



WELWYN HATFIELD BOROUGH COUNCIL

ANNUAL REPORT

2025-26



**WELWYN
HATFIELD**



Welcome to
our Annual
Report for
2025-26

Introduction

from the Leader and Deputy Leader

Welcome to our Annual Report for 2025–26. We hope it provides a clear and helpful overview of our performance over the past year.

Our achievements continue to reflect our commitment to **putting our community at the heart of everything we do**. Guided by this vision, we have delivered a range of projects and service improvements that make a meaningful difference to the lives of local residents.

We remain focused on providing homes we can all be proud of. This year, we enhanced our communal housing through our **nicer neighbourhood** initiative, provided starter packs for residents in temporary accommodation, and completed the Ludwick Green social housing development – delivering more affordable homes to our communities. We have also agreed a vision and objectives for our new **Local Plan**, shaped by valuable feedback from residents and designed to support quality of life and wellbeing.

A strong local economy that supports local jobs and businesses is a key priority for this Administration. We launched a new **Economic Development Strategy**, progressed work on Masterplans for our Town Centres and completed the regeneration of the award winning Market Place in Hatfield Town Centre.

We lead by example on climate change, investing over £6 million to improve the energy efficiency of our housing stock, expanding weekly food waste collections and taking firm action against those who fly tip. We continue to be recognised for our efforts in maintaining our green spaces and enhancing biodiversity – giving a record breaking 13,000 trees to our residents as part of the **Your Tree, Our Future** scheme.

We have also worked hard to deliver an effective and accessible council. Our website is now ranked as

one of the most accessible in the country and the introduction of parking permits for carers alongside improvements to our online self-service portal have made our services easier to use.

Throughout 2025-26, we delivered a wide range of events and campaigns that bring our community together, including the successful **ONE Welwyn Hatfield Awards** which celebrate the individuals and businesses who go above and beyond for our local communities, and the visit of the Knife Angel which has left a lasting anti-violence legacy. We have hosted **Community Catch-Up** events for our tenants and leaseholders as well as continuing to host and support events in our Town Centres that celebrate diversity and promote unity.

We recognise there is always more to do. This report also highlights areas where we will focus improvements next year, informed by performance data and feedback from residents and local businesses.

Finally, we have continued to manage our finances responsibly, balancing the council's budget and maintaining financial sustainability for the year ahead.

Rose Grewal
Leader of the council

Sandreni Bonfante
Deputy Leader of the council

Our priorities

This year, we have continued to deliver projects and initiatives in line with our **HEART** priorities. Our **Vision** is to **put the Community at the Heart of everything we do**.



Homes to be proud of

Refurbishing sheltered housing schemes

As part of our commitment to meeting the needs and aspirations of older people, a refurbishment programme is underway at five of the council's sheltered housing schemes. The first three schemes – Guessens Grove, Chilton Green and Springfield House – have been completed.

Ludwick Green development completed

The Ludwick Green development provides 14 modern, one-bedroom apartments as part of our **Affordable Housing Programme**, delivered as part of our commitment to building new social and affordable homes.

The council's
Planning team
were shortlisted for
Planning Authority
of the Year.

Nicer Neighbourhoods projects

Our **Nicer Neighbourhoods** initiative is well underway, with several locations already benefitting from improvements. Communal areas at Longmead Estate and Briars Wood in Hatfield, as well as Heronswood Road and Haynes Close in Welwyn Garden City, have been cleaned and improved. Further locations are planned as the programme continues.

Local Plan

A new vision for the **Local Plan** has been agreed, placing residents' wellbeing at the heart of future development across the borough.

Shaped by feedback from public engagement, the vision and strategic objectives mark an important milestone in the preparation of the Local Plan. Together, they set out an ambition for Welwyn Hatfield to be a thriving, inclusive and climate-resilient borough.

The vision and objectives will guide the Local Plan through to 2043 and are organised around three key themes that align with the council's priorities: People and Places, Economy and Infrastructure, and Environment and Climate.

Our
Local
Plan.

Enabling an economy for everyone

New Economic Development Strategy

We launched our new **Economic Development Strategy** aimed at building the strongest-possible local economy while offering residents and businesses opportunities to grow. The strategy aims to create an economy that is thriving, inclusive and sustainable by building on the borough's existing strengths and addressing key challenges to growth.

Completion of Hatfield's Market Place

We celebrated a major milestone with the official opening of newly redeveloped Market Place in Hatfield. A key feature is the inclusive play area, designed to ensure children of all abilities can play side by side. Footfall in the area increased by 22% within two months of opening and the project was shortlisted for a prestigious **Pineapple Awards** in the Child-Friendly place category as well as winning a construction excellence award.

Secret Garden

Early proposals have been developed for the Secret Garden project, which aim to create a new, unique community space in Welwyn Garden City town centre.

Gate House purchase

Spearheaded by the Joint Administration's Town Centre Task Force, the council purchased a key commercial building, the Gate House, to help control the direction of development in Welwyn Garden City town centre.



Action on Climate Change

Improving energy efficiency

Along with our contractors, we won industry recognition for our work to improve the energy efficiency of homes in the borough. The refurbishment work was named best low-rise refurbishment project in the render/traditional finish category at The Insulated Render and Cladding Association's (INCA) 2025 awards.

Expanded food waste service

We've expanded our weekly separate food waste collection to some flats across the borough, making it easier for more residents to recycle and reduce waste, while supporting new national requirements and increasing recycling rates.

Resident engagement

We launched our first **Chats for Change** event in January, giving residents the chance to share ideas on living more sustainably. We also awarded ten schools and community groups £500 through our Climate Action Small Grants programme. This June, Great Big Green Week will see climate-themed events and information stalls across Welwyn Garden City and Hatfield to further engage the community.

