

OUTLOOK

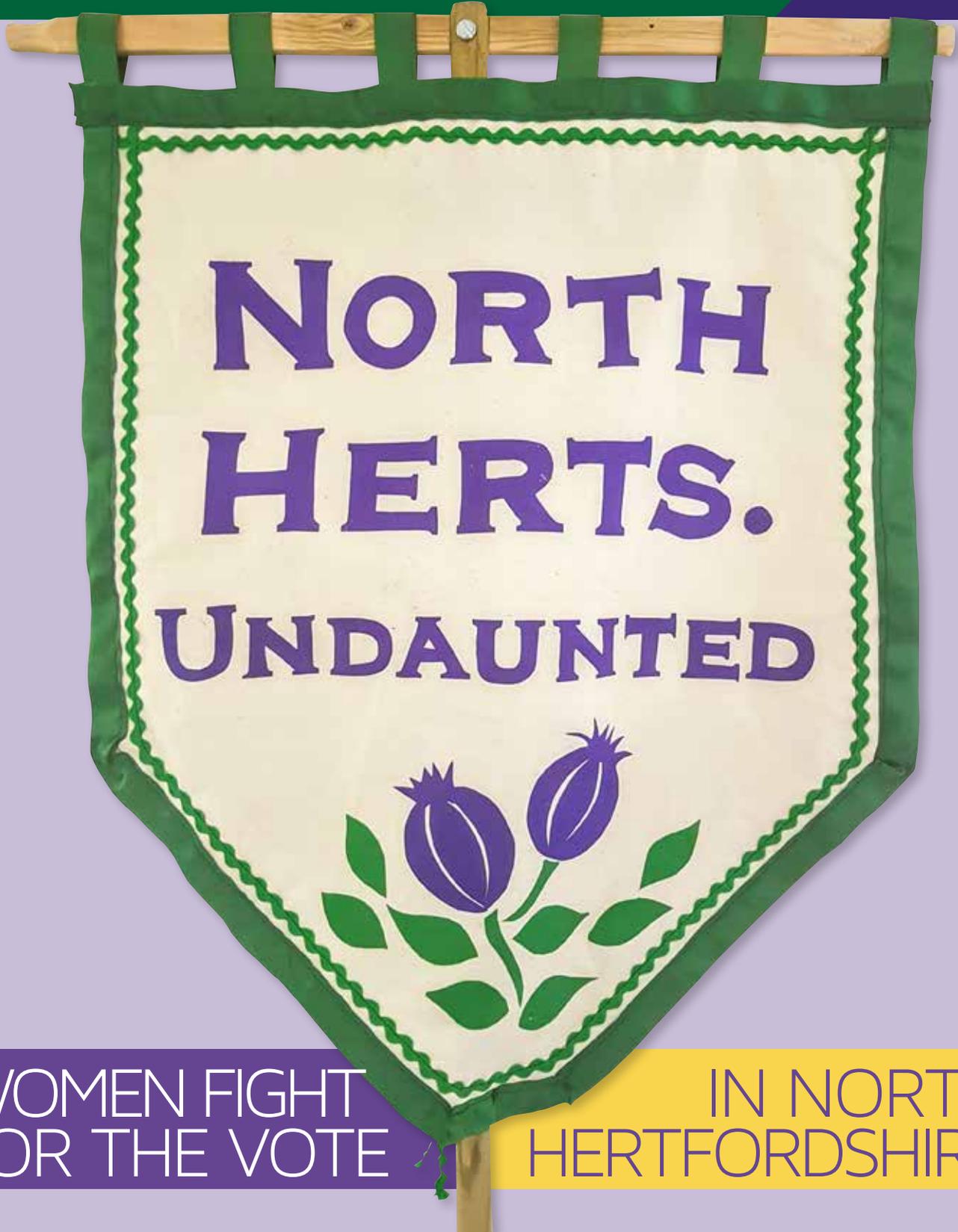


RECYCLING AT CHRISTMAS

GREEN FLAGS

DISCWORLD

WHAT'S ON



WOMEN FIGHT
FOR THE VOTE

IN NORTH
HERTFORDSHIRE

FROM THE LEADER

“ As a local resident I appreciate it can be difficult to know who to contact if you need to report an issue, apply for a service or make a payment. With this in mind we have produced a handy ‘Who to Contact’ guide on page three, which details organisations and the services they provide, as well as their contact details.

In this edition we also have news of the roll out of Universal Credit in North Hertfordshire (pg.5). There has been much media attention nationally over

the roll-out and our main message to residents is not to worry, and that you don’t need to do anything until you are contacted by the Department for Work and Pensions. Meanwhile, on our waste and recycling pages (6-7), Cllr Michael Weeks gives an update on the waste contract.

Finally, in this edition we take a look back in our Annual Review of 2017-18 (pg.8-9) as well as a look forward towards our priorities and projects for the current year and beyond. Our financial situation remains challenging, however, we remain

committed to delivering a range of important services to residents, while trying to maximise our income through identifying commercial opportunities.

On behalf of the Council I would like to wish you all a very Merry Christmas and a Happy New Year. ”

CLLR LYNDA NEEDHAM,
LEADER OF NORTH
HERTFORDSHIRE DISTRICT COUNCIL



IN THIS ISSUE...

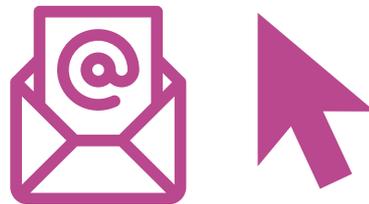
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Keep up to date with



NHDC has launched a new way of keeping up to date with news and information about its services. It’s an email newsletter bulletin service, called @NorthHerts, which delivers news from the Council straight to your inbox. There are a range of topics so you only need to sign up for what interests you, and you can change your preferences at any time.

