

NEWS AND UPDATES FROM ACROSS THE BOROUGH

ONE

Welwyn Hatfield



Sleeping Beauty

The Pantomime of your Dreams

9 Dec 2024 – 5 Jan 2025

**INSIDE: FESTIVE ACTIVITIES | XMAS BIN COLLECTIONS |
2024/25 COUNCILLORS | NEW LOCAL PLAN**



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**WELWYN
HATFIELD**





Welcome from the Leader and Deputy Leader

Welcome to our winter edition of ONE Magazine.

As we approach six months since taking on the roles of Leader and Deputy Leader for our Joint Administration, we are excited to share some of our highlights from across the borough with you.

This year marks the Council's 50th anniversary and our commitment to put the community at our heart continues to guide our actions. To build on the successes already achieved under the council priorities, the Joint Administration have recently established two new task forces dedicated to our town centres and neighbourhoods. Initiatives are well underway, and we're thrilled to see our town centres thriving, including the return of our Hatfield town centre markets (page 4) and the national recognition received in the Britain in Bloom competition for our gardens and green spaces in Welwyn Garden City town centre (page 5). We have installed new bins in our neighbourhood recycling centres (page 2), are continuing to take action on Climate Change (page 6) and have held regular Community Catch Ups for our tenants.

This summer, we hosted over 450 free activities this summer as part of our Big Summer and This Girl Can campaigns and our winter events promise to be just as exciting, including this year's Christmas Panto, Sleeping Beauty (pages 8, 9 and 20).

We understand that the colder months can be challenging for some, so we've included information on where to find cost of living support on page 3.

We wish you a wonderful autumn and festive season – don't forget to check your Christmas waste collection dates.

Thank you for being part of our community.

Max Holloway,
Leader of the Council

Jane Quinton,
Deputy Leader of the Council

COUNCIL UPDATES FROM AROUND THE BOROUGH



1 Several of our pay and display car parks retained their 'Park Mark' accreditation because they have low crime and measures in place to ensure the safety of people and vehicles. The accreditation was awarded following a rigorous assessment by specially trained assessors. Disabled Parking Accreditation was also awarded to two of our car parks.



3 The **Hatfield Community Fair** was also in August with over 500 visitors enjoying live music and activities for all the family. Forty stalls run by local community organisations, partners and agencies gave advice and information on a range of services available to local residents and visitors.



5 In August, **almost £800 was raised for Herts Young Homeless (HYH)** at a garden party at Mill Green Museum, hosted by the Mayor, Councillor Frank Marsh. HYH provide vital support and a variety of free services open to all 16 – 24-year-olds who are homeless or threatened with homelessness. For more information on HYH or to make a donation to the charity visit www.hyh.org.uk



2 **BIG Summer** returned in July and August and was bigger and better than ever before with over 12,000 children and young people enjoying over 450, mostly free, activities across the Borough including face painting, dance workshops, Special Education Needs Tech Camps, paddle boarding and graffiti workshops.



4 **New recycling bins at our recycling bank sites** have been introduced across the Borough to improve and enhance waste collections. The new bins offer residents more recycling options, can be emptied more frequently by our trucks and improve the visual appearance of our recycling sites.



6 This summer saw the opening of the **'What the Wind Saw'** exhibition at Mill Green Museum. The exhibition is a literary journey through Middle-Hertfordshire, featuring a captivating collection of short stories by local author and performer, Zoë Jasko. The exhibition runs to November 2024 so visit while you can.

Community at our HEART

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

Don't miss out on Pension Credit

Pension Credit gives you extra money to help with your living costs if you're over State Pension age and on a low income. It can also help with housing costs.

It is estimated that up to **880,000** households are missing out on Pension Credit, and it is worth, on average, **£3,900** per year. It provides benefits such as reductions in electricity bills, a free TV licence for those over 75, and help with housing costs through Housing Benefit. Those in receipt of Pension Credit will also get help with Winter Fuel Payments and be eligible for locally administered Council Tax Reduction.

If you wish to find out more, see if you are eligible, or to apply for Pension Credit, please visit www.gov.uk/pension-credit. To check your eligibility, you can also call **0800 99 1234**.



Our Local Plan.

Our New Local Plan: Have your say

We are taking our first steps towards a New Local Plan which will set out how Welwyn Hatfield grows and develops. We have set up a website so that everyone has an opportunity to tell us what you think the key challenges and opportunities are in the Borough and what matters most to you.

We will be sharing more information about our New Local

Plan over the coming months on our website, our social media channels and in the press. Local residents, businesses and community groups have until 4 November to share their thoughts on topics such as the local economy, transport and infrastructure and the environment.

For more information, visit www.welhat.gov.uk/ourlocalplan

What's on in our town centres



Hatfield Markets

Saturday Market

Hatfield's Saturday market is more than just a shopping destination — it's a vibrant experience! Every Saturday, White Lion Square transforms into a bustling hub filled with a diverse array of stalls. Whether you're searching for fresh produce, unique collectibles or simply a delightful day out, there's something for everyone. Explore fruit and veg, jewellery, fashion and tech stalls. Plus, Hatfield is fortunate to host three themed markets each month, adding even more excitement to your visit.

Farmer and Craft Market

Held on the first Saturday of every month, this market features local artisans, farmers and crafters offering fresh produce, handmade goods, and artistic creations.

