

NEWS AND UPDATES FROM ACROSS THE BOROUGH



Welwyn
Hatfield



**IN THIS
ISSUE:**
YOUR PULL-
OUT-AND-
KEEP WASTE &
RECYCLING
CALENDAR

INSIDE: 2025 One Welwyn Hatfield Community Award Winners | Improvements to Grass Cutting | County Council Elections | Spring & Summer Activities



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



**WELWYN
HATFIELD**



Welcome from the Leader and Deputy Leader

Welcome to the spring edition of ONE Magazine.

Since taking on the roles of Leader and Deputy Leader of our Joint Administration, our focus has been to put the Welwyn Hatfield community at the heart of everything that we do, and we are delighted to share some of our highlights from across the borough with you.

Following on from the success of last summer's events, we have continued to provide free activities throughout October half term and Christmas. Our pantomime 'Sleeping Beauty' was a great success and we would like to thank everyone who booked tickets and enjoyed the show. Look out for a sneak peek of what Campus West has to offer this year on page 20.

Congratulations to all of the nominees and winners at the 2025 ONE Welwyn Hatfield Community Awards, you are an inspiration to all of us. You can read about our extraordinary winners on page 14.

The two new task forces that have been established dedicated to our town centres and neighbourhoods have continued to build on previous achievements under council priorities. Our town centres continue to thrive, including our Hatfield town centre markets (page 4), and the opening of Laser Quest. We are developing an outline plan for Welwyn Garden City town centre which once again has a range of exciting BID events, some sponsored by the council (page 5). We have broken ground on the social housing development at Ludwick Green (page 15), are continuing to take action on climate change (pages 6 and 7) and have held engagement sessions for our new Local Plan (page 2).

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 10 and 11.

Thank you for being part of our community and together, let's make 2025 a great year.

Max Holloway,
Leader of the Council

Jane Quinton,
Deputy Leader of the Council

COUNCIL UPDATES FROM AROUND THE BOROUGH



1 Following our success in the 2024 **Anglia in Bloom** competition, in October, along with the Welwyn Garden City BID, we were awarded a Silver Gilt at the prestigious nationwide community gardening competition, **Britain in Bloom**.



2 Award-winning **Pier Pressure** escape rooms opened in Campus West in Welwyn Garden City in December, with sci-fi adventure experience **Laser Quest** opening in Hatfield Town Centre.



3 **Oak Hill Crematorium** donated **£11,600** to the **Willow Foundation** through the Institute of Cemetery and Crematorium Management metals recycling scheme. The Foundation provides special days and breaks for seriously ill young adults and their families.



4 Over 16,000 people came to see our pantomime **Sleeping Beauty** and the adult version **Sleeping Booty**. See the outside back cover for information on this year's pantomime, **Cinderella**.



5 The first steps towards developing a new **Local Plan for Welwyn Hatfield** began in September with the launch of an early engagement process. The new plan will set out **how the borough will grow and develop over the next 15 years** and beyond. Respondents shared their thoughts on topics such as the local economy, transport, infrastructure and the environment. The key themes from this exercise are now available at welhat.gov.uk/ourlocalplan, where you can also register for updates.



6 In January, we formally adopted a new **Transition to Net Zero Strategy** setting out how we will achieve our vision of becoming a **sustainable, biodiverse borough by 2050**. The strategy is supported by an action plan detailing **around 100 projects** that will help achieve the net zero targets across a range of areas including transport, planning, biodiversity and resources.

Introducing WelChat: Your Virtual Assistant for Instant Support



We're excited to announce the launch of WelChat, our brand-new chatbot designed to provide quick and convenient help with your queries.

Accessible 24/7, WelChat is here to make finding the information you need easier. Whether you have a

question or need support, our chatbot is ready to assist you in real-time.

You'll find the green WelChat icon conveniently located on our homepage. Just click it to open the chat window, type in your query, and start chatting. It's that easy!

County Elections

Every four years there is an election for county councillors in Hertfordshire.

The next county council election will be on Thursday 1 May 2025. You must bring photographic identification to vote. You won't be able to vote unless you show photographic identification to the polling station staff.

If you are not already registered, you can apply to register to vote online by Friday 11 April at www.gov.uk/register-to-vote

Postal voting

- You can apply online by Monday 14 April at www.gov.uk/apply-postal-vote to vote by post.
- 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 at www.electoralcommission.org.uk/voting-and-elections, or by contacting Welwyn Hatfield Borough Council's Electoral Services team via email at elections@welhat.gov.uk

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

Proxy voting

- You can now apply online by Wednesday 23 April for some types of proxy vote www.gov.uk/apply-proxy-vote
- Your identity will be checked as part of the applications process. Both online and paper application 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.



Council Tax, Housing Benefits and Business Rates self-service portal gets upgrade

We have launched an upgraded online portal that offers greater access to your Council Tax, Housing Benefits and Business Rates details.