Tackling fly tipping and preventing environmental crime

We've partnered with Kingdom Local Authority to strengthen enforcement against environmental crime, including fly-tipping and littering.

Anglia in Bloom

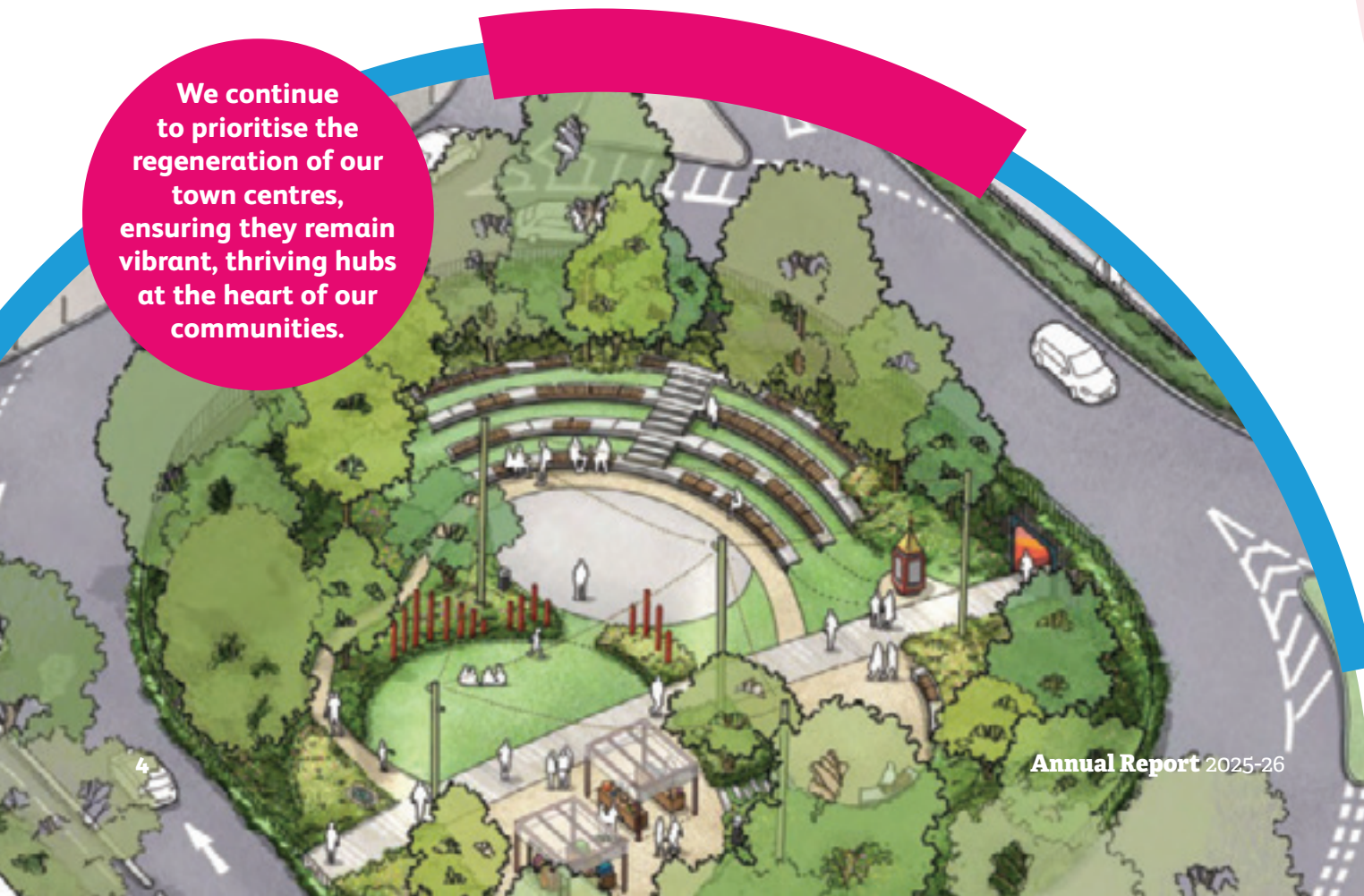
We flourished again at the Anglia in Bloom Awards, achieving Gold and Silver Gilt for the management of our green spaces and community effort at Danesbury Park and Welwyn Garden City BID district.



We continue to prioritise the regeneration of our town centres, ensuring they remain vibrant, thriving hubs at the heart of our communities.

This year, we gave 13,000 trees to our residents as part of the Your Tree, Our Future project – further enhancing biodiversity across the borough.

This year, we have ranked joint second in Hertfordshire for our Council Climate Action Scorecard by Climate Emergency UK.



Running an effective council

Website accessibility

Our council website has been ranked 1st out of 349 UK council websites for accessibility in the latest SiteMorse Index.

Save Time, Go Online

Improvements have been made to our online self-service portal, giving residents access to their Council Tax, Housing Benefits and Business Rates details all in one place. This makes it easier to view bills, make payments, and manage accounts quickly and conveniently.

Oak Hill Lawn Cemetery

We have expanded our lawn cemetery at Oak Hill, providing more burial space and options to remember loved ones in this peaceful setting. Oak Hill Cemetery also won gold standard at this year's Cemetery of the Year Awards, as well as retaining the Green Flag award.

Supporting care workers

We introduced a new parking permit for unpaid carers, removing the need to rely on visitor vouchers.



Together, creating opportunities for our communities

Knife Angel success

The Knife Angel's visit to Welwyn Garden City in October 2025 was a major success. In partnership with Hertfordshire Constabulary, we ran a month-long anti-violence youth programme, recruiting over 1,000 young people as Anti-violence Ambassadors. The initiative won a Local Government Chronicle Award.

Community grants

We awarded a total of £73,000 in funding to eight local organisations whose initiatives will create a meaningful and lasting impact on our community from the creation of a wild garden city project to supporting the running costs of a local swimming club for disabled adults and families with disabled children.

