NEWS AND UPDATES FROM ACROSS THE BOROUGH

ONE Welwyn Hatfield



INSIDE: Festive Activities in the borough this year | Cost of living support | Your 2026/27 councillors | Christmas bin collections



Welcome from the Leader and Deputy Leader

Welcome to our autumn/winter edition of ONE Magazine.

Our priority as a Joint Administration is to put our community at the heart of everything we do – and over the recent months we have continued to see progress across Welwyn Hatfield.

Our town centres continue to thrive. In Hatfield, regular markets and community events are drawing more visitors into the town centre (page 5), the Hatfield Community Fair was a great success, and our green spaces received well-deserved recognition in the Anglia in Bloom competition (page 15). The Hatfield Town Centre Masterplan is now underway (page 4), marking an important milestone in delivering an ambitious new vision for the future of the town.

In Welwyn Garden City, we launched a new heritage walking trail and unveiled plans for the Secret Garden project (page 4), both celebrating the town's unique character. We have also begun the second stage of consultation on establishing a WGC Parish Council, giving residents a direct say in shaping local governance (page 3).

Our Warmer Homes programme — funded through Government support — continues to deliver tangible benefits for residents, improving health and wellbeing and helping to reduce energy bills (page 6). The colder months can be challenging for some and so we've including information on where to find support on page 14. We have also continued our successful Community Catch Ups (page 14), offering residents the chance to speak with us directly and access advice on a wide range of issues and services.

This year has seen a vibrant programme of cultural and leisure activities. We ran a series of events and exhibitions at Mill Green Museum & Watermill and Welwyn Roman Baths, plus more than 80 free activities were delivered through our Big Summer and This Girl Can campaigns. Our winter programme promises to be just as exciting, including this year's Christmas Panto, *Dick Whittington* (pages 9 and 20).

Finally, our Local Plan is progressing to the next stage of consultation, giving residents and stakeholders another opportunity to help shape how Welwyn Hatfield evolves in the years ahead (page 3).

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

Thank you for being part of our community.

Rose Grewal,
Leader of the Council

Sandreni Bonfante,
Deputy Leader of the Council

COUNCIL UPDATES FROM AROUND THE BOROUGH



1 In June, we won a **Local Government Chronicle Award** for **'Bringing the Knife Angel to Welwyn Garden City'**. The Awards are among the most prestigious in local government and winning this award highlighted our successful partnership work, particularly our strong collaboration with Hertfordshire Constabulary, to tackle knife crime and deliver a project with a lasting positive impact and community legacy.



2 Our **regeneration of Hatfield's Market Place** also won an award for excellence in construction at the **Hertfordshire and Bedfordshire Constructing Excellence Club Awards**. The award highlighted the project's success in transforming a key civic space into a vibrant destination while respecting its history and character.



3 **Stanborough Park** has benefitted from the arrival of **a new fleet of sailing boats funded by the Council**. Over the summer, the new boats supported a wide range of activities and were in frequent use by schools, holiday programmes and community groups. They continue to be used for the Youth Holiday Sailing programme, school bookings and community sessions.



4 Residents and visitors can explore Welwyn Garden City town centre in a new and exciting way following the launch of a **free, self-guided heritage and public art trail**. Developed by the Council, the guide **celebrates the town's rich history and vibrant public art** and can be picked up from Campus West, the WGC Library, shops and other locations across the town centre.



5 The sun shone for the **Hatfield Community Fair** which returned for its fifth year in July with the crowds flocking to enjoy live music and activities for all the family. Forty stalls run by local community organisations, Council partners and agencies gave **advice and information on a range of services available** to local residents and visitors.



6 Council-owned **Oak Hill Crematorium donated £17,000 to Hearts for Herts**, a local charity dedicated to saving lives through education and access to lifesaving equipment. The donation will fund 17 publicly accessible defibrillators at local schools and new bleed control kits across Welwyn Hatfield, **helping more people access vital equipment in an emergency** and creating safer communities.



Have YOUR say on the establishment of a parish council for Welwyn Garden City

There's still time to have your say on the establishment of a parish council for Welwyn Garden City.

A second consultation is being held in light of the findings from a consultation in May and June this year which showed that there is community support for the creation of a parish council for Welwyn Garden City. We are seeking views on more a detailed proposal for the establishment of the new council. The process of creating a new parish council is known as a Community Governance Review (CGR). Once established, the parish council could choose to be called a town council.

Welwyn Garden City is the only area in Welwyn Hatfield which does not have a parish or town council. The role of a parish council is to focus on localised activities like organising local events, local community projects and providing allotments where there is a local need, although their functions and responsibilities vary.

The intention is for the new parish council to be represented by 15 councillors, with the new council funded from several sources including Council Tax from residents of Welwyn Garden City.

For more information about the consultation, parish/town councils and to complete the short survey online visit **welhat.gov.uk/CGR**

Paper copies of the survey are available from the reception at Welwyn Hatfield Borough Council's Campus East offices in Welwyn Garden City. They can also be supplied upon request.

The survey is live until 31 October 2026.



Local Plan consultation

We are running a formal six-week consultation with residents and other stakeholders focusing on whether the proposed Local Plan is legally compliant and sound.

The Local Plan sets out a vision for how Welwyn Hatfield will grow and develop over the coming years and ensure new homes, jobs, infrastructure, community facilities and environmental improvements are planned in a coordinated way.

Visit **welhat.gov.uk/ourlocalplan** to take part in the consultation which runs from 23 September to 4 November.

Hatfield Town Centre Masterplan

Over the summer, we announced the latest phase of our ambitious plans for the regeneration of Hatfield Town Centre.

We have appointed architects Tibbalds to help develop the Hatfield Town Centre Masterplan – a strategic vision designed to build on the town's core strengths and unlock its potential.

The Masterplan seeks to provide:

- Improved community and leisure facilities
- Enhanced cycling and pedestrian connections
- Higher quality public realm
- New homes within the town centre and
- New space for retail and food & beverage businesses.



