was raised, and many people brought sunflowers, which are Ukraine's national flower and a symbol of peace.

Supporting residents through winter

With the cost-of-living crisis beginning to bite for many families, it's important to know what help and support is available.



Crisis Support

HERTSHELP

Advice, whatever your concerns.
Web www.hertshelp.net
Phone **0300 123 4044**
Email info@hertshelp.net

Housing and Homelessness

WHBC

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

If you are a council tenant worried about paying your rent, contact the **Income Team** for advice and support.
Phone **01707 357088**
Email housingincome@welhat.gov.uk

Leaseholders should contact the **Home Ownership Team** if they need support.
Phone **01707 357000**

Housing Association tenants should contact their provider as early as possible with any concerns.

Money and Debt

WELWYN HATFIELD CITIZENS ADVICE

Providing free advice on many topics including debt and benefits.
Web www.cawelhat.org.uk
Phone **01707 280417**

NATIONAL DEBTLINE

Offering free advice on debt, budgeting, and benefits.
Web www.nationaldebtline.org
Freephone **0808 808 4000**

Benefits

Use a **Benefits Calculator** to check if you are entitled to any support
www.gov.uk/benefits-calculators

UNIVERSAL CREDIT

Find out about Universal Credit
Freephone **0800 328 5644**
www.understandinguniversalcredit.gov.uk

Find out about **Housing Benefit** and **Council Tax** support
Phone **01707 357000**
Web www.welhat.gov.uk/benefits/help

Energy Bills

For advice on energy use.
Phone **0800 444 202**
Web www.gov.uk/improve-energy-efficiency

Mental Health and Wellbeing

These organisations can help if you're feeling overwhelmed.

SAMARITANS

Web www.samaritans.org
Phone **116 123** for free (lines open 24 hours a day 365 days a year)
Email jo@samaritans.org

SHOUT

Providing free text support.
Web giveusashout.org
Text SHOUT to **85258** (texts are free from all major UK mobile networks).

HERTFORDSHIRE MIND NETWORK

Web www.hertsmindnetwork.org
Phone **02037 273600**
Email info@hertfordshiremind.org

Find more help and information see our website one.welhat.gov.uk

Photo ID for voting is coming

Voters in the UK will need to show a form of photo ID at polling stations which will be in force for the May 2023 polls onwards.



This can be a passport or driving licence, with further acceptable documents such as bus passes being announced soon. If you don't have one of these forms of ID, you will be able to apply for the new **Electoral Identity Document** either online or by a paper copy.

The new system aims to provide an extra level of security. You can apply for the Electoral Identity Document from January 2023 and the new rules will be in place for the elections on 4 May 2023.

Look out for updates on the website www.welhat.gov.uk

Hatfield Town Centre update

Visitors to Hatfield town centre can see how the multi-million pound regeneration of this key site is starting to take shape.

Below: Progress at One Town Centre



One Town Centre

Superstructure work - which is the frame and the outer shell of the building above ground - was completed on all three blocks at the start of Autumn, with the roofing work now underway. Construction is progressing well, including the brickwork and window installation.

Internal fit-out works are going on in apartments with partitions which have already been completed. This includes pipework and wiring procedures.

The development is due to be completed in the summer of 2023.

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

Construction course



Above: Council Chief Executive Ka Ng and Cllr Tony Kingsbury, Leader of the Council, with course participants

In the summer, Lovell supported the council (and Harlow College) with a nine-day Level One Health & Safety training course.

This provided candidates with a Construction Skills Certification Scheme (CSCS) card, as well as giving them knowledge and experience for a career in construction.

On the final day candidates were invited to visit One Town Centre for a site tour of a live construction site. Well done to all the brilliant participants!

High View

The new High View development in South Hatfield welcomed more businesses to its commercial units this month (November). Their arrival marks the latest progress for the ongoing developments of the council's £45M High View regeneration scheme, in partnership with developer Lovell Homes.

Bob's Butchers, hair salon The Rise (formerly High View Hairdressers and Just for Men Barbers), and takeaway restaurant Max's Kebabs, are the latest to pick up their keys in preparation to open their doors to this growing community. The businesses will be integral to the development of the area, which is set to transform the heart of South Hatfield with 146 quality new homes (37 affordable), 18 retail units, and a new green space at its centre.

Below: High View



Link Drive

Development work is underway on Link Drive in Hatfield for 80 new homes.