You will be able to use the secure online portal at any time to:

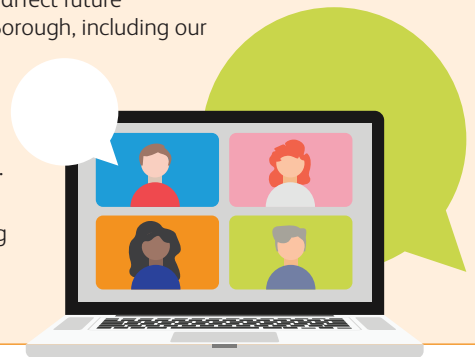
- report a change in your circumstances, such as moving house or a change in your income
- set up a direct debit to pay your Council Tax or Business Rates bill
- make a new Housing Benefit or Council Tax Support claim and upload supporting documents
- view your Council Tax or Business Rates bills and payments and download copies of new bills
- apply for Council Tax discounts and exemptions online

You will need to register on the Council website to use the new portal, even if you had an online Council Tax, Benefits or Business Rates account with us in the past.

Consultations: Have your say

Every year, we consult on a range of projects and subjects that will affect future development of the Borough, including our new Local Plan, landscape planning, tree and woodland management and parking consultations.

Information on current and upcoming consultations can be found on our website.



2025-26 Budget

The 2025-26 budget was approved by Full Council on 3 February.

We have shared more information on the 2025-26 budget on our website.





Hatfield Town Centre



Hatfield Markets

General Market

Hatfield's General Market is more than just a shopping destination, it's a vibrant experience! Every Wednesday and Saturday the stretch of road between White Lion Square and Asda transforms into a bustling hub filled with a diverse array of stalls. Whether you're searching for fresh produce, unique collectables or simply a delightful day out, there's something for everyone.

Farmers Market

The Farmers Market is on the first Saturday of each month in White Lion Square and features local farmers offering fresh produce.

Arts and Crafts Market

The Arts and Crafts Market is on the second Saturday of each month and is a great day out with lots of entertainment for all the family.

Each market takes place at White Lion Square from 8am – 3pm.

Market Place regeneration

Hatfield is set to undergo a transformative change with the regeneration of Market Place, creating a vibrant and inviting hub for the community.

The new public space will provide a welcoming and inclusive area for families and people of all ages to come together to relax, play, and enjoy quality time in the heart of the town centre. It will also support local businesses by encouraging more visitors and longer visits.

The development is part of the wider Hatfield 2030+ regeneration programme, which aims to encourage more people to visit the town and make it an attractive place for people to enjoy. It builds on previous projects, including the regeneration of White Lion Square and One Town Centre, and is being delivered using funding secured through the UK Shared Prosperity Fund.



Laser Quest venue opens!

Laser Quest Hatfield, which opened last December, has quickly become a go-to entertainment spot in the town. Offering exciting laser tag experiences for all ages, it brings a unique activity to Hatfield, adding to the vibrancy of the town centre. With room for up to 30 players per 20-minute session, you can enjoy

solo challenges or team battles. Whether you're looking for a fun day out, a birthday party, or a team-building event, Laser Quest promises an action-packed experience for everyone.

Find out more and book online: laserquestthatfield.com

University of Hertfordshire Estates Vision to 2035

Last December, Cabinet endorsed the University of Hertfordshire's Estates Vision to 2035, including the opening of the county's first ever medical school. The university is a significant presence in the borough and in Hatfield in particular and the delivery of the new masterplan will bring considerable benefit to Welwyn Hatfield. We look forward to working with the university as they progress towards the delivery of the exciting new projects in their masterplan.





Welwyn Garden City Town Centre



Markets and Events

Vegan Market

Saturday 14th June

Saturday 11th October

Vegan Market Co takes 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.

Street Food Heroes

Thursday 10th April

Saturday 10th & Sunday 11th May (as part of the World Food Festival 2025)

Thursday 12th June

Thursday 10th July

Thursday 11th September

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.

World Food Festival

Saturday 10th and Sunday 11th May

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.

WGC Vintage Festival

Saturday 21st & Sunday 22nd 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 vintage fun for the entire family to enjoy.

Anniversary Garden

In January, work started on the second phase of the development of the Anniversary Garden. The work will include a new pathway and beech hedging and the planting of three magnolia trees. Bulbs will also go into the grassed area adjacent to the trees.





Sherrardspark Wood Warden Society: Protecting Nature, Fighting Climate Change

In our on-going efforts to highlight local climate champions, we shed a spotlight on the Sherrardspark Wood Warden Society, showcasing how volunteers can drive positive environmental change.

The Wood Wardens manage the Sherrardspark Wood Local Nature Reserve and Site of Special Scientific Interest in Welwyn Garden City with the council, following the Management Plan agreed with Natural England.