We are committed to supporting thriving town centres and have led the delivery of several successful projects in Hatfield including the regeneration of White Lion Square, One Town Centre, The Commons Multi-Storey Car Park and most recently Market Place.

The Hatfield Town Centre Masterplan will build on these achievements, whilst drawing on the town's key strengths, including its excellent transport links, education facilities, heritage and culture, and independent retail sector.

Work on the Masterplan is underway, and we will be holding a public consultation on the proposals.

New **Secret Garden** for Welwyn Garden City

Plans are being developed for a new 'Secret Garden' for Welwyn Garden City, creating a new public space in the heart of the Town Centre.

In May, we consulted on proposals to transform the disused toilet block space beneath the central roundabout near the John Lewis subway into a welcoming community space where people can relax, connect with nature, enjoy community events and spend time together.

The project, which is called the Secret Garden, will aim to create an attractive and accessible space that reflects Welwyn Garden City's unique heritage and garden city principles. Early proposals include demolishing the disused toilet block to create space for an amphitheatre for performances and events, alongside flexible pop-up kiosks that will help attract visitors and bring more activity to the area. The proposals also feature a community garden, public art, creative lighting and extensive new planting to enhance biodiversity.



New openings at The Howard Centre





A number of new businesses have opened or will be shortly opening at the Howard Centre in Welwyn Garden City.

These include:

- **Nando's**
- **Sostrene Grene**, a Scandinavian-inspired lifestyle brand offering a range of home décor, furniture, crafts and seasonal gift ideas
- **Carter and George**, the UK's fastest growing physiotherapy company
- **Kensington Avenue**, new luxury menswear shop

The latest openings will follow the relocation of fashion retailer Roman and jewellery brand Pandora to two new locations at the Centre.

Victoria Smith, Centre Manager at The Howard Centre said: "We're incredibly excited to have these fantastic new additions to The Howard Centre. Nando's is a customer favourite, which we are sure will prove very popular with visitors and adds to our grab and go offering."

"While Sostrene Grene brings something for all of our customers, whether they enjoy crafting, are looking for gift ideas or are shopping for accessories for the home, Kensington Avenue will offer bespoke suits and premium ready-to-wear formalwear for customers looking for office attire, occasion wear or wedding outfits."

"And Carter and George will bring something very new to the centre, with their range of top physio services and classes."



Fun at the Galleria!

There are more reasons than ever to visit the Galleria!

Exciting changes are underway at the Galleria as the team there continue to invest in creating a vibrant destination for the community.

Alongside over 80 outlet stores, including an M&S Outlet, TK Maxx, Sports Direct and the UK's largest Entertainer toy outlet, you'll find great places to eat, from independent brands to our favourite staples like Nando's and Wagamama, plus leisure activities including Get Wild adventure soft play, all the latest film releases at the ODEON, and even the 24-hour Pure Gym.

Whether you're shopping, dining, or spending time with family and friends, the Galleria is becoming Hatfield's one-stop destination for retail, leisure and food.

Hatfield Town Centre market – Timeless Sweets

Emma Taylor has been running the Timeless Sweets stall at Hatfield Town Centre market for over four years.

She originally started out with a Christmas stall but gave up her 9-5 job to run the sweet stall year-round. Her best sellers are her Liquorice Wheels, Fruit pips (colourful boiled sweets by the 110g bag) and her Bumper Bananas! She caters to all allergies, and she has sweets that are Halal, dairy free, diabetic, gluten free, vegetarian and vegan! You can't miss Emma's unmistakeable long purple themed stall. Emma said: "It's a lovely community here in Hatfield. We have a great customer base with a lot of regulars returning for their favourite sweets. Some people just come to have a chat! Customers are always smiling when they leave and that's a reflection of our great market family."





Resident recommends our **Warmer Homes Grant!**

A Hatfield resident whose home is warmer and 'healthier' after getting free energy-efficiency upgrades is encouraging other residents to do the same.

Resident Andy Mackay applied after seeing the scheme advertised in the summer edition of this very magazine!

The Government-funded Warm Homes: Local Grant (WHLG) scheme offers eligible households up to £30,000 of free energy-saving home improvements, such as insulation, draught-proofing, double glazing, heat pumps, solar panels and battery storage. These measures help keep homes warmer in winter, cooler in summer and cheaper to run, helping you to save money on your energy bills.

Andy, photographed with Welwyn Hatfield Mayor Councillor Michal Siewniak, Cabinet Members and officers, says his home now feels warmer and more comfortable after having new extractor fans, loft and cavity wall insulation, double glazing, new windows, and new front and back doors put in.

"I haven't had to put the heating on once," Andy said. "The house feels so much healthier. It really does feel good." He added that the application was straightforward and that he would "definitely" encourage others to contact the National Energy Foundation (NEF), which has partnered the Council to deliver the funding, to see if they are eligible.

The funding is open to homeowners and privately renting tenants who live in a property with a low energy-efficiency rating (D-G) and meet certain eligibility criteria.

Check your eligibility on our One Welwyn Hatfield website.

Free water butts for local residents

Over the summer, around 500 Welwyn Hatfield residents applied for and received a free water butt as part of a scheme to build resilience and adapt to our changing climate.

This was thanks to £20,000 of National Lottery funding secured by the Council, which enables the residents to collect and store rainwater at home, helping them reduce water use, save money and protect the environment in the face of rising temperatures and more extreme weather.

The scheme forms part of the Council's ongoing work to tackle climate change and support residents in making more sustainable choices and will return next summer to enable more residents to benefit. Water butts offer a simple yet effective way to save water by collecting rainwater that can be used in gardens and outdoor spaces. This helps reduce reliance on treated mains water, lowers household water bills and provides plants with natural rainwater, which is often better for their growth.

Water butts also help reduce the amount of water taken from our precious chalk streams, which are becoming increasingly vulnerable as the climate changes.

Keep an eye on our social media channels for more information on next year's giveaway.