Celebrating our local heroes

In February 2026, we recognised outstanding residents, businesses, and charities at the **ONE Welwyn Hatfield Awards**, presenting 14 awards to unsung heroes in our community.

Events

Residents enjoyed a **wide range of free activities**, including family fun events in Hatfield Town Centre, the BIG Summer programme, the annual Community Fair, the Archaeology Fair at Mill Green Museum and This Girl Can physical activity sessions.



Our community engagement

This year, we have received over 3,000 responses to key consultations to help us shape our council services. Thanks to your feedback we have:

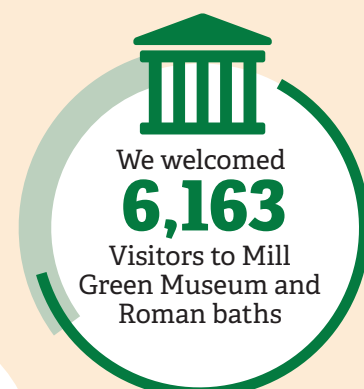
- Agreed a 10-year management plan for Sherrardspark Wood and Northaw Wood, two of Hertfordshire's most significant oak woodlands.
- Considered your views on introducing a smoke control area to reduce air pollution and improve public health across the borough.
- Opened a Community Governance review on the creation of a new parish council for Welwyn Garden City.
- Included your views in our UK Town of Culture submission.
- Considered and shared your views with Government as part of local government reform proposals.

We also proudly:

- Raised flags to mark the 80th Anniversary of VE Day, the 80th anniversary of Victory over Japan (VJ) Day, St George's Day and Commonwealth Day.
- Raised the Pride flag to celebrate our community.
- Celebrated Black History Month.
- Turned the Coronation Fountain in Welwyn Garden City pink to raise awareness of breast cancer.
- Turned the clock tower purple for World Stroke Day.
- Hosted Purple Tuesday, an initiative aimed at promoting accessible customer experiences.
- Supported special Remembrance Sunday services across the borough.
- Supported Orange the World and White Ribbon Day campaigns to help end violence against women and girls.
- Hosted our annual Holocaust Memorial Day.



Our council in numbers



Compliments

We received 138 compliments this year

"Please pass on our thanks to the team emptying the black bins this morning. They were very quick and efficient, and we really appreciate that the bins were brought right back to the correct property."

"Today I spoke to the Council Tax team. They were an amazing help with a problem that has been weighing down heavily on me for months."

"Thanks for informative One Welwyn Hatfield News and Updates. It reveals relevant info for personal and wider matters."

"I am writing with a truly grateful heart to sincerely thank you and your entire team for the support, kindness, and dedication you showed me during my time in temporary accommodation."

"Many thanks for picking up litter so promptly."

"The Officer's grasp of the situation was excellent as was her communication and planning."

"I just wanted to let you know that I met a wonderful tree officer last week. She was super friendly and knowledgeable and really enthusiastic about her role and the community orchards. A real credit to the council and a joy to speak to!"

"My boiler decided not to work early yesterday morning. I reported this at 9 a.m. and someone was here later that morning. During this cold spell I am sure you are inundated with calls so your prompt service was very much appreciated."

"Thank you again to yourself and the council for blessing me with such a lovely home. The neighbours, surrounding area and my home itself is perfect. I will ensure to take care of it thoroughly. Amazing standard of property."

"I would like to compliment the service provided by the Planning Officer for his efficient, prompt service and effective communication on this development proposal."



Our council performance – Key Performance Indicators

As part of our annual Business Plan, we monitor different **Key Performance Indicators (KPIs)**. These help us identify what we are doing well and areas where we might need to make improvements.

This year, we have monitored 42 KPIs relating to council services.



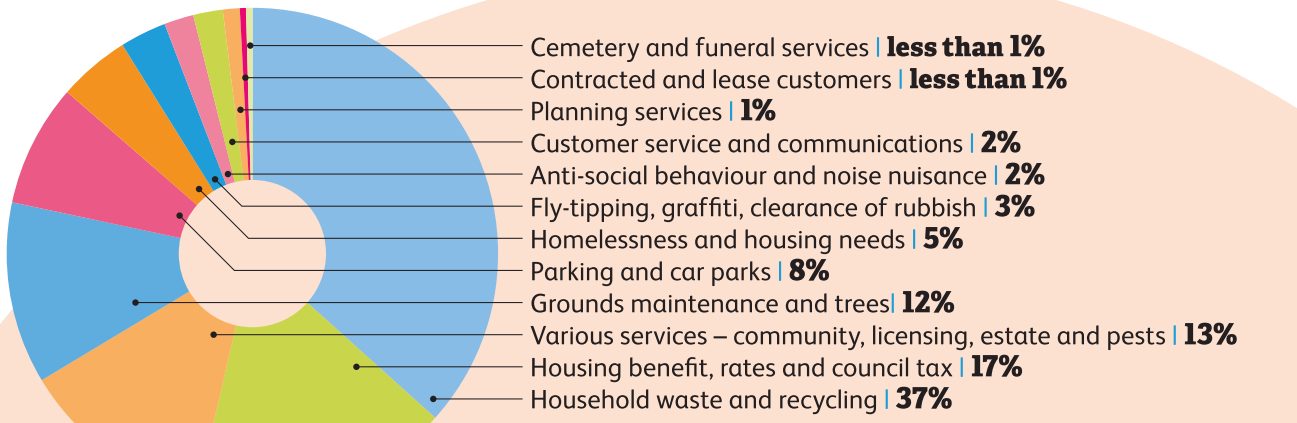
Out of 42, we have met 32 KPIs this year, including:	Target	Result
Non-housing premises with valid gas safety certificate	100%	100%
Occupancy rate for allotment plots	97%	99%
Food premises broadly compliant with food hygiene requirements (Category A-E)	90%	93%
Invoices paid within 30 days or within stated terms	97%	99%
Hackney carriage licenses processed within stated timescales	100%	100%
Occupancy rate for allotment plots	97%	99%
Plant new street/urban trees	150	309
Major planning applications processed and decided on within 13 weeks	85%	95%
Local licenses (including alcohol, premises, animal establishments) processed within stated timescales	100%	100%

