ISSUE 71 – JUNE 2021

UPDATE

THE NORTHAW AND CUFFLEY PARISH COUNCIL MAGAZINE

A Message from our Chairman

Councillor Barry Knichel

As life begins to return to normal, we will look back at the last 15 months or so with mixed emotions. We have said goodbye to some much-loved residents, people who have served and been part of our community for many decades, it was disappointing and frustrating that more residents could not share their support due to Covid restrictions.

Although this time has seen much sadness it has also given us some inspirational experiences. let's not forget the fantastic effort from those who have selflessly made sure their neighbours and the vulnerable in our community were properly cared for.

Although we all lost our freedoms, what we found was a spirit of selflessness that, I hope, will linger long after Covid has been consigned to the history books.

To everyone who put others before themselves we cannot thank you enough. It's a reminder to us all that this is what makes a community.

Councillor Barry Knichel can be contacted via the Parish office or by using the email **councillor.knichel@northawcuffleypc.org.uk**

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Please Welcome Our New Councillors

I'm sure that you would all like to join us in welcoming our new Councillors, Peter Wagg, who joined the Parish Council on 26th April, and Christine Burrows who was confirmed as a Councillor on 12th May 2021.

Councillor Peter Wagg

Born and raised in Norfolk, I have lived and worked in London for most of my adult life. With it becoming easier for my work in retail and insurance to be home based, we decided to move out of London to enjoy the openness of the countryside and a more relaxed work life balance.

We were attracted by the individual characters of both Northaw and Cuffley villages, the woodlands and surrounding Green Belt, the low density and varying style of properties and the local amenities & services. However, soon after moving into the parish five years ago, I became aware of the constant threats to our community and surroundings, especially from developers who already own large parcels of land within our parish.

I strongly support the work of the Parish Council, SCANGB & NCRA in opposing any large-scale development that encroaches on the Green Belt, changes the character of our villages and overwhelms our amenities, services and transport links.

Councillor Peter Wagg can be contacted via the Parish office or by using the email **councillor.wagg@northawcuffleypc.org.uk**

Councillor Christine Burrows

I have lived in the parish for over 35 years and have served on the Parish Council firstly co-opted in 2013 and then elected in 2015 and then re-signed in 2018. I am now semi-retired and as there was a vacancy on the council, decided to come back to help push forward the Neighbourhood Plan, I was on the original committee when it was started and would like to see it to fruition.

I will still continue to seek to defend our villages from any inappropriate development and support SCANGB as I am founding member.

I have been involved with several local clubs over the years, serving as a committee member or treasurer, stepping back over the last few years, just to be a member now.

In my spare time! I enjoy walking, art, Pilates and flower arranging.

Councillor Christine Burrows can be contacted via the Parish office or by using the email **councillor.burrows@northawcuffleypc.org.uk**

Local Plan Update

Back in March 2021 we had the last of the public hearings for the Local Plan with the Inspector due to issue his final report in early May 2021 - it's a bit like waiting for exam results. There is nothing we can do to change anything and just have to deal with whatever materialises. I've long since given up trying to predict what may or may not happen because this Local Plan has not been an easy journey – its taken over 5 years and cost Welwyn Hatfield Borough Council some £8million.

But whatever the outcome I just want to recognise the fantastic effort that hundreds of residents have put in to register their comments during the different consultations. It seems that the very vocal and unified response from the community has really played its part in keeping development to manageable levels. I wasn't always convinced of the impact this has on decision making but I am now. We have made it abundantly clear that we will not stand by and meekly accept decisions that seem to be contrived through convenience rather than good planning practices. I have to say I've been really proud of the way residents have robustly defended the community not because of NIMBYism but because we care.

We plan to continue with the Zoom sessions to keep everyone updated of progress and one day I hope we can all return to meeting together.

Neighbourhood Plan Update

The Neighbourhood Plan is progressing well through a twenty strong Steering Group of residents and Councillors assisted by specialist advisors.

The Council has for the first time commissioned a community survey to understand better the Community's needs and aspirations. We receive on an almost continuous basis feedback from residents on Parish issues, but we are aware that this feedback comes from a very limited cross section of the community and that only through a wider survey would we be able to reach the "silent majority".