RECYCLE RIGHT: SIMPLE TIPS TO MAKE A DIFFERENCE

Recycling correctly helps reduce waste and ensures more materials can be turned into something new. Putting the wrong items in your recycling can contaminate a load and prevent it from being recycled, so it's important to use the right bin.



Don't forget your food waste too. Cooked and uncooked food, including meat, fish, dairy, bread, fruit and vegetables, can all go in your food waste caddy. Just remove any packaging first.

In your mixed recycling bin, you can recycle items including plastic bottles, pots, tubs and trays, glass bottles and jars, cans, aerosols and aluminium foil. Items should be loose rather than in carrier bags or black sacks.

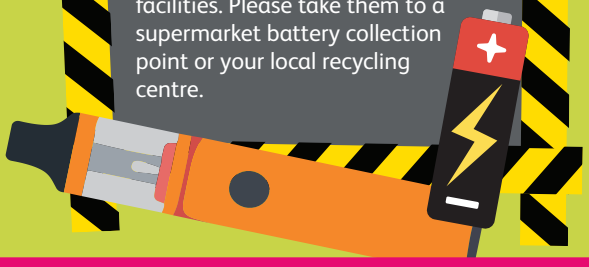




Paper, including newspapers, magazines, envelopes and leaflets goes into your inner recycling box. Remember to remove plastic wrappings!

BATTERIES AND VAPES CAN CAUSE FIRES

Never put batteries, vapes or electrical items in your household bins. Even when they appear empty or flat, lithium batteries can ignite if damaged, causing fires in collection vehicles and waste facilities. Please take them to a supermarket battery collection point or your local recycling centre.



TOP TIP!

Before recycling, empty and quickly rinse containers, squash plastic bottles and flatten cardboard so it fits inside the bin.

THINK RECYCLING FIRST

If you're unsure where something goes, check our A–Z recycling and rubbish guide at **welhat.gov.uk/rubbish-recycling**



Changes to Christmas Holiday bin collections

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

Usual collection day	Holiday collection day
Fri 25 Dec	Tue 29 Dec
Mon 28 Dec	Wed 30 Dec
Tue 29 Dec	Thu 31 Dec
Wed 30 Dec	Mon 4 Jan
Thu 31 Dec	Tue 5 Jan
Fri 1 Jan	Wed 6 Jan
Mon 4 Jan	Thu 7 Jan
Tue 5 Jan	Fri 8 Jan
Wed 6 Jan	Sat 9 Jan
Thu 7 Jan	Mon 11 Jan
Fri 8 Jan	Tue 12 Jan

Usual collection day	Holiday collection day
Mon 11 Jan	Wed 13 Jan
Tue 12 Jan	Thu 14 Jan
Wed 13 Jan	Fri 15 Jan
Thu 14 Jan	Sat 16 Jan
Fri 15 Jan	Mon 18 Jan
Mon 18 Jan	Tue 19 Jan
Tue 19 Jan	Wed 20 Jan
Wed 20 Jan	Thu 21 Jan
Thu 21 Jan	Fri 22 Jan
Fri 22 Jan	Sat 23 Jan

WHAT'S ON





26 – 27 October
Stanborough Activity Centre
Royal Yachting Association Youth Stage 1 Sailing Course
A course for complete beginners. Learn how to sail in all directions and awareness of launching and recovery.

27 October
WGC Town Centre
Lego & Fire Walk
Brave the flames, tackle the LEGO and help raise vital funds for the Willow Foundation, which supports seriously ill young adults. Come along, take part or cheer from the sidelines!

27 – 29 October
Stanborough Activity Centre
Autumn Holiday Club
A whole day of fun activities including at least one watersport per day. Other activities include team games, scavenger hunts, raft building and more!

28 October
Mill Green Museum, Hatfield
Half-term Mosaic Workshop
Learn to make a mosaic in this family-friendly Halloween-themed workshop.

28 – 30 October
Stanborough Activity Centre
Royal Yachting Association Youth Stage 2 Sailing Course
Build your confidence and gain the skills needed to sail and make decisions in good conditions.



30 October
Outside Sainsbury's, WGC Town Centre
Spooktacular & Mini Pumpkin Patch
Enjoy the Pumpkin Patch, Halloween activities and plenty of family-friendly fun.

30 – 31 October
Mill Green Museum, Hatfield
The Miller's Monster Mash Bash
Enjoy a frightfully fun Halloween at Mill Green, with a haunted monster trail, pumpkin patch, spooky treats and classic costumes.

1 November
Oak Hill Lawn Cemetery and Crematorium, Hatfield
Blessing of the Graves
Join Oak Hill for their annual Blessing of the Graves service, held during this season of remembrance in connection with All Souls' Day.

3 November
The Howard Centre, WGC
Purple Tuesday
A global initiative that strives to improve the customer experience of disabled people. A celebratory event full of entertainment to help raise awareness and showcase initiatives that make retail spaces welcoming for everyone.

7 November
White Lion Square, Hatfield
Diwali
A cultural family celebration to mark the spiritual victory of light over darkness, good over evil and knowledge of ignorance.



21 November
WGC Town Centre
WGC Christmas Lights Event
Kick-start the festive season in style with this much-loved event. Lots of fun, entertainment and the magical moment the town lights up for Christmas.

21 November – 7 January
WGC Town Centre
Christmas Lights Trail
Discover the magic of Christmas in Welwyn Garden City with the large business-funded Christmas lights installations and interactive trail.

27 November
Hatfield Town Centre
The Better Health Bus visits Hatfield
The team of friendly advisors will be offering NHS Health Checks, blood pressure checks, and support to help people stop smoking.

27 November
Hatfield Town Centre
Hatfield Christmas Lights Event
Get into the Christmas spirit with festive entertainment and seasonal cheer for all the family.

28 November
White Lion Square, Hatfield
Festive Fair
A magical Christmas community fair full of vibrant festive fun and entertainment for all the family.

29 November
Mill Green Museum, Hatfield
Christmas Wreath Workshop
Make your own festive wreath using fresh winter foliage, seasonal textures and natural finishes. A cosy and creative way to start the festive season.

