

ABOUT

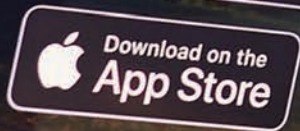
WATFORD



WATFORD
BOROUGH
COUNCIL

Autumn 2020

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the app



**Sustainable,
on-demand public
transport for
Watford, in a click**





Peter Taylor
Elected Mayor of
Watford

[www.watford.gov.uk/
electedmayor](http://www.watford.gov.uk/electedmayor)

'It was the best of times, it was the worst of times.'

It's been a tough year and there's still a lot to do to beat COVID-19 - we owe it to those who have lost loved ones to continue to do everything we can to stop the spread of the virus. Amidst the profound sadness, there is still much hope, and I am extremely proud of Watford and the way we have pulled together.

From our NHS staff and care workers, to shop and postal workers and those who empty our bins, so many have gone above and beyond. My thanks to them all.

Our Watford Helps volunteering initiative is a testament to our town - 1,600 offered their services, with over 8,300 receiving support. Our COVID-19 appeal has raised over £157,000 of vital funding, helping over 50 charities and voluntary groups to continue their fantastic work across our borough.

Watford Together has helped connect our community through arts and culture, with hundreds participating in the 'One Town, One Book' scheme. My regular Sunday evening quiz with Luther Blissett has also proved popular.

Just before lockdown we launched the Beryl bike-share scheme - as part of my manifesto to deliver more sustainable transport. It has proved hugely popular with residents, who've taken 50,000 journeys to date, and we have recently started a pilot project with electric bikes.

The ArrivaClick on-demand minibus scheme is also now in operation, to help

cut car use. It's a terrific resource, which I've been using myself. There's more info on page 10 about this service.

Our Environmental Health team has been working hard with local businesses to help them reopen safely, and we've developed a COVID-19 safety 'Confidence Mark' for the town, which many licensed taxis are using to show they have implemented the necessary safety changes. You can read more about this on page 24. We are also launching a new support programme for small businesses and start-ups, with not-for-profit social enterprise, Wenta, which is designed to help existing businesses to recover and support new businesses to thrive.

It's been a tough time for retailers across the UK, with Watford being no exception. Despite our best efforts, John Lewis decided not to reopen their Watford store, with both Debenhams and Intu going into administration. Our town centre remains vibrant and busy and I am confident Intu will be sold soon to another property management company. I'm pleased to confirm that a Next multi-brand beauty and home store will fill the Debenhams space soon. I would urge you all to support our town centre, safely, whenever you can.

Finally, like many of you, I am also sad to see our football club relegated this year. If only there were points for community contribution - their support for Watford General Hospital over the past months has been truly top of the Premier League!



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Watford Together

OUR TOWN. OUR FUTURE

Welcome to our new Council Plan.

We pride ourselves on thinking bigger for Watford, so we can achieve the best for our town, our residents and our communities. In what have been some of the most challenging times we have ever faced, it is now more important than ever that our big ideas can set the right direction for Watford and accomplish great things for the future. Here is an outline of our new Council Plan, which sets out what we want to achieve over the next four years, to enable our town to flourish and emerge even stronger than before.

Elected Mayor of Watford, Peter Taylor

Our corporate themes

1 A council that serves our residents

We are a different kind of council – pioneering and always searching for better answers; a bold council that gets things done, focuses on opportunity and challenges old-fashioned thinking. We work as ‘one team’ and everything we do is to make our town successful and improve the lives of our residents.

Our commitments

- Make sure our council is a caring and collaborative organisation that puts what matters to people at the heart of everything we do.
- Deliver high-quality, sustainable services.
- Empower leaders at all levels in our council to inspire our organisation and our communities.

- Focus our budget to deliver on our commitments and secure investment to work for Watford.
- Welcome innovation, technology and new ways of working, to continuously improve.

2 A thriving, diverse and creative town

We want Watford to be an outstanding place for everyone: residents, business owners and visitors alike. Our plans have created a thriving and attractive town, but we know we cannot stand still. We must always look to the future and be ambitious for Watford, to guarantee our continued success and prosperity. This has never been more important as we look to thrive post COVID-19.

Our commitments

- Promote Watford as an enterprising town where businesses can invest, grow and succeed.
- Create thriving and affordable neighbourhoods and the right environment for businesses to flourish.
- Ensure the right mix of facilities, services and transport links as part of new developments to create successful, well-designed new communities.
- Make sure we have quality homes to meet the needs of residents, including housing that is affordable through ownership, private rental and social housing.
- Build on our new, greener ways to travel in and around Watford and promote the transition to a low-carbon economy.



3 A healthy and happy town

Our communities are the strength and the heart of Watford. We know they have great civic pride and enjoy getting involved in the life of the town. We have seen them care for each other like never before and we want this great spirit to be the launchpad for something very special for Watford in the years to come. Our diverse town inspires us every day and we want its communities to really feel a part of our joint future.

Our commitments

- Celebrate our diversity, heritage and culture, to make Watford a place for people to succeed, from childhood to old age.
- Enable our cultural and creative sectors to flourish.
- Ensure we have quality events, recreational opportunities and outdoor spaces for people to get together, feel part of the town and boost their health and wellbeing.
- Work even more closely with the voluntary and community sector to build a resilient community where people support each other.
- Work with partners to end rough sleeping and help people enjoy better lives.

OUR GUIDING PRINCIPLES UNDERPIN HOW WE DELIVER ON OUR THEMES AND COMMITMENTS

Excellence Promotion Impact Enterprise Leadership Caring

- Work with partners to deliver excellent outcomes for our customers and communities.
- Promote Watford widely to maximise our town's potential.
- Use our resources wisely to maximise financial, social and environmental impact.
- Challenge ourselves to be ambitious and entrepreneurial.
- Bring people who care about the town together, to get things done.
- Respond thoughtfully, to show our readiness to help others.