Tackling Climate Change Through Biodiversity

Working alongside the council, the Wood Warden Society focuses on enhancing biodiversity and climate resilience. Efforts include planting and nurturing saplings, promoting understory growth, and managing wetlands to improve water retention and reduce flood risks. Removing invasive species like rhododendron has revived native plants such as heather, creating habitats for pollinators, birds, and bats. These actions support a thriving ecosystem that adapts better to climate challenges.

A Valuable Local Resource

The motivation behind these efforts is clear; Sherrardspark Wood is a valuable resource for the local community. Beyond being a beautiful place to enjoy, the woods serve as a natural carbon sink, help improve air quality and offer a space for people to connect with nature.

Challenges and Future Plans

Woodland management is a slow process, and the true impact of the wardens' work may not be evident for several years. However, their dedication remains unwavering. The society continues to implement the council's management plan, focusing on biodiversity goals and contributing to net zero targets.

How You Can Help

The society welcomes volunteers to join work parties on Thursday and Sunday mornings to plant trees, maintain trails, or monitor wildlife. Together, we can help ensure Sherrardspark Wood thrives for future generations.

To find out more, visit:
www.sherrardsparkwoodwardens.org.uk

Climate Awareness Training for a Greener Future

We're excited to offer residents the opportunity to take part in our climate awareness training, now available through the Climate Hub. This easy to access, 20 minute online course, will outline key issues relating to causes and impacts of climate change, help you learn more about our communities climate action strategy and simple ways you can contribute to a more sustainable future.

The training features interactive concerns, including a carbon footprint calculator, to guide you in reducing your environmental impact. It's free, voluntary, and can be completed on any device, anytime. Join us today and take an active role in protecting our planet!

Find out more by visit
one.welhat.gov.uk/climatehub



Service Improvements Agreed on Grass Cutting

In December, Cabinet approved key improvements to grass cutting this year, including the introduction of a zonal approach to maintenance. Working with our contractor, Krinkles UK (previously known as Continental Landscapes Limited), dedicated teams will focus on completing all tasks within a specific zone — such as grass cutting, strimming, and blowing — before moving to the next zone. This approach will also cover play areas and communal residential spaces managed by the council. Shrubs and hedges will receive a more thorough cutback to address seasonal growth effectively.

Krinkles have purchased new equipment for the new season. We are adding to the long grass/wildflower areas across the Borough. This will benefit wildlife and improve biodiversity across Welwyn Hatfield.



Ready to get water-saving at home?



We're working in partnership with Affinity Water to offer FREE My Water Footprint Home Visits to help you save water, save energy, and save money!

You can get an in-person or virtual visit from a water-saving expert who will give you advice on easy changes to reduce your water and energy bills and suggest water-saving devices for your home. The less water we use now, the more we help protect our environment and secure it for future generations.

Book yours today on **0808 175 0440** or email affinity.water@groundwork.org.uk. For more ways to save water at home, visit affinitywater.co.uk/SaveOurStreams

THERE'S PLENTY TO ENTERTAIN AND EXCITE ALL AGE GROUPS OVER THE COMING MONTHS! HERE ARE JUST SOME OF THE HIGHLIGHTS.

XPLORER FUN AT EASTER

On 9th to 16th April, between 11am – 2pm daily, Xplorer is back at Stanborough Park.

Xplorer is a free family navigational challenge where children can explore the park to find hidden markers with the help of maps, which can be collected from the blue WelHat Sports Gazebo beside Splashlands.

Find out more about Xplorer at welhat.gov.uk/events or xplorer.org.uk



MAY HALF-TERM ACTIVITIES

On Wednesday 28 May, from 11am – 2pm, there will be an activity day at King George V Playing Fields in Welwyn Garden City, which will also include Xplorer.

THIS GIRL CAN – CAN YOU?

This Girl Can returns to Welwyn Hatfield on 9th to 15th June with a wide variety of sport and dance sessions across the borough!

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 for details!

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

You can find out more at thisgirlcan.co.uk

GET INVOLVED!

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 one.welhat.gov.uk/ThisGirlCan

THIS
GIRL
CAN


**BIG
SUMMER**

BIG Summer – the summer festival of fun will be returning to Welwyn Hatfield from 28th July to 17th August!

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 wanting to try something new, there'll be something for everyone!

We are seeking organisations who would like to be a BIG Summer partner and include their summer activities in the campaign. To register your activity, or for more information, visit one.welhat.gov.uk

WOODHALL PARKPLAY

Looking for a way to get active and connect with your community?

Join the fun at Woodhall ParkPlay every Saturday from 10am to 12noon at King George V Playing Fields in Welwyn Garden City. Open to all ages and abilities, it's a free event packed with fun games and activities.

Led by a PlayLeader, the sessions are a great way to make friends, enjoy some fresh air, and get moving. Just wear comfy clothes and bring your family or friends!