Enjoy seasonal fruits, vegetables, dairy products, ethically raised meats and a variety of handmade crafts.

Asian Speciality Market

On the second Saturday of each month, explore the flavours and cultures of Asia with exotic spices, traditional foods, accessories, jewellery and unique handmade items.

Vintage and Pre-loved Market

Taking place on the last Saturday of every month, this market offers retro fashion, antique furniture and quirky collectibles. It's a favourite for thrifters and vintage enthusiasts, promoting sustainability through pre-loved treasures.

Each market takes place at the White Lion Square from 8am – 3pm. If you are interested in running a stall, please email hatfieldtowncentre@welhat.gov.uk To find out more about Hatfield market, visit one.welhat.gov.uk/markets



What's on in our town centres

Blooming marvellous!

This summer, we welcomed two sets of judges to Welwyn Garden City.

In July, judges from the **Anglia in Bloom** competition and in August, judges from the **Britain in Bloom** competition (pictured below with the Mayor, Cllr Frank Marsh, Cllr Bonfante, Executive Member for Environment and officers). Both sets of judges visited various local locations around Welwyn Garden City town centre.

In the **Anglia in Bloom** competition, we won gold and overall best BID award for Welwyn Garden City. Three special awards were also received in recognition of Best Sustainable Planting for Anniversary Garden, Best Public Open Space for Howardsgate and Parkway and Best Local Authority Floral Display also for Howardsgate and Parkway. The Mayor,



Cabinet Members and officers are pictured above with the awards. Congratulations to our fantastic volunteers, contractors, community groups, the WGC BID team and council officers on this wonderful achievement.

The winners of the **Britain in Bloom** competition hadn't been announced when we went to press. Good luck to everyone involved with our entry for that competition!



Public Spaces Protection Order

In July, a new **Public Spaces Protection Order (PSPO)** was introduced in High View, Hatfield.

This PSPO complements those already in place in Welwyn Garden City and Hatfield Town Centres. PSPOs help protect public spaces and the community by giving police and Council officers additional powers to address certain behaviours or activities.

The PSPO in High View prohibits:

- Alcohol consumption
- Begging

- Public urination/defecation
- Littering

The police and council enforce these PSPOs during regular patrols. Residents, businesses, and visitors are encouraged to report any breaches to the police non-emergency number, 101. For more information on the areas covered by the PSPO or details about the town centre PSPOs, please visit our website.



Vegan Market in Welwyn Garden City town centre

Saturday 26th October

Vegan Market Co will once again take over Stonehills Square, in the centre of the town. The event brings together a huge variety of vegan street food vendors, artisan bakers, craft brewers, ethical jewellers, sustainable chandlers, local artists, zero-waste champions, environmental charities and loads more.



Transition to Net Zero Strategy

We have recently developed our Transition to Net Zero Strategy which outlines our pathway to net zero as an organisation by 2030 and as a borough by 2050. The Strategy sets out our overall vision for the borough; what we aim to do, what we are doing, and what residents can do to help achieve our targets.

Our vision for the borough is to be:

SUSTAINABLE | ACCESSIBLE | BIODIVERSE | RESOURCEFUL | INCLUSIVE | RESILIENT | COLLABORATIVE

The Strategy includes an introduction, background on global, UK, and local progress, the vision and priorities, governance, sustainable energy, accessible transport, biodiversity, resource management, community involvement, adaptation for resilience and partnerships.

You can read the strategy on our website by searching 'Transition to Net Zero Strategy'.

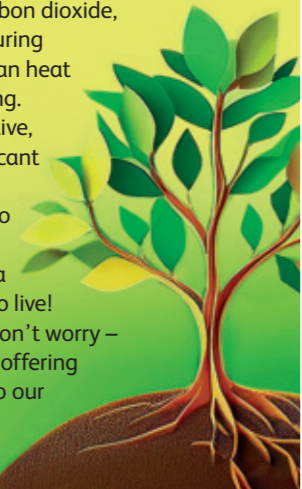
10,000 Tree Giveaway

Last summer, we distributed over 10,000 trees as part of Hertfordshire County Council's 'Your Tree Our Future' scheme. Residents had the opportunity to sign up for up to five trees or a hedgerow pack to plant on privately owned land.

Trees play a crucial role in climate mitigation and adaptation. They sequester carbon dioxide, purify the air, provide shelter during extreme heat, alleviate the urban heat island effect and reduce flooding.

By participating in this initiative, our community is taking significant steps towards a greener, more sustainable future. Thank you to everyone who took part and helped make Welwyn Hatfield a healthier, more resilient place to live!

If you missed out this year, don't worry – the scheme will return in 2025, offering another chance to contribute to our community's green future.



Spotlight on Sustainability



Andrea Boughton of Beehive Green Brand and Design Studio

In our ongoing efforts to highlight local climate champions, we shed a spotlight on Andrea Boughton, the driving force behind Beehive Green Brand and Design Studio.

Andrea's commitment to sustainability is truly inspiring, and her actions demonstrate how even small businesses can make a significant impact.