We hope that many of you completed the questionnaire and we will soon be publishing the results.

In the summer months we will be

holding a range of public meetings where we will set out our initial ideas on the Neighbourhood Plan and seek community feedback. The survey will be vital part of this process as it allows us to compare the views from public meetings with those of the survey.

If you wish to receive updates on the Neighbourhood Plan and associated meeting dates then please register your email address through the Council's website.

To remind everyone, the Local Plan is Borough wide and deals with planning and all infrastructure issues, whereas the Neighbourhood Plan is unique to Northaw and Cuffley. The Neighbourhood Plan reflects what is in the Local Plan and deals with details such as design plans, and how we use facilities such as the playing fields and the layout of Station Road.

If you are interested in learning more about the Local or Neighbourhood Plan please go to our website **https://northawcuffleypc.org.uk/neighbourhood-plan-2/**.

AUDITORS REVIEW
A background

All public bodies, including the Parish Council, are highly regulated through a mass of legislation, rules, regulations, and protocols. These constrain how the organisation and individuals operate and can seem from the outside to be overly bureaucratic, but they are designed to be ensure that decisions and actions are taken on an open, transparent, legal, and fair basis. The Parish Council is also subject to external audit by a private firm of accountants appointed by a Government agency.

Further checks and balances are provided through the appointment of full time staff, whose role it is to ensure full compliance with the legal obligations placed on the Council and Councillors

Residents can raise with the external auditor matters of concern which if warranted the external auditor will take up with the Parish Council and undertake a review which may result in a formal public report.

In November 2020 issues were raised with the auditor relating to the financial year 2019/2020.

It has been alleged that in the year in question that several unlawful payments and activities may have occurred. Such unlawful activity is alleged to have occurred because the decisions were taken in private outside of the Parish Council's formal decision-making process, there is no suggestion that the motive was personal gain.

The allegations focus on the actions of Staff and Councillors from April 2019 to March 2020 and with one exception all those named in the complaint are no longer involved with the Parish Council.

The allegations include.

- Incurring expenditure without appropriate authority
- Grants being made in secret without appropriate authority.
- Grants being made to ineligible organisations.
- Unlawful gifts being made to residents.
- Unlawful making of the budget and precept.
- Termination of staff employment and associated compensation payments without authority
- Payment of a third party's legal costs without appropriate authority

The amounts involved are circa £100,000 which is approximately 30% of the Councils budget.

The Council is alleged to have operated during 2019/2020 with little regard for all material decisions needing to be formally considered and minuted. In fact, a Councillor who was Chairman during much of this period has stated that recording decisions through formal minutes was optional. The Parish Council's full time staff have the responsibility to ensure that the organisation functions in line with the various statutory requirements and it is not clear what, if anything, was done by the staff to influence the behaviour of Councillors.

The Council is expecting to receive from the external auditor a formal report on these allegations. If the auditor finds that unlawful activities and payments have occurred, then given the amounts involved the Council will take further legal advice to assess whether there is case for recovery of monies from ex Councillors and Staff and possibly whether there should be a reference to the police in relation to Misconduct in Public Office.

Project Update: Millennium Gardens

During May, you might have noticed some work taking place in the Millennium Gardens, Cuffley.

Falcon Structural Repairs Ltd have carried out essential work within the planting bays. The work was carried out over the course of five days, with 6 anchors installed into 4 of the bays, connecting the front and back walls of the planters both to increase stability and limited future movement.

THS Concepts LTD will be continuing their surveying work throughout 2021 to monitor for any changes.

Image courtesy of Falcon Structural Ltd.