Our developer partner Lovell started 'Piling' works - whereby large amounts of wood, steel or concrete are inserted into the ground soil for a sturdier base for the construction - in September and this should be complete during November.

Work will shortly start on the substructure - which transfers the load of the building underground - and includes work on the foundations.

Drainage work will also get underway with the intention to pour the ground floor concrete before Christmas.

Store now open

Poundstretcher has opened in Hatfield. The store, at 16-24 Hatfield Town Centre, opened in late summer. A welcome addition to White Lion Square, it has proved popular and a great boost for the local economy.

£ poundstretcher

WELWYN GARDEN CITY UPDATE

WGC
2120



Above: Ongoing works at Hunters Bridge

New pedestrian and cycling improvements for town centre

In September, Hertfordshire County Council began work on pedestrian and cycle improvements in Welwyn Garden City town centre, starting with the installation of a new two-way cycle route on Hunters Bridge (Bridge Road) between Bessemer Road and the town centre.

The scheme will replace the existing temporary cycle facility which provides onward connections to National Cycle Network Route 12. A new single-phase toucan crossing for pedestrians and cyclists has now been installed over Osborn Way, enhancing connections towards Stonehills and the town centre. Improvements are also being made to existing bus stops.

The works are being undertaken as part of the county council's wider commitment to sustainable travel, improving the health and wellbeing of communities and making towns cleaner, less congested and better places to live, work and visit.

Following the works completed in Stonehills in 2021, the Hunters Bridge scheme will also link into upcoming improvements around Howardsgate,

Fretherne Road, Wigmores North and the top of Parkway. The combined projects will make it easier and safer for people walking and cycling around the area.

The county council is leading the project with £9m of funding from the Department for Transport as part of the Active Travel Fund, which supports local authorities to create safer, easier to use spaces for those who cycle and walk.

This follows a consultation in July 2021 by the county council which included the Bridge Road project, receiving wide support from the public.

More information about the improvements can be found online at www.hertfordshire.gov.uk/activetravelfund

Campus West single deck car park

The foundations for the Campus West car park build have now been laid and the steel frame erected ready for the single deck.

Working alongside our design and build contractor Bourne Parking, an additional 156 spaces with electrical charging bays and parent and child bays will be part of the scheme, as well as disabled bays which will also include some electric charging points.

Alternative town centre car parking can be found at www.campuswest.co.uk



Above: The car park takes shape

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

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), which Welwyn Hatfield Borough Council is a member of.

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

ENE Eastern NewEnergy

Christmas refuse and recycling collections



Normal Collection Day

Monday 26 December 2022
Tuesday 27 December 2022
Wednesday 28 December 2022
Thursday 29 December 2022
Friday 30 December 2022

Revised Collection Day

Wednesday 28 December 2022
Thursday 29 December 2022
Friday 30 December 2022
Tuesday 3 January 2023
Wednesday 4 January 2023

Monday 2 January 2023
Tuesday 3 January 2023
Wednesday 4 January 2023
Thursday 5 January 2023
Friday 6 January 2023

Thursday 5 January 2023
Friday 6 January 2023
Saturday 7 January 2023
Monday 9 January 2023
Tuesday 10 January 2023

Monday 9 January 2023
Tuesday 10 January 2023
Wednesday 11 January 2023
Thursday 12 January 2023
Friday 13 January 2023

Wednesday 11 January 2023
Thursday 12 January 2023
Friday 13 January 2023
Saturday 14 January 2023
Monday 16 January 2023

Monday 16 January 2023
Tuesday 17 January 2023
Wednesday 18 January 2023
Thursday 19 January 2023
Friday 20 January 2023

Tuesday 17 January 2023
Wednesday 18 January 2023
Thursday 19 January 2023
Friday 20 January 2023
Saturday 21 January 2023

Sustainable Warmth: Managing your energy bills

Sustainable Warmth is a new Government grant scheme designed to fund energy-efficiency upgrades and YOU could be eligible.

The grants are designed to support households most likely to be impacted by rising fuel bills through energy-saving tech and upgrades installed by TrustMark-approved installers. Funding is available for homes on and off the gas grid, creating warmer, healthier homes that help to cut carbon emissions.

Here are a few of the ways the grants could transform your home:

Improved Insulation

Installing improved insulation stops buildings from losing heat quickly. This means it takes less energy to keep your home warm, reducing your energy bills.