Bringing the town together in a time of adversity

The lockdown hasn't stifled the cultural and creative activities of Watford's residents, who've been quizzing, reading and taking photos as part of our Watford Together initiative, delivered with our arts, culture and leisure partners.



One Town, One Book

We teamed up with Sunday Times bestselling author, and former Watford resident, Katharine McMahon to unite the town through our love of reading. Residents were invited to read Katharine's latest book, *The Hour of Separation* (which is partially set in Watford), and join in with a series of virtual book club sessions and a writing workshop, all hosted by the author.

As well as being featured on BBC Radio 4's arts programme, *Front Row*, the initiative pushed *The Hour of Separation* to the top of Watford Waterstones' bestsellers list! Plans are underway to run it again next year, focusing on a children's novel. Tell us what you think of Watford Together at: www.surveymonkey.co.uk/r/watfordtogether

Big Bold Community Quiz

Hundreds of you tuned in for our Sunday evening quiz, hosted by Elected Mayor, Peter Taylor, and Watford FC football legend, Luther Blissett. With music from Electric Umbrella, and a host of celebrity guests, including actor Mark Bonnar (who starred in ITV's *The Quiz*) and Liverpool, Watford and England soccer star, John Barnes, quiz participants raised over £3k for our Watford Helps COVID-19 appeal, which has supported over 50 of the town's charities to date.



Millie Lovelock-Halladey

Photography competition - Watford in extraordinary times

Over 80 entries were submitted for our photography competition, which aimed to capture the pandemic period through the eyes of residents. The winner of the children's category was Millie Lovelock-Halladey, and of the adult's, Raluca Nemteanu. Well done to the eight runners-up: Dilan Modha (10), Harry Quinn (9), Mahi Ruparelia (8), Moreen Mero, Lisa O'Brien, Pratiksha Modha, Tricia Staunton and Zoe Tunstall. The photography will be used in a special exhibition at Watford Museum and other venues around the town.



Raluca Nemteanu

We're updating the electoral register for Watford. You can help us to do this safely and efficiently by following the steps on the form we've recently sent you in the post.

To avoid the need for council staff to visit you, if your letter requires a response and you have not already done so, please don't delay.



**WATFORD
BOROUGH
COUNCIL**

Community spirit in abundance in Watford

Watford people have always pulled together in tough times and our vibrant communities have responded to the Coronavirus pandemic with great spirit, through volunteering, supporting local charities with donations and with terrific acts of kindness and heroism.

Over 1,600 people responded to Watford Borough Council's call for volunteers at the start of the pandemic; they've been delivering groceries to people self-isolating and shielding; picking up prescriptions; making friendly calls to people living alone; dog walking for people who could not get out; or helping out at a local food bank. Neighbours have been connecting and looking out for each other more than usual and informal support groups in local areas were organised to help people in need.

Over £157,000 was raised in response to the COVID-19 charities appeal, launched by Elected Mayor, Peter Taylor, and Watford and Three Rivers Trust, with extensive support from Watford FC legend Luther Blissett and his partner Lauren. The appeal was set up to raise funds for local charities on the front line of the response to the COVID-19 outbreak who were providing support to residents across the town.

Over 50 local charities have benefited from appeal funds, which have been used to provide emergency food and medical supplies to isolated people; accommodation and support for

rough sleepers; a lifeline to victims of domestic abuse; financial advice to people who've lost their jobs; and care for households suffering bereavement.

Elected Mayor of Watford, Peter Taylor, said

"I am extremely proud of how our town rose to the many challenges of the Coronavirus emergency and bowled over by the generosity of people in Watford. I am proud to be Mayor of such a generous and community-orientated town."

Generous donations to the appeal have been made by local company, Camelot, who run the National Lottery, and Watford-based estate agent, Imagine. The scheme has also had support from local, well-known figures, including the BBC's Chris Stark; Kelly Smith MBE, England's greatest ever female footballer and all-time top goalscorer; 80s popstar, Limahl; ex-Watford FC stars, Luther Blissett, Richard Johnson, Nigel Gibbs and Tommy Smith; actor Mark Bonnar; and Saracens and England rugby favourite, Maro Itoje. You can find out more at: www.watfordcovidappeal.org



If you or someone you know needs help go to:
www.communityhelps.org

Local charities in the town have been working wonders on the front line of the Coronavirus crisis, despite an unprecedented fall in their income. Our Watford Helps COVID-19 Charities Appeal has helped the following organisations and more:

- 3R and Watford School Partnership
- Citizens Advice Watford
- Colnbrook School
- Community Learning Partnership
- The Dan Tien
- Disability Watford
- Electric Umbrella
- GoKula Café
- Guideposts Trust
- Headway Hertfordshire
- Herts Inclusive Theatre
- Herts Mind Network
- Herts Musical Memories
- Homestart Watford and Three Rivers
- Hope Charity
- New Hope
- One Vision Project
- One YMCA
- Peace Hospice Care
- Playskill
- Pump House Theatre
- Random Café
- SEWA Day
- SPACE
- Small Acts of Kindness
- Sri Guru Singh Sabha Watford
- The Bowley Charity
- The Living Room (Watford Centre)
- Watford COVID Support Group
- Watford Elim Church
- Watford Foodbank
- Watford Mencap
- Watford Women's Centre
- Watford Workshop
- Wellspring Church



1,600

**Watford Helps
volunteers**



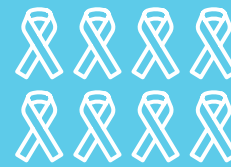
8,300

**Acts of
kindness**



£157,000

**COVID-19 Charities
Appeal money raised**



50+

**Number of
charities helped**

Dina, Volunteer at SEWA Day said:

“It is really disheartening to see so many people struggle in this pandemic, but it is also overwhelming to see the kind-hearted community of Watford come together and unite to provide essential provisions and signposting for professional assistance.

