

COMMUNITY NEWS FROM NORTH HERTFORDSHIRE DISTRICT COUNCIL

OUTLOOK



CARELINE

GRANTS

BATS & BUGS

WHAT'S ON

A photograph of a winter scene with snow-covered trees and a path. The image is decorated with large, stylized snowflake graphics in white, blue, and purple. The text 'WINTER IS WONDERFUL' is written in large white letters, and 'IN NORTH HERTFORDSHIRE' is written in white letters on a purple rectangular background.

WINTER IS WONDERFUL

IN NORTH HERTFORDSHIRE

WINTER 2016

www.north-herts.gov.uk

FROM THE LEADER

“ I would like to focus on some of the positive news over recent months, firstly by highlighting our Green Flag awards. Six of our parks have received this status which shows that residents are benefitting from green spaces of the highest quality. This national award recognises them as amongst the top in the country, and this is down to the hard work of our parks team and volunteers.

It is a shame, though, when people don't appreciate these spaces and fly tip or don't pick up after their dogs. Our Environmental Crime Officers work hard to deter these kinds of acts and you can read about their work on page 5.

Another good piece of news is that Herts Careline scooped a top

prize at the Association for Public Service Excellence Awards. We are delighted that the service, which provides support for around 20,000 people, has been recognised at these nationally respected awards.

We are also pleased to be supporting two new initiatives and (on page 4) you can find details on the North Hertfordshire District Dementia Action Alliance which we, along with other local organisations, set up to help transform the lives of people with dementia and their carers.

We welcome diversity in the district and believe everyone has the right to live without fear. You can read about our efforts to tackle hate crime in the district by becoming a third party reporting centre (page 7).

These are just some of the positive things that have been going on and despite the tough times

and challenges we face in light of the financial situation, we continue to work hard to deliver the services that are important to residents.

Merry Christmas and wishing you a very happy New Year. ”

CLLR LYNDA NEEDHAM,
LEADER OF NORTH
HERTFORDSHIRE DISTRICT COUNCIL



Front cover picture taken by Sarah Clancy at Oughtonhead Common, Hitchin.

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CONTACTING NHDC

Most NHDC services can be accessed online. Find out the date of your next waste collection, apply for a licence, report an issue, register to vote or pay a bill, all through our website: www.north-herts.gov.uk



OTHER WAYS TO CONTACT US:

Phone: 01462 474000



www.facebook.com/northhertsDC



@NorthHertsDC

Until Autumn 2017, our Customer Services Centre will be based at Town Lodge, Gernon Road, Letchworth while our offices undergo refurbishment.

DIRECT LINES

Benefits 01462 474597

Careline Community Alarms
0300 999 2 999

Housing Advice 01462 474 682

Waste and Recycling Collection
including:

- Missed bins
- Street cleaning
- Graffiti
- Litter
- General waste & recycling queries
call: Veolia 0800 328 6023

OUT OF HOURS

Out of Hours in an Emergency:
Homelessness, Environmental
Health, Street Cleansing, Parks,
Public Buildings and Car Parks:
0300 777 4125

LEISURE CENTRES

Stevenage Leisure Limited (SLL)
manages NHDC owned Leisure Centres.
Email: enquiries@stevenage-leisure.co.uk

- Hitchin Swim Centre
01462 441 646
- Archers Fitness Centre,
Hitchin 01462 437 111
hitchin@stevenage-leisure.co.uk

- North Herts Leisure Centre,
Letchworth 01462 679 311
letchworth@stevenage-leisure.co.uk
- Royston Leisure Centre
01763 255 190
royston@stevenage-leisure.co.uk

OTHER CONTACTS:

HERTFORDSHIRE COUNTY COUNCIL

To report issues with streetlights, potholes, traffic lights and other highways issues use the Herts Highways fault reporting system www.hertfordshire.gov.uk/faultreporting

For general enquiries contact
0300 123 4040

NORTH HERTFORDSHIRE HOMES

Tel: 01462 704100
www.nhh.org.uk

HOWARD COTTAGE HOUSING ASSOCIATION

Tel: 01462 683307
www.howard-cottage.co.uk



BATS, BUGS AND BUTTERFLIES



We are lucky in North Hertfordshire to have plenty of open spaces to enjoy. We are equally fortunate to have park ranger, Tanya Dickson, who patrols Howard Park and Gardens in Letchworth to monitor, survey and report on the wildlife, trees and plants, whilst taking time to talk to residents who use the park.

Community engagement features high on Tanya's remit and working alongside NHDC and community charity Groundwork, she provides fantastic opportunities for local children, adults, schools and specialist groups to experience the park and learn about the wildlife that exists within it. Many of the activities Tanya runs are free or subsidised, so that learning about the natural environment and lots of wildlife habitats is accessible for all.

Here's a taster of some of the activities that have taken place this year:

JUNIOR RANGERS

Now in their fourth year, these sessions are extremely popular with kids and their families who love to get outdoors and explore nature. Activities have included den building, natural crafts, wildlife surveys and building fires.

