

NEWS AND UPDATES FROM ACROSS THE BOROUGH

# ONE

## Welwyn Hatfield



# FUN FOR ALL!

**INSIDE: 2024 BIN COLLECTIONS CALENDAR | TOWN CENTRE  
UPDATES | RECYCLE MORE | LOCAL ELECTIONS | WHAT'S ON**



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**WELWYN  
HATFIELD**



# Welcome from the Leader and Deputy Leader

Welcome to the spring edition of ONE Magazine.

We are coming up to the one-year anniversary of the new joint administration and we are delighted to share with you some of our highlights in this magazine.

Following on from the success of last summer's events, we have continued to provide free activities with our partners throughout October half term and Christmas. Our pantomime was an 'Oh Yes It Was' success, and we would like to thank everyone who booked tickets and celebrated Campus West turning 50 with us. Have a sneak peak of what Campus West has to offer this year on page 20.

We were thrilled to celebrate our local community heroes at our very first ONE Community Awards and congratulations to everyone involved. You can read about our extraordinary winners on page 13.

From your feedback on our Community Survey, we have developed our new vision and priorities which you can read more about on page 3. By putting our Community at our Heart, we will make sure that you remain at the core of everything that we do.

We also know that the cost of living continues to impact us all and we have detailed support available on page 15.

Finally, don't forget to keep your pull-out waste collection calendar on pages 9 and 12.

Thank you for being part of our community and together, let's make 2024 a great year.

**Paul Zukowskyj,**  
Leader of the Council

**Lynn Chesterman OBE,**  
Deputy Leader of the Council

## COUNCIL UPDATES FROM AROUND THE BOROUGH



**1** In February, the **Generation Welwyn Hatfield 2024 Careers Fair** saw 500 young people gather to meet local employers to learn about the many career opportunities available in the borough. The event was run in partnership with Welwyn Hatfield Borough Council and Hertfordshire LEP's skills Hertfordshire Opportunities Portal (HOP).



**2** February also saw the first **One Welwyn Hatfield Community Awards** take place at Campus West in Welwyn Garden City. It was an inspiring evening designed to recognise and reward the exceptional individuals, organisations, and businesses that are making a real difference in the community. Congratulations to the winners and nominees!



**3** **Welwyn Hatfield Community Lottery** marks a bumper first year. Since its launch, over 50 good causes signed up. Thank you to all the supporters of the lottery. The lottery costs only £1 per ticket, with 60% of the proceeds going to local charities and groups.



**4** **Campus West**, Welwyn Garden City's premier family entertainment centre, **celebrated its 50th Anniversary last December**. Celebrations included a display of old memorabilia for a trip down memory lane, and a buffet lunch with esteemed guests the Mayor, and TV Director Mark O'Sullivan who began his career at the iconic venue.



**5** Over **11,000** people came to see our pantomime **Robin Hood** and its adult version **Robin: Keep on Riding!** See the outside back cover for more information on this year's pantomime, which is **Sleeping Beauty**.



**6** Oak Hill Crematorium **donated £14,000 to Isabel Hospice** as part of the Institute of Cemetery and Crematorium Management metals recycling scheme. The Hospice is a local charity that provides specialist palliative care and support to people with life-limiting illnesses and their families.



# Our new vision and priorities

We have used the results from our Community Survey to develop our new vision, priorities and commitments from now to 2026. The **Community at our HEART** vision is to put communities at our heart with five key priorities.



**H**

**Homes to be proud of**

Build new social and affordable homes

High-quality homes for all

Support and prevent homelessness

Plan for future homes in the right places

**E**

**Enable an economy that delivers for everyone**

Champion local businesses

Support vibrant town centres

Enable access to amenities in our neighbourhood centres

Boost the economy in rural areas

**A**

**Action on Climate Change**

Renew our commitments to be a net zero Council by 2030

Step up climate change adaptation and mitigation measures

Lead by example and encourage others to make positive change

Increase and promote biodiversity

**R**

**Run an effective council**

Be accessible

Be accountable and adopt a first time right approach

Make financial decisions to deliver efficient and quality services

Build our reputation, locally and with partners

**T**

**Together, create opportunities for our communities**

Be proud of our environment and heritage

Promote health and wellbeing through local leisure and cultural opportunities

Celebrate our diverse cultures and communities

Help us feel safer where we live

## Local Elections 2024

This year's Local Elections (including for Hertfordshire's Police and Crime Commissioner) will be held on Thursday 2 May. You must bring photographic identification to vote. You will not be able to vote unless you show photographic identification to the polling station staff. Changes have been made to the way you can apply for postal and proxy votes.

### Postal voting

Changes include:

- You can apply online to vote by post [www.gov.uk/apply-postal-vote](http://www.gov.uk/apply-postal-vote)
- You now have to prove your identity as part of the application process. Both online and paper applications require ID verification.
- You can hold a postal vote for a maximum period of three years. You need to reapply at the end of that time.

Paper forms will still be available from the Electoral Commission's website or by contacting Welwyn Hatfield Borough Council's Electoral Services team via email at [elections@welhat.gov.uk](mailto:elections@welhat.gov.uk)

If you currently have a postal vote in place, you do not need to take any action now.

### Proxy voting

Changes include:

- You can now apply online for some types of proxy vote [www.gov.uk/apply-proxy-vote](http://www.gov.uk/apply-proxy-vote)
- Your identity will be checked as part of the application process. Both online and paper applications will require ID verification (except for emergency proxy votes).
- There is now a limit to the amount of people someone can be a proxy for.

For more information about voting, visit the Electoral Commission website.

### We need your help!

We're looking for people to work during election time. To work at the elections, you must:

- Be 18 years of age or over
- Have a national insurance number
- Have the right to work in the UK

Please note that you cannot work for elections if you have campaigned on behalf of a candidate or party, nominated a candidate, or have a personal relationship with an elected representative or candidate.