Solar Panels

Solar panels allow you to use energy from the sun to generate electricity to power your home, lowering your energy bills and helping to protect the planet.

Low Carbon Heating

Gas and oil-fired boilers are a key source of UK carbon emissions and older models are an inefficient way to heat your home. A heat pump system could create a warmer, more comfortable home while using less energy.

For more information visit

surveys.est.org.uk/s/SustainableWarmth/

Or call **0808 196 8255**



Your Tree, Our Future

Welwyn Hatfield Borough Council (WHBC) is working with Hertfordshire County Council on a county-wide tree give away scheme, which will see 100,000 trees given away over the next four years.

The **Your Tree Our Future** initiative, launched in September, enables residents, businesses, and community groups to plant trees given away by WHBC and the other districts across Hertfordshire over the next four years.

This is part of HCC's plan to help plant **1.8 million trees** by 2030 in support of its **Sustainable Hertfordshire Strategy** goals of improving air quality and supporting wildlife and biodiversity. It can help our communities adapt to the impacts of climate change, and access to natural features has been linked with benefits to physical and mental health.

Find out how to claim your trees at www.hertfordshire.gov.uk/yourtree



Hatfield Community Fair

The first ever Hatfield Community Fair went ahead on 30 August, and was a great success.

The community fair gave residents a taste of how local groups are working for stronger, more resilient neighbourhoods – and how people can get involved should they wish to. Information on health and wellbeing, skills and employment, and environmental awareness, including food sourcing and waste was shared with interactive

demonstrations staged from local clubs.

Entertainment was provided by local 10-year-old singer Immi Davis, who performed at the Welwyn Hatfield Youth Awards this year, and was a semi-finalist on Britain's Got Talent.

A big thanks to all the organisations who were involved on the day and see you next year!



Royal Naval Association Club membership drive



The Royal Naval Association (RNA) Club in Welwyn Garden City has launched a drive for new members.

Since its opening in 1964, the club has become a thriving community hub for serving and retired members of the armed forces. It's now welcoming new members including veterans, blue light services, NHS workers and service oriented citizens to meet and socialise.

The club prides itself in being inclusive and family-focused, with regular live entertainment and activities for all ages. There are two bars, a stage and dancefloor that can be hired for special events, small parties, or meetings. There is a pool table and dartboard and local teams come to play. Outside there is ample parking.

The RNA Club also hosts monthly

meetings of the Royal British Legion and the Royal Marines Association, among others.

Brothers Joe and Matt Reynolds (RNA Club Chairman and RNA Branch Chairman), believe that the club has a crucial role to play in supporting the local community as people struggle with the cost of living. The club offers a warm area and intends to lay on morning coffee and affordable breakfasts if there is enough interest.

Why not pop in and enquire about membership at the bar (RNA Club, Black Fan Road, Welwyn Garden City, AL7 1HA) or by calling 01707 320304.

A White Ribbon around the World Cup

A Welwyn Hatfield football tournament takes place on 8 November to celebrate the upcoming World Cup in Qatar – and raise awareness of White Ribbon Day.

White Ribbon is the national campaign to end violence against girls and women, with White Ribbon Day on 25 November – the same week the FIFA men's World Cup begins. The 2022 campaign is about coming together for #TheGoal.

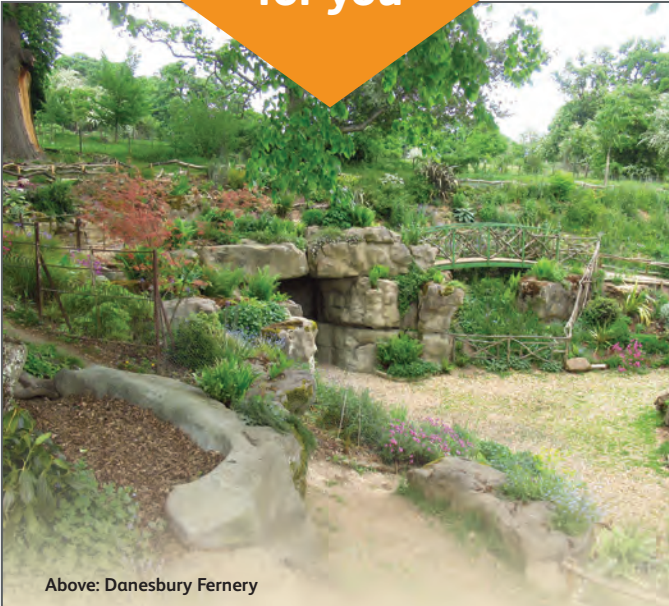
Welwyn Hatfield Borough Council is a White Ribbon-accredited organisation, meaning that it works to increase the knowledge and skills of staff to address all forms of violence against women and



carry the message into the community. The football tournament - in partnership with Stevenage FC at Gosling Sports Par - is one such example. Look out too, for the WGC clock tower lit orange to highlight the campaign, later in November.