CONSERVATION WORKSHOPS

Building bird boxes, bug hotels and dead hedges (wildlife-friendly corners made from vines and twigs which are used by birds and insects for shelter and food) are just some of the exciting projects that kids have got involved in which teaches them about the importance of wildlife.

BUTTERFLY COUNTING

As part of a nationwide survey by Butterfly Conservation, youngsters took part in a citizen science project to contribute to research on butterflies.

BAT WALKS

Families joined the park ranger for guided walks around Howard Park and Gardens to learn about the bats that live there and how to listen to their calls with bat detectors.

SPOOKY SUNDAY

Apple bobbing and mummy wrapping were just some of the fun things on offer to encourage kids to explore nature and have fun during Halloween.

Our park ranger is busy putting together a programme of activities for next year. If you would like to find out how you can get involved, please contact Tanya Dickson tanya.dickson@north-herts.gov.uk or call 07913011658.



Wood you believe it? Popular tree given a new lease of life as public artwork



A prominent purple Beech tree, which was vandalised, will be given a new lease of life as an exciting piece of public art work at the centre of Royston's Priory Memorial Gardens.

The Beech tree, a firm favourite with users of the park, died this year after vandals removed a large section of bark in 2012, damaging it beyond repair.

NHDC, Naturally Royston and Royston Town Council working together in partnership, have commissioned Dennis Heath, a sculptor who works for Knebworth House, to carry out the work. John O'Conner Grounds Maintenance has also very generously donated £1,500 towards the cost of the artwork.

Creating a sculpture is an excellent way of salvaging at least some of the distinguished tree and, by working in partnership with all the organisations the aim is to bring the people of Royston a piece of public artwork.

NHDC started work on reducing the tree to retain the main trunk in October and the carving of the artwork started shortly afterwards.

Could joining an oil club save you money?

If you are one of the many households in the district who rely on oil to heat your home, you may be able to save money by joining a local oil club.

Being part of an oil club means you can join together with others locally, typically your neighbours, to buy the oil in bulk. In the right kind of numbers, bulk-buying like this enables you to negotiate better deals with oil suppliers and can lead to savings of between 3p and 5p a litre, depending on the time of year.

Buying with your neighbours also helps the environment by cutting

down the number of tanker journeys on roads.

Lots of heating oil clubs already exist. Many of these are free, although some may charge a small admin fee. If there isn't one near you, you may even wish to get together with your neighbours to set one up. Setting up a club is fairly simple, but it will require a co-ordinator who is able to organise members, chase quotes and put in orders. Citizens Advice has produced some handy tips that can help. Just type 'oil club' into the search facility at www.citizensadvice.org.uk

The largest heating oil club in the UK can be found here: www.oil-club.co.uk It manages over 4,500 groups across the country, including several in this district.

There are also web-based community buying groups such as the Heating Oil Club www.theheatingoilclub.co.uk.



Making North Hertfordshire Dementia Friendly

You may have seen the actress Carey Mulligan talking on television a couple of months ago about the need to move towards a more dementia friendly society. This is something that is already starting to happen in our district thanks to several organisations, including NHDC, that have come together to set up the North Hertfordshire District Dementia Action Alliance (North Herts DAA).

The number of people estimated to have dementia in North Hertfordshire is over 1,600 and this is expected to rise by a third to over 2,100 by 2020, so it is vital we act now to make North Hertfordshire a dementia friendly place to live.

The North Herts DAA is part of the National Dementia Action Alliance which brings together organisations across England committed to transforming the lives of people with dementia and their carers. Organisations, businesses and groups sign up as a member by taking some simple steps to make them more dementia friendly. The simplest and often most effective way to take action is to raise awareness among staff, members or volunteers who deal with customers.

The North Herts DAA is chaired by Jane Marland, a solicitor based in Hitchin. Jane wanted to do something practical about dementia after dealing with the effects of the disease in her work as a family solicitor and the effects of dementia were brought home to her when a close member of her family was affected.

Whether you work in retail, education, leisure, hospitality, transport, or are simply interested in finding out more about dementia, please get in touch with the secretary of the Alliance and local resident Mark Edwards: Mark.edwards@enhertscgg.nhs.uk. You can also visit: <http://www.dementiaaction.org.uk/>.

DAA
North Hertfordshire District
Dementia Action Alliance



A Day in the Life of an *Environmental Crime Officer*

Rummaging through bin bags and patrolling country lanes is all in a day's work for our Environmental Crime Officer, Jane Bethell-Lombardi.

NHDC's Environmental Crime Officers are there to help reduce anti-social behaviour and environmental crime - their presence alone can act as a deterrent to criminals and help to improve feelings of community safety. They also help prevent fly tipping, littering and dog fouling, amongst other issues within the towns and villages of North Hertfordshire.

Jane's background as a police special constable stands her in good stead for her role as an Environmental Crime Officer. She works closely with the police force when it comes to solving environmental crime cases.

