




doing things differently

2024

Annual Report

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Enabling social landlords to spend better and deliver more



Steve Malone,
CEO, PfH

The last few months have been a period of colossal change for social housing providers. A new government, policy regime, building targets and overhauled procurement rules are creating huge opportunity, and challenge, for our sector.

From day one of Labour taking power, construction has been a central priority. Their aim to address supply by delivering 1.5 million new homes over the next five years is significant – both in its scale of ambition, which has been much-welcomed – but also the demands this creates for social landlords.

It's a similar story with net zero, fire safety and decent homes. Housing organisations are facing tough targets, competing budgets and uncertain markets, alongside growing regulatory scrutiny.

Add to this the fact that, on average, 70% of housing providers' expenditure goes on external companies; yet they often lack an under-the-bonnet view of their spend. With capacity and control missing, so too is value for money.

At this time of change, local authorities and housing associations need consistent, insightful supply chain management, alongside robust solutions to maximise social value and value for money.

And that's why top quality, innovative, data-powered procurement – everything we live and breathe at PfH – is so vital right now.

From the recruitment of a net zero category specialist to the refresh of our highly valued Sentiment Analysis and the launch of a multitude of new frameworks, all of PfH's solutions, services and people are focused on enabling our members to do more.

Technology plays a crucial part, and over the last 12 months, Quantum, our state-of-the-art data and insight platform has made significant advances in functionality and customer experience, helping hundreds of housing organisations to take their spend management to the next level.

We're continuing to harness supply chain innovation for our members, with our Social Housing Emerging Disruptors (SHED) framework having its busiest ever year and our unique Accommodation and Decant

framework helping landlords to tackle the temporary housing crisis.

Our consultancy team has been busy supporting members to prepare for the huge shake-up in procurement rules that is now just a few steps away. This has involved in-depth staff training across our business and comprehensive readiness support for our members.

I am incredibly proud of PfH's achievements when it comes to environmental, social, and governance (ESG) impact. We have made huge progress in holding ourselves accountable and delivering on our purpose – to positively impact people's lives. Over the past 12 months we've secured £2m in social value contributions, £128m spend on SMEs, and £72m spend on net zero carbon.

Finally, I want to pass on my thanks to all our suppliers and partners for their support and insight over the past 12 months.

We stand ready to continue our razor-sharp focus on enabling the sector to spend better and deliver more throughout 2025.

Key achievements in 2024



1100+

valued
members



£32m

direct savings
made



£72m

net zero carbon
spend



2100+

managed
contracts



£2m

social value
contributions



£128m

SME/Social
Enterprise spend



£0.4bn

spend under
management



59

Net Promoter
Score

A full spectrum of asset management solutions

2024

What we've achieved

- Nearly £300,000 in supplier overcharges identified and credited back to members
- Waste Management framework launched - significant demand so far
- Launched most extensive Planned Works framework to date: 19 lots and 71 suppliers
- Fire Safety Works framework and Fire Safety Consultancy framework launched

Significant overcharges identified

PfH's data analysis team price-check the spend of a number of housing providers on a quarterly basis to ensure suppliers are charging the agreed amounts. Across a 12-month period, our data analysts found £293,243 in overcharges which have now been credited back to PfH members. By performing these checks, we hold suppliers accountable, and recovered funds are reinvested by our members.

Introducing our Waste Management framework

PfH's pre-tender market engagement revealed that housing providers wanted a managed service provider to streamline the myriad of suppliers involved in waste management. There was also strong demand for better tracking and calculation of carbon impact.

This framework responds to those requirements directly. It offers housing providers a broad supply base procured under one lot, and split into 17 regional sub lots, to support localised supply.

Having launched in July, we've received lots of interest so far. We're expecting the framework to gain further traction in 2025.

Launch of wide-ranging Planned Works framework

In August we launched our most comprehensive planned works offer to date. Breaking up each of the 19 lots into different regions allowed us to address local requirements. And in line with procurement reform, we nurtured SME involvement through this regionality, supporting local economies, jobs and social value initiatives.

In total, 71 suppliers have been appointed to deliver planned works, 47 of which are small and medium sized businesses. We've already seen considerable interest in this framework and that's set to continue into 2025.