Taking Action for the Planet

Andrea has taken several steps to minimise her environmental footprint. She uses less energy, produces less waste, and opts for eco-friendly products. Her dedication to sustainability is further evidenced by her participation in social enterprise agency Wenta's verified net-zero plan, where she has achieved gold status within 18 months. Andrea has pledged to halve her emissions by 2030 and reach net zero before 2050, with an action plan that she updates annually on her website.

Andrea also funds monthly climate action through Ecologi and plants a thicket of trees for every branding project. She also donates 1% of her annual profits to good causes, with this year's recipient being the Digswell Lake Society, a local nature reserve charity.

Impact and Motivation

Andrea's efforts are driven by a desire to do things in a way that is kind to the planet and beneficial for everyone involved. She believes that small actions can make a big impact and is pleased to contribute to a

healthier planet. Her commitment to sustainable design not only helps the environment but also attracts like-minded clients who prioritise 'business for good.'

Challenges and Advice

Running a business single-handedly comes with its challenges, particularly in terms of time management. However, Andrea finds the journey of creating impact through the Action Zero programme to be incredibly valuable. She emphasises that continuous improvement and learning from each other are key to making a difference.

Looking Ahead

Andrea's story is a testament to the power of individual and small business actions in the fight against climate change. Her dedication to sustainability and her proactive approach serves as an inspiration to us all. As Andrea says, "Together, we can make a real difference."

When asked what advice she would give others, Andrea said: "No one will get it right every time – and that's okay. I'm always looking for ways to improve and do better. The more of us who commit to prioritising the planet and people as well as profit, the more we can learn from each other."



Sport and physical activity sessions across the borough

Girls Only Premier League Kicks

Tuesdays 5.45-6.45pm
Woodhall Community Centre, WGC

A free introduction to football-based youth programme aimed at providing additional support to girls and young women aged 8-18 in a non-judgmental environment to learn football and life skills.

Premier League Kicks

Fridays 8-9pm
Ridgeway Academy Sports Centre, WGC
Free football sessions with Stevenage FC Foundation for 8-18 year olds. All abilities are welcome.

Girls Dance Project

Tuesdays 5-6pm
Hatfield Swim Centre

A free to attend weekly street dance sessions for 11-16 year old girls with FK Dance academy. All abilities welcome.

Calling all outdoor adventurers!

This October Half Term, Stanborough Watersports Centre has a fun-filled range of courses and watersports sessions, including RYA beginner sailing courses and practice days; paddleboarding and kayaking short courses and 1 hour sessions; something to suit everyone!

Changes to Christmas Holiday bin collections

Usual Collection Day	Christmas Holiday Collection
Wednesday 25th December	Friday 27th December
Thursday 26th December	Monday 30th December
Friday 27th December	Tuesday 31st December
Monday 30th December	Thursday 2nd January
Tuesday 31st December	Friday 3rd January
Wednesday 1st January	Saturday 4th January
Thursday 2nd January	Monday 6th January
Friday 3rd January	Tuesday 7th January
Monday 6th January	Wednesday 8th January
Tuesday 7th January	Thursday 9th January
Wednesday 8th January	Friday 10th January
Thursday 9th January	Saturday 11th January
Friday 10th January	Monday 13th January
Monday 13th January	Tuesday 14th January
Tuesday 14th January	Wednesday 15th January
Wednesday 15th January	Thursday 16th January
Thursday 16th January	Friday 17th January
Friday 17th January	Saturday 18th January

You can check your bin collection day or report a missed bin on our website: www.welhat.gov.uk/waste



Discover the magic of

Christmas



Hatfield's Big Christmas Lights Switch-on!

Saturday 23 November, 2 – 6pm

Daisy Pringle and Electric Umbrella 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. Elsewhere in White Lion Square, Santa and his elves will be welcoming little ones into their grotto.

Alongside this, 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.

Markets over the festive period

All on from 9am – 3pm, except the Christmas Lights Switch-on Market, which is on from 9am – 4pm

There's a variety of different markets to do your Christmas shopping at this year, from our regularly-held markets to some addition ones specially for Christmas:

General Market
Every Wednesday and Saturday

Farmers and Craft Market
First Saturday of every month

Asian Speciality Market
Second Saturday of every month

Vintage and Pre-Loved Market
Last Saturday of every month

Christmas Lights Switch-on Market
Saturday 23 November

Additional Christmas Markets
Monday 25 November, Monday 2 December & Monday 9 December

Welwyn Garden City's Christmas Lights Event

Saturday 16 November, 12 noon – 6pm

Festive fun for the whole family to enjoy with the special Christmas Lights Event organised by the WGC BID and funded by the businesses of the town centre with sponsorship from the council.

There will be so much to enjoy, including music from



local bands and artists, dance performances, street entertainment, fun fair and a festive market area.

Explore the Wonderful Welwyn Garden City Christmas Light Installations

Saturday 16 November – 1 January

The Welwyn Garden City town centre business funded Christmas Light installations will be returning for everyone to enjoy.

Grab your favourite festive drink and explore all the Christmas themed installations located within the town centre. The installations include the magical Christmas bear, tunnel of lights and Wilfred the Christmas dog.

Capture your magical moments and share your photos by tagging @wonderfulWGC for your chance to win some wonderful prizes.