No day is ever the same for Jane. As well as responding to reports of fly tipping, abandoned vehicles or dog fouling from resident associations and local people, who are the eyes and ears of the neighbourhoods she patrols, she also keeps her eyes open for any incidents of environmental crime whilst she is out on patrol.

One of her regular activities is driving by the fly tipping hotspots in her patch which include Letchworth, Royston and the villages in between, to act as a deterrent should any potential fly tippers be about to illegally dispose of their waste. When reports come in about newly dumped rubbish which could contain evidence, Jane will rush there to take photographs and go through it carefully wearing her gloves, looking for clues and evidence. Whether it be inspecting black bins full of rubbish, arcade machines dumped in car parks, installing CCTV equipment, or investigating abandoned vehicles, it's all in a day's work.

This year Jane has been involved in 'The Big Scoop' - a national campaign launched by the Dogs Trust to encourage people to clean up after their pooches. By patrolling areas popular with dog walkers, spraying dog mess with red paint, putting up signs, handing out free dog poo bags and information leaflets to dog owners, she hopes to raise awareness and reduce the problem in the district.

When she's not on patrol, she's busy tracking down offenders, using social media to post images of fly tipping offences, as well as doing her own detective work to identify the



perpetrators of the crimes. Once she has identified a suspect, Jane's powers extend to inviting them to the Council Offices and questioning them under caution. When Jane has obtained sufficient evidence she will work with the Council's legal department to take appropriate enforcement action, which includes criminal prosecutions.



So far this year, Jane has been involved in the successful prosecution of one person who was responsible for dumping a number of black sacks of waste in the district and five people who were prosecuted under the 'duty of care' law. Householders have a legal obligation to ensure that their waste is disposed of responsibly so remember if you are having any work done to your house or garden you have a 'duty of care' to ensure your waste has been handed to an authorised person or company who is licensed to transport and dispose of your waste legally. If you don't you could be liable to enforcement action being taken against you.

If you witness fly-tipping please report it using the Do it Online facility on our website.

Our website also has information about steps you should take to ensure that your waste is disposed of correctly, and about our NHDC's bulky waste collection service.

Check www.environment-agency.gov.uk for a list of registered waste carriers.



Council launches new grants scheme for community facilities



NHDC launched a new districtwide Capital grant scheme this autumn and it is now inviting applications from community groups, charities and not-for-profit organisations who run rural and urban community facilities within the district.

The new Community Facility Capital Projects Funding Scheme will be looking to award £1 million of Capital funds over four years.

The grant can help fund major refurbishments, or in some cases, possibly contribute to the cost of new facilities. This scheme takes over from the previous Capital grants schemes but there are more benefits.

The new scheme will enable groups to apply for the part-funding of eligible projects from a minimum of £10,000 to a maximum award of £50,000.

Grants can be awarded;

- To Community Centres or Village Halls
- Sports facilities will be considered on a case by case basis

- If the project will assist the way the centre operates
- If the project benefits the local and wider community
- If it can be demonstrated that the facility is well used and supported

The scheme cannot be used for on-going staffing or general day to day costs.

The new programme operates on a rolling process, so that applications can be submitted at anytime. A Member Panel of ten nominated, cross party Councillors who will oversee forthcoming applications and comment on whether an award is to be made is scheduled to meet for the first time in January 2017.

We encourage anyone with a project that would benefit from this new scheme to apply for a slice of this exciting new grant funding.

For more information visit our website and search 'capital projects fund'

COULD YOU HELP WITH NEXT YEAR'S ELECTIONS?

NHDC is looking for people to carry out paid, temporary roles in the run up to the Election on Thursday 4 May 2017, and on the day itself.

Anyone who would like to assist at polling stations on Election Day as a **Presiding Officer** and **Poll Clerk** must be able to work from 6.15am until after 10.00pm without leaving the polling station.

Count workers will be required to count votes immediately after the polling stations have closed, or on the following day. **Postal vote workers** will need to open postal votes on a number of days prior to Election Day, and on the day itself.

Applicants must not be connected to any political party or be assisting any election candidate.

For more information please contact:
NHDC's Electoral Services Department
Tel: 01462 474503
Email: elections@north-herts.gov.uk

SAVE TIME DO IT ONLINE

We have updated our online Council Tax forms and this is now the quickest and easiest way to notify us if something has changed. It also means your information is likely to be processed within 24 hours.

You can tell us:

- If you are moving out of or in to a property in North Hertfordshire
- If you change your name

You can request:

- To pay by Direct Debit
- A Single Occupier Discount
- A refund of a Credit



And, if you are a Landlord or a Managing Agent of a property in North Hertfordshire you can inform us of **tenant information**.



Support for victims of hate crime



A motion was put forward in July to intensify the Council's efforts to tackle Hate Crime in the district. This was following an increase in incidents in Hertfordshire since the result of the EU referendum was announced in June.

The Council has a zero-tolerance approach to hate crime and diversity in the district has always been welcomed. However, even though incidents of this type of crime were not recorded in North Hertfordshire, the motion was adopted to ensure that local bodies and programmes were given the support and resources they need to help fight it.