Visit www.whiteribbon.org.uk

Sports Funds for you



Above: Danesbury Fernery

The Welwyn Hatfield Community Fund

The Welwyn Hatfield Community Fund (WHCF) encourages development and participation in sport, leisure, and recreation at all levels and by all sections of the local community.

So far, more than £221,000 has been awarded to 24 projects doing amazing work in their communities. In the past few months alone, the fund has supported projects for Panshanger Primary School, Danesbury Fernery, North Mymms Cricket Club,

Digswell Place Riding for the Disabled Association (RDA), Chimera Explorer Scouts Unit, Woodhall Tea Dance, and the Hatfield House Chamber Music Festival.

The WHCF welcomes applications from individuals, groups, teams, and organisations that aim to increase opportunities for physical activity and improve the physical and mental health of participants.

If you have a new initiative that shares this aim, visit www.better.org.uk/whcf for more information.

Hatfield Community Sports Fund

This fund is to help clubs and organisations to deliver professional, quality, safe and affordable sports and leisure services to the residents and organisations of Hatfield.

It aims to recognise and celebrate diversity and empower and engage all parts of the Hatfield community. Applications to and allocations from the Hatfield Community Sport Fund are currently open.

If you need help with applying, please email the council at sport@welhat.gov.uk.



QUEEN ELIZABETH II

1926-2022

The sad passing of Her Majesty Queen Elizabeth II in September was a shock for many of us. The Queen, as head of the Royal Family, served the country tirelessly and with great dignity for 70 years.

The Mayor, Cllr Barbara Fitzsimon, wrote to Buckingham Palace to extend our condolences to the Royal Family. Flags outside the council offices were flown at half-mast, and areas for floral tributes, as well as books of condolence, were set up.

The Welwyn Hatfield Community came together for the proclamation event in WGC, to announce the ascension to the throne of King Charles III.



The Queen had strong associations with the borough over many years. In 1959 she opened a campus of the Royal Veterinary College between Brookman's Park and Potters Bar, before visiting the then-new hospital named after her, the QEII in Welwyn Garden City, for its opening four years later (pictured above). More recently, in 2012, as part of her Diamond Jubilee Tour, she visited Hatfield House, and planted an oak tree in Hatfield Park to mark the occasion.



Big switch-on event returns to Hatfield!

Saturday 26 November from midday to 6pm

In Hatfield town centre the big Christmas lights switch-on is back, and Saturday 26 November is the date to get in your diary.

Welwyn Hatfield's fastest rising star, 10 year-old Immi Davis, will be performing the headline slot on the big stage before lighting up what is sure to be a packed town centre at 6pm.

From 2pm, the big stage in White Lion Square will host other talented local acts offering something for everyone, and an area in Market Square will be set aside for music and dance from community groups

representing the town's diversity.

Elsewhere in Market Square, Santa and his elves will be welcoming little ones into their grotto.

Alongside this, from midday there will be roaming street entertainers keeping up the festive fun for children and adults alike, stalls with Christmas-themed activities, plus craft workshops and face painting. Another big draw will no doubt be the giant snow globe creating the perfect setting for a festive photo to share with friends and family.

Christmas Challenge

Can you do all your Christmas shopping in Welwyn Hatfield shops this year? If you have decided to support local businesses this year and get all your shopping from Welwyn Hatfield traders, we'd love to hear from you. Get in touch via Facebook, Instagram or Twitter – just search Welwyn Hatfield.

Christmas Farmers' Market

The following weekend, on Saturday 3 December, there will be a Christmas-themed Farmers' Market in White Lion Square, selling tasty fresh and local produce, along with Christmas-themed treats such as hot roast chestnuts!

Along the way look out for best shop window and other Christmassy competitions.