Interested? Email Electoral Services at [elections@welhat.gov.uk](mailto:elections@welhat.gov.uk)

### Polling District and Polling Station Review

Last year, we carried out a review of polling districts and polling stations in the borough to ensure that appropriate facilities were in place at polling stations to enable electors to vote. The review was also undertaken to ensure that the polling stations were fully accessible, and that additional polling stations were provided in areas where there has been an increase in electorate.

The results of the review can be found on the council's website.



Below: Hatfield Town Centre last summer

# Hatfield Town Centre update

**Last year saw the official opening of the One Town Centre development in Hatfield.**

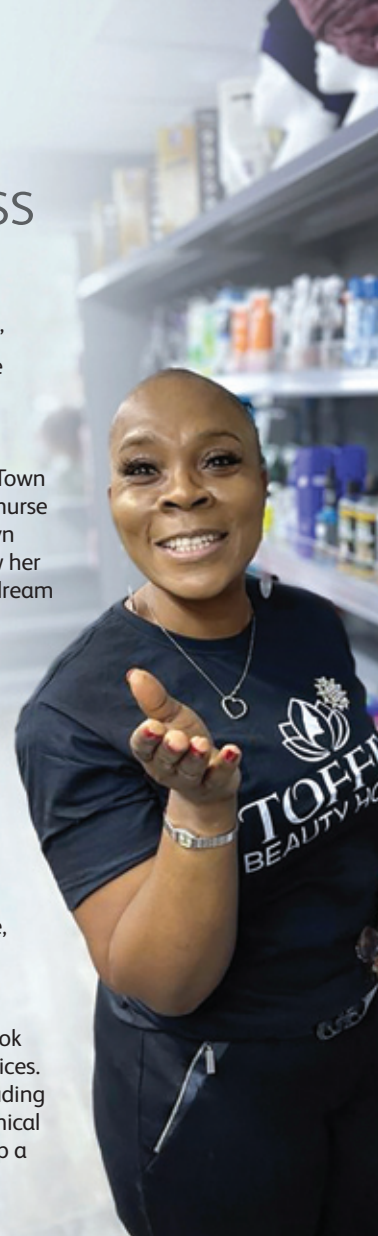
The development includes commercial units and 71 new homes, including 38 affordable housing units which are being let by the council as social housing (see page 15). With the council's multi-million-pound investment breathing new life into the town, we meet two of the businesses that are benefiting from One Town Centre.



## Sweet success for Toffee!

Local businesswoman Fola 'Toffee' Odusina, owner of Faith and Grace Hair and Beauty in The Arcade off White Lion Square in Hatfield, is pleased to see a burst of new life following the opening of the One Town Centre development. Previously a nurse in London, Toffee moved to Welwyn Garden City 25 years ago to follow her passion for hairdressing. Toffee's dream is to give ethnic women a space where their hair, make-up and skincare needs are taken care of. She told us: "I am so excited. We've been in the town for 19 years and this is the best I've seen it so far. The place is buzzing! We see so much hope for the future."

At the end of 2022, Toffee opened the new Afro-Caribbean beauty store: Toffee Beauty House, in Welwyn Garden City. This adds specialist wig-making for clients undergoing cancer treatment or experiencing alopecia, or just to look good, to her extensive beauty services. She also runs haircare classes including a Protective Styling course, a Chemical Processing course, and a Setting up a Salon or Retail Shop course.



## The Family Jewellers



The Family Jewellers is a family-owned store in Hatfield that sells and buys new and antique jewellery and collectables. It also offers repair, restoration, and design services for customers' treasures. The store has been a part of the community for over 20 years, attracting loyal and friendly customers who appreciate its diversity, quality, and expertise. The Family Jewellers adapts to changing times while maintaining its core values and customer satisfaction. It is a true gem in Hatfield's town centre.

Keep checking [one.welhat.gov.uk/major-projects](https://one.welhat.gov.uk/major-projects) for updates on all major projects

# What's on in Welwyn Garden City town centre

## World Food Festival

Sat 11 & Sun 12 May  
Sat 14 & Sun 15 September

From Mexican to Malaysian, Brazilian to Bangladeshi, the World Food Festival serves up the perfect recipe of food, entertainment, drinks and much more. This event has something to excite all of the senses and showcases foods and cultures from all around the world. Proudly sponsored by Welwyn Hatfield Borough Council and Oaklands College.

## Vegan Market

Sat 8 June • Sat 26 October

The Vegan Market Co will be taking over Stonehills Square. The event brings together a huge variety of vegan street food vendors, artisan bakers, craft brewers, ethical jewellers, sustainable candle makers, local artists, zero-waste champions, environmental charities and lots more.

## Street Food Heroes

Thu 20 June • Thu 18 July  
Thu 15 August

Back by popular demand, Street Food Heroes will be returning to Stonehills square from 4pm – 9pm for an evening of street food, drinks and music.



## WGC Vintage Festival

Sat 22 & Sun 23 June

A weekend celebrating everything vintage, with over 70 of the finest internationally acclaimed musicians, singers, DJs, dance performers and instructors as well as vintage enthusiasts from all around the world. Admire the vintage cars, vintage fashions and there's vintage fun for the whole family.

For more information on this summer's events visit [www.wonderfulwgc.co.uk](http://www.wonderfulwgc.co.uk)

## Hertfordshire County Council WGC update

### New walking, cycling and wheeling facilities

**The final stage of work in Welwyn Garden City Town Centre is now underway and we look forward to the opening of the new walking, wheeling and cycling facilities.**

These have been designed to create an attractive and inclusive walking environment, supported by new raised crossing points to improve access to the Howardsgate garden areas, shopping centre and market space in Stonehills. New cycle lanes will also enhance access by bicycle, with direct links to the National Cycle

Network Routes 12 and 57, as well as onward journeys to Digswell Park Road, where further walking and cycling improvements were delivered in Autumn 2023. The rearrangement of Fretherne Road and Wigmores North to one-way for motorised vehicles will provide a more efficient flow of traffic in and out of the town centre, whilst a reduction in the town centre speed limit to 20mph will enhance the safety and comfort of people visiting, shopping and spending time there.