As a result the Council has become a third party reporting centre where victims and witnesses can tell us

about an incident of hate crime safely and confidently without having to go directly to the police.

A number of the Council's staff have been trained as 'Designated Hate Crime Champions' and will be on hand to assist any member of the public wishing to make a report.

The North Herts Community Safety Partnership, of which the Council is a part, is also working with the

Police and Crime Commissioner to raise awareness of hate crime and provide additional funding to services to support its victims.

Other third party reporting centres include; North Herts Citizens Advice Bureau in Hitchin, Letchworth and Royston, Jackie's Drop in Centre, Leisure Direct and Sri Guru Singh Gurdwara, also based in Letchworth.



Scams are a common way for criminals to attempt to steal your money and the police receive several reports each week from local residents who have been called by fraudsters posing as police or bank staff investigating a fraud. Using the tactic known as 'vishing' they often try to convince people to:

- tell them their bank details
- move their money to a "safe account"
- withdraw cash from their bank and hand it over for safekeeping
- purchase expensive items.

An example of one such scam in North Hertfordshire involved calls about council tax arrears. Some residents in Royston and Letchworth received calls from fraudsters claiming to be from the Council and were told that they were in arrears with payments. The caller then requested that they disclose their bank card details.

Each year millions of people in the UK fall prey to scammers, with the total cost to consumers estimated at £73bn, however there are a number of things residents can do to protect themselves:

- Take the caller's name and the organisation they claim to be calling from and tell them you will call them back
- Do not call them straight back on the phone you received the call from. The caller may still be on the line and it will appear that they are responding to your outgoing call.
- If possible, use a different phone such as your mobile to report the fraudster

If you believe you have been contacted by these fraudsters, report it to Action Fraud on 0300 123 2024 or call the police on the 101 number.

Beware of scammers



WASTE & RECYCLING



Food waste top tips competition



Christmas often sees us creating more waste than usual so don't forget that most items can be recycled from your kerbside. Manage your Christmas waste and recycling by:

- Telling guests you have staying with you how the recycling works, as it may be different from their service at home and bins with incorrect items in them will not be emptied
- Placing items in the purple bin if you are unsure where they go
- Recycling your food waste using the brown bin
- Placing extra recycling that doesn't fit in your grey bin in a suitable container such as a cardboard or plastic box to the side of your bin on collection day.

In the autumn edition we asked you to share your best food waste tips. We would like to thank everyone who took part. Our favourite suggestion was the 'grill it' sandwich. This came thanks to Neha Parmar and she receives a £30 shopping voucher to spend just in time for Christmas.

Festive Food Portion Guide



Festive Food	Daily amount of weight per person
Turkey or meat	140g
Quorn or Tofu	120g
Roast Potatoes	5 small potatoes
Brussel Sprouts	4
Broccoli or vegetable portion	80g (4 heaped tablespoons)
Christmas Pudding	100g
Nuts	30g (a handful)
Crisps	25g (a mug)
Cranberry sauce	50g
Bread sauce	1 tablespoon
Cream	15g (1 tablespoon)

The 'grill it' sandwich:

"Use up leftover cooked veggies by stuffing them into bread, adding onions and cheese and grill until bubbling".



Here are some other food waste saving tips at Christmas:

- Think about portion sizes and how many people will be eating. You may want to buy vegetables loose if a whole bag of potatoes or sprouts will be too many. Use our table opposite for a portion guide to reduce food waste
- Make the most of your freezer by portioning leftovers and freezing for later. You can also freeze things such as hard cheese and cake for later if it's all too much on top of the turkey and trimmings.
- If you still have leftovers, tasty recipes for using them up are available at www.lovefoodhatewaste.com and anything left after this can go in your brown bin to be composted.



Disruption to Services

If bin collections are disrupted due to severe weather, please leave your containers out for three working days. If our crews are still unable to collect from your property, please take in your

containers until your next scheduled collection day. If you think your bin collection may have been missed you can contact our Helpdesk on 0800 328 6023.

Collection date information-look out for bin hangers

Look out for our Christmas hangers arriving on your bins in mid-December which will advise of the changes to your collections over the festive period. You can also check this information on our website or call our helpdesk.

WHAT SHOULD I DO WITH CHRISTMAS WASTE?



Real Christmas trees without decorations



Cards without glitter



Wrapping paper



Newspapers

Seal bag and place by your grey bin



Magazines



Food waste



Plastic sweet tubs



Glittery cards



Junk mail



Polystyrene packaging



Catalogues



Metal biscuit tins



Plastic bags



HOUSEHOLD WASTE RECYCLING CENTRE

- Broken plastic toys
- Unwanted or broken electrical items
- Hard plastic storage boxes
- Excess household waste



Cardboard boxes



Sweet wrappers



REDUCE AND REUSE

- Try wrapping gifts in reusable fabric, tin foil, brown paper or newspaper which can be recycled.
- Christmas cards could make nice gift tags for next year when cut out.
- Old toys and clothes can be donated to charity where suitable.
- Unwanted gifts can be donated to charity or re-gift to others
- Old decorations can be reused for children's crafts or place in purple bin.