Parish Council Statement on Public Relations

The Parish Council operates on an open and transparent basis. Its formal Committee meetings are held in public except for matters involving staffing or commercially sensitive information. All decisions, including those relating to staff and commercial matters, are minuted and made available to the public. At all meetings, the public are encouraged to ask questions and time is always set aside for this at the end of the meeting. The Council's website contains agendas, minutes and other documents and is updated on a frequent basis. We have also arranged several informal presentations around such topics as the Local and Neighbourhood Plan which are designed to debate and discuss issues that are important to residents

Outside of these formal and informal events residents can ask questions either in person at the Maynard Place office or via email or telephone to Councillors and Staff. Once a year there is a formal meeting, usually in Cuffley Hall in May, where any residents can ask any question in person of the Councillors. There are also statutory provisions which provide for residents to call public meetings to question Councillors.

The above communication framework is based mainly on statutory provision to ensure that decisions are made on an open and transparent basis. All these conventions were conceived before the invention of the internet and there are no statutory provisions relating to wider issues involving the internet and in particular social media.

Residents may have noticed various comments on social media sites relating to the Parish Council, some of which are hostile and generally factually wrong. Last year the Council did respond to some of these comments, but the dialogue quickly just degenerated into a toxic and distorted diatribe which became self-defeating. It was very clear that those commenting had no interest in a real dialogue, their agenda was just to spread false facts and undermine the credibility of any alternative view, which is not unusual for social media

It was also clear that those making comments had not made any attempt to secure information from the Council or validate their assertions. They had to the best of our knowledge not attended public meetings to ask questions nor contacted the Parish Council on any matter. They seem to have picked up half-truths and distorted perceptions and taken that as fact without any attempt to verify the actual truth.

The Parish Council as a result of the experience last year does not respond to any comments on social media irrespective of their origins or veracity. If residents have any matters, there are sufficient channels already available to residents without resorting to broadcasting on social media.

Our concern is not so much born out of sensitivities to criticism, this goes with the territory, but that residents are being fed with inaccurate and misleading information that is designed to be divisive and not, in any way, constructive. We have no problem with anyone expressing their opinion on social media but not when it involves fake news and distortions.

We encourage all residents if they have any issue relevant to the Parish Council then make contact with us and we will if we can assist.

PARIS

It has been a busy quarter for the Parish Council, with various works being both commissioned and completed.

Jubilee clock, Cuffley

Did you miss it?

On 15th March, a specialist contractor removed the faces and mechanisms of the Jubilee Clock that stands in Maynard Place, Cuffley.

Two weeks later the clock was restored to it's usual location with the mechanism cleaned, serviced and, most importantly, telling the correct time.

Hopefully this work means that this lovely, local landmark can continue to service our community for many years to come.

SH PROJECTS

Image courtesy of Ross Cottenden

Northaw Playing Fields - Path

Image Courtesy of Paul Singleton

After months of poor weather stopping the work from going ahead, Ross Cottenden Preservations Ltd completed the refurbishment of the new pathways at Northaw Playing Fields on 6th April.

I'm sure that you will all agree that the new paths are a huge improvement, with the added benefit of allowing full buggy and wheelchair access through to the playing fields for the first time.

This is the first stage of redevelopment of this facility, with phase two progressing in due course following the request for ideas that ended on 30th April. These will be collated with plans, costings etc and a consultation will follow to discuss with Northaw residents the way forward.