For more info or to register, visit park-play.com/woodhall



ParkPlay



MORE WAYS TO PLAY THIS EASTER

**AT STANBOROUGH PARK
WATERSPORTS CENTRE**

Children aged 8-15 can enjoy RYA youth sailing courses, holiday club activity days and intro to paddle boarding sessions.

Book now
better.org.uk/stanborough-park



**WELWYN
HATFIELD**

BETTER

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 21 April collection will be on Tuesday 22 instead.



MY COLLECTION DAY IS:

South Welwyn Hatfield collection

APRIL 2025

Mon		7	14	Tue 22	28
Tue	1	8	15	Wed 23	29
Wed	2	9	16	Thu 24	30
Thu	3	10	17	Fri 25	
Fri	4	11	18	Sat 26	

MAY 2025

Mon		Tue 6	12	19	Tue 27
Tue		Wed 7	13	20	Wed 28
Wed		Thu 8	14	21	Thu 29
Thu	1	Fri 9	15	22	Fri 30
Fri	2	Sat 10	16	23	Sat 31

JUNE 2025

Mon	2	9	16	23	30
Tue	3	10	17	24	
Wed	4	11	18	25	
Thu	5	12	19	26	
Fri	6	13	20	27	

JULY 2025

Mon		7	14	21	28
Tue	1	8	15	22	29
Wed	2	9	16	23	30
Thu	3	10	17	24	31
Fri	4	11	18	25	

AUGUST 2025

Mon		4	11	18	Tue 26
Tue		5	12	19	Wed 27
Wed		6	13	20	Thu 28
Thu		7	14	21	Fri 29
Fri	1	8	15	22	Sat 30

SEPTEMBER 2025

Mon	1	8	15	22	29
Tue	2	9	16	23	30
Wed	3	10	17	24	
Thu	4	11	18	25	
Fri	5	12	19	26	

OCTOBER 2025

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

NOVEMBER 2025

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

DECEMBER 2025

Mon	1	8	15	22	Wed 31
Tue	2	9	16	23	Fri 2 Jan
Wed	3	10	17	24	Sat 3 Jan
Thu	4	11	18	Mon 29	
Fri	5	12	19	Tue 30	

JANUARY 2026

Mon		Wed 7	Tue 13	19	26
Tue		Thu 8	Wed 14	20	27
Wed		Fri 9	Thu 15	21	28
Thu	Mon 5	Sat 10	Fri 16	22	29
Fri	Tue 6	Mon 12	Sat 17	23	30

FEBRUARY 2026

Mon	2	9	16	23	
Tue	3	10	17	24	
Wed	4	11	18	25	
Thu	5	12	19	26	
Fri	6	13	20	27	

MARCH 2026

Mon	2	9	16	23	30
Tue	3	10	17	24	31
Wed	4	11	18	25	
Thu	5	12	19	26	
Fri	6	13	20	27	

Checking your collection day, bank holidays and service disruption

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

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



Your waste collection calendar for the next year

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

Blue 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 21 April collection will be on Tuesday 22 instead.



MY COLLECTION DAY IS:

North Welwyn Hatfield collection

APRIL 2025					
Mon		7	14	Tue 22	28
Tue	1	8	15	Wed 23	29
Wed	2	9	16	Thu 24	30
Thu	3	10	17	Fri 25	
Fri	4	11	18	Sat 26	

MAY 2025					
Mon			Tue 6	12	19
Tue			Wed 7	13	20
Wed			Thu 8	14	21
Thu	1		Fri 9	15	22
Fri	2		Sat 10	16	23
				Tue 27	
				Wed 28	
				Thu 29	
				Fri 30	
				Sat 31	

JUNE 2025					
Mon	2	9	16	23	30
Tue	3	10	17	24	
Wed	4	11	18	25	
Thu	5	12	19	26	
Fri	6	13	20	27	