5 December
Oak Hill Lawn Cemetery and Crematorium, Hatfield
Christmas Memorial Service
Join Oak Hill for their annual Christmas Memorial Service, to remember and honour loved ones during the festive season.

6 December
Market Place, Hatfield
Chanukah
Part of an eight-day winter holiday family celebration to mark the rededication of the Holy Temple in Jerusalem.

13 December
Mill Green Museum, Hatfield
Christmas Table Arrangement Workshop
Create a stunning festive centrepiece to add seasonal warmth to your Christmas table.



19 December
Hatfield Town Centre
Romanian Winter Festival
A seasonal celebratory event with food stalls and entertainment for all the family.

Scan the QR code or visit **onewelhat.gov.uk/events** to find out more.

First and third Saturday of each month
WGC Town Centre
General Market
Local and national traders selling a wide range of produce, gifts, crafts and much more.

Every Wednesday and Saturday
Hatfield Town Centre
General Market
A lively mix of stalls selling fresh produce, unique finds, and everyday essentials.

First Saturday of each month
Hatfield Town Centre
General Market
Local, seasonal produce and handmade goods sold direct by the growers and makers.

Discover the Magic of Christmas in Welwyn Hatfield



Christmas Lights Switch-On Event

Saturday 21 November | 12pm – 6pm
Welwyn Garden City Town Centre

Celebrate the start of the festive season at Welwyn Garden City's annual **Christmas Lights Event**. This much-anticipated occasion promises a day filled with joy, entertainment, and seasonal cheer for the whole family.

Organised by the Wonderful Welwyn Garden City BID team, in partnership with Welwyn Hatfield Borough Council, the event will transform the town centre into a hub of Christmas magic. Visitors can look forward to live performances, street entertainment, children's face painting, thrilling funfair rides, and a bustling festive market offering unique gifts and festive treats.



Magical Christmas Lights Trail

Saturday 21 November – Thursday 7 January
Welwyn Garden City Town Centre

This festive season, Welwyn Garden City town centre will once again sparkle with the return of the much-loved **Christmas Lights Trail**. Funded by the businesses of Welwyn Garden City town centre, with additional funding from event partners Welwyn Hatfield Borough Council and Newmedica Eye Clinic, the trail brings joy, light, and wonder to residents and visitors throughout the holiday period.

Wander through the town centre with your favourite festive drink in hand and discover a collection of enchanting light installations. Popular favourites, including the dazzling Christmas Bear and the glittering tunnels of lights, will return alongside brand-new features to surprise and delight.

Capture the magic of the trail and share your photos on social media by tagging @wonderfulwgc for the chance to win some fantastic festive prizes.

To stay up to date with all Welwyn Garden City town centre news, events, and activities, visit **www.wonderfulwgc.co.uk**

Christmas Fair & Lights Switch-On

Friday 27 November | 3pm – 7pm
Hatfield Town Centre

This year all the fun of the **Christmas Fair** is coming to Hatfield on Friday 27 November between 3pm and 7pm with live festive music, fun fair rides, mulled wine, Christmas stalls and characters and of course Santa's Grotto. Hatfield Town Centre will be transformed into a Winter Wonderland with the **Christmas Lights switch-on** at 6pm. There really will be something for everyone to enjoy at this year's biggest ever Christmas Fair and Lights Switch-on!



For more information on events and activities, visit **onewelhat.gov.uk/events**

WELWYN HATFIELD

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 correct at the time of going to press (September 2026). The most up-to-date information is 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 Michal Siewniak**.

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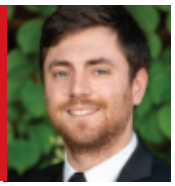
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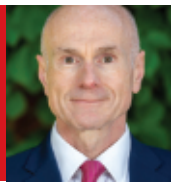
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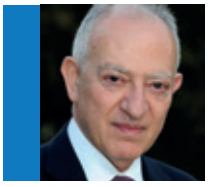


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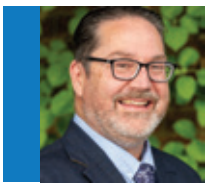
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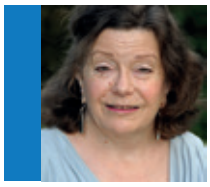