With every small act of kindness SEWA Day volunteers continue to provide Selfless Efforts for the Welfare of All (SEWA). We have served the community by providing food parcels, hot meals and personal hygiene products, also provided transportation to NHS staff to get to work during the lockdown period. It has been an emotional roller coaster on ground level, as you see the suffering and hear the real-life stories of how our community is suffering through these unprecedented times. If each person in our community can do one act of kindness, it can change someone's life.”

Siobhan from Watford and Three Rivers

Trust said: *“We have supported residents of Watford, Bushey and Three Rivers throughout the pandemic by providing supplies, collecting prescriptions and offering a personal shopping service to the elderly, vulnerable and those who have been required to shield. At the peak, we were providing support to c.130 households each week. We have also taken on ad hoc requests, such as delivering parcels, welfare door-stop checks and even collecting a cat to temporarily rehome it, whilst the owner was unable to care for it.*

The response from the volunteers has been nothing short of incredible. It has been absolutely amazing to witness people within our community, all from different walks of life, come together and work together to support those in need.”

Sustainable, on-demand public transport for Watford, in a click



ArrivaClick gears up to offer safe, reliable and sustainable transport in Watford.

An exciting, new, on-demand bus service has been launched this summer, providing an alternative and greener way to get around town. Approved on 1 July, the ArrivaClick service is to be phased in gradually, and will be scaled up as COVID-19 restrictions are lifted.

Just click and go!

The demand-responsive minibus service, subsidised by Watford Borough Council, offers value-for-money transport in a price range that sits between an average bus and taxi fare and can be booked and paid for via a free smartphone app, available at: www.watford.gov.uk/arrivaclick

How it works

Download the app from Google Play and the App Store - just type in ArrivaClick - Watford.

Type in your destination and you will be sent a pick-up point.

Charges range from £1.00 - £2.50 per mile, with discounts available via weekly passes and credit bundles.

Operates

6am - 10pm, Monday to Thursday
6am - 11pm, Friday and Saturday
8am - 9pm, Sunday

From A to B, in safety and comfort

Unlike traditional public transport, the new service does not follow fixed routes. Customers can book from the comfort of their own home and the service, which responds to demand, picks up passengers from a 'virtual stop' close to their starting point. Each bus has comfortable seating, tables, free Wi-Fi, USB chargers and air conditioning, ensuring a comfortable and convenient journey.

The service is currently operating with a fleet of three minibuses, at a reduced capacity of a maximum of four people at any one time. Passengers will be asked to comply with the latest government guidance, such as wearing face coverings, and drivers will also be following government guidelines. Customers are already telling us how much they love the service, with all ratings either 4.5 or 5 star to date.

"We look forward to welcoming you on board."

Adam Toone, Business Development Director, Arriva

Adam Toone, Business Development Director of Arriva, spoke positively about the future of the new partnership and overcoming the challenges brought by the COVID-19 pandemic: *"We are thrilled to see that, in partnership with Watford Borough Council, we are able to launch the ArrivaClick service."*

"It's really important that, digitally, public transport plays a key role as lockdown measures are eased. Customers can be reassured that we're cleaning the vehicles thoroughly, using disinfectant, and ensuring social distancing measures are followed at all times."

Where to?

The new minibuses will operate across the borough and additionally to Warner Brother Studios and Croxley Park, with prices ranging from £1 to £2.50 per mile. Further discounts are available via weekly passes and credit bundles.

Elected Mayor of Watford, Peter Taylor, commented: *"It is important that we offer new ways to travel around the town so that we can cut congestion and make our air cleaner."*

The introduction of the ArrivaClick service is just one step towards the council's ambitious goal to become net zero carbon by 2030, after declaring a Climate Emergency last year. Additional sustainable transport initiatives include the Beryl Bike Share Scheme, travelWatford app and EV charging points for electric vehicles across the borough. For more information, please visit: www.watford.gov.uk/sustainablewatford

"I am looking forward to welcoming the first buses to Watford and joining people in our town in using them to get around."

Peter Taylor, Elected Mayor of Watford



On your bike!

Reducing emissions and raising money: Watford's Beryl Bikes break 50,000 rides and raise funds for charity.

A net zero carbon Watford by 2030. It's not as far away as it sounds. But Watford's elected Mayor, Peter Taylor, is excited by the prospect of a cleaner, greener future, as new, more sustainable, transport initiatives are being introduced across the borough to help us reach this ambitious target.

One of the most successful initiatives is the new bike-share scheme, Beryl Bikes. Since its launch in March, 50,000 journeys have now been taken on Beryl Bikes. The scheme is open to anyone 16 and over, via the Beryl Bikes app, and operates 200 bikes from 42 bays located around the town.

"I am determined to do all I can to make Watford a cleaner, greener, less congested town."

Peter Taylor, Elected Mayor of Watford

Not only have Beryl Bikes proved a major success in reducing carbon emissions, they've also played an important role during the COVID-19 pandemic, helping people to get out and about during lockdown.

As a result, the scheme is now piloting a small number of electric bikes to help people with longer journeys and further bike-share bays are being installed at Meriden Community Centre, Watford Cycle Hub (Chaffinch Lane), Cassio Common and Knutsford playing fields on Radlett Road.

"The Beryl bikes have been brilliant, the app works great and the bikes give a smooth ride. I have used it 9 times so far!"

