

# community matters

Welcome to the Summer edition of Community Matters. We hope all our friends have been keeping safe in these tough times.

Read our commitment to our charities during Covid-19.

## Keeping our Communities Safe

The safety of our guests and staff is our priority. We have followed government guidance at every stage and implemented multiple new measures, to ensure that we offer a safe experience. The local environmental agency has reviewed our processes and risk assessments.

We have introduced; a new limited capacity measuring system, a one way system, floor markings, posters and banners to assist our guests in keeping socially distant during their visit.

Our Housekeeping teams carry out extensive scheduled cleaning of The Galleria, with even more focus on key touch points. We have also introduced hand sanitising stations at various locations within The Galleria.

For more details visit The Galleria website, [thegalleria.co.uk/what-we-are-doing-keep-everybody-safe](https://thegalleria.co.uk/what-we-are-doing-keep-everybody-safe)

**We're working hard to keep you safe**

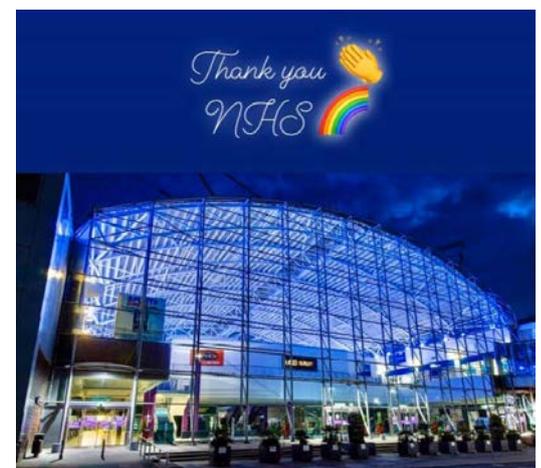
- Encouraging 2m distancing
- Limiting capacity
- One-way system
- Increasing cleaning

the galleria  
OUTLET SHOPPING



## NHS, Willow, Potential Kids, Stevenage Community, Hatfield Food Bank & Arise

To show our support and appreciation to NHS staff and all key workers, The Galleria lit up blue every Thursday during the Clap for Carers campaign. Thank you to the many local communities that took to our Facebook page to leave their positive comments.



# Local charity partner update



## Lockdown Support for Willow

Since 1999, The Willow Foundation (our designated charity partner), has fulfilled more than 17,000 Special Days for young adults in Hertfordshire, living with life-threatening conditions such as cancer, motor neurone disease, cystic fibrosis, muscular dystrophy and Huntington's disease.

Special Days are provided free of charge for their beneficiaries thanks to the incredible support they receive from their donors and supporters. The average cost of a Special Day is £1250 for a family of 4, so the need for support is ongoing. They are extremely proud that they are able to arrange over 1000 days every year.

Willow organise all forms of Special Days, from weekend breaks at Centre Parcs, celebrity meet and greets, unique experiences to weddings! The Special Days they arrange are designed specifically for the beneficiary.

As you might imagine, Coronavirus had a huge impact on their service and in light of the government guidance, they had to make the incredibly difficult decision to temporarily put Special Days on hold. They currently have nearly 700 seriously ill people on hold, all waiting for their own Willow Special Day and a chance to make precious memories with their loved ones. They hope to be able to resume the planning of the days as soon as possible but there is no way of knowing how long this might be.

They have adapted their service provision to ensure they can continue to support their beneficiaries until such time as their normal service can resume. They have started sending positivity packs to their beneficiaries, most of whom are self-isolating at home.



The Galleria were delighted to support Willow by donating a £4k grant to help with their Special Day Positivity Packs. Maria Alexander Head of Fundraising for Willow said **“Thank you for your kind donation, your support means a great deal and I really do want to say thank you for everything you’ve done supporting us”**.

To learn more about the Willow Foundation visit: [www.willowfoundation.org.uk](http://www.willowfoundation.org.uk)

Charlotte 29, is undergoing chemotherapy to treat stage four breast cancer. She was due to go on a Special Day with her parents in April but because of the ongoing health emergency, it was sadly postponed. Because she's in a high-risk group she's been shielding for over two months now, so was thrilled to receive a Willow Positivity Pack.



I finished exams in March, went straight to hospital for my chemotherapy only to come home to go straight into lockdown. I am officially housebound for the time being. My white count and neutrophils are both low so my oncologist has decided I now need to stay home for the foreseeable future. I feel as though I make a step forward only to go one back. My hospital is in London, so in future all of my treatment is now going to be given at home, as the risk of travelling to and from and around London would be too high.

My parents have been absolutely rocks. Sadly both of them lost their mums in the last few weeks. Having two deaths so close together has hit the family hard. My mum quit her job to care for me and my dad is a teacher. Both of them are having to work from home because if they were to bring anything back into the house I just don't have the immune system to fight it.