REAL CHRISTMAS TREES

can also be taken to these garden centres for recycling before the 15 January: Tapps (Baldock), Bickerdikes (Norton), Wyvale (Hitchin and Codicote)



ONE CHILLY WINTER'S MORNING,
MY CENTRE GAVE TO ME ...

THE REST OF THE YEAR FOR FREE

FREE MEMBERSHIP UNTIL JANUARY 2017!*

*JOINING FEE APPLIES. TERMS AND CONDITIONS APPLY.



Fishponds Road, Hitchin, Herts SG5 1HA

01462 437111



Woodcock Road, Royston, Herts SG8 7XT

01763 255190

**NORTH HERTS
LEISURE CENTRE**

Baldock Road, Letchworth, Herts SG6 2ER

01462 679311

Six of our parks awarded Green Flag status

Earlier this year NHDC retained Green Flag status at five locations and secured an additional flag for Oughtonhead Common in Hitchin. The national award scheme recognises the best parks and open spaces in the UK for having excellent facilities, being well managed and maintained and for engaging the local community.

We are delighted that our parks and nature reserves have received these prestigious awards from Keep Britain Tidy. They highlight that people in North Hertfordshire are benefitting from green spaces of the highest quality.

Purwell Meadows in Hitchin and Ivel Springs in Baldock both received the award for a second year. Howard Park and Gardens in Letchworth received the award for the third

year running and Norton Common in Letchworth and Priory Memorial Gardens in Royston received the national award for the seventh consecutive year. Oughtonhead Common was the sixth site to receive the prestigious award. All six sites are owned and managed by NHDC.

NHDC's Grounds Maintenance Team, contractors John O'Conner and many volunteers and 'Friends of' groups, who are an integral part of our

Countryside Management Service, work extremely hard to maintain our beautiful parks and open spaces for everyone to enjoy.

If you would like to help improve your local environment, why not join our team of volunteers? Visit: <http://www.hertslink.org/cms/getinvolved/> to find out more information. No experience is needed and all are welcome!



Cllr Scarth, Andrew Mills, Cllr Peter Burt, Chris Norman MBE of Keep Britain Tidy

Help for rural businesses

Businesses across North Hertfordshire can apply for funding to help develop services that boost the rural economy.

The Eastern Plateau Programme has been allocated £1.8million to invest in local farm businesses, micro enterprises, tourism and community service providers. The project is funded by the Rural Development Programme for England (RDPE), which is currently funded by the European Commission and the Department for Environment, Food & Rural Affairs (Defra).

Rural businesses can apply for a grant from Eastern Plateau to help with projects that increase farm productivity, that create and develop micro and small enterprises, farm diversification, rural tourism and services, cultural and heritage activity or that increase forestry productivity.

The Eastern Plateau is managed by East Herts Council in partnership with NHDC, Uttlesford District Council, Epping Forest District Council and Essex County Council. The Eastern Plateau Local Action Group (LAG) includes local professionals representing interests in farming, rural business and tourism from both the private and public sectors.

This year a North Hertfordshire business, Maydencroft Ltd received

over £60,000 in funding. The grant has enabled them to invest in equipment to offer forestry service to clients through the management of underutilised woodland areas in the Eastern Plateau area. This in turn helps to benefit the local economy, environment and wildlife, and create rural employment opportunities.

If you would like to know more or to apply for a grant see www.easternplateau.org.uk or contact Kari Hall on 01992 531618/ kari.hall@eastherts.gov.uk



BE SAFE THIS CHRISTMAS

If you are planning a night out this festive season and use a taxi then make sure it is licensed by NHDC. You can then be rest assured that the cab is roadworthy and that the driver has been checked by the Disclosure and Barring Service.

The two types of NHDC licensed taxis are Hackney Carriage vehicles and Private Hire Vehicles. Hackney Carriage vehicles have an illuminated 'taxi' sign on the roof and a yellow hackney carriage licence plate fixed to the back of the vehicle. Details of the driver are displayed inside the cabin and a meter will calculate the fare according to the time taken for the ride. They can be booked by phone, at a taxi rank or waved down in the street.

Private hire vehicles can only be booked in advance and an agreed fee for a journey will be charged. If you use one of these vehicles without pre-booking, at for instance a rank, it is illegal. These vehicles have a blue licence plate fixed to the back of the vehicle and details of the driver inside.

If travelling alone:

- Never get into a cab if you are in any doubt.
- Make a note of the number plate, texting the number and a picture of the vehicle to family or friends.
- Always sit in the back of the taxi and keep your mobile phone accessible.
- Check that vehicle plates displayed have not expired and that the photo on the driver's badge matches the driver of the vehicle.

For further advice search for 'taxi' on the NHDC website.