Topics include latest news, events, waste and recycling, North Hertfordshire Museum and Active North Herts. You can also use it to find out about any disruption to services or to find out what job opportunities there are at the Council.

It is quick and easy to sign up, simply visit www.north-herts.gov.uk/subscribe

- **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**

-  **OUTLOOK is published by the Communications Team, North Hertfordshire District Council, Council Offices, Gernon Road, Letchworth, SG6 3JF**

- **email.outlook@north-herts.gov.uk**

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



North Hertfordshire District Council

Tel: 01462 474000

 @NorthHertsDC

 /northhertsdc

www.north-herts.gov.uk



Save Time and Do it Online: You can report an issue, apply for a service or make a payment all through our website. Some of the services NHDC provide include:

- Abandoned vehicles
- Business Rates
- Benefits
- Burials and Cemeteries
- Car Parking and Parking Enforcement
- Community Grant Funding
- Council Tax Collection
- Dangerous Structures
- Electoral Registration
- Environmental Crime
- Environmental Health
- Parks and Open Spaces
- Planning
- Recycling and Refuse Collection
- Street Cleaning

NHDC's Grounds Maintenance Contractors:

 John O'Conner
GROUNDS MAINTENANCE

John O'Conner Ltd
Tel: 0800 030 9114

www.johnoconner.co.uk



- Pest Control
Tel: 0800 028 6136
- Grass Cutting
- Grounds Maintenance Issues in Urban Parks and Open Spaces
- Sports Pitch Bookings

Environment Agency



Floodline Tel: 0345 988 1188

www.gov.uk/sign-up-for-flood-warnings

General Enquiries Tel:

03708 506 506

www.gov.uk/government/organisations/environment-agency

Hertfordshire County Council



Tel: 0300 123 4040

www.hertfordshire.gov.uk/home

- Highways e.g. Potholes, Street Lights, Traffic Lights, Road Signs, Roadworks Blocked Storm Drains
- Household Waste Recycling Centres
- Blue Badge Disability Parking Permits
- Bus Passes
- Community Safety
- Education
- Fire and Rescue
- Libraries
- Public Health
- Social Care
- Trading Standards



Who do you contact?

Hertfordshire Fire and Rescue



In an emergency call 999

For non-emergencies call 0300 123 4046

www.hertsfire.gov.uk

Housing

North Hertfordshire District Council

For queries about:

- Actual or Threatened Homelessness
- Advice on Housing Issues
- Common Housing Register Queries
- Housing Debt Advice

Please contact your Registered Social Landlord (RSL) if you live in social housing and want to:

- Report Repairs
- Report Anti-Social Behaviour
- Discuss Rent Payments

 settle

settle

Tel: 0330 343 0016

www.settlegroup.org.uk



Howard Cottage Housing Association

Tel: 01462 683307

www.howard-cottage.co.uk

NHDC's Waste and Recycling Contractors: Urbaser



Tel: 0800 328 6023

- General Waste and Recycling Collection Queries
- Missed Bin Collections
- Drugs Paraphernalia e.g. Discarded Needles
- Litter and Graffiti
- Street Cleaning



HERTFORDSHIRE
CONSTABULARY

Hertfordshire Police

In an emergency call 999

For non-emergencies call 101

www.herts.police.uk



Universal Credit coming to North Herts



Universal Credit began its full rollout across North Hertfordshire on 3 October 2018.

Intended to simplify the current system of separate benefit payments, Universal Credit replaces the following benefits:

- Housing Benefit
- Child Tax Credit
- Income Support
- Income-based Jobseeker's Allowance (JSA)
- Income-related Employment and Support Allowance (ESA)
- Working Tax Credit

Universal Credit works differently from other benefits. The biggest differences are:

- You can get Universal Credit if you're unemployed but also if you're working
- You'll usually get a single payment each month, rather than weekly or fortnightly
- Instead of getting a separate housing benefit, your rent will usually be paid directly to you as part of your monthly Universal Credit payment

If you are currently claiming one or more of these benefits, don't worry – there's no need to do

anything until you hear from the Department for Work and Pensions (DWP). Initially only new claimants will be enrolled on to Universal Credit. Or if there is any change to your situation or circumstances, you will then be moved across to Universal Credit from your current benefit.

A Universal Credit payment consists of a standard allowance, plus any extra amounts that apply to you; for example if you have children, a disability or health condition, or you need help paying your rent.

Eventually everyone will be moved over to Universal Credit, so it's worthwhile making sure you're ready for when the changeover happens. For instance, you will need a bank account to receive the payments, which are paid monthly. You will also need access to the internet, in order to apply for and manage your account.

More information about the rollout of Universal Credit in North Hertfordshire can be found on our website at www.north-herts.gov.uk/universalcredit. Further advice and guidance is available on the GOV.UK and Citizens Advice websites; just search for 'Universal Credit' online.



Swimmers had a splashing good time at Hitchin Outdoor Pool's 80th birthday celebrations

Hitchin's Outdoor Pool celebrated in style this Summer as it turned 80 years old. The pool has remained a focal point of activity for sports in the town since it first opened on 30 April 1938. A second official opening featuring the Lord Lieutenant of Hertfordshire took place on 2 July 1938.

A series of fun events to mark this octogenarian birthday took place on 11 August this year, with events including a baby fun swim session, the Eliminator water assault course and a performance by the Raggle Taggle Pirates.

Councillors and SLL staff celebrated by cutting a bespoke swimming pool cake that depicted the Hitchin Outdoor Pool. They also raised a glass to toast to the continued success of the pool for now and into the future.