To keep up to date with all of the events and activities in Garden City town centre visit wonderfulwgc.co.uk





YOUR WELWYN HATFIELD COUNCILLORS 2024/25

20 LAB 16 LIB DEM 12 CON



We will publish details of all Welwyn Hatfield borough councillors here once a year. You may wish to keep these pages for reference. This information is also available online at www.welhat.gov.uk/members

The Council
In Welwyn Hatfield there are 48 Councillors representing the interests of people in 16 wards.

The Cabinet
The Cabinet is an executive group responsible for the overall business of the council. The Cabinet includes the Leader of the Council and six other members appointed by the council. It makes key decisions and plans, strategies, and budget proposals, implementing these once agreed at Full Council. The Overview and Scrutiny Committee reviews and monitors the actions of the Cabinet.

The Mayor
The Mayor is the first citizen of the borough and a vital link between the community and the council. This year, the Mayor is **Councillor Frank Marsh**.

Brookmans Park & Little Heath

 **Jonathan Boulton**
Council Offices
The Campus
Welwyn Garden City
AL8 6AE

 **Mark Short**
07493 727149
Council Offices
The Campus
Welwyn Garden City
AL8 6AE

 **Rebecca Lass**
Council Offices
The Campus
Welwyn Garden City
AL8 6AE

Haldens

 **Astrid Scott**
07788 279433
Council Offices
The Campus
Welwyn Garden City
AL8 6AE

 **Matthew Hobbs**
07791 553923
Council Offices
The Campus
Welwyn Garden City
AL8 6AE

 **Lucy Musk**
07527 664576
Council Offices
The Campus
Welwyn Garden City
AL8 6AE

Handside

 **Gemma Moore**
07985 327434
Council Offices
The Campus
Welwyn Garden City
AL8 6AE

 **Michal Siewniak**
07825 021746
588 Howlands
Welwyn Garden City
AL7 4ET

 **Anthony Skottowe**
07891 963469
60 Bridge Road
Welwyn Garden City
AL8 6UR

Hatfield Central

 **Ian Walsh**
Council Offices
The Campus
Welwyn Garden City
AL8 6AE

 **Pankit Shah**
07763 728383
16 Gorseway
Hatfield
AL10 9GS

 **Kieran Thorpe**
07815 749026
Council Offices
The Campus
Welwyn Garden City
AL8 6AE

Hatfield East

 **Larry Crofton**
07361 000734
Council Offices
The Campus
Welwyn Garden City
AL8 6AE

 **Cathy Watson**
07790 691216
Hedgerley Lodge
Hawkshead Road
Little Heath
EN6 1LU

 **Shirley Asare**
Council Offices
The Campus
Welwyn Garden City
AL8 6AE

Hatfield South West

 **Helena Goldwater**
07904 682990
Council Offices
The Campus
Welwyn Garden City
AL8 6AE

 **Timothy Rowse**
07761 119480
14 Sycamore Avenue
Hatfield
AL10 8LZ

 **Karthik Bonkur**
07515 909999
3 Fern Dells
Hatfield
AL10 9HX

Hatfield Villages

 **James Broach**
07800 553615
Council Offices
The Campus
Welwyn Garden City
AL8 6AE


 **Jane Otumunye**
07549 408079
Council Offices
The Campus
Welwyn Garden City
AL8 6AE

 **Rose Grewal**
07528 488292
Council Offices
The Campus
Welwyn Garden City
AL8 6AE

Hollybush

 **Margaret Birleson**
01707 328887
2 Carve Ley
Welwyn Garden City
AL7 3HJ

 **Lynn Chesterman OBE**
01707 334157
Council Offices
The Campus
Welwyn Garden City
AL8 6AE

 **Alan Chesterman**
01707 334157
Council Offices
The Campus
Welwyn Garden City
AL8 6AE

Howlands

 **Max Holloway**
07949 770505
Council Offices, The
Campus, Welwyn
Garden City AL8 6AE

 **Katherine Gardner**
Council Offices
The Campus
Welwyn Garden City
AL8 6AE

 **Jill Weston**
07935 3304971
25 Meadway Welwyn
Garden City AL7 4NQ

Northaw and Cuffley

 **Barbara Fitzsimon**
01707 393013
46 Beauchamps
Welwyn Garden City
AL7 1FG

 **George Michaelides**
01707 644221
19 Great North Road
Brookmans Park
AL9 6LB

 **Bernard Sarson**
07909 878612
69 Selwyn Crescent
Hatfield
AL10 9NW


Panshanger

 **Darrell Panter**
Council Offices
The Campus
Welwyn Garden City
AL8 6AE

 **Jane Quinton**
07528 367303
Council Offices
The Campus
Welwyn Garden City
AL8 6AE

 **Salman Khan**
Council Offices
The Campus
Welwyn Garden City
AL8 6AE

Peartree

 **Duncan Jones**
07850 792300
Council Offices
The Campus
Welwyn Garden City
AL8 6AE


 **Russ Platt**
01707 532531
Council Offices
The Campus
Welwyn Garden City
AL8 6AE

 **Simon Goldwater**
Council Offices
The Campus
Welwyn Garden City
AL8 6AE

Sherrards

 **Frank Marsh**
07855 460541
Council Offices
The Campus
Welwyn Garden City
AL8 6AE