Details of the final stage of construction are available to view online at [www.hertfordshire.gov.uk/activetravelfund](http://www.hertfordshire.gov.uk/activetravelfund)

# Climate Action in Welwyn Hatfield

Last year, the council launched a Climate Action survey in Welwyn Hatfield to understand residents' views on climate change, what they are doing to reduce their environmental impact, and what support they need from us. As highlighted on page 3, action on climate change is one of our new five key priorities.

Nearly 700 people participated, providing valuable insight for our goal of achieving net zero carbon emissions as a borough by 2050.

Respondents expressed interest in local climate action updates, leading to the launch of the Welwyn Hatfield Climate Hub. This platform will keep those interested informed about climate change news, initiatives, achievements, progress, and local events.

Recent developments include the installation of five new bike maintenance stands across the borough, with two Dr Bike sessions planned for residents. Additionally, Hertfordshire County Council's 'Your Tree, Our Future' scheme

provided residents with 11,005 trees to plant on their privately owned land in December 2023. These trees will help to protect biodiversity and support our fight against climate change. We have also introduced a Sustainable Procurement Strategy to utilise our purchasing power, which will ensure sustainability is embedded into our supply chain. In June, we will be running the Great Big Green Week. Look out on our website and social media channels for more information.

To join our Climate Hub and stay updated on our progress to achieving net zero, visit [one.welhat.gov.uk/environment](http://one.welhat.gov.uk/environment)



## Electric buses for Welwyn Hatfield

Bus journeys across the borough are set to become greener as Hertfordshire County Council and bus operator Uno reach agreement to phase out part of their diesel fleet and introduce 27 new electric buses from this year.

The first new bus is scheduled to be in service during 2024, with all 27 in operation by 2026, travelling on routes in the Hatfield, St Albans, and Welwyn Garden City areas.

The Zero Emission Bus Regional Areas (ZEBRA) scheme is a Central Government initiative, funded by the Department for Transport (DfT), to help local transport authorities introduce zero emission buses, together with the infrastructure needed to support them.

In addition to their environmental credentials, the new electric buses will:

- Provide enhanced comfort, quieter operation and a smoother journey;
- Improve reliability given the reduced maintenance requirements;
- Provide savings due to the cost-effective nature of electric buses in comparison to traditional diesel counterparts.

Welwyn Hatfield Borough Council has an ambition for the whole of Welwyn Hatfield to be net zero by 2050 and the new buses will be a huge step towards that target.



# Taking a step towards a greener future with the planting of 20 elms

Last December, the council took a significant step towards fulfilling our corporate commitment to plant a minimum of 300 street trees every year.

We planted 20 Lobel Elm trees across the borough. Lobel Elm is a species resistant to Dutch Elm disease and planting them is part of our initiative to replace the elm trees that were prevalent before the outbreak of Dutch Elm disease in the 1960s. The new trees will complement the original Dodoens Elms in Hatfield which are the largest of its species in the country.

Our tree planting project is aimed at increasing the number of trees in areas with low canopy coverage. The

project is part of our ongoing efforts to promote a greener and more sustainable environment for the community.

Clr Sandreni Bonfante, Executive Member, Environment attended the tree-planting along with Clr Kieran Thorpe.

WHBC has also undertaken other planting projects, including replacement planting at Lyles Lane and community orchards. Residents are encouraged to participate in the 'Your Tree Our Future' initiative, which aims to inspire people to plant trees in their back gardens.

For more information, and to claim up to five free trees per applicant, visit:

[one.welhat.gov.uk/news/article/71/your-tree-our-future](https://one.welhat.gov.uk/news/article/71/your-tree-our-future)



Picture (left to right): Tree Officer James Hare, Clr Kieran Thorpe and Clr Sandreni Bonfante



## Local firm Kane International recognised for investment in energy efficiency lighting

Local firm Kane International Ltd were presented with a certificate in recognition of their investment in energy efficient LED lighting. The certificate was presented to Kane's CEO, Jonathan Kane, by the Leader of WHBC and Executive Member for Climate Change, Councillor Paul Zukowskyj. Welwyn Hatfield Mayor, Councillor Pankit Shah, also attended the presentation ceremony along with the Deputy Leader, Councillor Lynn Chesterman OBE, local Councillors, members of Kane's senior management team and WHBC's Chief Executive, Ka Ng.

Kane International is a leading manufacturer of analysing

equipment used by gas boiler engineers in the UK and across the world. As part of the Eastern New Energy project, Kane was awarded funding to support its investment in energy efficient LED lighting at its head office and manufacturing plant in Welwyn Garden City. Kane installed the new LED lights as part of its drive to make its business greener.

The council has an ambition for the whole of Welwyn Hatfield to be net zero by 2050 and the Eastern New Energy Project was a great way for local businesses to help achieve that target, and to save money on energy costs at the same time.



# This Girl Can! Can you?

This Girl Can in Welwyn Hatfield returns from 10 to 16 June!

This is a Sport England national campaign that encourages as many women and girls as possible to be physically active and have fun while doing so. Lots of free sessions will be taking place in the borough and can be found on the ONE Welwyn Hatfield events page nearer the time – check [one.welhat.gov.uk](http://one.welhat.gov.uk) for details!

You can also find out more at [www.thisgirlcan.co.uk](http://www.thisgirlcan.co.uk)

“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*”.

*Hollie Watson,  
a participant last summer*

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](http://www.one.welhat.gov.uk/ThisGirlCan)



## BIG SUMMER IS BACK!

**BIG Summer will be returning to Welwyn Hatfield from 29 July to 18 August 2024.**

Many fun activities will be available for children, teenagers and families to get involved in. Whether you are looking for a fun family day out or looking to try a new activity, there’ll be something for everyone!

For more information, visit [www.one.welhat.gov.uk](http://www.one.welhat.gov.uk)



## Xplorer fun this 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. It’s taking place at various locations during the Easter holidays; just look out for the blue WelHat Sports Gazebo to collect your maps.