WASTE & RECYCLING

If you have extra recycling over Christmas, place it out next to your grey bin, in a suitable container such as a cardboard or plastic box on collection day

Have yourself a recycling Christmas!

If you have signed up for the brown bin garden waste service, please leave your Christmas tree outside your house, next to your brown bin and it will be collected by our waste crews on your recycling collection day.

Alternatively, the Garden House Hospice has organised for a team of volunteers to collect Christmas trees and will dispose of them for you in return for a donation to the Letchworth hospice. For more information visit: www.ghhospicecare.org.uk/support-us/events/detail/tree-collection

You can also take your tree to Tapps Garden Centre in Baldock or Bickerdikes in Letchworth. Contact the garden centres directly for details.



Love your Christmas leftovers



Top tip:

You can freeze turkey, other meat and meals cooked from previously cooked and frozen meat. But once defrosted, the pause button is off and you should eat the food within 24 hours.

If you've got any leftovers after Christmas dinner, allow them to cool before covering them, ensuring they go in the fridge or freezer within 1-2 hours.

The Leftovers

If you're left with a load of turkey and sprouts, don't throw them away. Instead, make your leftovers into new meals and either eat them the following day or freeze them. Visit www.lovefoodhatewaste.com for some tasty recipes. Anything left after this can either go into your food caddy or home composter.

Love your freezer

Don't just think about saving food, as drinks and herbs can be rescued too. Fresh herbs that are leftover could be pureed and frozen in an ice cube tray to add to dishes as and when you need them.

If you have leftover wine you can pour it into an ice cube tray and freeze it for use at a later date in sauces, gravy or (if it's white wine) as an alcoholic ice cube.

Store food safely

If you're planning on eating leftovers which haven't been frozen, you should aim to eat them within two days (or one day, if it's a rice dish).

If you freeze leftover food, make sure that you do so within two days and, when you come to use it, ensure you defrost the meal thoroughly in the fridge overnight or in a microwave (on the defrost setting) and then reheat until steaming hot.





Collection date information – look out for bin hangers

Look out for our Christmas hangers arriving on your bins in mid-December which will detail changes to your collections over the festive period. You can also check this information on our website, search: 'Waste and Recycling Collection Calendar'.



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. Details of any disruption to services will be posted on our website. If you think your bin collection may have been missed you can contact our waste contractor Urbaser on 0800 328 6023 or email: northhertsenquiries@urbaser.co.uk

"We are extremely sorry"



The Council is now a few months into its joint waste and recycling contract with East Herts Council and contractor, Urbaser. Many residents will either have been directly affected, or know other people who have been affected by issues with their bin collections since May and the Council is extremely sorry for the disruption that has affected some residents. Cllr Michael Weeks, NHDC's Executive Member for Waste and Recycling would like to give an update on what the Council and Urbaser have been doing to resolve the issues.

Cllr Weeks, can you tell us what caused the problems with missed bin collections?

"There have been a number of issues, which have led to a fairly complex situation to deal with. Initially we had problems with the data on those who had subscribed to the paid for garden waste service, leading to brown bins not being collected. Although these data problems were resolved, we encountered further problems with crews adjusting to new rounds, particularly for the food waste and garden waste services. There have also been employment related issues with some collection crews, leading to further disruption to services. I would like to stress however that we know that the majority of the crews have been working extremely hard to try and get services back to normal as soon as possible and we are grateful for their efforts."

One of the main frustrations has been the inability for people to get through on the phones. What have you done to address this?

"Since the issues began we quickly realised that Urbaser's phone system was struggling to cope with significant call volumes from residents wishing to report missed bins. The Council's Customer Service team were also inundated with

calls. Since then, Urbaser have doubled their call centre staff numbers and are upgrading their phone system so that it is better able to cope. The Council have also created new web forms for customers to report missed bins which feed directly into Urbaser's IT systems."

What have you been doing to try and resolve the issues?

"Firstly I would like to stress that while we totally appreciate that some residents have been receiving an unacceptable standard of service, the vast majority of residents are now receiving a good service. Errors with the data on the brown bin service were identified and resolved some months ago. Meanwhile both Council and Urbaser staff have been putting their resource into trying to establish and resolve issues with 'hot-spots' in the district, where residents have experienced repeated missed bin collections. We have been regularly meeting with senior management at Urbaser and ensuring they are implementing a sound plan of action. Urbaser have taken on additional supervisors and call centre staff and have trained staff in the use of their in-cab technology.

What is your main message to residents who have been affected?

"We are extremely sorry for the frustration and inconvenience this has caused residents. While the statistics show that things are generally getting better, we know that this is of little comfort to those residents who have experienced repeated missed collections.

"Resolving the issues has been our number one priority for several months and we will continue to work with the most senior management at Urbaser until they are and we are back to business as usual."





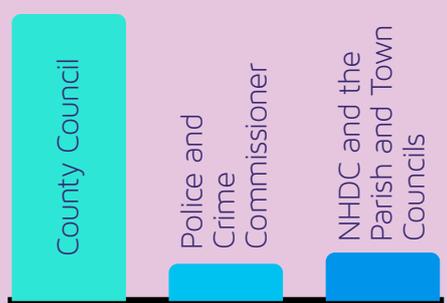
On these pages we take a look back at our financial year April 2017 to March 2018 to give you a picture of what services and projects we have been delivering and how we have been managing our finances.

How your Council Tax is worked out

We collect your Council Tax on behalf of ourselves, Hertfordshire County Council, the Police and Crime Commissioner and the Parish and Town Councils.

For each £100 that NHDC collects, £77 goes to the County Council, £10 to the Police and Crime Commissioner and £13 is retained by NHDC and the Parish and Town Councils.