 **Jean-Paul Skoczylas**
07851 346071
35 The Vineyard
Welwyn Garden City
AL8 7PY

 **Leo Gilbert**
07827 965456
24 Reddings
Welwyn Garden City
AL8 7LA

Welham Green & Hatfield South

 **Sandreni Bonfante**
07778 681574
Council Offices
The Campus
Welwyn Garden City
AL8 6AE

 **Adrienne Nix**
07989 919116
Council Offices
The Campus
Welwyn Garden City
AL8 6AE

 **Paul Zukowskyj**
Council Offices
The Campus
Welwyn Garden City
AL8 6AE

Welwyn East

 **Julie Cragg**
01438 714752
10 Chestnut Walk
Welwyn
AL6 0SB

 **Terry Mitchinson**
07899 791242
Council Offices
The Campus
Welwyn Garden City
AL8 6AE

 **Roger Trigg**
01438 716392
8 Tanglewood
Welwyn
AL6 0RU

Welwyn West

 **Tony Kingsbury**
07540 608844
7 Blakes Way
Welwyn
AL6 9RE

 **Alex Bardett**
07881 820761
Brickwall Cottage
Brickwall Close
Ayot St Peter
AL6 9AA

 **Sunny Thusu**
Council Offices
The Campus
Welwyn Garden City
AL8 6AE

Prevent Burglaries This Winter



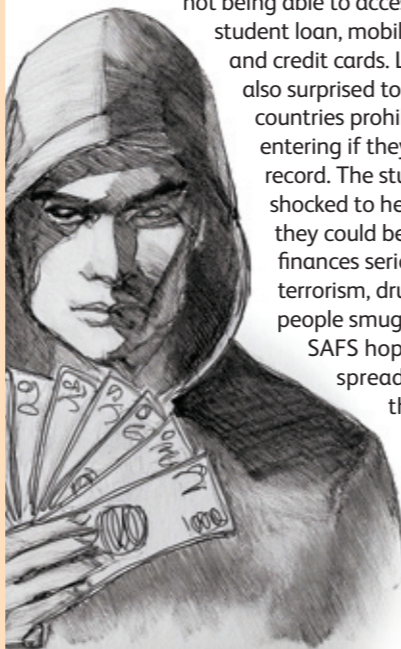
As the days grow shorter and the nights longer, it's crucial to take extra precautions to keep your home and belongings safe.

Here are some tips to help you stay secure:

- LOCK YOUR WINDOWS AND DOORS**
 Always lock your windows and doors when you go out, whether it's for the day or night. Longer evenings provide more opportunities for break-ins. Consider using timer switches if you're out during the evenings and installing a doorbell camera and/or burglar alarm.
- SECURE YOUR VEHICLE**
 Ensure your vehicle is locked and that no valuables are visible. It's surprising how often we forget to lock our cars, making them easy targets.

- PROTECT YOUR WIRELESS CAR KEYS**
 Keep wireless car keys upstairs, away from the front door, and ideally in a foil signal-blocking pouch to prevent theft.
- LOOK OUT FOR NEIGHBOURS**
 Keep an eye on your neighbours, especially if they are vulnerable. Report any suspicious activity or behaviour in your area to the police.
- STAY CONNECTED**
 Join Herts Connected to stay updated and connected with what's happening in your local area. For more information, visit www.hertsconnected.co.uk

If you have any concerns or would like more advice from the Welwyn Hatfield Community Safety Partnership, please contact them at feelsafe@welhat.gov.uk or visit www.welhat.gov.uk/safe



Hertfordshire's Shared Anti-Fraud Service

Hertfordshire's Shared Anti-Fraud Service Team, known as 'SAFS' have been attending various College Freshers Fairs across the county last month, including Welwyn Garden City's Oaklands College.

Staff from the council's team spoke to students enrolled at the college to warn them about the dangers of becoming a 'money mule'. A money mule is someone who transfers money that has been acquired illegally on behalf of criminals.

Research from CIFAS, a national fraud prevention service, shows that young people aged 21 and under account for 1 in 5 money mule offences and students in particular are being targeted by criminals. After speaking to students, SAFS concluded that the majority of targeting young people happens on social media sites with Snapchat and Tiktok being the most prevalent. SAFS made sure students became aware of the implications for them once they get caught, including not being able to access a bank account, student loan, mobile phone contract, and credit cards. Lots of students were also surprised to hear that some countries prohibit people from entering if they have a criminal record. The students were also shocked to hear that the cash they could be asked to launder, finances serious crimes such as terrorism, drug trafficking and people smuggling.

SAFS hope that the message spreads far and wide through the local community to keep as many residents of WGC safe from the dangers of money muling.



Community Awards



ONE Welwyn Hatfield Community Awards 2025!

Mark your calendars for an unforgettable evening on 26 February 2025 as we come together to celebrate the second annual ONE Welwyn Hatfield Community Awards!

This spectacular event will shine a spotlight on our local heroes, with prestigious awards recognising the incredible achievements of inspirational individuals, sports clubs, community organisations and businesses in our Borough.