Next year, improvement will be focussed in areas where we haven't met our targets, including:	Target	Result
Council tax collected as percentage of the total due	97.7%	97%
Non-domestic rates collected as percentage of the total due	99.1%	97%
The level of sundry debt as an average number of days to collect (Debtor Days)	45 days	63 days
Stage 1 complaints responded to within 10 working days	95%	84%
Stage 2 complaints responded to within 20 working days	95%	78%
Household waste collected and sent for reuse, recycling and composting	53%	47%
Tree maintenance work completed within the planned programme	90%	77%
Food hygiene inspections completed within target	95%	89%

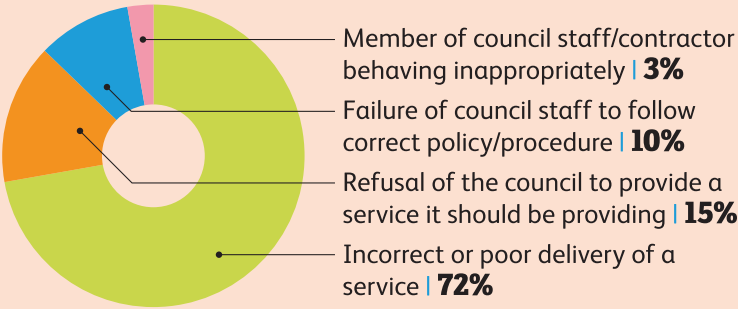
Customer feedback and complaints handling – our council services

Our residents are important to us, and we are committed to providing high quality services and customer experience. However, we know that sometimes our customers will have cause to complain.

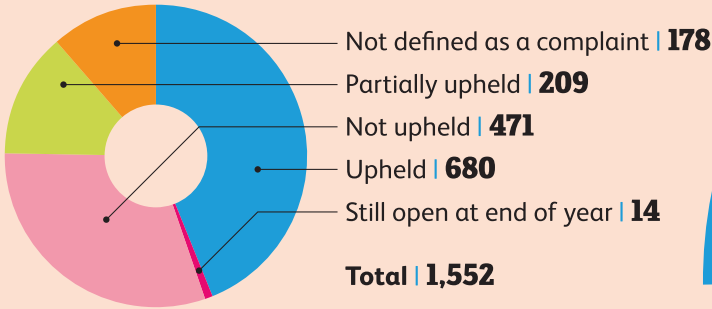
This year, we have received **1,400 Stage 1 complaints** about council services, with **152 of these being escalated to Stage 2**. Stage 1 complaints received have related to the services highlighted on the largest pie chart below, which shows percentage of complaints per service.



The key reasons for complaints received are highlighted here:



Complaint outcomes:



Total | 1,552



Our council finances

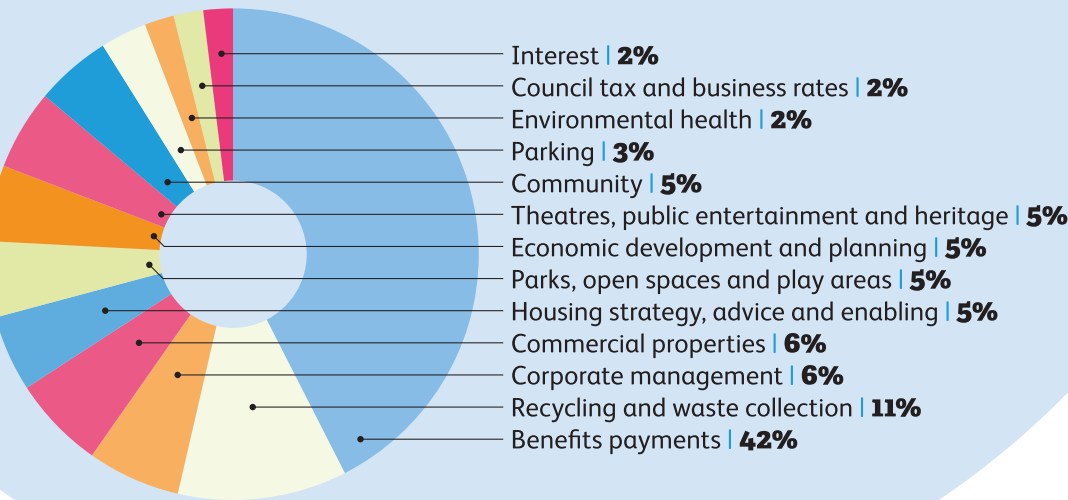
The council’s **2025/26 budget** was set to respond to ongoing financial challenges in local government, including rising demand on services and uncertainties and reductions in grant income.

The council has continued to focus on improving efficiency through the use of new technology and ways of working which has allowed us to continue investment in front line services.

In 2025/26 we successfully implemented savings whilst also contributing to our reserves.