In February this year the Council approved a net budget for 2018/2019 of £14.7 million, with 74% of that funded directly by local council taxpayers, 8% from Central Government and 18% from the rates paid by local businesses.



What we spent in 2017/2018

In 2017/18 the Council managed to achieve savings of around £1.2 million. This follows the achievement of budgeted savings of £400,000 in each of the previous two financial years.

For the equivalent of just under 60p per day for the majority of households, the services provided by the Council included refuse and recycling collections, leisure centres, parks, grounds maintenance, housing benefits, licensing, planning, car parking, and environmental health.

The chart below gives a broad outline of the net spend by services (i.e. after allowing for income received). The Council's net spend in 2017/18 was just

under £16.1 million, compared with just under £16.0 million in 2016/17.

Of the 39% of our budget spent on Leisure and Environmental Services, over half (53%) went on services such as refuse collection, recycling and street cleaning, the remaining was spent on services such as maintaining our parks and amenity areas, management of our leisure facilities, markets and parking.

Of the 8% of our budget spent on Policy and Community Development, over £400,000, or 20%, was paid to local organisations in the form of grants.



What we have delivered for you.

Over the last year, the Council has:

- Refurbished the Bancroft Gardens play area. The £75k project resulted in the installation of a new adventure climbing structure with a slide and a pendulum swing. In addition, a standing stone circle and boulders have been added to encourage more imaginative play.
- Opened a new skate park at Norton Common. The £140k project has resulted in the installation of a completely revamped skate park. It offers riders of all ages a range of ramps, ledges and banks, together with an exciting new bowl section.
- Completed the redevelopment of North Herts Leisure Centre to provide a new café, learner pool, wet changing areas and fitness studio.
- Submitted a Local Plan to the Planning Inspector for the period 2011-2031 that identifies areas in the District suitable for future sustainable development.
- Launched a new service to keep people independent when they're out and about. Complementary to the Council's Careline service for inside the home, Herts Bernie is a portable pendant and GPS locator that can summon help from wherever you are.
- Achieved 100% satisfaction for its Herts Careline service in a customer survey.
- Made improvements to our online benefit claims and payments process to better serve those most in need.

Our objectives for 2018/19

The Council set three objectives for 2018/19 and onwards:

Attractive & Thriving



To work with our partners to provide an attractive and safe environment for our residents, where diversity is welcomed and the disadvantaged are supported.

Responsive & Efficient



To ensure that the Council delivers cost effective and necessary services to our residents that are responsive to developing needs and financial constraints.

Prosper & Protect

To promote sustainable growth within our district to ensure economic and social opportunities exist for our communities, whilst remaining mindful of our cultural and physical heritage.



Projects to support these objectives through 2018/19 include:

- Delivering improvements to green spaces, including;
 - Renovation of the play area in the District Park at Great Ashby.
 - Construction of a Multi use Games area at Bancroft Recreation Ground in Hitchin.
 - Construction of a pathway and roadway at Wilbury Hills Cemetery, Letchworth.
- Designating air quality management areas in Hitchin to address the improvement of the air quality of the area around Stevenage Road and Payne's Park.
- Investigating options for extending and improving electric vehicle recharging facilities in the District.
- Supporting community groups such as 'Street Angels, Hitchin' (who patrol Hitchin Town Centre at weekends and assist late-night revellers) and others concerned with community safety to assist in creating and maintaining a safe environment.
- Facilitating access to debt and budget management advice through supporting the Citizens Advice service and the Black Squirrel Credit Union, a local volunteer credit union who provide low cost loans.
- Working with partners to address homelessness through a range of measures, including use of an outreach service and working with partners to seek alternative accommodation options.
- Implementing our Economic Development Strategy to increase inward investment and business development opportunities by exploiting opportunities offered by new enterprise zones and continued support of local business through our Go Local Policy.

New Paths for Oughtonhead Common

“ Work is currently underway to improve the path network, tackling the most problematic areas

”

Oughtonhead Common on the north-western edge of Hitchin is a rare wetland site in Hertfordshire. A mosaic of reed-beds, grasslands, woodlands and scrub provides a haven for a wide variety of wildlife, including kingfishers, glow worms, otters and water voles. The site is a designated Local Nature Reserve and is highly valued by the local community as a public open space. The Countryside Management Service (CMS) work with owners NHDC and the local community to help keep this Local Nature Reserve special.

Parts of the site are wet for much of the year, due to springs rising up from the chalk below, which makes it fantastic for wildlife. However, this flood-prone characteristic of the site also results in muddy footpaths, often restricting access for visitors. Work is

currently underway to improve the path network, tackling the most problematic areas such as the eroded sections of the riverside path which runs adjacent to the ecologically important chalk river, the River Oughton. Works are also underway to surface sections of the perimeter path to the south of the site. This route provides fantastic views across the common, where you can observe the grazing English Longhorn Cattle. Collectively, the path improvement works will allow greater access and encourage more people to explore the common and the nature on their doorsteps.

For more information on the management of Oughtonhead Common visit the CMS website: www.hertfordshire.gov.uk/cms, email: northeast.cms@hertfordshire.gov.uk or tel: 01992 588433

Volunteers managing valuable habitats at Burymead Springs

Burymead Springs in Hitchin runs along the River Hiz and is part of a chain of wetland sites providing a valuable series of stepping stones for wildlife along the valley. It is a haven for wildlife in an industrial setting, sandwiched between the Hitchin railway flyover and a scrap yard. The crystal clear chalk river is particularly special, being a globally rare habitat and unique to England and northern France. The water is very pure and hosts lots of invertebrates and many rare species such as water vole and otter. Its reed-bed is one of the largest in the area, and

supports breeding reed warblers and sedge warblers in the summer, and roosting reed buntings in the winter. This valuable site is owned by NHDC, who manage it in partnership with the Countryside Management Service (CMS).