These awards are all about celebrating the heart and soul of Welwyn Hatfield. From the arts to public service, environmental and volunteering efforts, we honour those who make our community vibrant and strong. The categories you can nominate for include:

- COMMUNITY CULTURE AWARD**
 Celebrating those who have enriched our cultural landscape through arts, music and other cultural activities.
- PUBLIC SERVICE HERO**
 Honouring public service workers who have made a remarkable difference in the lives of residents.
- VOLUNTEER AND YOUNG VOLUNTEER OF THE YEAR**
 Applauding the invaluable contributions of volunteers who selflessly give their time to help others.
- INSPIRATIONAL YOUNG PERSON OF THE YEAR**
 Celebrating young individuals who have shown exceptional courage, leadership, or community spirit.
- VOLUNTARY AND COMMUNITY SECTOR ORGANISATION OF THE YEAR**
 Highlighting organisations that have made a significant impact through their work in the community.
- ENVIRONMENT AND CLIMATE CHAMPION AWARD**
 Recognising those who have made significant efforts to promote sustainability and improve and protect our natural surroundings.
- POSITIVE CHANGE AWARD**
 This award recognises an individual that has overcome their own challenges to achieve something personally life changing.



A full list of the nomination categories can be found on our website by scanning the QR code or visiting the website below.

Nominating someone is easy!

Simply fill out the online nomination form and share why you believe your nominee deserves to be celebrated. This is your chance to give a shout-out to those who make a difference in our community.

For more details and to submit your nominations, visit one.welhat.gov.uk/community-awards



Reporting hate crime

A hate crime is a criminal offence targeting someone due to their race, religion, sexual orientation, transgender identity, or disability. If you've been harassed, abused, or assaulted for who you are or what you believe, you're a victim of hate crime.

Welwyn Hatfield Borough Council (WHBC) is a Hate Crime Reporting Centre. WHBC officers are trained to support and advise victims. Report hate crimes via 101 for non-emergencies or 999 in emergencies. You can also report online or in person at WHBC offices in Welwyn Garden City, and you can remain anonymous.

Food hygiene rating scheme

Whether you're looking for a fine dining experience or a sandwich in a local café, you should look out for the Food Hygiene Rating Scheme (FHRS) rating of any establishment. The rating shows that the eatery has been inspected by the Council.

Businesses must also make sure that they register with the Food Standards Agency, otherwise they won't get inspected or have an FHRS score to display. You can check ratings on the Food Standards Agency website www.food.gov.uk



Protecting our Garden City

The Estate Management Scheme (EMS) was introduced in 1973 to help enhance the amenities and values of the town and to guide and control redevelopment, so the character of the Garden City is protected.

The EMS is fundamental to maintaining the principles on which WGC was designed. The subsequent layout and design of the town and many of the houses followed precise architectural and landscape rules. For instance, landscaped front gardens with traditional boundary hedgerows that provide residential streets with symmetry

and deliver the distinctive garden city appearance.

Homeowners within the EMS area are required to obtain consent for most external alterations to their homes or gardens. For example, the construction of a driveway is one of the most common types of EMS consent sought and our design guidance emphasises the need to retain or create sufficient soft 'green' landscaping to help preserve the character of the area and to avoid the excessive removal of existing hedgerows or landscaping along the garden boundary.

Our EMS team can guide homeowners and tenants through the application process and negotiates with homeowners and

tenants to seek resolution to any breaches of the scheme. As a landlord in the borough, the council is also subject to the requirements of the scheme to ensure work to council properties preserves and enhances the EMS area.

If you are a resident in the EMS area of Welwyn Garden City and have questions about the scheme or would like advice about a proposal, please contact us by calling 01707 357000 or emailing ems@welhat.gov.uk

For more information about the EMS and to view the design guide – used to help determine applications – please visit www.welhat.gov.uk/ems



Tackling condensation, damp and mould

Two people at home for 16 hours
3 Pints
(1.7 litres)

Drying clothes indoors
9 Pints
(5.1 litres)

Cooking and boiling a kettle
6 Pints
(3.4 litres)

A bath or shower
2 Pints
(1.1 litres)

Washing dishes
2 Pints
(1.1 litres)

Using a paraffin or bottled-gas heater
3 Pints
(1.7 litres)

Most homes get some condensation, particularly in the autumn and winter months, but if it becomes persistent it can lead to damp and mould.

Condensation is the most common cause of damp and forms when warm, moist air comes into contact with a cold surface like a window.

Normal, everyday activities like cooking or having a shower add extra moisture to the air inside our homes.

If your home is cold, you are also more likely to have issues with condensation. For advice around energy bills see the cost-of-living support page on our website.

Left untreated, condensation can lead to mould growth on walls, ceilings and even furniture.

There's information on our website www.welhat.gov.uk on what can cause condensation and ways to help prevent it.

As a landlord we are committed to ensuring that we resolve damp and mould issues where they occur.

If you are worried about damp and mould in your council property, contact us on 0800 111 4484 or email housingmaintenance@welhat.gov.uk

We can also offer advice if you live in private rented accommodation and feel your landlord is not supporting you with any concerns around damp and mould. Contact our Private Sector Housing team on 01707 357 672 or email psh@welhat.gov.uk



Hertfordshire Building Control

Did you know that the building control team Hertfordshire Building Control (HBC) is currently the 'LABC Building Excellence Awards Team of the Year'? They earned this title by standing out among 300 other local authorities, thanks to customer endorsements praising their professionalism, responsiveness, and expertise. Their work is essential to the Welwyn Hatfield community.

Most building work, whether it is home alterations, loft conversions, home extensions

or new builds, will require building regulation approval. 'Building regs' make sure all construction work is structurally sound safe, energy-efficient and offers a healthy environment.