Christmas

Discover the magic of Christmas in WGC

Saturday 19 November from midday onwards

Fantastical festive fun for all ages starts with a special Christmas event in Welwyn Garden City, organised by the Wonderful Welwyn Garden City BID and sponsored by the council, on Saturday 19 November, from 12 noon. There will be so much to enjoy, including music performances, street

entertainment, arts and crafts, a fun fair and much, much more.

For more information visit wonderfulwgc.co.uk or follow the BID on social media for updates on all the great things that are planned -

@wonderfulwgc

The Wonderful Welwyn Garden City Christmas Lights Trail.

19 November 2022 - 1 January 2023

The Wonderful Welwyn Garden City Christmas Lights Trail is back!

The fantastic light installations funded and brought to you by the businesses of Welwyn Garden City through the BID will be part of a trail which the whole family can enjoy. The light trail will consist of large Christmas themed installations that will be located throughout Welwyn Garden City town centre. These will include the famous WGC Christmas Bear, the Magical Bauble, and more.

Download the FREE LoyalFree App to be able to access the trail, scan and check in at each destination, and vote for your favourite installation. You can WIN some amazing prizes!



Welwyn Hatfield Women's Refuge

The Mayor's chosen charity



The Mayor of Welwyn Hatfield, Councillor Barbara Fitzsimon's charity of the year is the Welwyn Hatfield Women's Refuge (WHWR).

The charity offers temporary, crisis accommodation and support in the borough for women, with or without children, fleeing domestic violence and abuse.

Reported incidents of domestic abuse soared throughout the pandemic, and the service has been needed more than ever. At this time of year, too, the pressures of the Christmas period, the impact of financial hardship on households, and even the excitement of large events like the World Cup can heighten emotions and trigger increases in reports of Domestic Abuse.

The team gives tireless support on both a practical and emotional level, including crisis counselling.

WHWR is one of the very few refuges in the country with an onsite trauma-informed education centre. The specialist team also offers advice about safe resettlement after refuge, practical support for claiming benefits, seeking legal advice, finding schools and doctors and mental health counselling.

Each year, WHWR provides safe accommodation and services for around 36 women and 48 children.

Information and contact details for the refuge can be found at whwr.org.uk

If you are in immediate danger dial 999 and ask for the POLICE.



Be aware of fake energy rebate emails

Action Fraud is warning the public about a sharp rise in reports of fake emails purporting to be from Ofgem, the independent energy regulator.

The emails claim that the recipient is due a rebate payment as part of a government scheme and provides links to click on to apply for the rebate. But the email links lead to malicious websites designed to steal personal and financial information.

These emails may display the email subject header "Claim your bill rebate now". Offenders are using the Ofgem brand logo and colours to make it look authentic.

If you have doubts about a message, contact the organisation directly, and only use the contact details from their official website. Remember, your bank (or any other official source) will never ask you to supply personal information via email.

If you receive a suspicious email, even if you're not certain, forward it to report@phishing.gov.uk - they can check.

For advice on how to stay secure online, please visit: www.cyberaware.gov.uk



If you are or know a young person between the ages of 11 and 19, studying or living in the borough, who would love to join a collective that can really make a difference, then look no further than the Youth Council!

WELWYN HATFIELD YOUTH COUNCIL



Make a difference as a Youth Councillor

The Welwyn Hatfield Youth Council gives young people who are passionate about making a difference in their community a platform to do just that.

They work in partnership with many of the borough and county's youth services to make sure young people's voices are heard, and tackle the issues that really matter to them, locally and nationally.

Past initiatives have included:

- hosting a virtual Question Time based on the format of the BBC's flagship topical debating programme
- working with Just Talk Herts to produce an interactive mental health and wellbeing pack for kids
- attending local and national events, such as Herts Pride
- and hosting the first annual Welwyn Hatfield Youth Awards earlier this year!

In 2022-23 their focus will be around mental health, youth participation, sports, LGBT awareness and engaging more young people with the Youth Council.

A few upcoming events they will be involved with include:

- White Ribbon Day
- The 2023 Youth Awards
- And visiting the Houses of Parliament

Hannah Maskey, the Youth Council Vice Chair, says: "We are a very active group that set our own agenda. There are loads of amazing opportunities to get involved in the community such as access to VIP tickets for Screen on the Green, Q&A sessions with other youth groups, councillors and MPs."

For more information on the Youth Council and how to get involved, visit one.welhat.gov.uk/youthcouncil

You can follow the Youth Council on Instagram and Twitter.