Westmill Community Centre opens its doors

The keys to a £1.8 million new community centre in the west of Hitchin were handed over to a Community Association this summer. The hand-over marked the start of new lease arrangements between Westmill Community Association and NHDC.

The Association has moved across to the new community centre and the old building has been vacated, ready to be demolished for the construction of a new Multi Use

Games Area (MUGA) for local young people to use and enjoy.

The brand new facility was part of a wider joint enterprise by NHDC and North Hertfordshire Homes to regenerate John Barker Place.

For information regarding hiring or booking the new centre please contact the Centre Manager on 01462 452098 or email westmillcentre@live.co.uk



Members of the Community Association, Cllr Lynda Needham, Cllr Tony Hunter and Joan Kirby

Give us your views to help tackle issues in your community

North Hertfordshire is one of the safest places to live in the country with low levels of crime and anti-social behaviour. The North Herts Community Safety Partnership works to address community safety issues across the district and keep North Herts a safe place to live and work. The partnership

includes NHDC, Hertfordshire Constabulary, Hertfordshire Fire and Rescue Service, Hertfordshire Probation Services and the NHS. Other members include North Hertfordshire Homes, Howard Cottage Association, The Heritage Foundation and town centre management partnerships.

Community safety addresses crime, disorder and nuisance issues and the Partnership would like to know what concerns you the most and what areas you feel they should be focusing on by completing a short survey which can be found by searching 'Community Safety Partnership survey' on the Council's website.



Herts Careline telecare service wins prestigious award



Herts Careline scooped a top prize at the prestigious Association for Public Service Excellence Awards (APSE) earlier this year.

Herts Careline won in the Best Public – Public Partnership Working Initiative category. The national awards are designed to recognise frontline services that are delivered to local communities by local councils. Herts Careline was also a finalist in 4 other categories.

The award also reflects how well the exciting new partnership NHDC, Hertfordshire County Council, and Hertfordshire Independent Living Service (HILS) is performing.

This not-for-profit service of NHDC, provides a range of assistive technology services to help older people, those living alone, and

residents with long-term health conditions to stay independent at home. Its community alarm and assistive technology services provide 24/7 emergency help and reassurance at the press of a button.

Careline's operators currently provide support for around 20,000 people in Hertfordshire and the surrounding area, taking around 1,000 calls a day - at least a third of which are categorised as 'life critical emergencies'.

CHRISTMAS OFFICE OPENING HOURS

The Council offices will close at 5pm on Friday 23 December and will reopen again on Wednesday 28 December. They will close again at 5pm on Friday 30 December and reopen on Tuesday 3 January.

DISRUPTION TO SERVICES

To be notified of any disruption to services due to severe weather, sign up to our free text alert service at www.north-herts.gov.uk/textalerts.

You can also receive up-to-date information via Twitter @NorthHertsDC, www.facebook.com/northhertsDC, or on our website.

WASTE AND RECYCLING COLLECTIONS

All homes in North Hertfordshire will receive a bin hanger detailing the changes to their waste and recycling collections over the Christmas holiday period. If you haven't received your bin hanger by the



PEST CONTROL Services for prevention and cure

John O'Conner can design and implement a pest control treatment plan tailored to the specific activities of your business.

Our experience covers a wide range of sectors, including local government, healthcare, offices, industrial and retail premises.

We also offer a service for domestic infestations such as **rats, mice, fleas, wasps, bedbugs, cockroaches**.

Our services are speedy, discreet and confidential.

John O'Conner provides:

- Fully qualified Pest Control Officers
- Excellent, competitively-priced treatment and advice
- Full compliance with Health & Safety industry best practice standards
- Members of NPTA (National Pest Technician Association) and CRRU (Campaign for Responsible Rodenticide Use)



To find out more about our services or to arrange a free quotation or site survey, please call us on this freephone number:

0800 026 6136

www.johnoconner.co.uk

HELPFUL INFORMATION THIS WINTER

19 December, call 0800 328 6023, or check your waste collection details on the NHDC website by searching for 'waste calendar'.

WINTER GRITTING

For the latest information on gritting of roads in severe weather follow @Herts_Highways on twitter. They use #GritterTwitter to keep residents up to speed. Information on salting routes and advice on self-help can be found by searching for 'salt' on www.hertfordshire.gov.uk



WHAT'S ON

this Winter



HITCHIN

British Schools Museum

41/42 Queen Street, Hitchin, SG4 9T
01462 420144

www.hitchinbritishschools.org.uk

2 December, 4.30-7.30pm

A Victorian "Frost Fair"

Roasted chestnuts, mulled wine, and more. The decorated Headmaster's House will be open and there will be carol singers and stalls. Free admission.

3 December, 10am-2pm

Traditional Christmas Fair

A huge range of stalls, food, fun & Christmas cheer. Free admission.

February half term, 10am-12noon

Dancing for Fun

Maypole Dancing & English Country Dancing for children 6+. Cost £3 per child to include light refreshments.

Children must be accompanied. Adults free admission. Please book in advance.