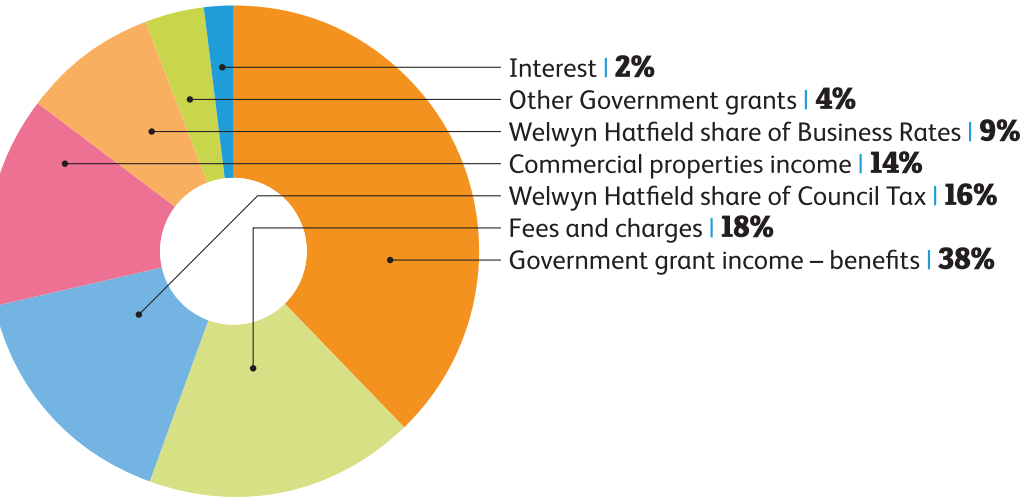
Gross expenditure

2025/26 £68m gross expenditure by service area:



Gross income

2025/26 sources of gross income:



Capital expenditure

The council has invested **nearly £18.5m in capital projects in 2025/26**. This includes expenditure on various regeneration projects including Hatfield Town Centre Marketplace, One Town Centre and Highview. The council also acquired the Gatehouse building to support the regeneration of Welwyn Garden City town centre. The council’s capital expenditure for 2025/26 is shown below:

Community safety	£9,470
Recreation and sport	£17,308
Cemeteries, cremation and mortuary	£29,947
Recycling	£46,159
Waste collection	£64,444
Culture and heritage	£64,661
Open spaces	£105,094
Parking	£374,298
Total central services	£460,191
Total planning and development services	£480,188
Housing (non-social housing)	£919,542
Town centre investment and regeneration	£15,829,562
TOTAL	£18,400,814



Our housing in numbers

We **manage and maintain 10,209 properties**, the majority of which are general needs and sheltered housing, as well as temporary accommodation and leasehold properties.

Tenure type			
Property type	General needs	Sheltered housing	TOTAL
Bedsit	135	–	135
Bungalow	108	1,041	1,149
Flat	1,689	616	2,305
House	5,024	–	5,024
Maisonette	131	1	132
TOTAL	7,087	1,658	8,745

Number of bedrooms								
Property type	0	1	2	3	4	5	6	TOTAL
Bedsit	135	–	–	–	–	–	–	135
Bungalow	4	398	740	7	–	–	–	1,149
Flat	–	1,429	839	37	–	–	–	2,305
House	–	12	1,043	3,653	299	14	3	5,024
Maisonette	–	6	59	67	–	–	–	132
TOTAL	139	1,845	2,681	3,764	299	14	3	8,745

In addition to general need and sheltered accommodation, the HRA owns 120 units of temporary accommodation, largely hostel places. A small number of general needs properties are sometimes used to provide additional temporary accommodation capacity.

We are also responsible for the maintenance of 1,344 leasehold properties throughout the borough.

Out of 26, we have met 19 of our KPIs this year, including:

	Target	Result
Housing Needs Register applications assessed within 35 days	90%	99%
Number of families living with children in temporary hotel accommodation for more than 6 weeks	0	0
Overall customer satisfaction with planned works	85%	94%
Tenants satisfied overall with cyclical decorations completed	90%	96%
Council tenants satisfied overall with the responsive repairs service	85%	87%
Housing repairs where work is completed right first time	80%	87%
Current council tenant arrears as a percentage of the annual rent debit	2%	1.4%
Housing rent collected in year against debt for the year	98%	99.6%
HMO licenses investigated and licensed issued within the target	100%	100%

Next year, improvement will be focussed in areas where we haven't met our targets, including:

	Target	Result
Emergency repairs completed in target	99%	98%
Non-emergency repairs completed in target	99%	94%
Repair appointments kept	95%	91%
Stage 1 complaints responded to within 10 working days	95%	89%
Stage 2 complaints responded to within 10 working days	95%	91%
Average time from date keys are returned to date tenancy commences	21 days	191 days
Average time from date keys are returned to date tenancy commences for Major Plus Voids	52 days	226 days
Average time from date keys are returned to date tenancy commences for Major Voids	36 days	171 days