To help conserve the habitats and species at Burymead Springs, CMS volunteers have recently cut back some of the reed-bed, which increases habitat diversity and benefits its wildlife. They also collected rubbish from the River Hiz, helping to keep its unique chalk river habitat intact. A conservation cut of

the wet and dry meadow was also carried out. This is essential to the maintenance of structure, balance and diversity in the meadows. Without this management it would become coarse and rank, losing both variety and interest, and would eventually turn into scrub or woodland.

CMS volunteers work around North Herts every week. If you are interested in joining them, visit the CMS website: www.hertfordshire.gov.uk/cms email: northeast.cms@hertfordshire.gov.uk or tel: 01992 588433.



SMILES ALL ROUND AS NHDC WINS GREEN FLAG AWARDS

Five of the district's parks and open spaces were awarded Green Flag awards this Summer, some for the ninth year running!

The prestigious awards recognise the best parks and open spaces in the UK. The following sites received awards:

- Oughtonhead Common Local Nature Reserve in Hitchin received the award for a third year running
- Ivel Springs Local Nature Reserve in Baldock received an award for the fourth year running
- Howard Park and Gardens in Letchworth received the national award for the fifth year running

- Norton Common Local Nature Reserve in Letchworth received the award for the ninth year running
- Priory Memorial Gardens in Royston received the award for the ninth year running

The Green Flag Award scheme recognises and rewards well managed parks and green spaces, setting the benchmark standard for the management of recreational outdoor spaces across the UK. Sites are judged to ensure spaces are managed to meet the needs of their local communities and maintained to a high standard. www.greenflagaward.org.uk



Careline services for people living with Epilepsy

NHDC's Herts Careline is well known for the pendant alarm and telecare services it offers. But did you know it also offers other specialist services, including for people living with Epilepsy.

There are many different epilepsy monitoring solutions available for adults and children, including various intelligent monitors and smart watches that alert family members to a seizure. This equipment can be

monitored by the family and / or by Herts Careline's Control Room. The service is designed to increase the independence of the person living with the condition, and give families and carers reassurance that help is on hand 24/7 if necessary.

Information can be found at www.care-line.co.uk, telephone 0300 999 2 999 or you can collect a brochure from the Council Office Reception.

Baldock children saddle up for future success



A project that aims to help pupils with emotional, behavioural and mental health needs, launched this Summer.

The Pupil Equine Training Scheme, or PETS for short, is a course that works with children from Brandles School in Baldock. Pupils aged 11-16 years visit the Courtlands Riding Stable in Stevenage regularly to learn to care for the horses and help with the upkeep of the stables. Pupils also receive a free riding lesson and take part in an awards ceremony to celebrate their achievements upon completion of the course.

Numerous studies have shown that animals have a therapeutic and positive impact on children who may find it difficult to connect with everyday tasks. It is hoped that those chosen to participate will benefit from forming a close connection with the horses, which in turn will help with their self esteem, educational attainment and ability to integrate into their local community.

PETS is a Hertfordshire Fire and Rescue Service initiative that is being run in partnership with NHDC and the stables. Funding for this potentially life changing project was received from the Hertfordshire Police and Crime Commissioner.

PETS will run until March 2019.



WHAT'S ON

this Winter

EVENTS & EXHIBITIONS

ROYSTON MUSEUM

5 Lower King Street,
Royston, Hertfordshire,
SG8 5AL
01763 242587
www.roystonmuseum.org.uk

Royston and the Great War Wednesdays, Thursdays and Saturdays, 10am – 5pm, until 17 November

An exhibition to mark the centenary of the Armistice. This exhibition brings to life the names of the men on Royston's War Memorial. Discover more about them and what life was like for those still in Royston during the war. Free admission.

BRITISH SCHOOLS MUSEUM

41/42 Queen Street, Hitchin, SG4 9TS
01462 420144
www.britishschoolsmuseum.org.uk

Herts at War Exhibition Fridays and Saturdays, 10am to 4pm and Sundays 2pm to 5pm. Runs until 8 December.

Explore the museum's First World War exhibition and pay your respects to the fallen on 11 November at 3pm, to help mark a poignant and historic day. £5.50 entry for adults. £3 a child (5-17).

Christmas Fayre 8 December, 10am to 2pm

Enjoy a Victorian Christmas experience in the museum's festively decorated Headmaster's House, with lots of stalls, games and food and drink to keep you feeling merry. Free entry.

MUSEUMS & GALLERIES

NORTH HERTFORDSHIRE MUSEUM

Brand Street, Hitchin, SG5 1HX (entrance via Hitchin Town Hall in Brand Street)
01462 474554
www.north-herts.gov.uk/museum
Tuesday – Saturday 10.30am – 4.30pm.
Admission free.

'North Herts Undaunted: Our Fight for the Vote' exhibition 13 October – 1 December

In the centenary year of women achieving the right to vote, this exhibition tells the story of women in our area who campaigned for that right. Featuring letters and memorabilia from Hitchin suffragette, Elizabeth Impey.

Paul Kidby: Discworld and Beyond 15 December 2018 – 9 February 2019, Tuesdays – Saturdays, 10.30am – 4.30pm

Are you a Terry Pratchett fan and do you love fantastical illustrations? If so you'll love this exhibition. Paul Kidby has illustrated the Discworld books and this exhibition showcases his illustrations and book covers. Lots of favourite characters included like Rincewind, the Wee Free Men and of course, Death!