New Fire Safety solutions

Over 100 housing associations and local authorities have used the various PfH fire safety related offerings to date, and we've utilised their insights and feedback to build two new and improved agreements:

Fire Safety Consultancy framework

The Building Safety Act 2022 introduced new responsibilities for the management of fire and building safety in high-rise tower blocks. Finding the right high quality fire safety consultant to advise on these

duties can be critical to ensuring compliance. This framework includes three lots, offering expansive coverage of the fire safety consultancy market.

Fire Safety Works framework

The second iteration of our popular fire safety works framework launched in December. Structured across seven lots, each focusing on specific fire safety specialisms, we're confident each lot will be used widely throughout 2025.

New look Sentiment Analysis

Our popular market 'temperature check' has had a revamp. Now published twice a year, this intelligence overview is bigger and better with economic analysis, in-depth commentary on the ups and downs of the market and future forecasts. We've also overhauled the structure, with a quick-read Market Summary section, along with detailed price predictions for the next 12 months and sentiment indicators from our supplier survey. Members tell us the insights and forecasts are invaluable, and we'll continue to hone the content according to feedback.

2025

Looking ahead

Wide-ranging 'Home Works' offer

In 2025 we'll be building a full solution for social landlords looking to furnish and finish their homes. This will involve retendering both our Decorative Solutions framework and our Furniture and Flooring framework, and engaging other areas of the market to develop our overall home works offer. More will be announced in coming months.

Building our capability and expertise

We'll be hiring more asset management category experts in 2025 and adding to the skills base of our existing team through training and development. With such a fast-growing, fast-moving area, we're constantly looking at ways we can maximise our service levels and the value we add for members.

Dedicated decarbonisation support for social landlords

2024

What we've achieved

- Recruited category manager responsible for procuring net zero services and technologies
- On-the-ground research undertaken across the UK to identify net zero needs and solutions
- £72.1m spend on net zero carbon (target was £65m) – up 11% year-on-year

Dedicated net zero category specialist

With demand for energy efficiency products and services increasing rapidly, net zero is now a category in its own right at PfH and we've resourced it to support this growth.

In June, Bev Hynds joined as Net Zero Category Manager. Having worked in procurement for over 20 years, Bev was most recently a purchasing manager in the renewables energy sector, procuring measures for domestic and commercial decarbonisation projects.



Research and understanding

Bev has spent recent months visiting housing conferences in England, Scotland and Wales to find out about the net zero headaches that social landlords are experiencing, along with the latest products and services suppliers are offering. She's combined this with an exploration of the latest studies and reports on decarbonisation, cementing her knowledge and understanding.

Decarbonisation and Retrofit framework

We've seen strong use of our flagship net zero framework which offers a comprehensive decarbonisation offer. Interestingly, 80% of spend this year can be attributed to fabric measures, whole house retrofit, district heating and heat pumps, which have all proved extremely popular.



2025

Looking ahead

Funded retrofit works framework

In May 2025, we'll be launching a brand-new framework to help housing providers tackle the funding challenges that so many experience. It will consist of a single national lot, including both fabric and renewable technology measures. The framework aims to give local authorities and housing associations the option to directly award to a larger pool of net zero contractors with strong access to funding and a proven track record of delivery.

The framework structure has been re-designed to better reflect how retrofit works are priced, making it easier to benchmark rates and demonstrate value for money.

Net zero framework for Scotland

Towards the end of 2025, we'll be launching a replacement for the current EESSH2 framework which expires in November 2025. This will involve engaging with Scottish local authorities, housing associations and suppliers to gather feedback on the current EESSH2 framework and any new requirements they have.

Frustration with decarbonisation policy in Scotland has been hard to miss in recent months. Financing is a particular challenge and we'll be working very closely with supply chain partners to ensure this new framework supports Scottish housing providers around funding, enabling budgets to stretch even further and deliver extra value for money.

Additional Resource

As our net zero category grows, so does our team. We have plans to recruit a decarbonisation buyer in 2025.