Tenant satisfaction measures

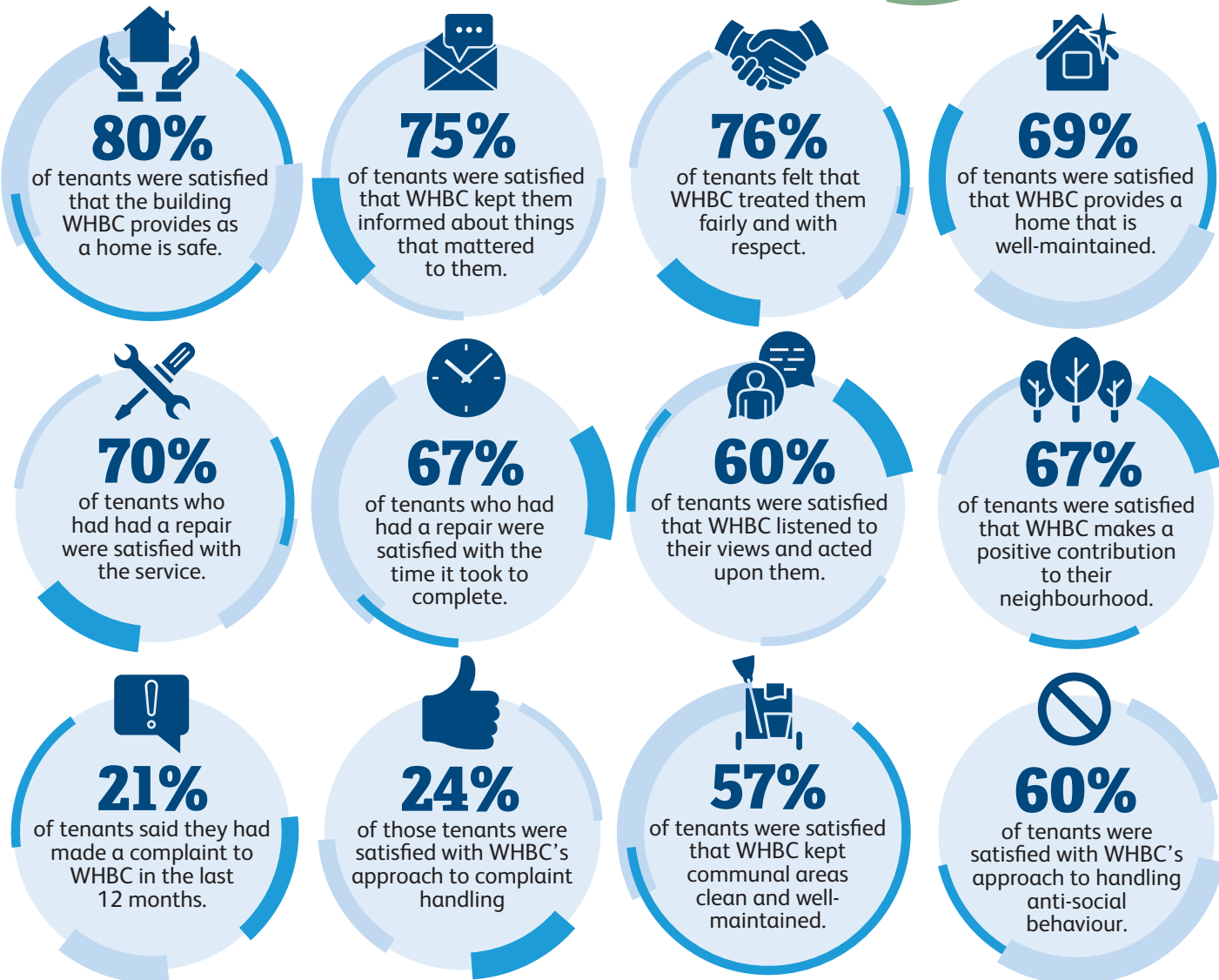
As your landlord, we want to know where we're doing well and where we can do better. This year, 601 households took part in our Tenant Satisfaction Survey.

We improved our score on 10 of the 12 satisfaction measures. We also asked on a scale of 1 to 10 how likely you were to recommend Welwyn Hatfield to friends and family. 68 % of you gave us a score of 7 or higher.



Overall tenant satisfaction with our housing services has increased by 2 % on last year to **67%**

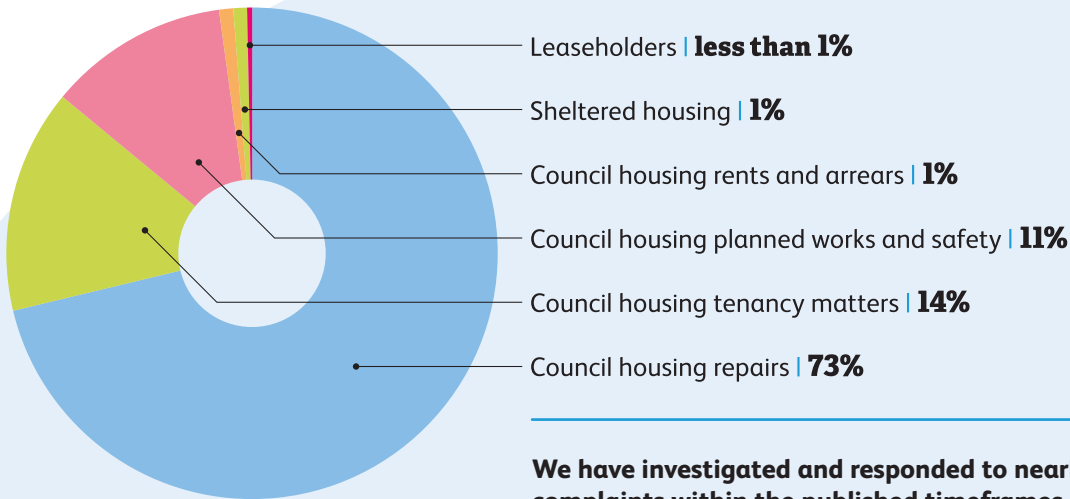
Survey results



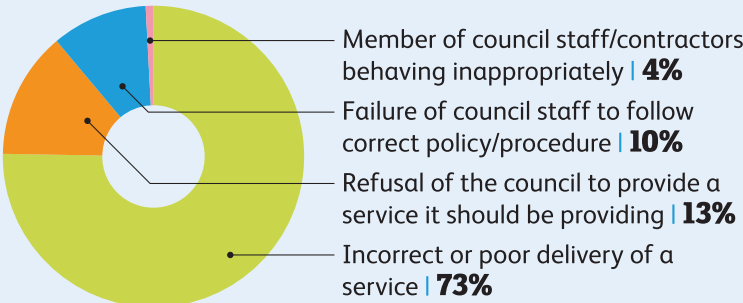
Tenant and leaseholder customer feedback and complaint handling

Our tenants and leaseholders are important to us, and we are committed to providing high quality housing services and customer experience. However, we know that sometimes our tenants and leaseholders will have cause to complain. When this happens, we manage complaints in line with our own policy and the Housing Ombudsman's Complaint Handling Code.