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Ayot St Peter
AL6 9AA

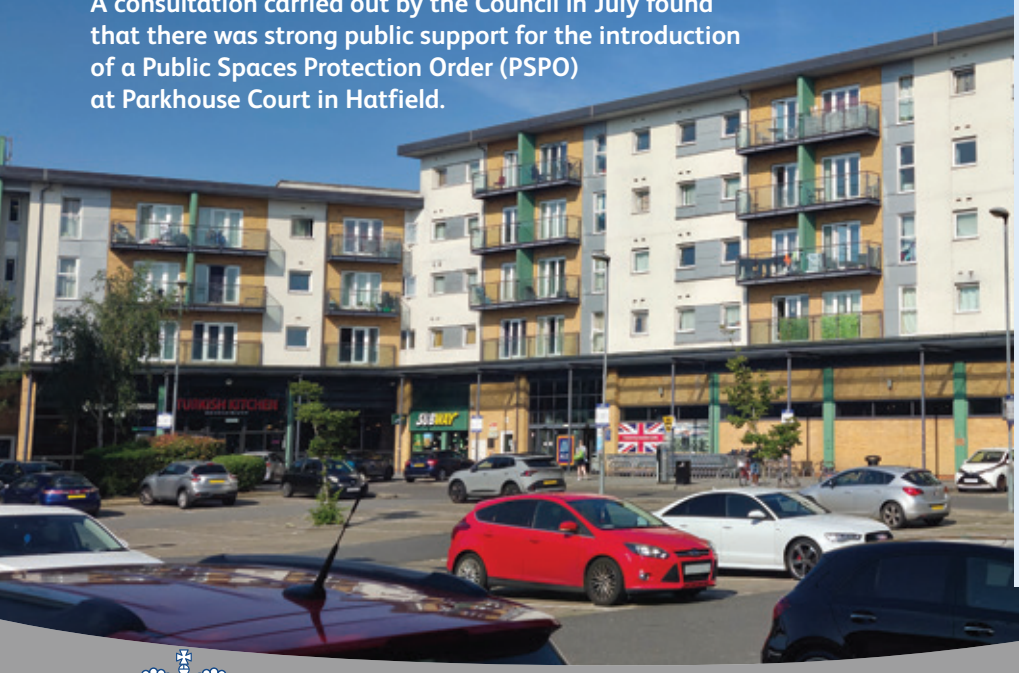


Sunny Thusu
Council Offices
The Campus
Welwyn Garden City
AL8 6AE

16 LAB **15** LIB DEM **12** CON **3** REFORM **2** INDEPENDENT

PSPO implemented at Parkhouse Court, Hatfield

A consultation carried out by the Council in July found that there was strong public support for the introduction of a Public Spaces Protection Order (PSPO) at Parkhouse Court in Hatfield.



The Council invited residents, businesses and visitors to share their views on the implementation of a PSPO for Parkhouse Court to help tackle issues of anti-social behaviour in the area. The consultation found that 92% of respondents strongly supported the introduction of a PSPO.

The PSPO covers Parkhouse Court and the surrounding shops, residential blocks and public spaces. It has been proposed in response to local concerns about alcohol-related anti-social behaviour in public spaces, drug use, aggressive begging and public urination and defecation, all of which are affecting people who live, work and spend time in the area.

The PSPO gives the police and Council officers additional powers to tackle persistent anti-social behaviour with the use of Fixed Penalty Notices.

PSPOs are flexible and help officers respond to local concerns and create a safer, cleaner and more welcoming environment for the whole community.

The PSPO has been implemented from 24 August for a three-year period.

A message from **Chief Inspector Chris Rutter**



We're reminding residents to ensure their homes are secure as winter approaches.

Burglars often use the cover of darkness to commit their crimes but there's lots you can do to make sure your home is protected this winter. We recommend using a timer to switch on a light when it gets dark in the afternoon. This gives the impression that somebody is at home and can be an excellent deterrent. Investing in a doorbell camera is another great security investment. Sheds and garages can be an easier target for thieves so make sure these are well secured with good quality locks or even an alarmed padlock. Dusk till dawn security lights will also make your home even safer.

We're working hard to prevent crime and anti-social behaviour (ASB) locally. We know ASB has been having a negative impact on communities particularly in Welwyn Garden City town centre and Parkhouse Court in Hatfield. We've had a dedicated operation running in Welwyn Garden City (Operation Brillo) which aims to tackle ASB through increased patrols, engagement, and investigative work. A number of Acceptable Behaviour Agreements and Community Protection Warning Notices have been issued to young people and we're working with schools and other agencies to help steer them away from ASB. As reported above, we've also been given additional powers to tackle ASB in the Parkhouse Court area thanks to the Public Spaces Protection Order which came into force at the end of August. The order forbids a number of behaviours including consuming alcohol, begging and loitering at cashpoints. Anyone who breaches this can face a fine of up to £100 while persistent offenders can be fined up to £1,000.

Our work will continue with our local partners, including Welwyn Hatfield Borough Council, to ensure that the areas are a safe place for people to live and work in. To report ASB, call **101**. For emergencies or where a crime is in action, dial **999**.



ONE Welwyn Hatfield COMMUNITY AWARDS

The fourth annual One Welwyn Hatfield Community Awards are back for 2027 and we want your nominations!

Nominate your **local hero!**

The glittering ceremony will shine a spotlight on our local heroes, with the 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 people that bring our community together and inspire those around them – from the arts to public service, environmental and volunteering efforts. The categories you can nominate for include:

- **MAYOR'S SPECIAL RECOGNITION AWARD:** Honours an individual, group or organisation with long-standing service of many years, whose dedication and commitment has made a significant and lasting difference to the Welwyn Hatfield community.
- **YOUNG CULTURAL AWARD:** Recognises an individual or group that has made an exceptional contribution to music, the arts, or theatre through educational settings, extracurricular activities, local theatre and arts groups, or music schools.
- **YOUNG SPORTSPERSON AWARD:** Recognises a young person who has demonstrated exceptional commitment and achievement in sport and physical activity within an educational, community or club setting.
- **YOUNG IMPACT AWARD:** Recognises a young person who has demonstrated resilience, determination and a positive attitude through volunteering, caring responsibilities, leadership or participation within an educational or extracurricular setting.
- **HEALTHY COMMUNITIES AWARD:** Recognises an individual, group or organisation that has made a meaningful contribution to improving health and wellbeing in Welwyn Hatfield.
- **BUSINESS IMPACT AWARD:** Recognises a local business that has made a significant and positive impact on the community and/or local economy.
- **CLIMATE IMPACT AWARD:** Recognises an individual, group or organisation that has demonstrated outstanding commitment to tackling climate change and promoting environmental sustainability within Welwyn Hatfield.
- **VOLUNTEER EXCELLENCE AWARD:** Recognises an individual or group who has demonstrated outstanding commitment, dedication, and impact through volunteering within Welwyn Hatfield.

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**

Children's charity challenge in memory of friend

Three children from Welwyn Hatfield – Molly Hambridge (9), Isla Reilly (9) and Harry Hambridge (10) – set themselves the challenge of completing at least 1km every day for 40 days throughout the summer holiday in memory of their late, much-loved friend, Laura Gap. The children were raising funds for Keech Hospice, which cared for Laura and her family, and they had a target of raising £3,000. Throughout the summer they walked, ran and cycled their daily kilometre while sharing updates with supporters. At the time of going to print, they had smashed their target, so far raising a phenomenal £4,024!

What a lovely story of friendship, resilience and community spirit!

If you would like to donate to the children's fundraising page, please go to the Keech Hospice website **keech.org.uk** and search 'Laura'.