Northaw Playing Fields - Consultation

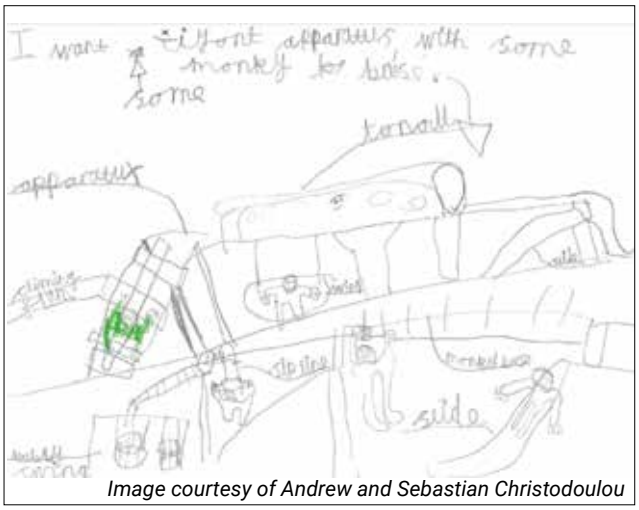
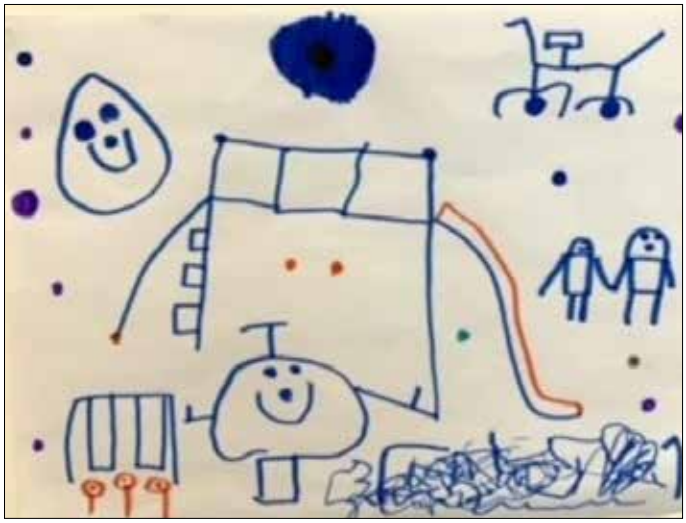


Image courtesy of Andrew and Sebastian Christodoulou



Images courtesy of Molly and Tom Fuller

Following our article in the last issue of Update, and the distribution of over 750 leaflets by our amazing working party, the Northaw Playing Fields Consultation closed on Friday, 30th April.

We were overjoyed to receive 60 responses, including these wonderful drawings from some of our younger residents.

The detail and thought that went into so many of your responses was quite overwhelming and we want to say a huge thank you everyone that took part.

The Parish Council will be publishing the conclusions to this consultation in due course.

Parish Council Grants

Every year the Parish Council provides grants to local, not-for-profit, voluntary organisations.

Grants can be provided with a minimum value of £250 and a maximum value is £5,000 for new initiatives or projects which can be shown to offer an improvement to the wellbeing of the local community.

If you think that your organisation might be interested in applying in 2021, please take a look at our website for more information.

https://northawcuffleypc.org.uk/grants/

In 2020, 6 organisations were allocated money to assist with their projects, and we recently asked each of these organisations to let us have an update on their projects.

GRANT ONE

1st Cuffley Scout Group were awarded £3,849.00 to purchase acoustic panels to help improve sound absorption within their Scout HQ

We applied to Northaw & Cuffley Parish Council for grant funding to improve the acoustics in the main hall at the Group HQ. Our hut was built in 1964 and has a low acoustic performance, with high levels of echo making some meetings noisy and often speech less clear than it could be.

The Grant application was to cover the purchase of the sound absorbent material for this project. All installation work, and the provision of other materials required to complete the work, was provided by the 1st Cuffley Scout Group.

There are a wide range of materials available that provide sound absorption, but given the nature of our premises and construction, we selected material based on acoustic performance, light weight, fire retardancy and ease of installation. We fitted multiple small panels on the ceiling, with large rectangular and circular panels on the end walls.

Although we are currently unable to hold meetings indoors due to Covid restrictions, our initial tests show a significant improvement to the overall sound quality within Scout HQ.

The leaders of the group are very much looking forward to running meetings in this new environment which will improve the experience for all users of the facility.

You can contact 1st Cuffley Scout Group via their website at **https://cuffley-scouts.org.uk/contact-us/**

GRANT TWO

1st Northaw Scout Group were awarded £5,000, to allow them to safely dispose of asbestos sheeting and to install vinyl flooring in their Scout HQ

On March 23rd last year, Scouting in Northaw along with all Scouts in the UK, had to cease meeting face-to-face and generally stay indoors.

While weekly meetings continued with leaders video-conferencing the Cubs and Beavers using chat and messaging media, email, telephone and, yes, even the post, the lockdown weeks did provide the opportunity for a small gang of adult supporters to carry out external repairs to the headquarter premises and to redecorate the interior.