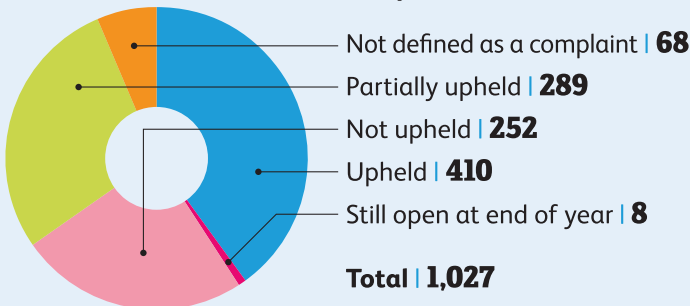
This year, we have received **852 Stage 1 complaints** about council services, with **175 of these being escalated to Stage 2**. Stage 1 complaints received have related to the services highlighted on the largest pie chart below, which shows percentage of complaints per service.



We have investigated and responded to nearly 90% of complaints within the published timeframes. The key reasons for complaints received are highlighted here:



Complaint outcomes:



Over half of the complaints, we've received show that we haven't always explained our decisions as clearly as we should or kept tenants and leaseholders fully up to date. We know this is important, and we're committed to improving how we communicate during 2026-27.

Update from the Residents Panel

Another busy year for us on the **Residents Panel** working hard to be in the independent voice of tenants and leaseholders across Welwyn Hatfield.



Review of complaints

Our biggest piece of work last year was a review of the council's complaints procedure. Our report was presented to Cabinet Housing Panel, and we are happy to say our recommendations have been agreed and are being put into practice. We will revisit the process to make sure our recommendations have been implemented and are working!

Our main scrutiny this year will be on Awaab's Law, which came into force in October 2025 and sets strict time limits for social housing providers, including the council, to deal with dangerous health hazards in tenants' homes.

Firstly, we will be making sure that the process for reporting hazards is working and then we will focus on how damp and mould is dealt with under this law. Watch out for our surveys regarding this and make your voice heard.

Anthony Goodwin,
Chair of the Residents Panel



The Residents Panel
Facebook page

This year, we have welcomed new members to the Panel and look forward to their input into our scrutiny and reviewing of policies that affect tenants and leaseholders. Remember if you see our approved logo then we have reviewed it.

We meet 11 times a year and each meeting covers a wide variety of subjects, which can include some that have been brought to the attention of the Panel from tenants and leaseholders. Meetings are offered in person or online, we aim to be accessible to all and offer a variety of ways to be involved.

To keep up to date, follow us on **Facebook**.



You can also find the minutes of our meetings on the council website alongside more information about the Panel



Residents Panel highlights of 2025-26

The Residents' Panel attended:

- 11 Resident Panel Meetings
- Six Community Catch Ups
- Hatfield Community Fair
- WGC Christmas Lights Switch On
- WHBC Community Awards
- 4 Cabinet Housing Panel meetings

They gave feedback on:

- Repairs Policy
- Damp and Mould Policy
- Succession Policy
- Tenancy Audit Policy
- Decant Policy
- ASB Policy
- Domestic Abuse Policy



Involvement and influence

We believe in working closely with our tenants and leaseholders as you're the people who know whether our services are working for you.

We use your feedback to:

- shape our housing services
- plan our long-term priorities
- check how we're doing

There are lots of ways tenants and leaseholders can get involved from keeping up to date on our services through the **Community Edit newsletter**, attending a **Community Catch-up** event or providing feedback via our **Virtual Panel** or **Residents Panel**.



More information can be found on our website

Consultations

As part of our commitment to improve how we manage communal areas in our housing blocks we asked tenants and leaseholders living in flats or maisonettes for their views. This included feedback on a Housing Estates Service Standard Policy – a set of guidelines about how we will manage our housing estates – and, where relevant, plans for a communal cleaning contract.

We had 515 responses which was 14% of those asked.

The top requests for inclusion in a communal cleaning contract were sweeping, cleaning of communal windows and entrances.

The next steps will be to use the results to help shape what is required in the contract.



77.6%

agreed or strongly agreed that the service standards were clear about what the council will do and what residents will do, and

71%

strongly agreed or agreed the standards were fair and reasonable



Nicer Neighbourhoods

Working with residents, we successfully completed our first **Nicer Neighbourhoods** projects – at Briars Wood in Hatfield, and Heronswood Road and Haynes Close in Welwyn Garden City.

These projects help us continue to make our neighbourhoods cleaner, greener and more inviting.

Residents were asked for their suggestions on ways to enhance the communal areas.

Traditional washing lines were replaced with rotary dryers and new benches and herb-filled planters were installed for residents' use.

At Heronswood Road and Haynes Close, footpaths were also laid at the back, making it easier for residents to walk safely between buildings.

Community Catch-ups

We held six events across the borough in partnership with our housing contractors Morgan Sindall Property Services and Equans.

These were an opportunity for our housing teams to meet residents, answer their questions and log repairs and grounds maintenance requests. We also removed over 12 tonnes of bulky waste and litter.

Local community organisations, including the Fire Service, Police, Communities 1st and our Residents Panel were also on hand to offer advice and support.



Training courses and workshops

107 tenants and leaseholders took part in our free training courses and workshops. These ranged from the Level 1 qualification Preparing to Work in Schools to sessions providing energy-saving advice.

"I thought the training was very helpful and I can now confidently change my CV to make it better, as well as help my family with theirs."

CV and Interview Skills workshop participant

"It will help me to lower my energy bills and reduce stress because of high bills."

Energy Awareness session participant

Virtual Panel

The **Virtual Panel** gives WHBC tenants and leaseholders a convenient way to share their views and feedback on housing services, policies, and procedures. The Panel operates online and feedback is given via email or surveys.

They were asked for their feedback on our complaints process as part of the wider review that took place.



Investing in our homes

Planned maintenance and refurbishment

We have an ongoing planned maintenance programmes to improve our council homes and make sure they are in good condition.