You can also donate directly to Keech Hospice at **keech.org.uk**



Above: Isla, Molly and Harry

Right: Isla, Laura and Molly at Keech Hospice



Oak Hill Crematorium anniversay

This September, the Council-owned and managed Oak Hill Cemetery and Crematorium celebrated their Crematorium's third anniversary.

Set against the beautiful Hertfordshire countryside at the edge of Hatfield, Oak Hill, which won a Cemetery of the Year 2025/26 Gold Award, marked the anniversary with an open day.

Visitors got the opportunity to tour the facilities and learn more about the services available, including.

- A dedicated on-site team to support you
- A chapel designed to work equally well for both smaller and larger services
- State-of-the-art audio visual equipment so services can be streamed to those attending remotely
- Large screens and a balcony seating area ideal for bigger services
- Options to suit all budgets, including direct cremations
- A range of cremation and burial options
- A choice of beautiful gardens and memorial options
- Facilities which are accessible to all with wheelchair access and induction loops for hearing
- An easy to access location in a green and pleasant setting

For further information visit **oakhill.welhat.gov.uk**

Community Catch-up Days

Over the summer, we continued to run our Community Catch-Up Days, including at Crop Common, Hatfield, which was a real record-breaker!

The event was our busiest yet, as residents came out to chat and get support with a wide range of issues, including repairs, parking, grounds maintenance and tenancy issues. Our Resident Involvement and Neighbourhoods teams were joined by Morgan Sindall, Citizens Advice, Communities 1st, Krinkels and our Residents Panel, as well as being supported by colleagues from Housing Maintenance, the Community Safety Partnership, Neighbourhoods, the Anti-Social Behaviour team and Street Wardens.



Help for you this winter

Support with the cost of living

Welwyn Hatfield Borough Council is here to help residents struggling with rising living costs. From food and energy support to financial advice and emergency help, a wide range of services are available.

Whether you're worried about paying bills, need support with household essentials, or want to check what benefits you may be entitled to, there's information and guidance available on our website.

To find out more, visit our **Cost of Living Support Hub** by going to **welhat.gov.uk** and searching 'Cost of living'.

Housing payment and Council Tax help if you're on low income

You can find out if you are eligible to apply for help from the Government's Crisis and Resilience Fund on our website.

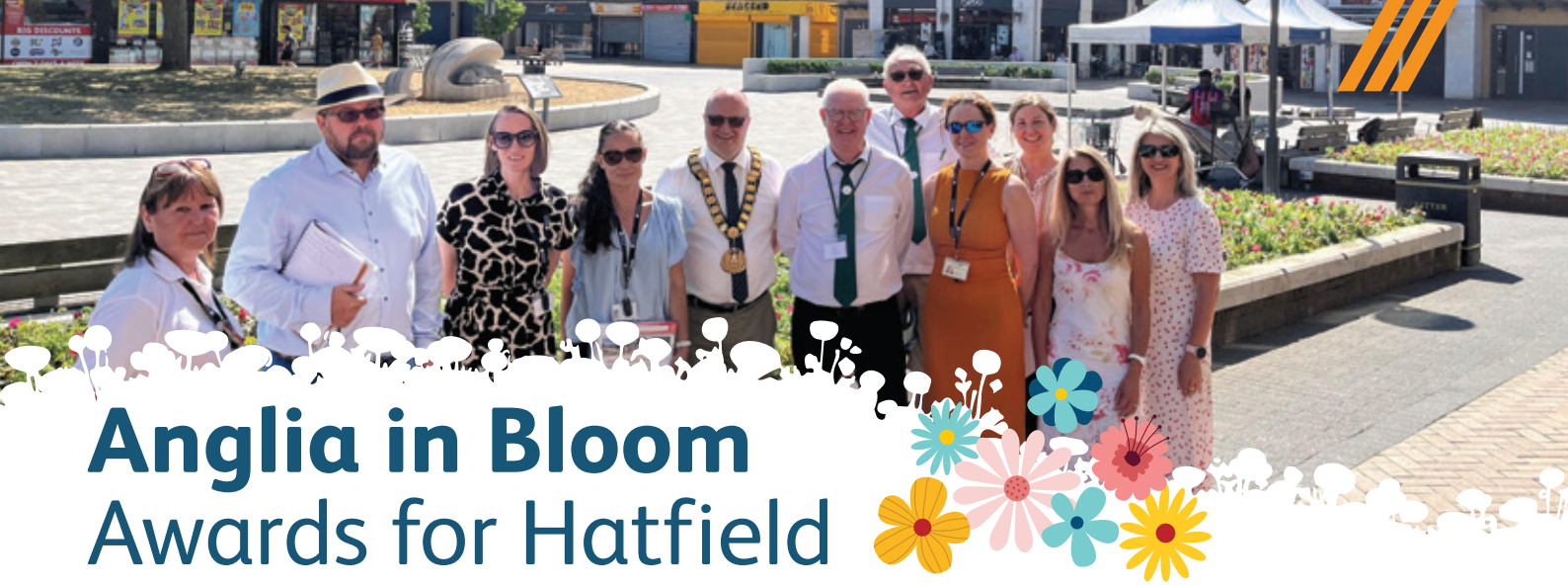
To learn more about who is eligible to apply and the information you will need to supply, visit **welhat.gov.uk/discretionary-form**

Are you missing out on Pension Credit?

If you're over State Pension age, you could be entitled to extra financial support. Use the Pension Credit calculator to check and apply.

Find out more at **gov.uk/pension-credit-calculator**





Anglia in Bloom Awards for Hatfield

In July, the judges from Anglia in Bloom returned to Welwyn Hatfield to view the beautiful flowers on display in Hatfield.

Judges toured the area, visiting a range of different locations in Hatfield including Hatfield House; Hatfield Town Centre, with its award-winning, newly developed Market Place; and Minster Wood.