These improvements were greatly enhanced by the fitting of a new flooring to the main hall (overcovering the original 40 years old boards) thanks to a very welcome and much appreciated Grant from Northaw and Cuffley Parish Council which fully covered the cost of this substantial upgrade to the premises.

The Council Grant also met the disposal costs of cement/asbestos roofing sheets, principally originating from the demolition of an old garage (once used for storage) which had been dismantled, as part of the site improvement activities mentioned above.

Scouting offers hundreds of different volunteer roles from management positions to behind the scenes jobs like driving the minibus or painting and decorating. If you have a young person aged 6 – 17, or you would like to give a hand as an adult, please contact our Chairman **Mike Aston mike@kcited.co.uk** or 0**7801 480946**

GRANT THREE

Cuffley Day Care were awarded £3,050 to allow them to create a sheltered outside area, to allow outdoor seating year round.

Here at Cuffley Day Care Centre, 2021 started full of hope and optimism. All clients and staff have received their Covid vaccinations, and clients are enjoying meeting friends and making new ones.

Although we are keeping socially distanced, it hasn't stopped us from providing fun activities for everyone to enjoy. As well as celebrating birthdays, and paying our respects to Captain Sir Tom Moore and HRH The Duke of Edinburgh, we have played numerous games of bingo, hangman, play your cards right, had quizzes on many different topics – we really are quite a clever bunch – and have potted up plants, done some flower arranging, knitted squares for blankets to be sent overseas, made various craft items and generally having a very happy time.

None of this would be possible without our committed staff team and volunteers and also those in the community who support us with donations, particularly: The Pickled Pig in Cuffley, Baker Ross, The Co-Op, Leo's Coffee shop and Tesco.

Finally, at the time of writing, we are celebrating the installation of a new awning over our outside terrace which will give us much needed shade both inside and out, and will improve how we use our space overall. This is only possible thanks to the generous grant received from Cuffley and Northaw Parish Council.

More information on the Cuffley Day Care Centre can be found at their website **https://www.cuffleydaycarecentre.co.uk**/ or by calling **01707 876616**.

GRANT FOUR

Northaw and Cuffley Tennis Club were awarded £5,000, to assist them with carrying out essential repairs to their public court and 2 additional courts.

Northaw and Cuffley Lawn Tennis Club's mission is to provide a welcoming, safe and inclusive environment for all. Over time three of our courts started to become unsafe for play. Our hard court had cracks appearing along the edges and a large dip was forming on one side, additionally, two of our artificial grass courts became unsafe for play on due to a ridge developing.

Action was therefore required to ensure our courts remained safe for our members and visitors. The decision was made for a total refurbishment of the hard court by replacing the surface with a top of the range artificial grass surface and new fencing.

The bottom two courts required the subbase to be dug up, built up and then re-laid. The total cost of the works was £42,000 and with the help of a £5,000 grant received from the Parish Council we were able to go ahead with this much needed repair work.

All of our courts are now open and proving very popular. The new and refurbished "blue" court can be hired out for public use at a small cost on our website.

2020 was a particularly difficult year for everyone, but one positive to come out of it was the renewed popularity in playing tennis.

If you are interested in becoming a member, hiring the public court or having lessons please see our website for further details: **https://clubspark.lta.org.uk/NorthawCuffleyLawnTennisClub**

GRANT FIVE

Northaw and Cuffley Bowls Club were awarded £2,500 to allow them to carry out essential roof repairs.

Northaw and Cuffley Bowling Club, based at the King George V Playing Field in Cuffley, has been in existence for over 75 years. Their onsite pavilion was built in 1943, with extensions for a kitchen area and additional changing facilities, added in 1981 and 1988 respectively.

The grant was provided to assist the Club with the costs for the renewal of the pavilion roof, replacing the old asbestos corrugated roof with a fully insulated, watertight, felt covering.

This extensive work, taking place over the course of several months, required the complete removal of the existing roof. This involved the secure disposal of the old asbestos elements, the replacement of old timber joists, installation of new insulation and the installation of the new roof covering from ply boards and 3 layer roofing felt.

This work was completed in late April.