The programme is developed by looking at the condition of each home and what it has inside to help us decide what improvements or replacements are needed and when.

In 2025-26 we replaced:

- **547** Bathrooms
- **972** Kitchens
- **1,042** Doors
- **516** Roofs
- Windows in **521** homes

We also decorated the external and communal areas in **60** blocks and the outsides of **141** houses as part of our cyclical decoration.

Major works were completed at **81** properties which had complex issues including damp and mould.



"All the guys were great and polite and the property was left very clean after."

"All the workmen/women that have been in my home during these works have been excellent."

Improving energy efficiency

We started work on improving the energy efficiency of our worst performing homes to help reduce residents' fuel bills thanks to more than **£6.4 million** from the government's **Warm Homes: Social Housing Fund**.

In total 1,463 energy-saving measures have been installed so far, these include:

- **36** External wall insulations
- **135** Cavity wall insulations
- **89** Loft insulations
- **24** Solar panels
- **43** Cladding
- Extractor fans in **258** properties



Our video explains the benefits one resident found after having work done on her home as part of the programme

Aids and adaptations

To support tenants to remain living in their homes, we completed **775** adaptations in **535** properties as well as building three extensions for residents with complex medical needs.



Supporting our residents



Managing anti-social behaviour (ASB)

We understand that anti-social behaviour can have a massive impact on a person's health and wellbeing. That's why we continue to work closely with the police and other expert services to support tenants and leaseholders and address their concerns.

We also work with mental health and drug and alcohol services to help residents address their anti-social behaviour so they can remain in their homes. Enforcement action is taken when necessary to protect others.

Our ASB team:

- Managed **140** cases of anti-social behaviour in 2025-26
- Obtained one eviction and one injunction against perpetrators
- Received an overall satisfaction rate of **86.2%** from residents who have reported ASB
- Updated the council's website to explain how we can help victims of ASB



If you are experiencing and ASB, our friendly team are here to help and can be contacted by email at asb@welhat.gov.uk or by calling 01707 357 000 and asking for the ASB Team

Housing fraud

Housing fraud reduces the number of social homes available to those who need them.

This type of fraud can include tenancy fraud, illegal subletting of properties and council tax fraud.

Working with Hertfordshire's Shared Anti-Fraud Service (SAFS), we recovered six council properties during the year and prevented an estimated £252,000 in financial losses.

Working with Citizens Advice Welwyn Hatfield

The council helps fund the excellent work of **Citizens Advice Welwyn Hatfield** to support residents. They provide free, confidential advice on a range of issues, including benefits, Council Tax, rent arrears and personal independent payments.

Thanks to this partnership:

- **146** clients accessed income they were entitled to, with a collective value of **£1,108,759**
- **36** households avoided homelessness
- **83** households were better equipped to manage their circumstances



Citizens Advice Welwyn Hatfield can be contacted on 0800 144 8848 (Monday – Friday 10am – 4pm)

Social value

By working closely with our housing contractors, we've been able to support residents through training, local projects, and donations, helping them to feel healthier, happier, and more connected to their community.

Combined, our three main social value contracts – **Morgan Sindall Property Services**, **Equans** and **Novus Property Solutions Limited** – provided:

- **912** school and college students with advice, training, workshops and careers activities
- Over **250** volunteer hours in support of community projects
- **£9,494** to local charities, projects and initiatives

Highlights include:

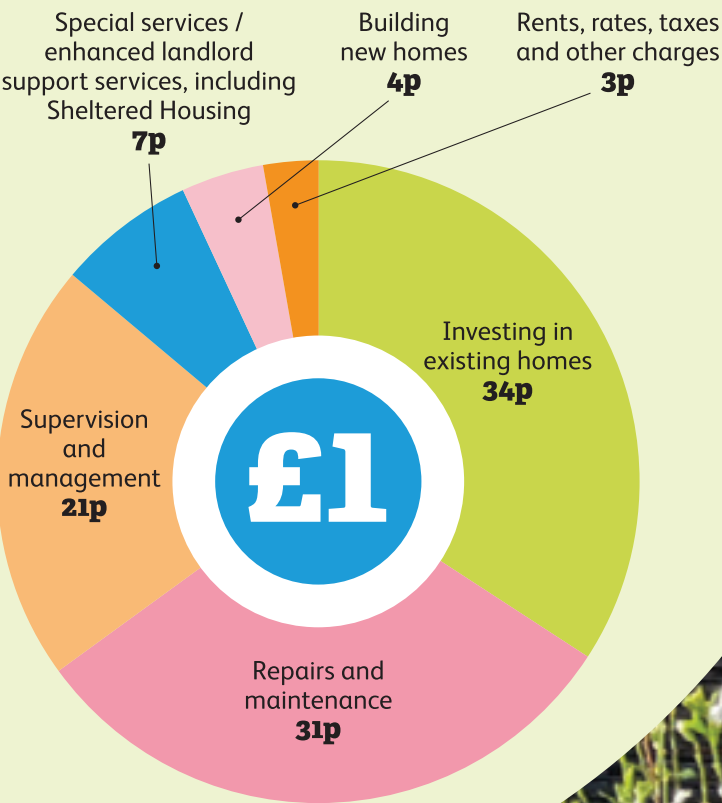
- Novus gave materials and staff expertise to complete our Nicer Neighbourhoods projects in Briars Wood, and Heronswood Road and Haynes Close.
- Equans provided small household items, cleaning products and supermarket vouchers, as well as 20 starter-packs for residents in our temporary accommodation.
- Morgan Sindall supported 165 adults with employability skills through sessions at the DWP Job Centre, and the council offices in Hatfield and WGC, running CV workshops, mock interviews and helping with job applications.



Our housing finances

In 2025/26, the rental income received from our council tenants was £58.57 million.

How each £1 of rental income is spent





For community news and events, please visit our website **one.welhat.gov.uk** and follow us at:



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