- Weds 3 April – 11am-2pm at King George V Playing Fields
- Weds 10 April – 11am-2pm at Moneyhole Lane Playing Fields
- Weds 29 May – 11am-2pm at Stanborough Lakes
- Weds 7 August – 11am-2pm at King George V Playing Fields
- Weds 14 August – 11am-2pm at Moneyhole Lane Playing Fields
- Weds 21 August – 11am-2pm at Stanborough Lakes
- Weds 28 August – 11am-2pm at King George V Playing Fields

More information can be found at [www.xplorer.org.uk](http://www.xplorer.org.uk)





# Your waste collection calendar for the next year

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

**Blue boxes** are for your 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 1 April collection will be on Tuesday 2 instead.



**MY COLLECTION DAY IS:**

## North Welwyn Hatfield collections

APRIL 2024						MAY 2024						JUNE 2024					
Mon	Tu2	8	15	22	29	Mon	Tu7	13	20	Tu28	Mon	3	10	17	24		
Tue	We3	9	16	23	30	Tue	We8	14	21	We29	Tue	4	11	18	25		
Wed	Th4	10	17	24		Wed	1	Th9	15	22	Th30	Wed	5	12	19	26	
Thu	Fr5	11	18	25		Thu	2	Fr10	16	23	Fr31	Thu	6	13	20	27	
Fri	Sa6	12	19	26		Fri	3	Sa11	17	24	Sa1Jun	Fri	7	14	21	28	
JULY 2024						AUGUST 2024						SEPTEMBER 2024					
Mon	1	8	15	22	29	Mon	5	12	19	Tu27	Mon	2	9	16	23	30	
Tue	2	9	16	23	30	Tue	6	13	20	We28	Tue	3	10	17	24		
Wed	3	10	17	24	31	Wed	7	14	21	Th29	Wed	4	11	18	25		
Thu	4	11	18	25		Thu	1	8	15	22	Fr30	Thu	5	12	19	26	
Fri	5	12	19	26		Fri	2	9	16	23	Sa31	Fri	6	13	20	27	
OCTOBER 2024						NOVEMBER 2024						DECEMBER 2024					
Mon		7	14	21	28	Mon		4	11	18	25	Mon	2	9	16	23	Th2Jan
Tue	1	8	15	22	29	Tue		5	12	19	26	Tue	3	10	17	24	Fr3Jan
Wed	2	9	16	23	30	Wed		6	13	20	27	Wed	4	11	18	Fr27	
Thu	3	10	17	24	31	Thu		7	14	21	28	Thu	5	12	19	Mo30	
Fri	4	11	18	25		Fri	1	8	15	22	29	Fri	6	13	20	Tu31	
JANUARY 2025						FEBRUARY 2025						MARCH 2025					
Mon		We8	Tu14	20	27	Mon	3	10	17	24	Mon	3	10	17	24		
Tue		Th9	We15	21	28	Tue	4	11	18	25	Tue	4	11	18	25		
Wed	Sa4	Fr10	Th16	22	29	Wed	5	12	19	26	Wed	5	12	19	26		
Thu	Mo6	Sa11	Fr17	23	30	Thu	6	13	20	27	Thu	6	13	20	27		
Fri	Tu7	Mo13	Sa18	24	31	Fri	7	14	21	28	Fri	7	14	21	28		

## Checking your collection day, bank holidays and service disruption

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

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



# Recycle more!

By taking some simple steps we can all help ensure Welwyn Hatfield's recycling is high quality and can be put to the best possible use.

By following the below guidance we can help you maximise the full potential of your bin.

It is important to take care to recycle or compost only the items that can be accepted. Placing incorrect items in the recycling or compost bins can make recycling inefficient and expensive. The machinery used at the facilities cannot handle unwanted items so they have to be picked out by hand and then sent to landfill.

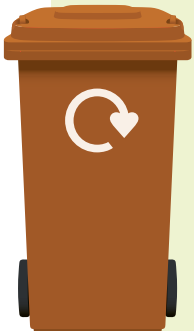
## Green Caddy

Your **green caddy is for food waste**. This is collected weekly and can be placed in any plastic or paper packaging as this is removed prior to processing.



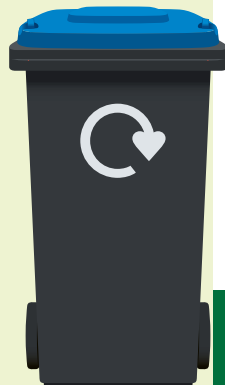
## Brown Bin

Your **brown bin is for organic garden waste**. Composting is a simple process, but becomes far more complicated and expensive to produce if it contains contaminants or rubbish that won't rot. It relies on materials breaking down to produce compost used to fertilise farmland.



## Blue Lidded Bin

Your **blue lidded bin is for glass, tins, cans, plastics and paper inside the inner box**. We most commonly have queries about which plastics can be recycled. The types of plastic we want to collect for recycling is disposable packaging, commonly used to protect and contain food, drink and detergents etc. Examples of this include bottles (drink, shampoo, detergent etc), yoghurt pots, ready meal trays, fruit and vegetable trays, margarine and ice cream tubs, flower pots and seed trays.



## Where does my recycling go?

Many people ask us what happens to their recycling once it's been collected.

The mixed recyclables we collect are taken to a Materials Recovery Facility (MRF) near St Albans for sorting. Materials are sorted by type and sold on to be reprocessed.

A significant proportion of recycling we collect, including newspapers and magazines, glass, steel and aluminium cans, and textiles are sent to reprocessors in the UK. Similarly garden and food waste we collect is processed at recycling plants in the UK.

Whilst best endeavours are made to find a UK market, sometimes the demand for a material just does not exist in the UK. Furthermore, current UK markets do not have sufficient capacity to be able to absorb all of the dry recyclables the UK collects.

This means it is necessary to allow our private sector partners, subject to regulatory compliance, the freedom to trade dry recyclables on the international market in order to achieve the best income streams and / or lowest costs for tax payers.