More information on the Northaw and Cuffley Bowls Club can be found via their website Cuffley Web Site (**nandcbowlingclub.co.uk**) or by contacting the Club Secretary, Janice Boulter, on **01707 693916.**

GRANT SIX

Sowing Seeds Pre-School were awarded £5,000, to help provide an outdoor space for safer play, educational opportunities and social events.

We understand that Sowing Seeds have not yet had the opportunity to progress their project but we wish them all the best, and look forward to seeing their results in due course.

Sowing Seeds can be contacted via their website at **http://sowingseedspreschool.co.uk/**

COMMUNITY NEWS

School Governor Vacancy Northaw School

- Would you like to give something back to the community?
- Do you have some time to spare?
- Do you feel that your professional skills are not fully utilized?
- Are you a team player?

Northaw Church of England Primary School is looking for a new governor to join a small team of committed individuals who believe passionately in working towards a better future for the children of Northaw School.

The immediate vacancy is preferably for someone who is a regular churchgoer, but a non-churchgoer with the right skills will be considered

If you are able to commit to 9, afternoon, governor meetings per year plus ad hoc meetings and training times, and would enjoy a rewarding and challenging role as part of the Northaw School Governing Board, please email **governor@northaw.herts.sch.uk**

Meet your new Sergeant!

A new Sergeant has taken over the reins for the Welwyn Hatfield South Safer Neighbourhood Team, which covers Cuffley and Northaw. The SNT are your traditional 'bobbies on the beat', tasked with tackling local neighbourhood issues that affect you.

Welwyn Hatfield's South team is now led by Sergeant Dan Bales (pictured).

Sgt Bales said: "Welwyn Hatfield South is a fantastic area to live and work in and I want to make sure it remains that way. Having previously led the West team for Welwyn Hatfield, I have already built up good relationships with our local partners such as the council and so I'm excited to hit the ground running! I'll be closely monitoring your feedback on echo so if there's something you'd like to see us prioritise, please do submit it on echo so we can tackle the problem."

You can use our community voice platform 'echo' to let us know what you think we should be prioritising in Welwyn Hatfield. Your feedback will help towards shaping our local policing priorities, initiatives and campaigns. Visit **bit.ly/police-welhat** and tell us your thoughts.

Mystery knitter

Once again thank you to the mystery knitter, lifting everyone's spirits at Easter with their amazing skills!

NORTHAW COMMUNITY ORCHARD
A SUSTAINABLE FUTURE

Northaw Community Orchard

We may all have been in lockdown this year but the Orchard, its trees and wildlife, has been flourishing. Wildflowers, butterflies and birds have been plentiful, and the trees have fruited well. Nature has continued to surprise and reassure in equal measure.

We were unable to hold many of our usual events but did squeeze in an Apple Day Celebration in October which was well attended by folk of all ages who enthusiastically enjoyed various activities, albeit socially distanced!

Financially we are incredibly grateful for those who contributed to our crowd-funding campaign last summer and for the many messages of support we received on our Potters Bar Community Radio programme in March. It seems than many residents have discovered the Orchard and have benefitted from the peace and tranquillity it has offered during troubled times.

Looking ahead, we plan to resume events so do visit our website to find out what is coming up and to join our email list.

The Orchard is always open and it's free!

If you'd like to help out and get some gentle exercise, we are holding work parties every first Saturday in the month 10.30am to 12.30pm. Everyone welcome - cake provided!

www.northaworchard.com
northaworchard@gmail.com

A Fond Farewell

After 42 years in education, Mrs Shirley Whales the Head of Northaw CE Primary School, is retiring this summer. In these final 6 years of her career, we have been blessed to have her working in our local community where, through her headship, she has enriched the lives of our children, their families, and her colleagues.

Shirley has achieved much in her career, including headship of 3 local schools; working as a mentor, education consultant and school standards inspector; leading in the development of standards, teaching methods and curriculum content; and working with St. Alban's Diocese in the development of education in CE schools.

Her career has been built upon her passion for inclusion and the right of every child to receive a quality education. She has actively promoted the importance of valuing and supporting others, supporting charities, giving time, and developing others.