Getting ready for the Procurement Act

2024

What we've achieved

- PfH consultancy and procurement teams have completed all official Procurement Act 2023 e-learning, plus deep dive training, where relevant
- Expanded consultancy team with two more hires
- Helped dozens of members to prepare for new legislation through spectrum of support
- Thought leadership articles by our consultants published in magazines throughout the year
- Significantly increased number of strategic procurement health checks delivered
- 25% growth in spend through consultancy team, year-on-year

Comprehensive staff training

Every member of PfH's consultancy team and our procurement team has now undertaken the Cabinet Office's ten-module Transforming Public Procurement training programme, along with its three-day intensive deep dive course, where relevant. We wanted to ensure our staff are fully up to speed on exactly how housing providers should operate within the new regime.

But it's not just our consultants and category buyers who have been trained. PfH's wider business, from sales and marketing to finance and HR, have all been exploring the Procurement Act. We've done this through regular learning shot sessions, 'Friday fact' updates and dedicated team presentations.

Readiness support

For the last 12 months, our consultants have been supporting housing associations and councils of every size, right across the country, to prepare for the new legislation. From readiness assessments to policy re-writes, strategy development to staff briefings, we've helped social landlords to put the right governance structures in place so they can comply with, and make the most of, the new rules.

Team growth

New procurement consultants, Yauheniya Yurevich and Ben Turner have bolstered the consultancy team, bringing a great blend of expertise. Yauheniya has worked for 15 years in strategic procurement with a particular focus on construction and housing in the public sector. Ben brings solid private sector experience, having managed procurement for facilities companies delivering for the public sector.



20 25

Looking ahead

Procurement Act templates: To help housing providers get ready for the new rules, we will be launching, in January 2025, a suite of ready-to-use, editable templates aligned to the new legislation. Templates will include invitation to tender documents, transparency notices, assessment summaries and contract management documents.

Further team growth: As demand for PfH's consultancy expertise increases, so will our team. We're looking to recruit an additional four procurement consultants in 2025.

Outsourcing service: More and more housing organisations are coming to us for procurement resourcing. The shape of this varies – it can be one or two days' support a month or a weekly retained service, and it might be on-demand expertise or the need for a long term, strategic procurement partner. We're also talking to some social housing providers looking to fully outsource their procurement function, taking advantage of the experience in our consultancy and category buying teams, along with the data and insight technology, Quantum, that powers our work.

Unlocking innovation to meet the challenges ahead

2024

What we've achieved

- Huge demand for Temporary Accommodation and Decant framework in its first full year
- Launch of third generation SHED framework
- 2024 saw biggest demand yet for SHED framework

Finding innovative solutions for the sector

With social landlords facing a host of competing priorities and a torrent of change, the need for fresh, non-traditional solutions has never been greater. At PfH, we're unlocking the services of inspiring, future-thinking suppliers to tackle those challenges. That involves helping social landlords to compliantly buy innovative products but also supporting them to develop a new perspective and longer-term approach to specific procurement areas.

Third 'disruptors' framework

The Social Housing Emerging Disruptors (SHED) framework is an example of this innovative approach in action.

2024 was the third consecutive year we have launched a new SHED framework, partnering with the PropTech Innovation Network. Our goal is to find the best start-ups offering new solutions around fire safety, net zero, new build, decent homes and other critical sector issues.

Over the past 12 months, SHED suppliers have supported members with a broad range of services and products, from drones assessing the thermal efficiency of homes to refurbished carpet tiles and cloud-based compliance.

A strategic approach to temporary accommodation

March 2024 marked a bleak milestone in UK temporary accommodation statistics. A record 117,450 households were living in temporary accommodation in England, 16,330 in Scotland, and 6,447 in Wales.

In response, local authorities are spending considerable sums to meet their temporary accommodation duties, putting many at risk of bankruptcy.

The response we've had to our Temporary Accommodation and Decant framework shows the urgency of the situation. Over the last 12 months, the PfH team have worked with housing associations and councils up and down the country, across a breadth of need. From fire emergency tower block decants and bathroom pods replacing burst pipes, to out of hours taxi services and planned maintenance moves.

Because of the range of suppliers on the framework, all offering a variety of solutions and services, we've been able to meet every single request received so far, no matter what.