JULY 2025					
Mon		7	14	21	28
Tue	1	8	15	22	29
Wed	2	9	16	23	30
Thu	3	10	17	24	31
Fri	4	11	18	25	
AUGUST 2025					
Mon		4	11	18	Tue 26
Tue		5	12	19	Wed 27
Wed		6	13	20	Thu 28
Thu		7	14	21	Fri 29
Fri	1	8	15	22	Sat 30
SEPTEMBER 2025					
Mon	1	8	15	22	29
Tue	2	9	16	23	30
Wed	3	10	17	24	
Thu	4	11	18	25	
Fri	5	12	19	26	
OCTOBER 2025					
Mon		6	13	20	27
Tue		7	14	21	28
Wed	1	8	15	22	29
Thu	2	9	16	23	30
Fri	3	10	17	24	31
NOVEMBER 2025					
Mon	3	10	17	24	
Tue	4	11	18	25	
Wed	5	12	19	26	
Thu	6	13	20	27	
Fri	7	14	21	28	
DECEMBER 2025					
Mon	1	8	15	22	Wed 31
Tue	2	9	16	23	Fri 2 Jan
Wed	3	10	17	24	Sat 3 Jan
Thu	4	11	18	Mon 29	
Fri	5	12	19	Tue 30	
JANUARY 2026					
Mon		Wed 7	Tue 13	19	26
Tue		Thu 8	Wed 14	20	27
Wed		Fri 9	Thu 15	21	28
Thu	Mon 5	Sat 10	Fri 16	22	29
Fri	Tue 6	Mon 12	Sat 17	23	30
FEBRUARY 2026					
Mon	2	9	16	23	
Tue	3	10	17	24	
Wed	4	11	18	25	
Thu	5	12	19	26	
Fri	6	13	20	27	
MARCH 2026					
Mon	2	9	16	23	30
Tue	3	10	17	24	31
Wed	4	11	18	25	
Thu	5	12	19	26	
Fri	6	13	20	27	

Checking your collection day, bank holidays and service disruption

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

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



Don't ignore Hate

A hate crime is any criminal offence targeted at a person because of hostility or prejudice towards their race, religion, sexual orientation, transgender identity or disability.

If you have been harassed, abused or assaulted because of who you are or what you believe in, then you are a victim of hate crime.

Hate crime is generally under reported due to a lack of awareness of what hate crime is and some people don't like to contact or visit the police to report a hate crime. What many people don't know is that Welwyn Hatfield Borough Council (WHBC) is a designated Hate

Crime Reporting Centre for anyone living or working in the Borough that has been a victim of a hate crime. WHBC Hate Crime Champions are trained on how to help, support and advise victims of hate crime.

To report a hate crime to WHBC, you can come to our office in Welwyn Garden City during opening hours and ask to speak to a Hate Crime Champion. Hate crimes can also be reported to police via the non-emergency number **101**. In an emergency, where there is an immediate threat to life or property, always dial **999**. Or if you do not feel comfortable talking directly to the somebody, you can report a hate crime online at report-it.org.uk



Message from Inspector Amy Sheldon

At Hertfordshire Police, we have dedicated teams working tirelessly to keep communities safe and tackle crime. As the leader of your Neighbourhood Policing Team, I focus on addressing local crime and anti-social behaviour (ASB).

Here's some of the work we're doing in Welwyn Hatfield:

- **Public Space Protection Orders:** In partnership with the council, we've secured orders in Hatfield town centre, Hilltop and Welwyn Garden City town centre, granting officers additional powers to issue fines and take action against ASB.

- **Panshanger ASB:** We've identified 21 individuals and implemented measures like Community Protection Warnings and Acceptable Behaviour Agreements for under-18s.
- **Speeding in Cuffley:** Speeding patrols on Tolmers Road are underway to deter and address dangerous driving.

Stay updated on our work: follow us on Facebook [@WelwynHatfieldPolice](https://www.facebook.com/WelwynHatfieldPolice) or join Herts Connected at hertsconnected.co.uk

Together, we're working to keep Welwyn Hatfield safe.

Be on the lookout for signs of cuckooing

Residents are being urged to look out for signs of cuckooing, which is where a gang of drug dealers takes over a vulnerable person's home.

The gang uses the home to store illegal drugs, money earned through illegal activity, or as a local drug-dealing base.

People with learning disabilities, mental health issues and local drug users are often targeted – particularly if they are socially isolated.

Signs that a home is being cuckooed include:

- More people entering and leaving – especially at strange times
- An increase in cars or bikes outside
- More anti-social behaviour and noise
- Increased litter outside
- The person who lives there has not been seen recently, or has been anxious or distracted

Report concerns to Hertfordshire Police using **101** in a non-emergency or **999** in an emergency. Alternatively, contact Crimestoppers anonymously on **0800 555 111** or at crimestoppers-uk.org You can also report anti-social behaviour to the council by calling **01707 357 000** or e-mailing asb@welhat.gov.uk



Mother's Day and Father's Day Memorials at Oak Hill

This year, Oak Hill will be holding memorial days on Saturday 29th March for Mother's Day and on Saturday 14th June for Father's Day.

Our chapel doors will be open from 11am until midday on both days, for a space to reflect.

In memory of your loved one, you will be able to light a candle, leave a personal message on our memorial tree and write a card to post in our post-box, located in our Jasmine Garden.

Collect a flower and place it on your loved one's memorial or resting place. These flowers can also be taken home.

You can also join the Oak Hill Team for light refreshments.

For anyone unable to attend, our Bereavement team are on site Monday to Saturday from 9am to 4.30pm, should you wish to write a personal message or card.

Our grounds will be open as usual throughout the day.