For more details about this, please see the Hertfordshire Waste Partnership Annual Report or visit [www.welhat.gov.uk/bin-collections](http://www.welhat.gov.uk/bin-collections).

Remember, the redeveloped Tewin Road Recycling Centre and Depot in Welwyn Garden City is open seven days a week, 10am to 6pm.



## Report a problem

There are over 500 miles of road verges and over 50 square miles of open spaces in the borough, for our crews to cover. It is impossible for us to know of every problem and we value information from the public alerting us to problem areas. You can report issues via our website: [www.welhat.gov.uk](http://www.welhat.gov.uk) or by calling 01707 357000.

## Street Cleansing

We have a legal duty to keep public areas we are responsible for clean and free of litter. We work in partnership with Urbaser to do this. We have dedicated street cleansing teams, who undertake a wide range of tasks across the borough.

## Street Sweeping

We do not have a strict cleansing schedule, instead the borough's roads are divided into zones, depending on levels of footfall/traffic in a particular area. The more often a road or footpath is used, the more litter will accumulate, therefore it is more frequently visited. Generally, town centres and shopping parades are visited daily with the remainder of the borough swept roughly on a 13 week cycle.

## Litter and Litter bins

We remove litter and provide litter picking in public areas. Litter bins are emptied on a schedule depending on their usage. We also remove dog fouling, where reported, from public spaces. We will collect reported dead animals from public open spaces and footpaths. Graffiti and fly-posting can be removed by us if it is on council land.

## Bulky waste collections

The bulky waste service is offered to residents so they can dispose of household items which do not fit in the normal household bin. Items we collect can range from a single item of furniture or electrical appliance, to up to 20 sacks of rubbish. These items should not be left in bin stores, as this will be classed as fly-tipping.

## Excess Cardboard

With the change in shopping habits we have seen an increase in cardboard waste. Cardboard waste should be flat packed alongside your blue lidded bin. If you are unsure over whether you can recycle a particular item, please leave it out of your recycling bin, contact us or see our A-Z guide for more information: [www.welhat.gov.uk/a-z](http://www.welhat.gov.uk/a-z)

# Illegal Dumping (Fly-tipping)

**The council is responsible for clearing illegal dumping on council land. We are not responsible for clearing private land or property.**

Illegal dumping can be dangerous and expensive to clean up and, as a council, we take this issue very seriously. Where possible, our staff will look for evidence in the waste to identify those responsible and take further legal action.

### Could YOU be fly-tipping?

Fly-tipping is the illegal dumping of items; this can be as small as a single bag to an entire truckload of rubbish. Around two-thirds of fly-tips are household waste, including garden waste, building waste, white goods, and furniture. If bins or banks are full, or the shop or centre is closed, take YOUR items away with you.

Remember, fly-tipping is a crime, and you could face a fixed-penalty notice of up to £400 or an unlimited fine if you are caught. Help us keep our borough clean and green by disposing of your waste responsibly.

For more information on how you can prevent fly-tipping search 'Let's SCRAP fly-tipping' at [www.hertfordshire.gov.uk](http://www.hertfordshire.gov.uk)

### How YOU can prevent fly-tipping

We all have a legal obligation, or duty of care, to ensure our household or business waste is disposed of correctly. The best way to stop organised fly-tipping is to make sure that only authorised waste carriers take your waste away. Remember, if it's your waste, it's your responsibility!

### How you can find legal waste carriers:

You can find licenced waste carriers in your area by calling the Environment Agency on **03708 506 506** or visiting: [environment.data.gov.uk/public-register/view/search-waste-carriers-brokers](http://environment.data.gov.uk/public-register/view/search-waste-carriers-brokers)

**LET'S S.C.R.A.P. FLY TIPPING!**  
[hertfordshire.gov.uk/flytipping](http://hertfordshire.gov.uk/flytipping)

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JULY 2024						AUGUST 2024						SEPTEMBER 2024					
Mon	1	8	15	22	29	Mon	5	12	19	Tu27	Mon	2	9	16	23	30	
Tue	2	9	16	23	30	Tue	6	13	20	We28	Tue	3	10	17	24		
Wed	3	10	17	24	31	Wed	7	14	21	Th29	Wed	4	11	18	25		
Thu	4	11	18	25		Thu	1	8	15	22	Fr30	Thu	5	12	19	26	
Fri	5	12	19	26		Fri	2	9	16	23	Sa31	Fri	6	13	20	27	
OCTOBER 2024						NOVEMBER 2024						DECEMBER 2024					
Mon		7	14	21	28	Mon		4	11	18	25	Mon	2	9	16	23	Th2Jan
Tue	1	8	15	22	29	Tue		5	12	19	26	Tue	3	10	17	24	Fr3Jan
Wed	2	9	16	23	30	Wed		6	13	20	27	Wed	4	11	18	Fr27	
Thu	3	10	17	24	31	Thu		7	14	21	28	Thu	5	12	19	Mo30	
Fri	4	11	18	25		Fri	1	8	15	22	29	Fri	6	13	20	Tu31	
JANUARY 2025						FEBRUARY 2025						MARCH 2025					
Mon		We8	Tu14	20	27	Mon	3	10	17	24	Mon	3	10	17	24		
Tue		Th9	We15	21	28	Tue	4	11	18	25	Tue	4	11	18	25		
Wed	Sa4	Fr10	Th16	22	29	Wed	5	12	19	26	Wed	5	12	19	26		
Thu	Mo6	Sa11	Fr17	23	30	Thu	6	13	20	27	Thu	6	13	20	27		
Fri	Tu7	Mo13	Sa18	24	31	Fri	7	14	21	28	Fri	7	14	21	28		

## Checking your collection day, bank holidays and service disruption

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

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



**ONE**  
Welwyn Hatfield

## Community Awards

### Community Awards winners

The first ever One Welwyn Hatfield Community Awards took place on 28 February, with 13 awards presented to our local heroes!

The awards highlight and celebrate inspirational people, sport clubs, community organisations and businesses in our borough, recognising their achievements.