 @YouthCouncilWH

 @WHYouthCouncil

BLACK HiSTORY MONTH

Throughout October, the council supported Black History Month, with an exhibition, competition, and a special event to celebrate the lives and significant contributions of black people, locally and nationally.



The Welwyn Hatfield Youth Council worked with local primary schools and received poetry, art, short stories, and quotes that represented this year's theme, '**Time for Change: Action not Words**'.

On Wednesday 26 October, this culminated in an event at Mill Green Mill and Museum, to celebrate Black History, where the fantastic creative contributions were then put on display. As well as viewing these works, there were guest speakers, including Ashton Attzs, talking about his experiences, Gilroy Gregory, a council officer who has authored a book called 'George, the teenage years', and Mama Cynth's Jamaican Kitchen serving a Jamaican-style buffet.



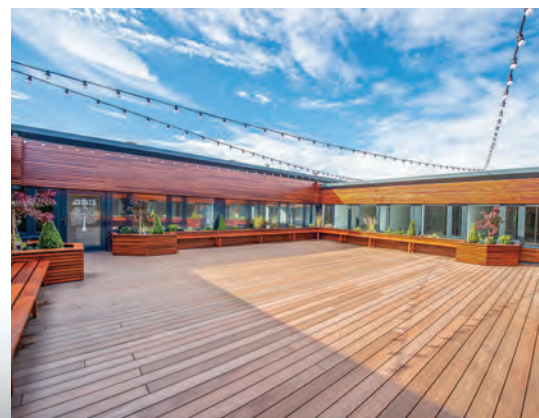
At WelTech and HatTech businesses get stronger together

Are you looking for ways to grow your business?

Perhaps you're a solo entrepreneur or start-up looking to network with like-minded business owners. You might even have outgrown your home office and feel ready to make a move. Whatever your ambitions, the **WelTech** and **HatTech Business Centres** are purpose-built to help you grow.

WelTech, located at Ridgeway in Welwyn Garden City, has a variety of private office spaces, a coffee lounge, onsite parking, and meeting room facilities to help you present

your business in style. And at **HatTech**, based at Beaconsfield Court close to Hatfield train station, the same super-slick office spaces are available, with a well-being garden in which to sit back and relax with your co-workers. Both sites offer virtual membership options, so you can enjoy all the perks of a static office such as a business post box and call answering service – at a fraction of the price.



HatTech **WelTech**
Business Centre Business Centre

DATE FOR YOUR DIARY!

Come along to the next 'Let's Talk' breakfast networking event at HatTech on Thursday 8 December to hear 'Three Steps to Confident Business Presenting' with Bob Ferguson.

Book your place via
www.hattech.org.uk/news/

Co-working membership at HatTech now available!

Now you can share your office space with a range of flexible, co-working membership options starting from just £85 per month. Co-working offers a unique opportunity to bring the best business minds together in a

modern, spacious environment to inspire creativity and grow together.

Ready to find out more? For more information, visit www.weltech.org.uk and www.hattech.org.uk



Below: Ian Hancock, Service Director, Alan Hayward, Managing Director at MSPS, Cllr Fiona Thomson (Housing), and WHBC Chief Executive Ka Ng.



New repairs and maintenance contractor

Morgan Sindall Property Services (MSPS) is the council's new contractor responsible for delivering all repairs and maintenance services to council tenants.

Since the start of the contract on 1 October, the MSPS team has worked hard to ensure the transition period has been as smooth as possible, and repairs and maintenance work continuing with minimal disruption.

Communication and transparency are at the heart of the partnership between MSPS and the council. Letters containing key information were sent to all council tenants, and when a repair is reported and the

appointment made, customers can track their engineers when on route via SMS text messaging and receive regular updates at 72 hours, and 24 hours before the repair appointment.

MSPS will also be introducing a new feedback tool to gather customer views on its service and how it can improve to meet customers' needs.

The **Customer Service Centre** team is available between 8.45am and 5.15pm (Mon -Thurs) and 8.45am – 4.45pm (Friday).

Call **01707 357000** or **0800 111 4484** (freephone) if you need to talk about a repair. Email: housingmaintenance@welhat.gov.uk

Helping landlords and tenants



PAL – Partnership Accreditation for Landlords - is the council's free landlord and property accreditation scheme that works to raise the standard of privately rented properties in Welwyn Hatfield.