HBC check foundations, floor structure, drainage, roof and upper floor construction so that you can get certification that your building is up to standard. They are also on-call 24/7 in the area to attend any dangerous structure call-outs! Call 01439 879990 to discuss your project.

Fighting against illegal eviction and harassment

Earlier this year the council was successful in its first ever conviction of a landlord for the illegal eviction and harassment of a tenant.

The landlord harassed his Hatfield-based tenant by repeatedly sending bullying and aggressive messages, including threatening to change the locks without her consent and call bailiffs to evict her without any legal basis.

The council stepped in to carry out works to reinstate heating and hot water at the property when the landlord also refused to fix a defective boiler.

The Private Sector Housing team brought the case to St Albans Crown Court, where the landlord was fined a total of £1,800 plus the council's costs of £750 and a victim surcharge of £270.

In 2022, less than 1% of cases of illegal evictions led to convictions in the UK.



PAL scheme protects tenants and landlords

The PAL (Partnership Accreditation for Landlords) scheme, founded by Welwyn Hatfield Borough Council and the University of Hertfordshire, recognises landlords and agents that meet their legal obligations and those that go above and beyond to provide quality homes.

It continues to be hugely successful in raising the standard of private rental accommodation across the Borough.

Tenants can expect that the property they rent will meet a set of standards and if a problem arises, there is a reliable means of having it resolved.

For more information on the PAL scheme and how it can help, please visit www.pal-online.org.uk





Are you looking to start or are currently running a business that encompasses sustainability, health, and wellbeing?

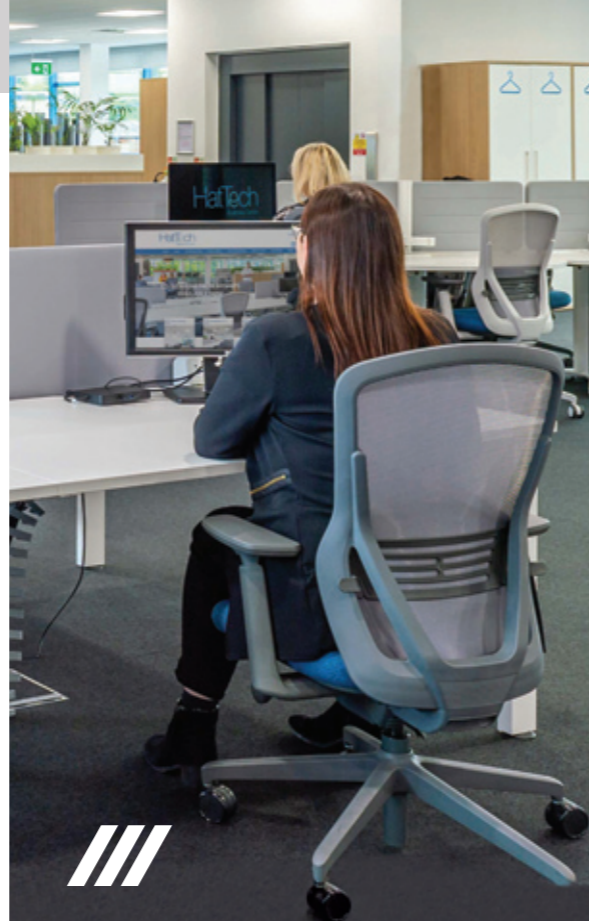
Equans, who is working in partnership with WHBC, is offering **£1,000 to help with funding and business support** in a Wolves Den event.

You will be required to pitch your ideas to the Wolves Den.

Closing date for applications: 10 January 2025

Please scan the QR code below for details and application form.

Successful candidates will be invited to attend the Wolves Den and will be notified by 31 January 2025.



Welwyn Hatfield – open for business

With a population of around 120,000 and our central Hertfordshire location, Welwyn Hatfield is home to major businesses, including the headquarters of Tesco and Ocado.

Welwyn Hatfield Borough Council provides support for businesses in Welwyn Hatfield. We run two business centres, WelTech in Welwyn Garden City and HatTech, our modern centre in Hatfield.

Our business centres provide a space where small businesses can comfortably operate while having access to great facilities and services.

If you would like to enquire about co-working membership opportunities at HatTech or office space at WelTech, please email the team on info@businesscentres.org.uk

To find out more about how we support businesses in Welwyn Hatfield, or to be added to our mailing list for our monthly newsletter to businesses, please e-mail econdev@welhat.gov.uk



Local company Woodhouse Workspace wins two Inspiring Hertfordshire Business Awards

In August, Welwyn Hatfield Mayor, Councillor Frank Marsh visited local company Woodhouse Workspace in honour of the two awards that the company won at the recent Inspiring Hertfordshire Business Awards 2024.

The awards were organised by the Hertfordshire Chamber of Commerce who are the county's accredited Chamber for the British Chamber of Commerce.

Woodhouse are a family-run company who, since 1976, have been designing and building exceptional workspaces for companies across Hertfordshire and the UK. They won the 'Property and Construction Project of the Year' award for completing a refurbishment of a new 9,000ft² support centre for Hollywood Bowl Group in Hemel Hempstead. They also won the 'Business of the

Year Small to Medium' category at the awards for their commitment to ethical supply chains and low waste initiatives.