The winners were:

Mayor's Civic Award:  
**Angela Gaughan**

Community Culture Award: **H'Arts in Mind**

Welwyn Hatfield for All Award: **Misya Meze Grill, Welwyn Garden City**

Public Service Hero: **Lives not Knives (Kerry, Danny and Tristian)**

Community Sports Club of the Year: **Platypus Swimming Club**

Volunteer of the Year: **Tony Lyall**

Young Sportsperson of the Year: **Betty Brocklesby Sum**

Young Volunteer of the Year: **Evie Ludlow**

Health and Wellbeing Champion of the Year: **Ros Cramp Herts Disability Sports Foundation**

Inspirational Young Person of the Year: **Ashley Owens**

Climate and Environment Award: **Charlie Rose Hill**

Local Business of the Year: **Hands on Day Centre**

Voluntary and Community Sector Organisation of the Year: **Sparks Community Café**

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

To find out more, please see the website [one.welhat.gov.uk/community-awards](http://one.welhat.gov.uk/community-awards)

# Honour your loved ones at Oak Hill's Mother's Day and Father's Day Memorial Services

Oak Hill Lawn Cemetery and Crematorium is opening its doors this Mother's Day and Father's Day with special Memorial Services on Saturday 9th March, 11am-12pm and Saturday 15 June, 11am-12pm.

These services are open to the public and are an opportunity to remember and honour loved ones who have passed away. Visitors will be able to light a candle and write a message to put on our Ornamental Tree. Family can also write a Mother's Day or Father's Day card and post in our Post Box in our Jasmine Garden.

The services will be held in the Chapel at Oak Hill Lawn Cemetery and Crematorium, which will be open from 10.30am until 12.30pm. Light refreshments will be served after the services.

Oak Hill Lawn Cemetery and Crematorium is owned and managed by WHBC. It is located at the edge of Hatfield, against the backdrop of the beautiful Hertfordshire countryside. The Lawn Cemetery was founded in 1984 and offers both burial and cremation plots. In summer 2023, a new Bereavement Centre was completed, which includes a state-of-the-art chapel and crematorium that can accommodate both small and large remembrance services. The on-site Bereavement Services Team ensures quality, specialist support is always available.

For more information on the services, please contact the Bereavement team at [contact-whc@welhat.gov.uk](mailto:contact-whc@welhat.gov.uk) or call **01707 357 000**.



# Event safety is no accident



**The last time you attended an outdoor event – maybe one of the many new local mini music festivals, or a gathering for a fireworks display – did you know the council will most likely have visited the site to ensure its safety?**

The Welwyn Hatfield Safety Advisory Team (SAT) is just what it says on the tin – a multi-agency team of people made up of the council’s Environmental Health and Licensing departments, Herts Police, Fire and Rescue, East of England Ambulance Service, Herts Highways, and any other agency that has an impact on safety, such as rail companies.

The role of the SAT is to not only help make the event safe but also to ensure the impact on the local community is minimal. It also has oversight of requests to film in the borough.

Call or email the SAT coordinator at the council and they can help you if you are organising an event. There are officers who specialise in noise management, food safety, health and safety and of course all the expertise that comes with the emergency services.

The process is simple; you will be asked to complete an Event Notification Form and submit it to them. The coordinator will then circulate that to the SAT, and they will advise on any aspects that you want or may need specific knowledge on.

You might be invited to a meeting, which is a good opportunity to meet the local agencies, including your friendly Safety Advisory Team!

The many events that take place in the borough, including at Hatfield House, and BID events such as the World Food and WGC Vintage Festivals – all use the service that the SAT provides. It ensures every aspect is within legal parameters and ultimately gives peace of mind.

You can find further information on the council’s website [www.welhat.gov.uk/homepage/16/event-safety](http://www.welhat.gov.uk/homepage/16/event-safety)

Please contact the SAT Co-ordinator at [SafetyAdvisoryTeam@welhat.org.uk](mailto:SafetyAdvisoryTeam@welhat.org.uk) or on **01707 357925**.

## Helping our young people with their mental health

Late last year, over 1,000 Year 7 pupils from schools across Welwyn Hatfield took part in Crucial Crew, the interactive sessions that teach young people important life skills.

Funded by Welwyn Hatfield Borough Council and delivered by the Welwyn Hatfield Community Safety Partnership (CSP), Crucial Crew covered topics including: fire safety, healthy relationships, knife crime, first aid and mental health.

### With Youth

The mental health charity Mind Herts Network is just one of the CSP’s partners for Crucial Crew. Its services are open to all residents in Hertfordshire over the age of 18, but it also has ‘With Youth’ – a digital wellbeing service aimed at 5-18 year olds.

This can be accessed through self-referral or by parents, carers, or teachers. However, no formal referral is needed – any young person can reach out to them anytime through instant messaging or by emailing them at [wityouth@hertfordshiremind.org](mailto:wityouth@hertfordshiremind.org) with their preferred contact details.

To find out more about the service or to talk to them, please contact:

**T: 0208 189 8400**

**E: [wityouth@hertfordshiremind.org](mailto:wityouth@hertfordshiremind.org)**

**W: [www.wityouth.org](http://www.wityouth.org)**

### Herts Haven Café

Mind also has Herts Haven Café – open to 10-18 year olds. Everyone is welcome and it’s a safe space for any young person to go and talk to a professional in a relaxed environment. It tailors coping strategies and emotional support to each person individually – no judgements. The cafes are open in Watford and Stevenage.

For more information on the range of services Hertfordshire Mind Network offers, please visit [www.hertfordshiremind.org](http://www.hertfordshiremind.org)

### Alon’s Wellbeing Centre

Based at 56 Town Centre, Hatfield, AL10 0JJ, Alon’s Wellbeing Centre opened in January and provides a safe and welcoming space for people experiencing a mental health crisis or distress. The Centre can be accessed by calling HMN Nightlight service on **01923 256391**. The Centre offers day services on weekdays and a Nightlight Crisis Café on weekends and Mondays from 7pm to 1am.



## Prioritise your mental and physical health this year!

The Healthy Hub team is shining a light on **TogetherAll**, a free self-help mental health platform.