EVENTS

For event details visit

www.hitchinherts.com/events

5 December

Steve Richards Rock 'n' Roll Politics

Christmas Special at the Market Theatre
Tickets available from Hitchin Initiative.

10 December

Bucklersbury Day

Showcasing the best of independent businesses.

11 December

Reindeer Parade, Snowglobe, street entertainers, music, lantern procession, carols around the tree.

17 and 18 December

Snowglobe, Disney Princesses Elsa & Anna, Santa Express. Local produce & Craft Market on Riverside.

EVENTS & EXHIBITIONS

20 December

Traditional Christmas Carousel

20-23 December

Extended Christmas market days – Hitchin Markets

28 February

Pancake Races



ROYSTON

ROYSTON & DISTRICT MUSEUM & ART GALLERY

5 Lower King Street, Royston, SG8 5AL
01763 242587

www.roystonmuseum.org.uk

9 December, 10.30-11.30am,

16 December, 10.30-11.30am

Toddler Music and Dance

Carrie Washington from BEEE Creative leads a toddler music and dance workshop themed around the museum's collections. Free Admission. Please book in advance.

9 December, 11.45am-12.30pm

Adult Movement Class

Carrie Washington leads a dance and movement workshop for the over 50s. All abilities are welcome and no previous experience necessary. Suggested donation £3. Please book in advance.

10 December, 10.30am-12noon

Crafty Kids: Merry Christmas!

Christmas themed craft activities for kids. £3 per child. Drop in session so no need to book.

13 December, 10.30am-12.30pm and 2-4pm

Lino Printing

Printing workshop using the original Crow printing press to produce unique lino cuts. £5 per person.

21 January-11 March 2017

Exhibition: Christina Pattinson

"Remembrance" – paintings and textiles. Free Admission.

Royston Information Centre

www.roystontown.uk,
infocentre@roystontown.uk,
01763 878242

Pick up a brochure, map or use our interactive screen to find out about the Cave, Museum and more.

EVENTS

10 December

12noon-5pm

Royston Means Business Christmas Fair

Royston High Street. This event is an opportunity for local groups to fundraise for their causes.

LETCHWORTH GARDEN CITY

For event details visit

www.lovelethworth.com or

www.shoplethworth.com

Thursdays, 8am-4pm

The Letchworth General Market, Leys Avenue.

We are currently expanding and would welcome enquiries from a wide range of stall holders.

Every Sunday, 10am-2pm

Car Boot Sale at the Arena Parade car park (by the Town hall).

Sellers can arrive from 9am to set up. Entrance is £10 per vehicle.

Third Saturday of every month

Farmers Market, Leys Square, off Leys Avenue.

A selection of stalls selling fresh farm meats and produce.

BALDOCK

Baldock Arts & Heritage Centre

www.bahc.co.uk

7 October to Mid-January

Cathy Smale exhibition

Every Friday and Saturday 10am-2pm

A distinctive style of oil painting using palette knives.



EVENTS

3 December

Christmas Markets

Baldock Community Centre, St Mary's Church and Baldock Arts and Heritage Centre are combining to produce a day of Christmas Markets. Venues are open from 10am - 4pm. Craft stalls, food and drinks, decorated Christmas trees, archaeological talks and hands on craft sessions.

19 December, 7pm

Carols Round the Tree

Come and sing well known carols, followed by mince pies and mulled cider. Free event.

ST IPPOLYTS

3 and 4 December, 11am-5pm

St Ippolyts Church Nativity Crib Festival

Entry £2.50, children free. Tea/ coffee and cake. For more details contact Barbara. Barbara.thomas@live.co.uk 01462 421647.

ASHWELL

Ashwell Village Museum

(supported by Trustees and Friends)

Open every Sunday 2.30-5pm

Curator Peter Greener 01462 742956/

Karen Mills 01462 742155

www.Ashwellmuseum.org.uk

Visits encouraged by schools, clubs etc.

Open Bank Holidays and other times

by arrangement.

21 January 2017

Coffee Morning in the Museum

For volunteers and anyone interested in becoming a volunteer.

EVENTS

3 December

Ashwell at Christmas Village Event

Christmas Fair, 9.30am-2.30pm

Stalls with arts and crafts, cakes, cards, presents and prizes and the Choir will sing carols.

Winter Wonderland,

10am-1pm

Held at the U.R.C. as part of the Christmas Village Event. The Museum will also be open.

GREAT ASHBY

11 December, 2-4pm

Annual Christmas Fayre at the Great Ashby Community Centre. There will be a variety of stalls, Father Christmas and mince pies!

COUNCIL MEETINGS

* details of location will be available on our website nearer the time.

COMMITTEES - 28 NOVEMBER 2016 TO 10 MARCH 2017 (7.30pm unless stated)

An audio recording is taken at all Council meetings (excluding confidential parts).