BROADWAY STUDIO AND ART GALLERY

Broadway Studio & Gallery, 2 The Arcade, Letchworth Garden City
01462 476110
www.broadway-lethworth.com

Eduardo Paolozzi: General Dynamic F.U.N art exhibition 26 October – 13 January

Sir Eduardo Paolozzi (1924–2005) was one of the pioneers of the pop art movement in the UK. A Hayward Gallery Touring Exhibition from the Southbank Centre, London. Free Entry.

BROADWAY CINEMA AND THEATRE

Broadway Cinema & Theatre, Eastcheap, Letchworth Garden City 01462 681088
www.broadway-lethworth.com

Rory Bremner and Jan Ravens 14 November, 7.30pm, ages 16+

Two of Britain's finest impressionists come together on one bill to make sense (and nonsense) of the world. Tickets £20, Concessions £18.

Santa's New Sleigh 9, 10, 11 December, show times vary.

Christmas is approaching and Santa's Sleigh is nowhere to be found. Will Sprocket and Dibs be able to create a new sleigh in time or will Christmas be cancelled? Can you help them save the day? Audience participation, sing-alongs and a present from Santa for every child. Tickets £13, Family £48. Ideal for up to 8 years.

ASHWELL

Ashwell Christmas Fair 8 December, 9.30am – 2.30pm, St Mary's Church

A festive fair featuring unique and handmade gifts, cards, art and more, with live carols and food and drink. £1 entry.

BALDOCK

Baldock Christmas Fair 1 December, 11am – 7pm

Festive fun for all the family – Christmas craft stalls, food and entertainment.

TOWN & VILLAGE EVENTS



St Mary's Church Christmas Tree Festival

1 - 2 December

Christmas trees decorated by residents, schools and organisations in all manner of styles will turn St Mary's church and hall into a fantastic venue. Refreshment and lunches (Saturday only) will be on offer along with home-made cake and biscuits. There will also be a Santa's grotto.

Variety at Christmas

**13 - 14 December,
Baldock Community Centre**

Herts Variety Christmas Show promises songs, fun and a little bit of everything. Tickets are £5 (concessions £3.50) from the Community Centre.

GREAT ASHBY

**Great Ashby Christmas Fayre
9 December, 2pm - 4 pm, Great
Ashby Community Centre**

Great Ashby Community Council's annual Christmas Fayre will see lots of stalls, festive gifts and a visit from Father Christmas. Admission free.

HITCHIN

**Christmas Lights Switch On
23 November, 4pm - 8pm,
Hitchin Market Place**

Festive fun as the Christmas lights are switched on, bringing cheer to Hitchin Town Centre.

Living Nativity

**1 December, 1pm - 4pm,
Hitchin Market Place**

Walsworth Road Baptist Church and Ark Farm have teamed up to bring the nativity to life in Hitchin's Market Place.

Big Weekend

**8 - 9 December, 10am - 4pm,
Hitchin Market Place**

Visit Santa in his Grotto, see the giant Snow Globe, watch the reindeer parade and meet the snow lion!

ICKLEFORD

**Ickleford Remembers: Armistice Centenary Commemorations
11 November**

Events include Service of Remembrance, commemorative tree planting and village commemoration. An exhibition of WW1 related items will be on display in Ickleford Primary School hall.

St Katharine's Church Christmas Fayre

**1 December, 11am - 2.30pm,
Ickleford School**

Father Christmas, crafts and many other stalls. Mulled wine and mince pies, refreshments including homemade soups. Fun for all the family and a grand draw at 2pm!

**Carols on Ickleford Village Green
19 December, 5.30pm**

With choir, Christmas tableau and refreshments.

KIMPTON

Christmas Market

**8 December, 12.30pm - 6pm,
The Green, Kimpton**

Discover locally sourced handmade gifts for the whole family, enjoy top quality festive food and drink accompanied by Christmas music and visit the magical Christmas Grotto.

KNEBWORTH

**Knebworth Winter Festival,
9 - 10 November, 10am - 8pm
and 11 November 10am - 5pm,
Knebworth House**

Buy Christmas gifts at over 200 craft and gift stands and walk through the enchanted garden to find Father Christmas and his Grotto. Festive food and drink stalls in a festive themed outdoor food and drink village. Visit www.knebworthhouse.com for further information.

LETCWORTH GARDEN CITY

**Letchworth Art Society
Autumn Art Exhibition**

**9 - 24 November, open
Monday - Saturday, 10am to
4.45pm, Community Museum
Gallery, in the Arcade**

Artwork by local artists - oils, watercolours and acrylic media.

For further information email briannewbery@hotmail.com

**Letchworth Christmas Gala
& Lights Switch On**

**24 November, 12pm - 7pm,
Letchworth Town Centre**

Festive music and entertainment on the big stage, food and drink, fun fair, snow globe, Father Christmas parade and the town lights switch on with fireworks! Visit www.loveletchworth.com for more details.

ROYSTON

Rudolph's Christmas Trail

1 December, Royston Town Centre

Rudolph has been hiding Christmas characters in selected shop windows in town. Follow the Christmas trail to find the numbered toys and complete a trail to receive a gift from Santa.

Royston Christmas Market

**15 December, Royston Town
Centre**

Visit Santa's Grotto and enjoy entertainment, Christmas stalls and more.



New cycle racks pop up in Letchworth

Adults and children in Letchworth are now able to securely park their bicycles and scooters in more places thanks to a project delivered by NHDC.

In September 2016, the Council was approached by various community venues and schools in Letchworth for help with providing adequate storage provision for bicycles and scooters. The aim of the project was to encourage residents of Letchworth, including children, to be more active on their journeys and reduce the amount of cars on our roads.