Andrew, Watford resident

Ride for Watford

Not only has the popular bike-share scheme played an important role in improving our air quality, it's also been the launchpad for a fund-raising campaign, Ride for Watford. In partnership with local software innovator, PLM Central Ltd, every trip on a Beryl Bike during the campaign saw 50p donated to the Watford Helps COVID-19 Charities Appeal. Funds were also raised via text and additional donations from Beryl.



A staggering 5,676 rides and 18,925 kilometres were recorded during the ride-to-donate initiative, with 468 rides taken on a single day.

Watford goalkeeper and keen cyclist, Ben Foster, has praised the participants of Ride For Watford, after it raised £2,806 for the appeal: *"I'd like to offer a massive thanks and congratulations to those who got behind this unique and worthwhile campaign to help vulnerable people in Watford. Your efforts will go a long way in making a real difference to local charities that are working to get vital money to where it is needed most."*



“I’d like to offer a massive thanks and congratulations to those who got behind this unique and worthwhile campaign to help vulnerable people in Watford.”

Ben Foster

Elected Mayor of Watford, Peter Taylor, added his thanks: *“This has been an incredible fund-raising initiative from Beryl and PLM Central for the Watford Helps COVID-19 Appeal, which now stands at £157,000. It is an amazing example of our local business community stepping up to support our town during this time of adversity.”*

For more information about Beryl Bikes or to discover more about sustainable transport in Watford, go to: www.watford.gov.uk/sustainablewatford



Exciting new sport, play and leisure facilities at Oxhey and Garston Parks

The new facilities have both opened – here’s a snapshot of what you can enjoy!



It’s been a busy year for our Parks Team, as they’ve been working hard to improve our outdoor community areas as part of the council’s ongoing commitment to continue improving parks and green spaces for everyone to enjoy.

Test your skills at our new skate parks

Test your skills at the new skate park in Oxhey Activity Park, where you’ll find a good mix of street obstacles, as well as a wide mini ramp, if you’re after some real air time. The park includes a bike pump track and smooth skate run,

so people of all ages and abilities can work on their wheel skills.

A jump box section means the younger bike and scooter enthusiasts can try out their jumps and aerial tricks too. Plus, a separate learners’ skate park, next to the café, gives absolute beginners the perfect spot to start honing their skills, before they progress to other parts of the park. The skate facilities at Garston Park will be on a smaller scale and include the following equipment: flatbank, funbox, spine ramp, quarter pipe and skateable bench.

Keeping it green

Both schemes also include fresh planting of a wide variety of shrubs and meadow species. More trees have also been planted to add to the borough's growing tree canopy (which at 18.2%, is higher than the national average of 16%) and a new wildflower meadow has been created at Garston Park. As well as making the parks even more beautiful, these initiatives support ecology and biodiversity, improve the soil and support the environment.

Go wild and get fit in the great outdoors

There's plenty for the little ones in our adventurous new children's play areas! Explore the play trails, swing on the jungle swing like a modern-day Tarzan, or zoom down the slides. It's important that everyone can join in the fun, and most of the equipment is suitable for children with disabilities. Keen to brush up on your table-tennis skills? Outdoor tables are available around the play areas, free of charge, just remember to bring along your bat and ball. Seating and picnicking areas can be found throughout both parks, so you can keep an eye on the kids and enjoy your lunch.

New riverside café at Oxhey Activity Park

The new riverside café at Oxhey, The Tasty Bean Café, means that everyone, from bikers to sportspeople, walkers to busy parents, can relax and enjoy a drink and snack. The café serves a delicious selection of hot and

cold food and drinks, to eat in or take away.

More exciting facilities to enjoy

- Keen and amateur cyclists can get on their bikes and try the new bike skills trail and footpaths winding through both parks.

- New entrances and improved walkways for improved connectivity have been installed at Garston Park.

You can find out more about all the open spaces around Watford at:

www.watford.gov.uk/parks



"I am delighted that we have completed the works at both Oxhey Activity Park and Garston Park. This is part of our ongoing manifesto commitment to keep improving parks and green spaces in Watford for children and adults alike to enjoy. The investment will ensure there will be plenty of opportunities to get active, have fun and enjoy being outdoors. We work hard to make sure we have fantastic parks and green spaces and that work will continue."

Peter Taylor, Elected Mayor of Watford

Live, work and enjoy Watford!

Watford Borough Council is committed to an ambitious redevelopment programme, to secure economic prosperity for decades to come.



Here are just some of the latest ongoing developments that are making Watford an even more attractive town to live, work, visit and invest in.

Key thoroughfare St Albans Road rejuvenation project nearly complete

(WORK ONGOING UNTIL LATE AUTUMN 2020)

Working with local businesses, the council has nearly completed its enhancement plan for St Albans Road, to help fulfil the long-term ambition to create a sustainable and vibrant local high street.

Improving this key route will make it a more pleasant place to live, work and shop. Pavement clutter, old paving and redundant street furniture will be removed, and soft landscaping, new and reused planters, and trees will create a greener environment and improve air quality. The new trees and planters will also prevent pavement parking.

Elected Mayor of Watford, Peter Taylor, said: *“St Albans Road is a key route into and out of our town centre. It is used by thousands of people every day and is an important place for businesses, leisure and socialising. One of my*

key manifesto commitments was to improve this area and I am pleased we have delivered. We must make sure that all of our town can benefit from investment, and schemes like these are really important in making Watford a better place.”

The project will also introduce new small ‘squares’ of high-quality public realm and community space on Hatfield Road, Victoria Road and Bruce Grove. New cycle stands will also be installed and signposting has been installed to the cycling ‘quite way’ along Bradshaw Road and Sandringham Road.





Station forecourt improvements kickstart plans to transform Watford Junction Station

Work is nearly completed on one of the first of a series of improvement projects to bring Watford Junction into the 21st century. The initial project aims to enhance the forecourt outside the station and create an improved 'gateway' to the town centre.