The press and public also have a right to film and record at Council meetings and

a protocol on this can be found here: www.north-herts.gov.uk/recordingmeetings

DATE	COMMITTEE	VENUE
Wednesday, 30 November 2016	Royston & District Committee	Royston Town Hall, Melbourn Street, Royston
Thursday, 1 December 2016	Southern Rural Committee	*Venue tbc
Monday, 5 December 2016	Baldock & District Committee	Baldock Community Centre, Simpson Drive, Baldock
Tuesday, 6 December 2016	Hitchin Committee	Hitchin Town Hall, Brand Street, Hitchin
Wednesday, 7 December 2016	Letchworth Committee	*Venue tbc
Tuesday, 13 December 2016	Overview & Scrutiny Committee	*Venue tbc
Thursday, 15 December 2016	Planning Control Committee	*Venue tbc
Monday, 19 December 2016	Finance, Audit & Risk Committee	*Venue tbc
Tuesday, 20 December 2016	Cabinet	*Venue tbc
Wednesday, 21 December 2016	JSCC (3.00pm)	*Venue tbc
Thursday, 12 January 2017	Council Tax Setting Committee (7.00pm)	*Venue tbc
Tuesday, 17 January 2017	Overview & Scrutiny Committee	*Venue tbc
Wednesday, 18 January 2017	Planning Control Committee	*Venue tbc
Thursday, 19 January 2017	Council	*Venue tbc
Monday, 23 January 2017	Finance, Audit & Risk Committee	*Venue tbc
Tuesday, 24 January 2017	Cabinet	*Venue tbc
Thursday, 9 February 2017	Council	*Venue tbc
Thursday, 16 February 2017	Planning Control Committee	*Venue tbc
Tuesday, 21 February 2017	Standards Committee	*Venue tbc
Wednesday, 1 March 2017	Royston & District Committee	Royston Town Hall, Melbourn Street, Royston
Thursday, 2 March 2017	Southern Rural Committee	*Venue tbc
Monday, 6 March 2017	Baldock & District Committee	Baldock Community Centre, Simpson Drive, Baldock
Tuesday, 7 March 2017	Hitchin Committee	Westmill Community Centre, John Barker Place, Hitchin
Wednesday, 8 March 2017	Letchworth Committee	*Venue tbc

NHDC is committed to equal opportunities and our aim is to make our services easy for all residents to use. If English is not your first language or you have difficulty reading this document please contact us to discuss how we may be able to assist you.

Please call: 01462 474000, or email service@north-herts.gov.uk Textphone (for textphone users) on: 01462 474800



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“ MAKING NORTH HERTFORDSHIRE A VIBRANT PLACE TO LIVE, WORK AND PROSPER ”



NORTH HERTS MUSEUM

Pirates, Pants & Wellyphants by Nick Sharratt

An exhibition of work by top children's illustrator Nick Sharratt, *Pirates, Pants and Wellyphants* opened in the Lucas Room of Hitchin Town Hall on Saturday 26 November.

The hands-on exhibition will be open until 22 January and offers free fantastic activities and games for families.

Nick is a celebrated illustrator of award-winning books 'The Story of Tracy Beaker' as well as his own books such as 'Ketchup on your Cornflakes?' He will be coming to the exhibition on 3 December, between 11am and 3pm.

The exhibition encourages families to design their very own pants, race against the Hundred-Mile-An-Hour Dog or tell their own Pirate story.

There will also be a reconstructed version of Nick's studio, featuring amazing original artwork from his books. Visitors can also take a peek at Nick's old school sketchbooks and uncover the secrets of becoming a professional illustrator.

All fired up over little wooden engine with a great history

Firefighters from Hitchin Fire Station learned all about Hitchin's Great Fire when they visited the Town Hall and North Herts Museum to approve the fire safety arrangements. They also had the chance to view the museum's horse-drawn wooden fire engine from Offley, one of the engines that had helped to extinguish the great fire.

The Great Fire of Hitchin started in 1845 at a Queen Street cabinet makers. The fire rapidly destroyed the firm's factory and warehouse, before devouring the Lancastrian Girls' School, the stables of the Half Moon public house, and other nearby buildings.

A strong wind fanned the sparks which destroyed a number of thatched roofs located up to a quarter of a mile away. The fire attracted hundreds of spectators, and even received its own write up in the national newspaper, *The Times*.



ONLINE MAP SHOWS WHERE BOMBS LANDED DURING THE WAR

An 'Incident Map' showing where bombs were dropped in and around the district during the Second World War is now available online for everyone to see. The map was created by a student from Highfield School, who carried out the project as part of his volunteer work experience behind-the-scenes of the new North Herts Museum this summer.

Eight different coloured symbols were plotted onto the base map, seven of which represent the 'Axis bombs' dropped in the district between 1939 and 1945. The types of bombs shown by the symbols are; High Explosive bombs, Parachute mines, Oil, Firepot, Phosphorous and Fly bombs and rockets. The interactive map also shows where enemy planes crashed to the ground either by falling or being shot down. Pieces of several enemy planes that came down were discovered by local residents and are now held by the team at North Herts Museum.

To view the map, visit the North Herts Museum's blog on their website www.northhertsmuseum.org