Working in partnership with Transition Town Letchworth, who assisted with site surveys and administering the project, NHDC has completed installation or refurbishment of 16 bicycle racks in Letchworth at:

- Garden City Academy, Radburn Way
- Grange Junior School, Sparhawke
- Guide Hut, Icknield Way
- Highfield School, Highfield
- Hillshott Infant School, Hillshott
- Letchworth Town Hall car park
- Lordship Farm school, Fouracres
- North Hertfordshire Homes flats – 4 sites: Jarden, Kyrkeby, Lannock and Oakhill
- North Herts Leisure Centre
- Pixmore Junior School, Rushby Mead
- Scout Hut, Rushby Mead
- St George's Church, Norton Way North
- Stonehill Primary School, Western Close

The project provides safe parking for approximately 260 bicycles and 144 scooters in Letchworth at any one time. The £130,000 cost was met by Section 106 funding.

This type of funding comes from developers who provide contributions to offset negative impacts caused by construction and development.



NORTH HERTS UNDAUNTED: OUR FIGHT FOR THE VOTE



A new exhibition at North Hertfordshire Museum tells the story of the women in our area who campaigned for their belief that women should have the right to vote.

'North Herts Undaunted: Our Fight for the Vote' opened on 13 October and sheds a light on local suffrage experiences. Elizabeth Impey of Hitchin was arrested for 'disorderly conduct' in 1907 just for walking three abreast outside Parliament, whereas Letchworth's Jane Short became more militant. She had previously broken the windows of both Baldock and Hitchin Post Offices and was later imprisoned for arson. Lady Constance Lytton of Knebworth House was force-fed so harshly that her health never recovered.

North Hertfordshire Museum is fortunate to have a collection of Mrs Impey's suffragette letters and mementos. These include her Holloway badge, her Votes for Woman rosette and scarf, and an autograph book signed by famous suffragettes such as Christabel Pankhurst, Annie Kenney and Millicent Fawcett. All three came to speak at Hitchin Town Hall, causing near riots in the town - on several occasions mounted police reinforcements had to be brought in from other parts of the county.

The Impey's house in Whinbush Road was once stormed by a large crowd of anti-suffragette men and women, and Mrs Impey was sent unpleasant anonymous postcards - the Edwardian version of a vicious tweet.

The exhibition runs from 13 October to 1 December, Tuesday to Saturday, 10.30am - 4.30pm.



PAUL KIDBY: DISC WORLD AND BEYOND.

Are you a Terry Pratchett fan? Do you love fantastical illustrations? If so, you'll love our forthcoming Discworld exhibition. Paul Kidby has illustrated many of the famous Discworld books, and this exhibition showcases his wonderful illustrations and book covers.

Lots of favourite characters are included, like Rincewind, the Wee Free Men, and of course, Death! The exhibition also features Paul Kidby's own work, influenced by British folklore and landscapes. The exhibition starts on 15 December, and runs until 9 February 2019, Tuesday to Saturday, 10.30am - 4.30pm.

Find out more about both exhibitions by visiting: www.north-herts.gov.uk/museum



Are you ready for winter?

As we head towards the winter months, it's worth thinking about how you can prepare yourself for the colder weather.

- **Prepare** your property and vehicle and take responsibility for your own safety
- **Look** after the elderly and vulnerable in your community
- **Be aware** of the latest weather forecasts and warnings from the Met Office
- **Be prepared** to alter your plan in times of severe weather

- **Sign up** to severe weather warnings at: www.metoffice.gov.uk/guide/weather/warnings

Met Office weather warnings are available in a number of ways, which make it easy to get the very latest information wherever you are. These include via the Met Office app and website, social media, email alerts, TV, radio and RSS.

For more tips, visit the Met Office website: www.metoffice.gov.uk and search 'Winter Readiness'.

NH NOW

Did you know we recently published the first edition of our new digital magazine, NH Now. We will still be printing Outlook but will now also be producing the digital magazine three times a year. You can find it at www.north-herts.gov.uk/nhnow



We would love to know what you think!