CONVERSATION STARTER

A Post Office for Northaw and Cuffley

As longstanding residents are no doubt aware, Northaw and Cuffley do not have a post office between them. Northaw for some years now, and Cuffley's being a more recent loss.

We would be interested to know if anybody would be willing to run one somewhere in the Parish.

It would not have to be full time, perhaps modelled on the Post Office in Newgate Street Village which opens in the village hall three mornings a week.

If anybody, or any business, is interested, or if you can weigh in with some helpful advice if you have a suitable venue, or have thoughts about a location, please do contact us.

Cuffley Community Volunteer Library

Inaugurated as one of the 13 community libraries in Hertfordshire on 1st December 2019, it is fair to say that your volunteer-led library in partnership and supported by Hertfordshire Libraries Service, has had a bumpy start.

Beset with leaks and floods which caused substantial damage to books, furniture and the building itself, notwithstanding the pandemic which has affected all our lives. **However…WE SHALL BE REOPENING SOON!**

Welcoming you to our newly refurbished library, you may have already noticed our incredibly bright yellow blinds, we have new and colourful furniture and of course LOTS OF NEW BOOKS. And have taken all necessary measures to make us Covid safe and to ensure the safety of both our visitors and volunteers alike.

For information about upcoming events and details of our reopening, follow us on:

@cuffleylibrary **@ Cuffley Library Volunteers**

And we are always looking for more volunteers from the local community. You will be trained and supported by our colleagues from Welwyn Garden City Library. So if you have a few hours to spare come and join us. For more information please email us on **cuffleylibraryvolunteers@outlook.com**

Paola Munns
Chair Cuffley Community Volunteer Library

Website Community Organisations

https://northawcuffleypc.org.uk/local-organisations/

Do you run a local group, sports club or organisation, that meets within the Parish, and would like to be listed in our community pages on the website?

Is your group already listed but the information is not up to date? We can easily add phone numbers, website details and information on timings and locations for your meetings just let us know.

Please contact the Parish Council office using **01707 875 825** or **officemanager@northawcuffleypc.org.uk** and we will be happy to talk to you about what we can do for you.

How to keep in touch with us

Our website at **www.northawcuffleypc.org.uk** contains an abundance of local information. **The Parish Office is located at 7 Maynard Place, Cuffley, EN6 4JA**.

Please see the website for current opening hours. Councillors can be contacted using the council members page on our website: **https://northawcuffleypc.org.uk/council-members/**

Sally, our Office Manager, will be happy to assist with any general enquiries and can be contacted using **01707 875825** or **officemanager@northawcuffleypc.org.uk**

Our Clerk, Lisa Chaplin, can be reached on **07375 962 772** or **parish.clerk@northawcuffleypc.org.uk**

To keep updated with regular news on the Parish Council, and other items of local interest, please go to our website and sign up for our newsletter.

You can unsubscribe anytime.
www.northawcuffleypc.org.uk/newsletter/

Your other local councils and their responsibilities

HERTFORDSHIRE COUNTY COUNCIL

www.hertfordshire.gov.uk
email: **contact@hertfordshire.gov.uk**
Tel: **0300 123 4040**

Responsibilities:

- Highways and Transport (Street lights, traffic lights, potholes)
- Household Waste Recycling Centres
- Adult and Children's Social Care
- School admissions, school meals and transport
- Children's Centres
- Fostering and adoption
- Disability support services
- Disabled parking (Blue badges)
- Libraries
- Trading standards
- Fire and rescue

WELWYN AND HATFIELD BOROUGH COUNCIL

www.welhat.gov.uk
Email: **contact-whc@welhat.gov.uk**
Tel: **01707 357 000**

Welwyn and Hatfield Borough Council deals with issues relating to:

- Waste and recycling collections
- Fly tipping, litter and graffiti
- Allotments, woodlands and green spaces
- Anti-social behaviour
- Council Tax
- Parking and council car parks
- Council housing
- Homelessness
- Cemetery Services
- Benefits
- Public health and protection (Air and noise pollution, food inspections, H&S at work, licensing)
- Planning and building