Founded by the council and the University of Hertfordshire, the scheme aims to ensure that rental properties are safe and legally compliant, giving tenants and landlords piece of mind. With many students living in the borough, it's important that HMOs – houses in multiple occupation – are licensed. If you are a landlord or tenant of one, you can check its status by

viewing the HMO register. Go to www.welhat.gov.uk and search HMO public register.

If you are experiencing harassment as a tenant, the team can also help.

To contact the Private Sector Housing Team, call **01707 357 383**. Find out more about the PAL scheme at www.pal-online.org.uk



How the Healthy Hub can help you

Have you visited the Welwyn Hatfield Healthy Hub yet? The Healthy Hub provides all the information and advice you need to help you access local health and wellbeing services.

Alternatively, find them at one of their regular Healthy Hub pop-up clinics. They are often out in the community in the local libraries, Food Bank and Leisure Centres. Through the Healthy Hub you can get help to:

- Manage your weight
- Give up smoking
- Look after your mental health
- Cut down on your drinking
- Become more active
- Get healthy eating advice
- Reduce drug use and dependency
- Join community groups and activities
- Get support as a carer



www.healthyhub.welhat.gov.uk



Christmas Grazing Board

Suggested ingredients for a grazing board are listed below — but make sure you throw in your favourites! Have fun and experiment!

- Savoury cracker biscuits
- Cashew nuts, unsalted
- Pistachio nuts
- Cheese selection, chopped or sliced
- Cauliflower florets, raw
- Cucumber sticks
- Carrot sticks
- Satsuma segments
- Raisins/currants
- Raspberries
- Prosciutto ham
- Salami
- Salsa dip

Grazing boards are a nice way to start your festive meal. They offer a variety of mini choices for your guests. Anything can be added. Include some fruit & raw vegetables with a healthy dip or salsa. Wash all fruit and veg before serving.



You might also be looking for some inspiration to beat those New Year blues. This could be healthy recipes to get you and your family back on track and feeling energised after the (understandable) indulgence of the Christmas period. Or you may need some emotional support, after what can be a very intense time for families or friends spending longer periods than usual together.

The Healthy Hub is here to help with details of organisations that can help in a range of ways.

You can also find out how to get your free NHS health check, to keep your body as well as your mind in the best shape you can.

Healthy hub
Welwyn Hatfield

www.healthyhub.welhat.gov.uk

LOVE FOOD hate waste

Budgeting and keeping an eye on our outgoings are a real priority for most of us right now, and making the food you buy go further with less waste can really help.

Use-by dates and best before dates can be key to this. Use-by dates are about safety, and if foods are used or cooked by midnight of the use-by date on the label, they are perfectly safe. Plus, if you can freeze the product, and do so by the use-by date, it locks in that freshness and can be stored for several months (always check the label).

Foods with a best before date are about food quality and can be eaten after that date. Just use sensory clues such as the sniff test, check for mould on bread and taste crisps or biscuits to see if they've gone stale – don't assume they are no good!

Savings soon add up if you can use food before or on the use-by date and just after the best before date, rather than throwing it away.

Discover great tips to help save your food, save money, and help save the planet on the Love Food Hate Waste website www.lovefoodhatewaste.com.

TOP TIPS

The average UK family could save £60 per month - around £720 per year - by saving food from going in the bin.

Sticking to a shopping list and using the in-store self-scanners, which add up your shopping total as you go, can also really help.



Increasing COVID-19 vaccine uptake

The COVID 19 vaccine rollout has enabled the gradual and safe return to every day life, and while it's helped save more than 105,000 lives and prevented more than 230,000 hospitalisations, some people are still hesitant about the benefits.

The council, alongside the NHS and volunteers, has worked to address this with a targeted vaccination uptake programme, using special government funding. This has included leaflets, telephone calls from vaccine tracers, and community events to provide information and reassurance.

The telephone-based vaccine tracing project contacted thousands of patients, resulting in at least 808 people planning to be vaccinated and more than 244 appointments booked. Where people couldn't be contacted by phone, leaflets have been distributed alongside wider efforts to tell patients about the services.

An impressive 100 community



volunteers in Welwyn Hatfield have engaged with communities where uptake is low.