The visit started in the Hatfield House grounds, then on to other beautiful locations around the town including Salisbury Square in Old Hatfield and the Potential to Grow Community Garden at The Galleria, where charity Potential Kids has created an accessible and inclusive green space to help children and young people make friends while learning skills and having fun.

For the Anglia in Bloom competition 2026, Hatfield was assessed in the 'Small City' category and entered for the following awards:

- **Best Industrial or Commercial Area: White Lion Square and Market Place**
- **Best Sustainable Planting: Market Place**
- **Best Project 12 to 18-year-olds: Potential to Grow Community Garden**

In addition, Hatfield and Welwyn Garden City won Virtual Awards in the following categories:

- **Crematorium: Oak Hill Crematorium and Cemetery**
- **Public Park of Any Size: Howardsgate and Parkway**

The judges assessed the entries based on criteria such as plant choice, maintenance, environmental responsibility and community participation.

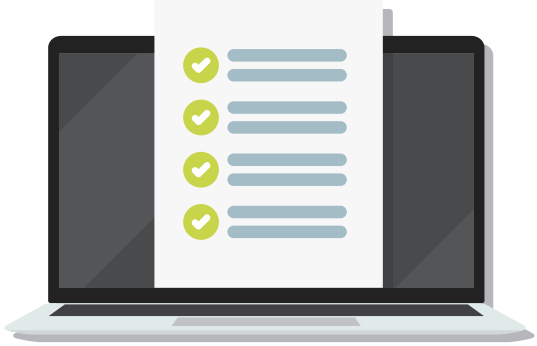
The results for this year's competition will be announced after we go to print. Please keep an eye on our social media channels and website to find out if we won.

However, as a result of their Anglia in Bloom entry, the Anglia in Bloom judges entered the Potential Kids project into the national RHS Community Awards and they have won the RHS Gardening with Young People Award. Congratulations to everyone at Potential Kids!

New General Enquiries form

We have introduced a new contact form for residents to reduce reliance on service-specific email addresses when contacting the Council.

The new form will help improve communication with residents and will ensure that no enquiry is missed and reporting and tracking of cases is improved. The new form will not replace existing online forms, and residents will still be able to contact the Council by phone. Please visit our website **welhat.gov.uk** for more information.



Green Flags retained

Three of the borough's green spaces have retained their prestigious Green Flag Awards.

Oak Hill Lawn Cemetery and Crematorium, King George V Playing Fields, and Stanborough Park will continue to fly the Green Flag, which is awarded annually by the environmental charity Keep Britain Tidy to recognise and reward well-managed parks and green spaces.

It comes as the internationally recognised standard for parks and green spaces celebrates its 30th year.

The Council owns all three sites and manages Oak Hill Lawn Cemetery and Crematorium. A new, state-of-the-art crematorium, chapel and landscaped gardens opened in 2023 at Oak Hill, and has since achieved a Gold Award at the National Cemetery of the Year Awards 2025/26, and Gold Standard status for both its cemetery and crematorium services awarded by the Institute of Cemetery and Crematorium Management. King George V Playing Fields and Stanborough Park are managed by GLL (Greenwich Leisure Limited) on behalf of the Council. The three sites are among a record-breaking 2,391 in the UK to achieve the Green Flag award this year.



Healthy hub Welwyn Hatfield



The Healthy Hub offers free health and wellbeing support.

Visit one of our pop-up clinics listed below or explore the online directory to find trusted local services for mental health, addiction, sexual health, weight management, and more.

- **Mon 2 November | 10.30am-1.30pm**
  Campus West, WGC
- **Tue 3 November | 10.30am-1.30pm**
  Hatfield Swimming Centre, Lemsford Road
- **Mon 9 November | 10.30am-1.30pm**
  Council Offices, Campus East, WGC
- **Tue 10 November | 11am-1pm**
  The Hive, Hatfield
- **Wed 11 November | 11am-1pm**
  St Johns Café, Bishops Rise, Hatfield
- **Thu 12 November | 10am-1pm**
  Birchwood Leisure Centre, Hatfield
- **Tue 17 November | 10am-1pm**
  Campus West, WGC
- **Thu 19 November | 10.30am-12.30pm**
  Friendship House, Wellfield Close, Hatfield
- **Fri 20 November | 10am-1pm**
  Council Offices, Campus East, WGC
- **Wed 25 November | 1.30pm-3.30pm**
  Job Centre, Town Centre, Hatfield
- **Tue 1 December | 10.30am-1.30pm**
  Hatfield Leisure Centre, Travellers Lane
- **Mon 7 December | 10.30am-1.30pm**
  Campus West, WGC
- **Tue 8 December | 11am-1pm**
  Jimmy Macs, The Hive, Hatfield
- **Wed 9 December | 11am-1pm**
  St Johns Café, Bishops Rise, Hatfield
- **Thu 10 December | 10am-1pm**
  Birchwood Leisure Centre, Hatfield
- **Mon 14 December | 10.30am-1.30pm**
  Council Offices, Campus East, WGC
- **Tue 15 December | 10.30am-1.30pm**
  Campus West, WGC
- **Thu 17 December | 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 at **healthyhub@welhat.gov.uk** or visit the website **one.welhat.gov.uk/healthy-hub**
Dates and times are correct at time of going to print. Changes may occur.



Sign up for a **free NHS health check**

Could you benefit from a free NHS Health Check?

Available to residents aged 40–74, the check can help identify your risk of conditions such as heart disease, stroke, diabetes and kidney disease.

It includes checks on your heart health, cholesterol and blood pressure, plus advice on diet, exercise, smoking and alcohol. Search **'health checks'** on the Hertfordshire County Council website to book.

FiveDinners

Looking for some dinner inspiration? Hertfordshire County Council has partnered with FiveDinners to give residents free access to a personalised online meal-planning service.

Sign up to receive weekly meal plans tailored to your needs, with easy recipes and a one-click shopping list to help you eat well, reduce food waste and save money. There are plenty of options to choose from, including affordable meals under £1.50 per portion, low-calorie and menopause-friendly recipes and kid-friendly meals.