The amazing care package I received is absolutely lovely and full of the nicest things. The notebook is stunning, the candle smells amazing, I can't wait to crack into the biscuits and chocolate and the hand cream is much appreciated.

It was really lovely to receive something so nice after nearly two months stuck indoors. Chemotherapy hasn't stopped during the lockdown, so life seems predominantly full of isolation and treatment. The care package was just brilliant.

# Potential Kids



## Care Packages for Families

Potential Kids volunteers, whom operate a base in The Galleria, wanted to bring some joy to their neurodiverse families in this time where there is so much uncertainty and anxiety.



They delivered "Thinking of You" goodie bags which were filled with handmade soaps, bouncy balls, sweets, water balloons, suncatchers, yoyo's, keyrings, sunflower lanyards, and wristbands. The project was possible thanks to Welwyn Hatfield Borough Council's funding along with support from The Galleria, Grace's Generation Soap and Potstop.



If you are interested in finding out more about Potential Kids visit [potentialkids.org](http://potentialkids.org)

# Potential to Grow



## Learning Garden

This exciting community venture has seen 5,000ft<sup>2</sup> of our car park transformed into a living and breathing space, complete with vegetable and herb plots, wild flowers, herbaceous and perennial beds, as well as established trees and shrubs.

The purpose of the community and learning garden is initially to help children from Potential Kids develop their social and communication skills, reduce social isolation, and help them develop friendships while doing something fun.

There will be areas for growing fruit and vegetables for sharing locally, propagating plants, and creating a mindfulness and sensory garden for reflection. The Community and Learning garden will be crucial for mental wellbeing and social connectiveness.

Areas with group activities such as this boost confidence for children (particularly SEND community) helping them to complete logical and mathematical tasks, problem solving and use of imagination. This can also be said for the intergenerational working that will occur here as well as being a centre for encouraging healthy eating connections, learning about nature and the environment, sustainability, exercise and fresh air. Potential to Grow will promote a sense of community, working with others and shared responsibility for living things as well as a sense of achievement.



## Happy Summer Santa

During the coronavirus pandemic many families found themselves, furloughed or even made redundant, which led to more families relying on their local foodbank.



With The Galleria's stores closed during this time, some kindly donated foods. The Galleria's Community Champion, Alison Linskey organised for the donations to be picked up by Hoddesdon Rotary Club's Summer Santa. The donations were then passed to The Trussell Trust Charity who manage the local foodbanks. Thank you to all our brand partners that donated.



# Incentive for Charity



## Stevenage Football Club Coronavirus Community Careline

Incentive-FM are The Galleria's service provider, managing cleaning, security and operations at the site. Along with The Galleria, their staff also carry out fundraising for different charities. Steve Watkins, Security Manager at The Galleria recently volunteered for Stevenage Football Club on their project to help the Stevenage Community during the Coronavirus lockdown.



The football club set up a helpline for people who needed assistance, a chat or food delivered and Steve volunteered himself to help with the food deliveries. Steve said **"I have been helping with the deliveries during the week for an hour or so. It has been a very uplifting experience and for some people, we are the only contact they have with the outside world, so I managed to have a chat with some of them and cheer their day up. You wouldn't believe how pleased some of the people were to receive the goodies and have a chat"**.

The football club ran the operation throughout lockdown and have delivered over 6,000 sandwiches. They have recently received funding to continue the Club's community careline services. The additional funding will allow Stevenage Football Club to continue and expand many of its Coronavirus Community Careline services beyond the initial first wave of the pandemic, which has been running for the past three months.

**"The funding will give us all the opportunity to continue elements of the Coronavirus Community Careline that has been running since March, extending and evolving that support as the needs of our community changes throughout the pandemic and into the winter months."**



## Gearing up for a challenge



Another of Incentive-Fm's staff took it upon themselves to do some much needed fundraising for our local charity partner, The Willow Foundation. Oliver Arnold, a keen bike rider, set himself a goal to cycle 500k in 300 days to support Willow and help stay fit during lockdown. He managed to smash his goal and raised a total amount of £365 for the charity who were absolutely thrilled to receive his donations.

Lynette Bryggs, also a security officer at The Galleria, decided to put her first aid skills to good use during lockdown and signed up with GoodSam as a first responder. GoodSam is a platform for onboarding volunteers for the NHS partnership with the Royal Voluntary Service. She can be called on any time of the day or night to help administer emergency life saving procedures whilst the patient waits for the ambulance to arrive. She has been called several times during lockdown and continues to enjoy her work as a First Responder.

**The Galleria's Community Champion is Alison Linskey, if you would like more details on any event please contact [Alison.Linskey@incentive-fm.com](mailto:Alison.Linskey@incentive-fm.com) or call 01707 256860 extn 225.**

# ARISE

H A T F I E L D

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