Meanwhile, young people have engaged through the 'Who Cares About Covid?' podcast series, hosted by young social media influencers, and the groundbreaking chatbot, 'Lynn', designed to dispel some of the misinformation and myths out there. You too can join the chat by scanning the QR code or visiting www.tiny.cc/welhat

To get involved, please call **Communities 1st on 01727 649900** or email CommunityChamp@communities1st.org.uk



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



MILL GREEN MUSEUM AND WORKING MILL

Christmas at the Watermill

Come along to our Traditional Christmas Fayre at the Watermill on Saturday 26 November 11am – 4pm and pick up some fantastic, hand-made gifts for your loved ones. There'll be craft and food stalls including bread and cakes featuring the mill's own wholemeal flour; a chance to make a Christingle and traditional Christmas decorations, you can join in with some carol singing and of course visit our original watermill and museum exhibitions. Adults £7.50, Children £2.50

Opening times are Thursday – Sunday 10am – 5pm.

www.millgreenmuseum.co.uk



IT'S PARTY TIME!

Campus West

WELWYN GARDEN CITY

Christmas time is party season, and Campus West is the no.1 place to go for fun and affordable children's parties.

Soft Play City provides a colourful wonderland of play for babies and children up to 8 years. At Roller City parties, you can have the whole skate rink to yourselves. Even more exciting news is that Bouncy Castles have arrived at Campus West, providing bouncy festive fun for all age groups!

Book online at: www.campuswest.co.uk



Soft
Play
City



Campus West

WELWYN GARDEN CITY

THE
CINEMA



Soft
Play
City

Humphreys
CAFÉ LOUNGE

The highly acclaimed Campus West Panto returns with a swashbuckling adventure on the high seas!

As we approach Campus West's 50th anniversary, we decided to take inspiration for this year's story from the first Panto ever performed at Campus West, the year we opened in 1973: **Treasure Island**. The 2022 **Treasure Island** will be a new and completely original version, written by the fantastic scriptwriting duo, Jonas Cemm and Joe Sargent from JoJoPanto, and produced by Campus West.

Treasure Island is a rip-roaring, swashbuckling adventure that will delight the whole family.

The now famous Blue Panto - strictly for adults - will be **Pleasure Island** which takes the hurly-burly fun, saucy gags and cheeky slap 'n' tickle to a whole new level!

To book online, visit our website. The details are at the bottom of this page.

TREASURE ISLAND

8 December 2022 –
2 January 2023



LIVE ON SCREEN

Culture lovers are well catered for this year as international companies come to Welwyn Garden City. The Campus West cinema will be linking up live with the **National Theatre**, the **Royal Ballet** and the **Royal Opera House**, bringing you the best of their 2022/2023 season.



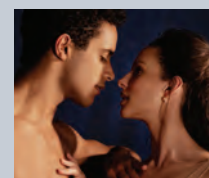
ROYAL BALLET: A DIAMOND CELEBRATION

16 & 20
November



EXHIBITION ON SCREEN - CÉZANNE

29 November & 4
December



ROYAL OPERA: LIKE WATER FOR CHOCOLATE

19 & 22 January



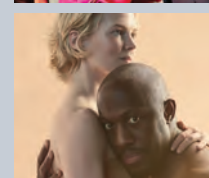
NATIONAL THEATRE: THE CRUCIBLE

26 January



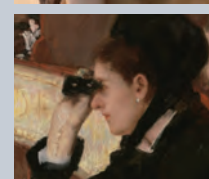
ROYAL OPERA: THE BARBER OF SEVILLE

15 & 19 February



NATIONAL THEATRE: OTHELLO

23 February



EXHIBITION ON SCREEN - MARY CASSATT

8 & 12 March



ROYAL OPERA: TURANDOT

22 & 26 March

THE
CINEMA

Friendly Independent Proud

See new films on the day of release at Campus West's independent 3-screen cinema.

Coming this December

Avatar: The Way of Water is set more than a decade after the events of the first film, and tells the story of the Sully family, the trouble that follows them, the lengths they go to keep each other safe, the battles they fight to stay alive, and the tragedies they endure.

Also coming this festive season

We have not one but TWO **Nutcrackers** courtesy of the Royal Opera House's festive ballet classic (8 and 11 December), and Matthew Bourne who's family-sized helping of wit, pathos and magical fantasy is the sweetest of treats (15 and 20 November). Journey through an ice-skating winter wonderland to the scrumptious candy kingdom of Sweetieland, all set to the glorious music of Tchaikovsky.

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