Photo by Benchmark



Transforming lives at Jubilee House Care Trust

Jubilee House Care Trust, based in Welwyn Garden City, offers a wide range of tailored services for children and adults with learning disabilities and autism across Hertfordshire and beyond, including short breaks, residential care, and supported living.

Their mission is to ensure happy and fulfilled lives for all individuals under their care. They provide top-notch support by understanding the unique needs of each person and their families. The dedicated team is committed to delivering the highest quality of support and care, underpinned by core values of openness, honesty, trust, and continuous improvement.

You can join them in making a difference – whether through volunteering, donating, or fundraising, your support helps them continue to provide essential services and enrich the lives of those they care for.

For more information, visit jubileehouse.com

Help with the cost of living

Are you struggling with the cost of living? If so, we have information on our website about local support and services that are available, including:

- Benefits
- Help with eating and foodbanks
- Help with energy bills and heating
- Help for families
- Help with money and debt
- Help for tenants and leaseholders
- Help with travel

To find out what support you could be eligible for, visit welhat.gov.uk and search 'cost of living'.

Need help now?

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



New online advice to help you be ready for anything

Like all counties, Hertfordshire faces potential risks, including natural and weather-related hazards, losing supply of the things we depend on every day, and malicious actions from those who wish to do us harm.

Being aware of what could happen, and making some simple preparations, will go a long way to reducing the impact on you, your family, and friends when something does happen.

The types of risks that may affect Hertfordshire are flooding, extreme temperatures (hot and cold), pandemics and infectious disease outbreaks, utilities failure and disruption, cyber attacks and crime, and terrorism.

Visit: www.hertfordshire.gov.uk/readyforanything for an easy to follow guide of the things households and businesses can do to be ready for anything.



Community Awards 2025

The second annual ONE Welwyn Hatfield Community Awards took place on 26 February, with 14 awards presented to local heroes!

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

The categories for the awards, and their winners, were:

- Mayors Civic Award – *Susanna Mateu*
- Welwyn Hatfield Award for All – *Anthony Parris*
- Young Volunteer – *Jack Boyes*
- Voluntary and Community – *Hatfield Library*
- Local Business of the Year – *Herts Loves*
- Health and Wellbeing Champion – *Sue Wilson*
- Volunteer of the Year – *Sharon Hoy*
- Community Culture Award – *Hooves Group*
- Positive Change – *Toby Crellin*
- Young Sportsperson – *Lily Dabrowska*
- Public Service Hero – *Alison Charles*
- Climate Champion – *Adrian deBaat and Ann MacDonald, The Howardsgate Borders Project*
- Community Sports Club – *Hatfield Hyde Cricket Club*
- Inspirational Young Person – *Millie Sinnott*

Over 140 Nominations — made by residents, local sports clubs and youth organisations — were whittled down to a shortlist in each category, with the winners decided by panels of judges that included local community leaders and Councillors.

The awards night featured Magician extraordinaire Michael J Fitch, among other entertainment!

Congratulations to all the shortlisted nominees and winners!

Find out more at one.welhat.gov.uk/community-awards



Retrofitting homes in Welwyn Hatfield

As part of the Government's Wave 2.1 Social Housing Decarbonisation Fund and as part of our commitment to tackle climate change, we are working in partnership with our contractor's Morgan Sindall to retrofit 234 homes in Welwyn Hatfield, with 120 of these homes undergoing a full fabric-first approach to address hard-to-treat properties.

This project aims to reduce residents' fuel bills, enhance comfort and wellbeing, and promote sustainability. To date we have completed over 700 energy efficiency measures which will reduce energy consumption, enhance building performance, and lower utility costs.

This work was made possible thanks to a government grant of nearly £3m from the Social Housing Decarbonisation Fund and a £5m investment from Council funds.

Following on from this success of this project, we have made an application for more funding with the aim of improving a further 1,000 of its least energy-efficient homes.



Peartree Housing Scheme

Peartree Housing Scheme in Welwyn Garden City will provide 40 units consisting of one and two bed properties.

The development will include a large amenity space and communal gardens. There will be ample parking allocation, which as part of our commitment to sustainability, will include EV charging points.

We are aiming for this scheme to go to the Development Management Committee in summer 2025.



Building homes for the future

Welwyn Hatfield Borough Council's pledge to provide high-quality homes for all has taken a step forward after work started on 14 modern one-bedroom apartments.

The development, at Ludwick Green in Welwyn Garden City, will be owned by the council and let as social housing, contributing to the borough's affordable housing programme.

It will replace eight homes on the site that had to be decommissioned and demolished because of structural issues.

Each new apartment will have its own parking space, and electric vehicle charging points will be available. Two of the apartments will be wheelchair accessible.

The new homes are close to amenities, and works will be undertaken to enhance the surrounding green spaces. The development is expected to be completed by Spring 2026.



Your pathway to good health

The Healthy Hub is a one-stop shop to help residents — individuals and families — with advice and support for mental health, physical activity, weight management, smoking cessation, health MOTs and nutritional advice.