The refurbishment will create a safe, pedestrian-friendly environment, with more open, multifunctional space, with new paving and lighting, planting, seating and signposting. There will also be the beginning of a heritage trail through the town centre and a new Beryl bike-share bay for the front of the station.

One of the most noticeable additions will be the large, freestanding letters spelling out 'WATFORD', a concourse focal point to encourage photos and social media posts, raising the profile of the town.

In order to facilitate the improvements, bike parking has been moved from the forecourt to a secure, 300-capacity facility, just off the car park entry road, with free cycle-repair tools and a compressed-air device.

The project is part of a larger improvement programme to Watford Junction station concourse, expected to start in spring 2021. Find out more at:

www.watford.gov.uk/majorprojects

Major transformation of Clarendon Road continues

The £9.82m Clarendon Road transformation programme (2019-2025) emphasises its importance as a gateway and primary link between Watford Junction and the town centre, as well as being a key business area.

The scheme aims to improve accessibility, wayfinding, lighting, connectivity, pedestrian and cycle circulation, street and road layout and air quality. Improvements will take place until March 2025 to create a safer, greener and more attractive thoroughfare. Find out more at: clarendon-road.co.uk



The future of your council

You may have heard recently about government plans to review the organisation of local councils across the UK. This relates directly to us in Watford, as a district within a two-tier system. **Hertfordshire County Council is planning to put forward a proposal to create one single unitary council for the whole of Hertfordshire.**

The government has indicated that a Devolution and Recovery White Paper will be brought forward this autumn, bringing a much clearer understanding of what this means for Watford. **Hertfordshire's ten district councils, including Watford Borough Council, do not accept that one unitary council best serves our residents.**

Donna Nolan, Managing Director of Watford Borough Council, said: *"I am working very closely with our Elected Mayor and our colleagues in the nine other district councils across Hertfordshire to fully understand the implications of the review and to demonstrate why they think one unitary council will not meet the needs of Hertfordshire's diverse population of 1.2 million residents."*

All ten Hertfordshire District Council Leaders joined forces to issue a statement on 17 July opposing a single unitary council proposal for Hertfordshire.

District councils have been a lifeline to residents and communities during the COVID-19 pandemic, providing welfare to those in need, paying over £149m in local business grants, housing the homeless and providing important services, from waste collection, to the management of green spaces and housing. In addition, the Hertfordshire District and Borough Councils have worked hard to save over £95m during the last decade to protect vital services for residents.

The leaders believe one unitary council for Hertfordshire would be too large, remote and lack the local knowledge required to support and represent our communities effectively. We will now work together with other key partners, and take account of residents' views, to develop alternative options for consideration.



Whatever happens, we remain focused on our ambitions for Watford and the high-quality services you value. We remain committed to delivering our new Council Plan 2020-2024. It sets out what we want to achieve for Watford, and how – in the post-COVID era, and beyond.

For now, it is business as usual, whilst we do our best to make sure any future plans serve the best interests of our community. As ever, we are committed to being open with you all, and as the situation evolves, we will keep you up to date with developments over the coming months.

Council and One YMCA collaborate on new rough-sleeper facility

A new customised facility and service within the One YMCA hostel in Charter Place has become home to some of Watford's rough-sleeping community.



As well as providing accommodation, the 22-room facility also provides mental-health and substance-abuse support to vulnerable, single people, with the goal of setting them on the pathway to recovery and more independent living.

Since the outbreak of Coronavirus, some of the town's rough sleepers had been living temporarily at the Travelodge in Watford town centre so they could self-isolate and get access to medical care. This arrangement finished at the end of June and people then transferred over to the new facility.

Elected Mayor of Watford, Peter Taylor, said: *"We want to do all we can to make sure that no one in our town has to sleep rough. Because of the complexity of the issues around homelessness we know that accommodation on its own is not enough - people need support with a range of complicated issues, to help them to turn their lives around."*

Guy Foxell, CEO of One YMCA, said: *"One of the key objectives of One YMCA, alongside everything else we do as a charity, is to combat homelessness and support all those that we help*

in our community to live life to the full and to achieve their full potential - that's what this new facility is all about. We are really pleased to be working in partnership with Watford Borough Council on this pilot scheme."

Separate provision is also currently in hand for rough sleepers with extremely complex care needs and for homeless people who don't qualify for welfare benefits or housing.



EU CITIZENS LIVING IN THE UK PROTECT YOUR RIGHTS BY APPLYING TO THE EU SETTLEMENT SCHEME



The EU Settlement Scheme protects the rights you currently have in the UK including access to healthcare, benefits and pensions.

Find out more and apply at:

gov.uk/eusettlementscheme

Irish citizens or those with valid indefinite leave don't need to apply.



HM Government

Frogmore House refurbishment complete

The Grade II* listed, 300-year-old building (one of only four in Watford), located on Lower High Street, has undergone a full refurbishment and restoration, at a cost of £2 million, to bring it back into active use as office space.

The project, which was part of a planning application that included supermarket Lidl and an adjacent

residential development, was passed by Watford Borough Council with a requirement for the developer to restore the listed building.

The whole of Frogmore House, except the single-storey rear extension, added at a later date, has been retained and the historical and architectural value of the building preserved. Frogmore House also sits on the banks of the River Colne and, as part of the plan, the current concrete embankment is undergoing a huge reprofiling and

will be replaced with a landscaped slope, which will increase the capacity of the river, to reduce flood risk.



Leavesden Road Baptist Church and Institute, built in two phases (1895-6 and 1908-9) has been officially recognised by Historic England as a nationally listed building under the List of Buildings of Special Architectural or Historic Interest.