Visit **fivedinners.com** to find out more.





Residents Panel review Council's complaint handling

We've updated our complaints responses following recommendations from our Residents Panel.

The Residents Panel – made up of council tenants and leaseholders – completed a review of how we handle complaints. They identified what the Council is doing well and highlighted where responses could be clearer and easier for residents to understand.

Their review was in response to feedback that showed only around a quarter of tenants who had made a complaint were satisfied with how it was handled.

Overall, the Panel found most complaints were handled promptly, professionally and in line with the Housing Ombudsman's Code. However, they recommended changes to the way we reply to a complaint to ensure a more consistent tone and better communication.

These changes have now been included in all our complaints responses.

More information about the Residents Panel can be found at **welhat.gov.uk/resident-involvement**

Tenant satisfaction continues to increase

Tenant satisfaction with the Council's housing services has increased for the second year running, reaching 67% in the latest annual satisfaction survey.

The highest-scoring question in the survey was whether the Council provides a home that is safe, with 80% of tenants saying they were satisfied. A further 76% felt WHBC treated them fairly and with respect.

Tenants were also asked on a scale of 1 to 10 how likely they were to recommend Welwyn Hatfield Borough Council to friends and family and 68% gave a score of 7 or higher.

As a social housing provider, we are required to run an annual Tenant Satisfaction Measures Survey and report the results to the Regulator of Social Housing.

The survey results help the Council understand what is working well and where further improvements are needed.



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

WELWYN HATFIELD

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
- Family centres
- Fostering and adoption
- Disability support services
- Disabled parking (blue badges)
- Libraries
- Trading Standards
- Fire and rescue

Hertfordshire

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.

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

DISCOVER WELWYN HATFIELD

From fascinating heritage sites to entertainment venues, Welwyn Hatfield is full of places to explore, enjoy and experience. Whether uncovering local history, trying something new or simply looking for a great day out, our borough has something for everyone, right on your doorstep.

To find out more, visit **onewelhat.gov.uk/discover**



Mill Green Museum and Watermill

Explore Hatfield's restored 18th-century working watermill on the River Lea. See the mill in action, meet the miller and discover local history through changing exhibitions, events and workshops.

Events coming up this autumn are **Miller's Monster Mash** on Friday 30 and Saturday 31 Oct and the **Christmas Craft Fair** on Sunday 15 Nov!

Mill Green also welcomes school visits, with hands-on workshops for Key Stages 1 and 2 available during term time. Sessions such as **Breadmaking** and **Farm to Fork** give pupils the chance to learn in a fun and interactive way.



Welwyn Roman Baths

Discover life in Roman times at the Welwyn Roman Baths, a fascinating ancient monument hidden beneath the A1. Open to the public on Saturdays and during school holidays, the site offers family-friendly, hands-on learning and a unique chance to experience real archaeology up close.

RollerCity at Campus West

Roll into the fun at RollerCity! Lace up your skates and hit the rink – there's something for every skater. With sessions tailored to different abilities, everyone can enjoy the rink at their own pace, whether you're a complete beginner or a confident skater.

Want to improve your skills? Roller skating lessons are also available to help you build confidence and master new moves or if you're looking for the perfect Friday night out in Welwyn Garden City, the 18+ Friday night roller disco sessions are the place to be! Book your session today!





Soft Play City at Campus West

Let little ones loose at Soft Play City, where hours of fun, adventure and imagination await! Designed for children up to 8 years old, it's the perfect place to climb, explore, play and make new friends.

Create & Play sessions run every Tuesday and Thursday, 11am–2pm, and are included free with entry.

Plus, dedicated **SEND** sessions run on Monday afternoons, providing a welcoming and supportive environment for children and families.

See the Campus West website **campuswest.co.uk** for more details and to book.

Campus West
WELWYN GARDEN CITY

THE CINEMA | RollerCity | Soft Play City | Humphrey's CAFÉ | LOUNGE

Dick Whittington

The Purr-fect Panto Adventure!

7 Dec 2026 – 3 Jan 2027



Don't miss your chance to secure the best seats for the purr-fect panto adventure, this year's magical pantomime, **Dick Whittington**, and its adults-only alternative, **Dick Whittington Unzipped**!

Both shows promise hilarious moments, dazzling performances, and plenty of fairy tale magic... so don't let this one slip away!

Visit our website below to **book your tickets today!**



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!



THE CINEMA

Multiplex quality, independent feel

Campus West is home to Welwyn Garden City's independent 3-screen cinema, showing the latest releases alongside blockbusters, family favourites, arthouse films, biopics and documentaries.

Enjoy great value offers, including **£7.25 Big Screen Saver** tickets, **Films for a Fiver**, **Monday Night Classics**, **Parent & Baby** and **SEND screenings**. Plus, free **Zebra membership** gives you **up to 50% off** tickets, drinks and food.

LIVE ON STAGE

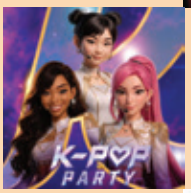
From side-splitting comedy to captivating children's shows, there's something for everybody. Visit the Campus West website for the full calendar and to buy tickets.



WEST SIDE JAZZ
The first Wednesday of every month

MURDEROUS MINDS WITH EMMA KENNY
Fri 23rd Oct





K-POP ICONS
Sat 24th Oct

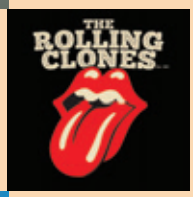
THE THREE LITTLE PIGS
Fri 30th Oct





WEST SIDE JAZZ ORCHESTRA
Wed 4th Nov

THE ROLLING CLONES
Fri 6th Nov

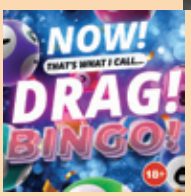




THE BEST IN COMEDY
Sat 7th Nov

DICKENS' *A CHRISTMAS CAROL*
Thu 12th Nov





NOW! THAT'S WHAT I CALL DRAG! BINGO!
Sat 14th Nov

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