Upcoming pop-up sessions for the Healthy Hub include:

- Tue 4 Mar, 11am-1pm
Hatfield Library
- Wed 5 Mar, 11am-1pm
Welwyn Garden City Library
- Tue 11 Mar, 11am-1pm
Jimmy Macs, The Hive, Hatfield
- Wed 12 Mar, 11am-1pm
St Johns Café, Bishops Rise, Hatfield
- Thu 13 Mar, 10.30am-12.30pm
Birchwood Leisure Centre, Hatfield
- Tue 18 Mar, 11am-1pm
Hatfield Library
- Wed 19 Mar, 11am-1pm
Welwyn Garden City Library
- Thu 20 Mar, 10.30am-12.30pm
Friendship House, Wellfield Close, Hatfield
- Tue 1 Apr 11am-1pm
Hatfield Library
- Wed 2 Apr, 11am-1pm
Welwyn Garden City Library
- Tue 8 Apr, 11am-1pm
Jimmy Macs, The Hive, Hatfield
- Wed 9 Apr, 11am-1pm
St Johns Café, Bishops Rise, Hatfield
- Thu 10 Apr, 10.30am-12.30pm
Birchwood Leisure Centre, Hatfield
- Tue 15 Apr, 11am-1pm
Hatfield Library
- Wed 16 Apr, 11am-1pm
Welwyn Garden City Library
- Thu 17 Apr, 10.30am-12.30pm
Friendship House, Wellfield Close, Hatfield

For more help or support from the Healthy Hub team, call us on **07810 153909**, email us healthyhub@welhat.gov.uk or visit the website one.welhat.gov.uk/health-wellbeing-1

Healthy hub
Welwyn Hatfield

Bolstering support for people living with dementia

Memory Support Hertfordshire is a newly launched community service providing local connection, support, information, and advice for everyone affected by dementia and Mild Cognitive Impairment.

A helpline, an email service and face to face drop-in hubs will ensure residents can find out what they want to know, as well as support people to find and access the full range of community-based, health and social care support available in Hertfordshire.

This new service aims to provide a welcome route for people to access support and guidance more quickly and easily. The service has been co-produced by people who currently use existing dementia support services, so that the varied support on offer meets the needs of those most affected.

Funded by Hertfordshire County Council and the NHS and delivered in partnership by Age UK Hertfordshire, Carers in

Hertfordshire and Alzheimer's Society, Memory Support Hertfordshire is committed to improving support available to people affected by dementia and is aligned to the Hertfordshire Dementia Strategy.

Contact the helpline on **0300 131 3946** (open Monday to Friday 9am – 4pm), or email info@memorysupportherts.org.uk



Hertfordshire Health Walks

Why not join one or more of the Hertfordshire Health Walks – they are friendly, sociable, and take in routes across the borough, including Digswell Park, Hatfield and Brookmans Park. It's also a great way of catching up with friends or making new ones!

You can register to take part online or fill in a form on the day of the walk. There are also Taster walks and routes to suit all abilities and backgrounds.

Go to Hertfordshire.gov.uk and search Hertfordshire Health Walks for the full timetable.



What is Wonderful Welwyn Garden City?

Wonderful Welwyn Garden City is the brand used by the Welwyn Garden City Business Improvement District (BID) to promote our town centre. You may already be familiar with their lovely logo!

But what exactly is the BID? All businesses within the town centre are members of the BID including large retailers like John Lewis to small independent hairdressers, coffee shops, restaurants and professional services, as well as Welwyn Hatfield Borough Council. All these businesses contribute a

small amount of money to help improve our town, and through the BID, that money is invested into many initiatives to promote Welwyn Garden City; encouraging new businesses in, supporting a safe and inviting environment, as well as organising exciting events like the World Food Festival, Vintage Festival, and festive Christmas lights displays, running online campaigns and competitions, amongst many other things!

At the BID, they are passionate about supporting our town and its businesses, working tirelessly to ensure that the town centre continues to thrive. As a local resident, you are likely just as proud as we are of Wonderful

Welwyn Garden City. By continuing to support our local businesses, shopping local and enjoying our events, you help keep the town alive and vibrant.

This year will be another bumper one for Wonderful Welwyn Garden City, so for all the latest event information and dates for 2025, visit wonderfulwgc.co.uk, or stay connected on social media at facebook.com/wonderfulwgc or Instagram [@wonderful_wgc](https://www.instagram.com/wonderful_wgc)



Discover The Galleria in Hatfield

LS Galleria Ltd are the new owners of The Galleria shopping outlet centre in Hatfield and they have announced exciting plans to refresh this well-loved destination and enhance its appeal to visitors. The Galleria, Hertfordshire's only outlet centre, features over 80 stores, with top brands like M&S and TK Maxx offering goods at unbeatable prices. Shoppers can enjoy dining options such as Nando's and Wagamama, plus family-friendly attractions like the Odeon cinema, Get Wild adventure play area, and the 24-hour PureGym. Discover more at thegalleria.co.uk



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 help shape your future. Our next chapter could be yours too.