The Church was designed by the London-based architect,

Leavesden Road Baptist Church becomes a nationally listed building

George Baines, who was a Fellow of the Royal Institute of British Architects, and was recognised for his work on non-conformist churches and chapels in the late 19th and early 20th century. 16 of the architect's churches are on the national list.

Due to its size and distinctive detailing, the church makes a significant contribution to the local area. The building demonstrates many features typical of this architect, such as decorated air bricks, turrets and glass details.

The architecture and details demonstrate the fusion of Arts and Crafts and art nouveau

design, which is typical of his work in the early 20th century.

The local and national list of buildings includes a wide range of properties and structures, from Watford Girls' Grammar School and the town's Central Library, to Edwardian horse troughs and World War II pillboxes. The list also features buildings in the town that were designed by architects of international importance, such as Ernő Goldfinger, Alison and Peter Smithson and Ethel Clara McNamara - one of the first women architects to be recognised as such in England in the 1920s. To find out more, please visit: historicengland.org.uk

NEWS IN BRIEF

Forget Me Not becomes first dementia-friendly restaurant in the town

To make the town more accessible to people living with dementia and their carers, the council and West Herts College introduced the town's first intergenerational dementia-friendly restaurant in March 2020, before the Coronavirus pandemic struck. The plan is to restart the monthly event (except during school holidays) when it is deemed safe for both the diners and students.

To ensure diners have a relaxed and pleasant experience, catering students at West Herts College's Forget Me Not Restaurant became Dementia Friends, to help provide dementia-friendly customer service and understand the challenges facing people with dementia.



Dining out is an important social activity for many people. For those living with dementia, however, going out to eat can be stressful and overwhelming. Understanding what it is like to live with dementia will help the students alleviate many issues, such as helping to narrow possible options in ordering. Restaurant professionals and waiting staff are likely to encounter customers with dementia in the course of their work. In fact, 70% of people with dementia live within the community, rather than in an adult care facility.

The restaurant is one of Hertfordshire County Council's satellite healthy hubs and you can

find out more about Watford's Dementia-Friendly Community at: dementiafriendlywatford.com.

To find out more about becoming a Dementia Friend, visit: dementiafriends.org.uk

On the 1 October, we are holding a sensory workshop at the Pump House aimed at people with dementia and a walk and talk event for carers. More information on this and the other support currently available for people with dementia and their carers can be found at: www.dementiafriendlywatford.com

Healthy Hub has launched in Watford!



A new wellbeing hub, which aims to connect people in the town with physical and mental-health and wellbeing services, has launched. The Healthy Hub - funded through

Hertfordshire County Council - will be a dedicated local venue where people can access support and signposting.

As a result of Coronavirus, the Healthy Hub has been launched remotely to offer support and assistance throughout the pandemic. Mental-health support is available via Mental-

Health Worker, Katie, on: **01923 278136** or via email on: watfordhealthyhub@hertsmindnetwork.org

Support for domestic abuse victims is available via the Domestic Abuse Caseworker, Martha, on: **07999 772123** or via email on: healthyhub@watfordwomenscentre.org.uk

A new crematorium for West Herts

West Herts Crematorium (WHC) which opened in Garston, Watford, in 1959 by the West Herts Crematorium Joint Committee serves the residents of the five constituent councils (Watford Borough Council, Dacorum Borough Council, Hertsmere Borough Council, St Albans City and District Council and Three Rivers District Council).

It is one of the busiest crematoriums in the UK performing over 3,000 cremations annually. It currently provides an excellent service to those

who are grieving, but has limited capacity and no further expansion space. West Herts Crematorium Joint Committee, which runs the crematorium, is proposing to build a sister crematorium in Hemel Hempstead, which will enhance the services provided to a wider catchment area.

The proposed crematorium at Bunkers Park will provide a tranquil, quiet and accessible space. You can find out more at: westhertscrem.org/a-new-crematorium-for-west-herts



Additional burial space agreed for North Watford Cemetery

Nearly 400 new burial spaces will be created at North Watford Cemetery, which would extend the lifespan of the cemetery from the current projection of a maximum of nine years, before space runs out, to nearer 13 - and possibly more.

As well as the additional burial plots, 100 of which will be for those of the Muslim faith, the proposals include some new features for North Watford Cemetery, as well as some upgrades to the current facilities.

These include:

- A columbarium for the interment of up to 200 ashes remains.
- Ornamental memorial trees with engraved leaves.
- Improvements to the main entrance of the cemetery, including a new, ornamental garden.
- Resurfacing and lining the car park.
- Creation of three pet columbaria for local people who would like a more permanent memorial for their pet.

Helping our business community get back on its feet

It's been a tough time for Watford businesses - we've lost some of our town centre retailers during the pandemic, but Watford continues to be a key shopping hub, with new outlets and businesses choosing to base themselves in our town. The council is doing what it can to support the restart of the local economy, but residents also have a key part to play...



Stay safe and shop local

Shops, pubs, restaurants and other businesses have all been offered tailored support from the council's Environmental Health team to make sure they are doing what is needed to keep their staff and customers safe. People should look out for the Watford 'Confidence Mark', which shows a business has taken steps to follow guidance and are prioritising people's safety.

Elected Mayor of Watford, Peter Taylor, said: "Our businesses have done an amazing job to make sure they can open safely and so I would encourage people to support them - it's never been more important - if we don't enjoy the shops,

restaurants and pubs on offer in our high street, they will disappear."

The Confidence Mark has also been applied to taxis and minicabs. Drivers who have successfully undertaken 'travel with confidence' training, which gives them practical help on how to prevent the spread of infection, can then display the mark in their vehicle and offer customers end-to-end journey safety.

Support for Watford businesses

With Clarendon Road and three thriving business parks (Watford, Wenta and Croxley) who collectively employ over 3,800

people, we are continuing to invest in improvements and new facilities so that Watford continues to be a great base for business.