Council Meetings

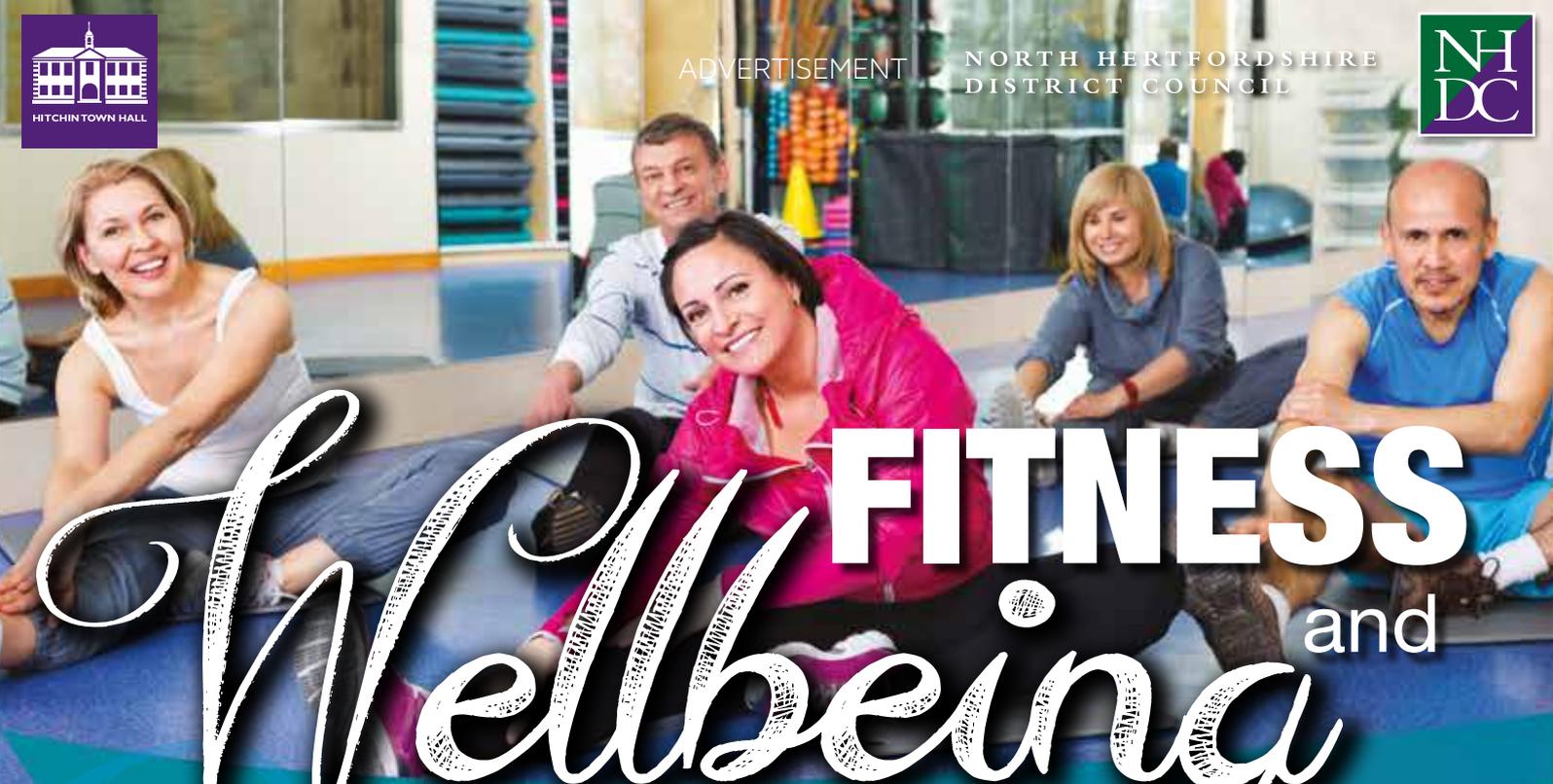
COMMITTEES – 5 NOVEMBER 2018 TO 3 MARCH 2019 (7.30pm unless otherwise stated)

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

NHDC is going paperless for its Council Meetings so we can save money by not printing and distributing lots of paper. Please download the **Mod.Gov App**, to download publicly available meeting papers onto your phone or tablet.

DATE	COMMITTEE	VENUE
Thursday, 15 November 2018	Planning Control Committee	Council Chamber, DCO, Letchworth GC
Thursday, 22 November 2018	Council	Council Chamber, DCO, Letchworth GC
Wednesday, 28 November 2018	Royston & District Committee	Royston Town Hall, Melbourn Street, Royston
Monday, 3 December 2018	Baldock & District Committee	Baldock Community Centre, Simpson Drive, Baldock
Tuesday, 4 December 2018	Hitchin Committee	Westmill Community Centre, John Barker Place, Hitchin
Wednesday, 5 December 2018	Letchworth Committee	Council Chamber, DCO, Letchworth GC
Thursday, 6 December 2018	Southern Rural Committee	Council Chamber, DCO, Letchworth GC
Tuesday, 11 December 2018	Overview & Scrutiny Committee	Council Chamber, DCO, Letchworth GC
Thursday, 13 December 2018	Planning Control Committee	Council Chamber, DCO, Letchworth GC
Monday, 17 December 2018	Finance, Audit & Risk Committee	Council Chamber, DCO, Letchworth GC
Tuesday, 18 December 2018	Cabinet	Council Chamber, DCO, Letchworth GC
Wednesday, 19 December 2018 (3pm)	Joint Staff Consultative Committee	Council Chamber, DCO, Letchworth GC
Thursday, 10 January 2019	Council Tax Setting Committee	Council Chamber, DCO, Letchworth GC
Wednesday, 16 January 2019	Planning Control Committee	Council Chamber, DCO, Letchworth GC
Thursday, 17 January 2019	Council	Council Chamber, DCO, Letchworth GC
Tuesday, 22 January 2019	Overview & Scrutiny Committee	Council Chamber, DCO, Letchworth GC
Monday, 28 January 2019	Finance, Audit & Risk Committee	Council Chamber, DCO, Letchworth GC
Tuesday, 29 January 2019	Cabinet	Council Chamber, DCO, Letchworth GC
Thursday, 7 February 2019	Council	Council Chamber, DCO, Letchworth GC
Thursday, 14 February 2019	Planning Control Committee	Council Chamber, DCO, Letchworth GC
Tuesday, 19 February 2019	Standards Committee	Council Chamber, DCO, Letchworth GC
Thursday, 28 February 2019	Council Tax Setting Committee	Council Chamber, DCO, Letchworth GC





Wellbeing

FITNESS and

at Hitchin Town Hall 2018



Mondays 11am – 12pm £7
A modified Zumba class that recreates the original moves you love at a lower intensity. Improve your cardiovascular, muscular conditioning, flexibility and balance whilst having fun!



Tuesdays 7 – 8pm £7
Thursdays 7 – 8pm £7
Dance to great music, get fit and have an awesome time at our Tuesday and Thursday Zumba classes.



Wednesdays 11am – 12pm £6
Suitable for seniors, this low to moderate dance focused exercise class is great fun for all. Tone up, get fit and leave feeling invigorated and re-energised!



Tuesdays 10 – 11am £6
Thursdays 12.30 – 1.30pm £6
Relax and de-stress in our Tai Chi classes. Low impact exercises focus on correct posture and calm breathing techniques to promote harmony of mind and body.