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



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

Other useful numbers

Citizens Advice (Hatfield)
03444 111 444

Dementia Support Services
0333 150 3456

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)

HertsHelp
0300 123 4044

Housing Ombudsman
0300 111 3000

Local Government Ombudsman
0300 061 0614

NSPCC: Childline
0800 1111

NSPCC 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



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

Hertfordshire County Council

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

www.hertfordshire.gov.uk

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



THE WATERMILL MILL GREEN

Step back in time and enjoy a fantastic day out for the whole family at Hatfield's historic working watermill. Watch the mill in action and let our friendly miller guide you through the fascinating ancient craft of milling.

Explore the rich history and culture of the local area with our ever-changing exhibition programme. A perfect day of discovery for all ages! Come along to a new Mini Millers hands-on play space running until May. The sessions are designed for toddlers but fun for all!

Find out more at
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.

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

Find out more at
welwynromanbaths.co.uk



PIER PRESSURE
WELWYN ESCAPE ROOMS

**Dive into
award-winning
adventures at
Pier Pressure
Escape Rooms,
now at Campus
West, Welwyn
Garden City!**

Solve thrilling puzzles, uncover secrets, and race the clock in our immersive, mind-bending games. Gather friends and family for an unforgettable escape experience.

Ready to crack the code?

Book now at
welwyn.pierpressure.co.uk





Multiplex quality, independent feel

Welwyn Garden City's independent 3-screen cinema, located near the town centre opposite John Lewis, offers state-of-the-art sound and vision. **The Cinema** at Campus West screens new releases on their national release dates, alongside blockbusters, family films, and a diverse range of arthouse, biopic, and documentary films.

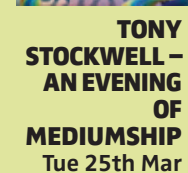
Enjoy exclusive offers like **£7 Big Screen Saver tickets** (Mon-Thurs until 5pm), **Films for a Fiver**, **Parent and Baby screenings**, and **Soft Play sessions**. Plus, the **free Zebra membership** provides up to **50% off** tickets and activities, including RollerCity, Soft Play, and Humphrey's Café Lounge.

LIVE ON STAGE

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



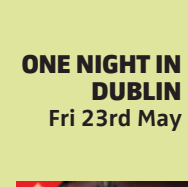
DREAMCOAT STARS
Sat 8th Mar



DINOSAUR ADVENTURE LIVE
Mon 7th Apr



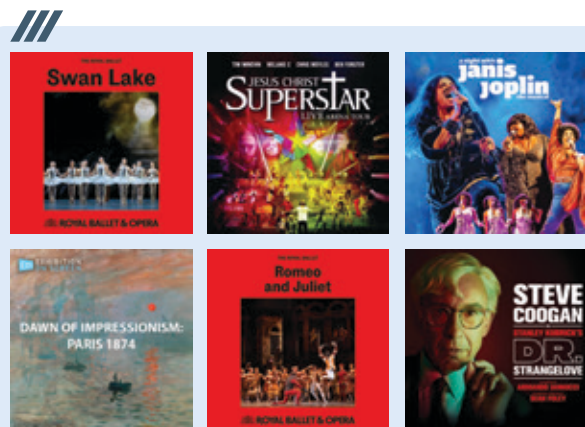
VISION OF ELVIS
Fri 25th Apr



EMMA KENNY'S 'KILLER COUPLES'
Fri 30th May



WEST SIDE JAZZ
First Wednesday of every month



EVENT CINEMA @ Campus West

Experience world-class theatre at cinema prices with live broadcasts from award-winning West End and international productions. Enjoy close-up views of stage sets, stunning costumes, and exclusive cast interviews. Visit our website for the full lineup.

Enjoy an additional 15% off with Zebra discount membership!

RollerCity
WELWYN GARDEN CITY

IN PARTNERSHIP WITH
Sally's Roller Skating

Skate Lessons

Wednesday afternoon
and Saturday morning

Discover the joy of roller skating at our purpose-built rink, offering a fun, safe, and welcoming environment for all ages. Whether you're a beginner or looking to improve your skills, make new friends, or simply have a great time, our Skating Lessons Program, delivered by Sally Skates, is the ideal place to embark on your roller-skating adventure.

Book now for Cinderella

Tickets for this year's panto, **Cinderella**, are now on sale, along with it's cheekier adult version, **Sinderella**. And don't forget, with the Campus West Pantomime, you can 'Book Now Pay Later' by visiting the website campuswest.co.uk

Scan the QR Code to visit the Campus West website