In the past month, three new, blue-chip businesses have joined the council-owned Croxley Business Park, showing that confidence remains high in our town. Plans for a new flagship commercial centre at the entrance to Watford Business Park are progressing well, with construction due to start later this year. A new website, www.watfordbusiness.com, has all the latest information on grant funding and new schemes that businesses can apply for.



“This is really good news for our town centre. It is a sign of business confidence in our shopping centre that Next is investing in this new store, which will bring new jobs to Watford. I have had several people contact me who are interested in opening in the shopping centre and this shows that, despite the difficulties of the last few months, they recognise that there are thousands of people who come to our town centre every day to shop, enjoy a meal and meet friends.”

Peter Taylor, Elected Mayor of Watford

Reasons to be cheerful

- A new Next multibrand beauty and home store opens on the site of Debenhams soon.
- Three new companies have joined our Watford business community: medical supplies company, Clinisupplies; alarm-tech company, CSL Dualcom; and plant-based snack food manufacturer, Vibrant Foods Ltd.
- Watford has been voted best town close to London for working from home.
- More outdoor seating licences have been issued to restaurants

and bars, creating a more continental feel to the town centre.

- Puttshack is bringing its unique super-tech mini golf to the town centre early next year.

The Small Business Recovery and Growth Programme

Watford Borough Council and not-for-profit social enterprise, Wenta, are launching a new support programme for small businesses and start-ups.

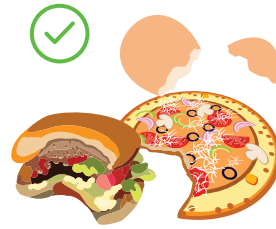
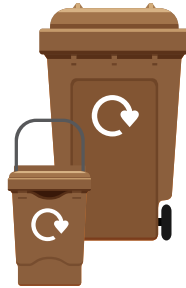
The programme provides Watford residents and businesses with access to free, inclusive and impartial business advice, skills training, drop-in co-working space and digital support services. It has been designed for the recovery and growth of Watford’s business community and for residents interested in becoming self-employed during and post the COVID-19 pandemic.

For more information on how you can get involved in the programme, go to: www.watfordbusiness.com

Your new waste and recy

Brown food bin (food waste)

Collected every week
Some flats may not have this service



All cooked and uncooked food



Plate scrapings

Blue-lidded bin (recycling)

Collected every week



Newspapers, magazines and cardboard

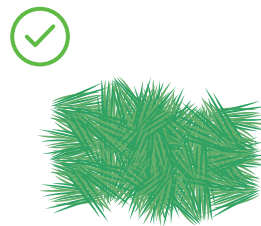


Glass bottles and jars

Empty and rinse all containers. Squash

Chargeable Green bin (garden waste)

Collected every two weeks



Grass



Leaves

Black bin (non-recyclable waste)

Collected every two weeks
Collection frequency in flats may be different.



Non-recyclable waste



Food soiled cardboard

Only waste placed in this bin (with the lid closed) will be

Sign up
now

Sign up to the chargeable garden waste service
www.watford.gov.uk

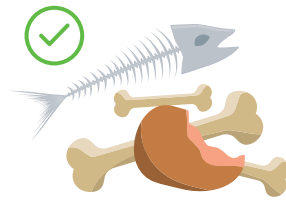
cling collection service



Fruit and vegetable peels



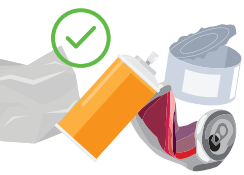
Tea bags and coffee grounds



Meat and fish bones

⊗ No thanks*

- Plastic bags, including bread bags
- Packaging
- Oil or liquids



Cans, tins, aerosols and aluminium foil



Food and drink cartons (e.g. Tetra Paks)



Plastic bottles, pots, tubs and trays

plastic bottles. Remove film lids from plastic pots, tubs and trays.

⊗ No thanks*

- Crisp packets
- Plastic bags and cling film
- Hard plastics (e.g. toys)
- Polystyrene
- Wipes
- Batteries



Hedge clippings



Twigs



Plants, flowers and weeds

⊗ No thanks*

- Plastic bags
- Garden toys, tools, or clothing
- Plant pots
- Soil



Plastic bags, crisp packets and film



Polystyrene



Nappies

collected. Bags on top of the bin or next to the bin will not be collected.

⊗ No thanks*

- Anything recyclable
- Electrical items
- Hazardous waste
- DIY waste
- Batteries
- Duvets/bedding

* Not limited to

en waste collection service at
www.watford.gov.uk/gardenwaste



How to self-isolate



We now know that the best way to stop the spread of COVID-19 and avoid another period of lockdown is to follow the guidance on hand washing, social distancing and self-isolation. Here are some useful tips on how to self-isolate, to protect yourself and others.



You must self-isolate in one place for the **full 14 days**.



Stay in your home or accommodation, do not go to work, school or other public areas.



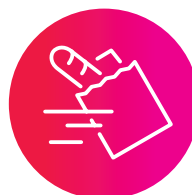
Separate yourself from others in your home or accommodation.



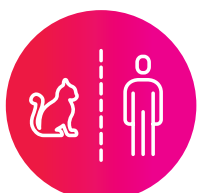
Do not have visitors in your home or accommodation.



Use **separate facilities** if sharing. These should be cleaned before use by others.



Have food, medication and other supplies **delivered to you**.



Try to keep away from your pets. If unavoidable, wash your hands before and after contact.