With a population of around 120,000 and our central Hertfordshire location, many businesses choose Welwyn Hatfield as a base for their operations. Companies like Woodhouse Workspace are key to the development and growth of our local economy. Woodhouse have been expanding their business consistently since 1976 and we wish them every success for many more years to come.



Working for Welwyn Hatfield Borough Council

Welwyn Hatfield is a fantastic place to live and work, with community at the heart of everything that we do.

At Welwyn Hatfield Borough Council, we have a wide range of jobs and opportunities for enthusiastic and dynamic candidates who thrive in a fast paced, changing environment.

If you are passionate about making a difference and putting the community at your heart, please take a look at what we offer. We guarantee a very warm welcome, along with support and encouragement to support and shape your future. Our next chapter could be yours too.

To find out more about working at Welwyn Hatfield Borough Council, visit welhat.gov.uk and search 'careers'.





www.welhat.gov.uk



contact-whc@welhat.gov.uk



01707 357000

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



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



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 Building Control
01438 879 990

Hertfordshire Police
101
(all areas for non-emergencies)

Housing Ombudsman
0300 111 3000

Local Government Ombudsman
0300 061 0614

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



THE WATERMILL MILL GREEN

Open Fridays and Sundays 10am-4pm

There's lots of events and activities to enjoy at The Watermill this winter.

OCTOBER

Sun 27 Oct – 10am-4pm:
Spooky Sunday
(Family Halloween event)

Half term activities:
Tue 29 Oct –
12noon-4pm: **Monsters at the Mill**
12.30-3.30pm: **Make an Autumn Animal Craft**

Wed 30 Oct –
12noon-4pm: **Witchy Window Decorations**
12.30-3.30pm: **Make a Roman Chariot model**

Thu 31 Oct –
12noon-4pm: **Halloween Howls and Spooky Stories**
12.30-3.30pm: **Make a 'Frankenstein' pom-pom shooter**

NOVEMBER

Sun 10 Nov – 2pm-3.30pm:
Author Talk by Zoë Jasko

Sun 24 Nov – 1pm-3.30pm:
Adult Autumnal Craft – Make a Felted Acorn Garland

Wed 27 Nov – 7.30pm-9pm:
Author Talk by Peter Waite

DECEMBER

Sun 1 Dec – 10am-4pm:
Christmas at the Mill
(Family event)

Sat 21 Dec – 1pm-5pm:
Midwinter Wassail and tree planting celebration

...and of course you can visit our original watermill and museum exhibitions. For further details on events, opening times and prices, please visit our website: www.millgreenmuseum.co.uk



ROMAN BATHS WELWYN

Open Saturdays 10am-4pm

Also in October, at Welwyn Roman Baths:

Thu 31 Oct – 7.30pm-9pm:
Burial and Beliefs in Roman times – Archaeology Talk with Kris Lockyear

Find out more at www.welwynromanbaths.co.uk



Skating sessions at RollerCity

Fridays 8pm - 10.30pm
Roll on Friday ¹⁸⁺
A kid-free zone with house DJs and a licensed bar to get those wheels rolling!

Saturdays 11am - 12.30pm
Beginner Skate
Ideal for beginners, with the lights up and music turned down.

Saturdays 3pm - 4.30pm
Roller Disco
Disco lights on and music turned up a notch, for the skater with a little more confidence! A fun-filled session with games and challenges throughout.

Saturdays 1pm - 3.30pm
Sundays 11.30am - 1pm & 1.30 - 3.30pm
Family Skate
Family-friendly skating for everybody with disco lights on and great music!

Sundays 9.30am - 11am
Easy Like Sunday Morning
A relaxed skate session – lights up and chilled out music!

Back by popular demand this year, Roller City has partnered up with Sally's Skates to relaunch weekly skating lessons on Wednesdays or Saturdays over a 6-week period. Don't miss out on this fantastic opportunity to learn, skate, and have fun!

For more information and to book, visit campuswest.co.uk/roller-city

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.

Sleeping Beauty

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

Don't snooze on the chance to secure prime seats in the castle to see this year's pantomime, **Sleeping Beauty** and its adult-only alternative, **Sleeping Booty!**

Both shows promise belly laughs and a whole lot of magic... you don't want to sleep on this one!

Visit our website below to book your tickets today!



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. For a full line up, please visit our website below.

Customers can also now enjoy an additional 15% off with a Zebra discount membership.



THE CINEMA 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 Cinema tickets, Roller City, Soft Play and Humphrey's Café Lounge.



LIVE ON STAGE

From side-splitting comedy to captivating children's shows, there's something for everybody. Visit our website below for the full calendar and to buy tickets.



THE HISTORY OF ROCK
Saturday
26th October



TAYLOR SWIFT TRIBUTE BY XENNA
Tuesday
29th October



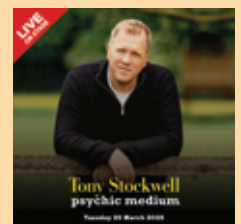
THE BEST IN COMEDY
Saturday
2nd November

TWIST AND SHOUT
Saturday
25th January



THE DOLLY SHOW
Saturday
22nd February

TONY STOCKWELL, PSYCHIC MEDIUM
Tuesday
25th March



DINOSAUR ADVENTURE
Monday
7th April