The platform is a clinically moderated, peer-to-peer mental health community, for residents of Hertfordshire (age 16+) who may be feeling low or depressed.

Residents can self-refer by visiting [togetherall.com](https://togetherall.com) and providing their Herts postcode to register for free.

The service helps individuals to share experiences in a safe, anonymous space. They can benefit from practical wellbeing tools and resources. Access is available immediately, 24/7.

### Free NHS Health Checks

If you're aged 40-74 you can have a free health check to assess your heart health, cholesterol levels, blood pressure and risk of diabetes. Your personal advisor can also help with information on diet, physical activity, smoking, alcohol, and risk reduction. Go to

[www.hertfordshire.gov.uk/healthchecks](https://www.hertfordshire.gov.uk/healthchecks) to complete the online form or call **0800 389 3 998** for more information.

### Healthy Hub pop-up clinics

Meet our friendly Healthy Hub team who can provide you with health and wellbeing support and signpost you to free services at the pop up clinics.

You can also get in contact with them by calling **01707 357242** or by emailing [healthyhub@welhat.gov.uk](mailto:healthyhub@welhat.gov.uk)

[www.healthyhub.welhat.gov.uk](https://www.healthyhub.welhat.gov.uk)



## Affordable housing at One Town Centre

**The One Town Centre development is providing much needed social housing and facilities in Hatfield.**

The multi-million pound development, which was fully funded by Welwyn Hatfield Borough Council, consists of three blocks (Fourways House, Newton House and Corner House) providing 71 new homes, including 38 affordable housing units which are being let by the council as social rents, with tenants moving in from February 2024.

There are commercial units on the ground floors and the landscaped spaces between the three buildings form a new public space, connecting to the wider look and feel for Hatfield's public spaces, including the improvements to White Lion Square.

One Town Centre is a key part of the council's regeneration programme for Hatfield along with the other major development projects at Link Drive, High View and Minster House.



## Cost of Living support

**Are you struggling with the cost of living, need energy advice, or looking for a job but don't know where to start?**

Help is at hand at our FREE drop-in sessions on the last Thursday of the month from 1pm to 3pm in The Hub, White Lion House, Hatfield AL10 0JL. You can get help with **energy advice, volunteering opportunities, CV support, interview preparation and training.**

The drop-ins are run by Welwyn Hatfield Borough Council, Welwyn Hatfield Community and Voluntary Services and Morgan Sindall Property Services. For more information contact Fiona Plumbridge on **07890 895260** / [CSRbox@morgansindall.com](mailto:CSRbox@morgansindall.com) or Carrie Hudson on **01707 274861** / [volunteercentre@whcvs.org.uk](mailto:volunteercentre@whcvs.org.uk)

Further help is available if you need cost of living support. Please get in touch with **HertsHelp** on **0300 123 4044**. For more information about the range of support on offer to help deal with the rising cost of living, go to [www.hertfordshire.gov.uk/costofliving](https://www.hertfordshire.gov.uk/costofliving)



# Wenta Action Zero Programme

**Are you a small business looking to get into sustainability or start your climate change journey?**

Wenta, an independent social enterprise, is offering a solution through their newly available Action Zero Programme. Welwyn Hatfield Borough Council is now working in joint effort with Wenta to offer 100 exclusive free places on their usually paid online course for local small businesses. The course comes in three levels: Bronze, Silver and Gold and ranges from online webinars and e-learning all the way to tailored coaching and personalised reports.

The online course will tackle climate change, reducing your carbon footprint and how to produce greener goods and only requires approximately 12-18 hours for the Bronze and Silver qualifications. It is already proving a success in other local areas such as Stevenage where 93 businesses have already started their free journey. Don't miss out, sign up today and join the 30 small businesses who have already registered to take action.

If you are interested please email Lisa Devayya, Economic and Development Officer, Welwyn Hatfield Borough Council at: [econdev@welhat.gov.uk](mailto:econdev@welhat.gov.uk)



## Spotlight on Bromwall Limited

**As the insurance market becomes more and more competitive, Bromwall Limited stands out as a commercial insurance broker with a long history and a global vision.**

David Walton, the Director of the Hatfield-based company, shares with us how he's building on 50 years of experience to serve customers across the world. Here is what David has to say: "My parents set our business up in 1973, and we've been in Hatfield all that time. We've evolved from the early days to provide specialist services including global trading and US liability insurance. We moved to our current office at HatTech just under two years ago. It's easier here in terms of day-to-day management, which means I can concentrate on growing the business. There's a great sense of community and support

from the HatTech staff and our fellow business owners. They host a lot of functions which bring everyone together. As a business owner, you're running on your own steam a lot! So, it's good to have the support around you.

"As we look to the future, we'll continue to grow our business and are proud to be a part of the Hatfield business community that is going from strength to strength."







# My Energy Consultants win prestigious Industry Award

My Energy Consultants, based in the council's WelTech Business Centre in Welwyn Garden City, have won a prestigious industry award for 'Consultancy of the Year – Large Customers', which is sponsored by Shell Energy UK.

The Energy Live Consultancy Awards (TELCA) are presented each year in front of some of the energy sector's leading organisations, consultants and brokers.

My Energy Consultants is a business energy broker, helping companies find the best energy deals.



# Herts Ability offers new travel service

Local Charity Herts Ability, based in WelTech in Welwyn Garden City, is setting up a new free service to help locals of all ages figure out public transport services. The charity aims to provide this service to help anyone who is feeling anxious about travel or wishes to get out independently but doesn't know where to start. The sessions will begin from the comfort of your own home with 1-to-1 coaching from a travel support buddy. There

they will go over local journeys with you, and how to use transport services and travel apps until you feel comfortable using them. Your buddy will also accompany you on local journeys (whether that be by bus, train or walking) until you feel happy to do it by yourself.