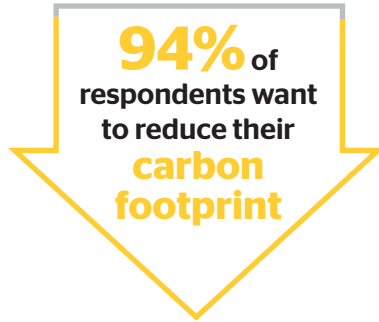
What you think about sustainability

Thanks to everyone who completed our recent sustainability survey - here is a snapshot of some of the key findings, which are being used to inform our strategy that sets out how we will achieve our 2030 net zero carbon goal for Watford.

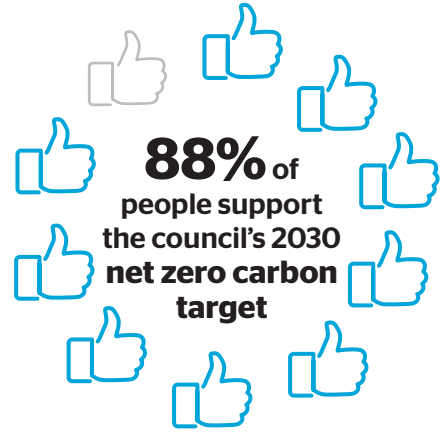
90% of respondents are very concerned about **climate change**



94% of respondents want to reduce their **carbon footprint**



88% of people support the council's 2030 net zero carbon target



Learning from COVID-19 period



55% of people would like to work from home more in the future



40% of people are likely to drive less in the future



63% of people would walk/cycle more if there were dedicated routes

The council is doing a lot to improve the sustainability of the town



49% agree

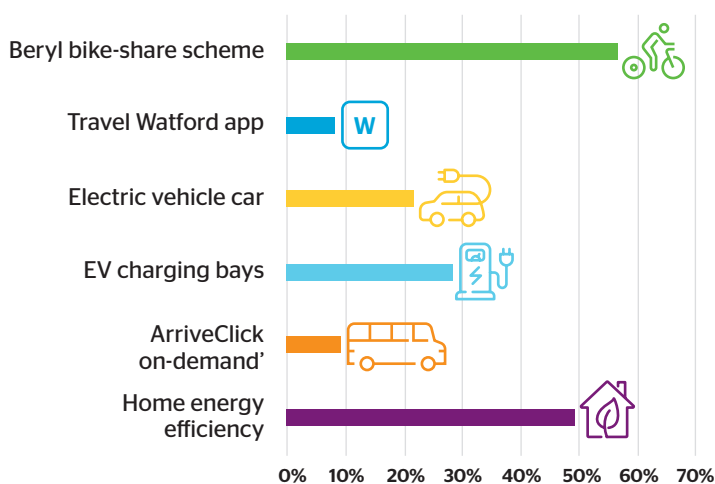


37% undecided



14% disagree

Beryl bike-share scheme is seen as most beneficial to the environment, followed by home insulation schemes



94% of respondents are worried about **air pollution**



65% of people would like to improve the **energy efficiency** of their homes

Healthy hub

Watford

Free information, advice and support to help you stay mentally healthy and well.



www.healthyhubs.org/watford



Contact us:
watfordhealthyhub@hertsmindnetwork.org
01923 278136



How your council lines up



In Watford we have an Elected Mayor, Peter Taylor, who was elected for a four-year term on 3 May 2018. You can contact the Mayor if you wish to raise an issue with him directly.

Watford Borough is divided into 12 wards. Each ward has three councillors whom you elect to represent you for a four-year term. Councillors can be contacted on the phone numbers shown, or by email, and are there for you to discuss any issues or concerns you have about your neighbourhood or the town.

Peter Taylor
 Liberal Democrats
 01923 278371
themayor@watford.gov.uk

Callowland

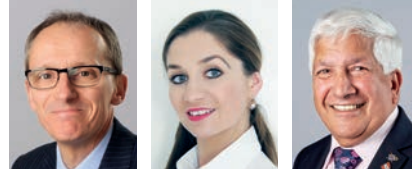


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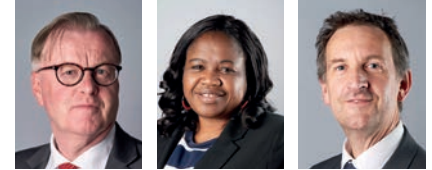


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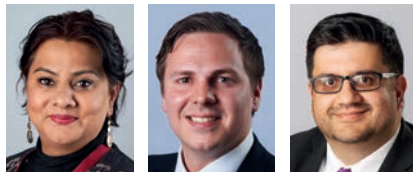


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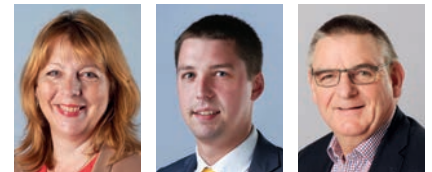


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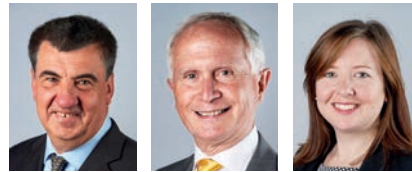


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Park

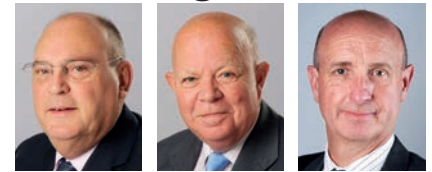


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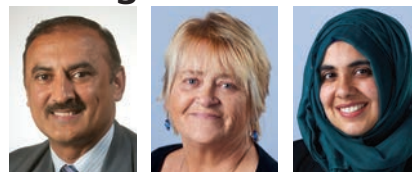


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(Lab) = Labour (LD) = Liberal Democrats



THANK YOU NHS STAFF AND ALL KEY WORKERS



**WATFORD
BOROUGH
COUNCIL**

Photos by Susan Alexander