If you would like to get involved or find out more give Herts Ability a call at **01707 324581** or email at [hubinfo@hertsability.org.uk](mailto:hubinfo@hertsability.org.uk)



# HatTech Membership offer



Local businesses are being offered bronze membership at HatTech Business Centre which gives them five days per month (one day per week) to use the co-working space plus all that comes with that – including use of the Zen garden, free tea/coffee and meeting space. The cost is free for the first six months and then 50% of the cost for the remaining six months, which is £40 per month, so a total of £240. This offer is being funded through the UK Shared Prosperity Fund (UKSPF).

Let us help you take the first step to making a change.

Find out more  
[@welwynhatfield](#)  
[@WHPublicHealth](#)  
[@welwynhatfieldcouncil](#)  
[www.healthyhubs.org.uk](http://www.healthyhubs.org.uk)



[www.welhat.gov.uk](http://www.welhat.gov.uk)[contact-whc@welhat.gov.uk](mailto:contact-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](http://www.facebook.com/welwynhatfield) @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](http://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](http://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.

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



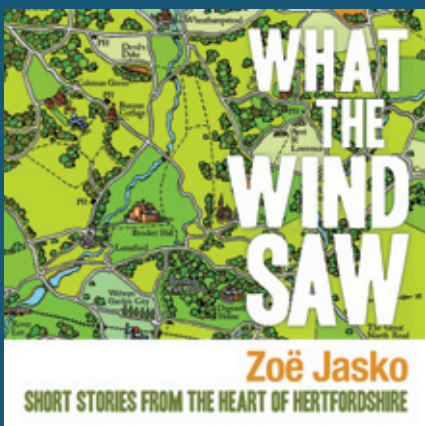
## THE WATERMILL MILL GREEN

### Exhibitions

#### How Does Your Garden Grow?

Until 26 May

A look at everything sunshine and flowers from our collections. See fascinating gardening tools, seed packets, and garden designs and the use of flowers in artwork and decoration. Take part in our indoor community garden by making origami and yarn-wrapped flowers and insects to build an art installation together.



#### What the Wind Saw

27 May – 2 September

We take a look at middle Hertfordshire through the eyes of a local author Zoë Jasko in this exhibition of their short stories. Explore our shared connections and shared experiences through the places we live and the paths we tread.

### Events

There will be a series of events for both adults and children to accompany the **What the Wind Saw** exhibition, including talks, crafts, story-writing competitions, illustration workshops and guided walks through the local landscapes. Please see our website for full listings.

Join us **this Easter** for lots of family-friendly things to do themed around gardens and springtime. Can you help the Easter Bunny in our extra special interactive Easter show by the **Magical Story Elves** performing arts company on **Saturday 30 March**.

**Sunday 12 May** is our **National Open Mills FREE** event and we will be hosting a **Great Mill Green Bake Off** competition for all of you bread bakers!

We celebrate the summer with more **fun-filled family events across the school holidays** with story-based performances and children's activities such as puppet making, fabric book bag designing and plays.

Have your picnic rugs and cuddly toys at the ready for our annual **Teddy Bear Fun Day** on **Thursday 22 August**. Music, games and laughter for all ages!

Find out more at [www.millgreenmuseum.co.uk](http://www.millgreenmuseum.co.uk)



## ROMAN BATHS WELWYN

**The Roman Baths is a great day out for the whole family. 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 suitable for all ages.**

**Saturday 22 June** will be our annual **Roman Day** with re-enactors, storytellers, historical food and lots more to see and do... maybe even a battle to take part in!

Regular visit days and children's activities will run throughout school holidays. Please check our website details including opening dates and times.

Find out more at [www.welwynromanbaths.co.uk](http://www.welwynromanbaths.co.uk)





**Multiplex quality, independent feel**

Welwyn Garden City's independent 3-screen cinema is just a short walk from the town centre, opposite the green facing John Lewis. With state of the art sound and vision, **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 shows a diverse range including arthouse, biopic, and documentary films.

Campus West also offers exclusive screenings such as **Big Screen Saver** £6.70 tickets (Mon-Thurs until 5pm), **Films for a Fiver** screenings, **Soft Play** sessions and **Parent and Baby** screenings. The popular **Zebra discount membership scheme**, which is free to join, offers members up to 50% off various offerings across Campus West including Roller City, Soft Play and Humphrey's Café Lounge.



## EVENT CINEMA @ Campus West

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.

Below are just some highlights of what's on. For a full line up, please visit [campuswest.co.uk](http://campuswest.co.uk)



**BIG SCREEN MUSICAL SEASON: TITANIC – THE MUSICAL**  
10th March



**NATIONAL THEATRE LIVE: NYE**  
23rd April



**ROH: SWAN LAKE**  
24th & 28th April



**ROH: THE WINTER'S TALE**  
22nd & 26th May



**ROH: ANDREA CHÉNIER**  
11th & 16th June

## LIVE ON STAGE

With full-house shows, the return of **live performances** to Campus West has gone down a storm, bringing the magic of live theatre back to the community. From side-splitting comedy to captivating children's shows, there's something for everybody. But hurry – tickets go fast!

Visit [campuswest.co.uk](http://campuswest.co.uk) for the full calendar and to buy tickets.



**CARTOON CIRCUS LIVE**  
Monday 8th April



**THE BEST IN COMEDY**  
Saturday 4th May



**THE ELTON JOHN SHOW – A TRIBUTE TO THE ROCKET MAN**  
Saturday 25th May



**EXCITING SCIENCE**  
Friday 31st May



**SONS OF PITCHES – THE BEST BITS**  
Saturday 20th July



**It's Panto Time! – Sleeping Beauty tickets now on sale**

**Don't sleep on this magical announcement!**

Tickets for this year's panto, **Sleeping Beauty**, are now on sale, along with its cheekier adult version. And don't forget, with the Campus West pantomime you can 'Book Now Pay Later' by visiting our website [campuswest.co.uk](http://campuswest.co.uk)

Stay awake for more enchanting news coming soon!



## Discover Humphrey's Café Lounge

**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!

**Discounts with our Zebra Card – 15% off all food** (except weekday specials) **and non-alcoholic drinks.**