2025

Looking ahead

SHED 4: We're waving goodbye to our first cohort of SHED suppliers as the inaugural generation of the framework expires, having run for the last three years. However, we're also welcoming a brand-new batch of pioneering companies with the launch of SHED 4 in January. Every year, suppliers respond to sector challenges and it's telling that solutions addressing damp, mould and asset monitoring continue to dominate in SHED 4.

Temporary Accommodation and Decant: In 2025, we'll continue to support social landlords to mature their approach to procuring temporary accommodation. Whatever the need, geography or size of a housing provider, our aim is to help them transition from a compliance approach to a strategic one. We'll be supporting the sector to plan ahead, control costs and find exactly the right accommodation for their residents.

“

PfH have just finished undertaking a mini competition for our Temp Alternate Accommodation contract. They were very efficient in talking us through the process at the start of the mini competition to the awarding of the contract to the winning supplier. Throughout the process, they were patient with us and provided detailed information to our many questions. I would recommend them to any organisation that needs to engage within a framework.”

Edward Ogundele,
Contracts Manager, Peabody

Putting members in control with actionable insights and greater visibility

2024

What we've achieved

Host of new Quantum features released, including:

- First ever Value for Money report
- Enhanced Contract View functionality
- Introduction of new Basket View feature
- Launch of a Supplier Dashboard
- Series of member and supplier Think Tanks hosted

Beyond the Quantum platform, we've been working on a range of other technology initiatives

- AI Champions Group set up
- Improved Catalogue Management Tool
- New hires in business intelligence and software teams

Enhancing the Quantum experience for members and suppliers

The technology team has launched a plethora of new features and enhancements to Quantum over the past 12 months, improving usability, reporting capabilities, and overall functionality.

Insight report and Value for Money feature

Improvements have been made to the member Insight report, which provides an in-depth analysis of spend and supplier performance. A brand-new Value for Money (VfM) report has also been added. This VfM functionality shows each member the breadth of value they've gained from using PfH frameworks, including the financial savings made utilising the framework and any value-added savings, such as social value.

Contract Hub created

This new feature gives members access to all their contract documentation, and we'll be expanding it in 2025, to support new KPI reporting requirements introduced by the Procurement Act 2023.

Boosting basket visibility

In October, we introduced a new Basket View functionality for members. This provides improved visibility around what's in the basket,

how much they are buying and how much they are paying. This data will inform better decision-making to improve relevance of products and managed spend levels.

Supplier Spend Dashboard

The supply chain side of the platform has been upgraded with a dedicated dashboard offering suppliers an overview of their trade with PfH members, along with access to contract documents and metrics. This ensures that suppliers, members and PfH staff are all seeing the same data sets and collaborating effectively. The dashboard also gives notification of contract expiry, to support early engagement between all stakeholders.

Member Think Tanks

2024 saw the technology team host two customer roundtables to learn about the issues facing housing associations and councils as they manage contracts and spend across their organisations.

These were our first ever Think Tanks, involving a small number of members using PfH's Materials framework and they proved invaluable. Not only did we identify ways we can develop Quantum functionality to better support members, but the sessions have also nurtured collaboration between social landlords. We're looking forward to hosting more sessions in 2025.

Supplier Think Tanks

We also held our first roundtable for suppliers, engaging them around the functionality of Quantum and the feedback we've received from members. Involving our supply chain in the development process adds real value, promoting transparency and ensuring the platform is genuinely a three-way system.

Catalogue Management enhancements

The technology team has been developing our Catalogue Management Tool to better link pricing to contracts and track price review workflows.

Artificial Intelligence Champions Group

PfH's technology team has been leading a group of colleagues from across the business to better understand and harness AI applications. That includes using Microsoft Copilot for day-to-day tasks, the procurement department drawing on AI to benchmark pricing, and the marketing team harnessing various AI tools to improve copy for articles and social media posts and create engaging video content.

A key user case identified by the group is the improvement of product data categorisation against classifications like Uniclass NBS (a unified classification system for the built environment). The technology team plans to prove this concept by automating product data categorisation through Microsoft Copilot tools.

2025

Looking ahead

- **More Think Tanks:** We're planning additional member sessions in 2025 to help us shape Quantum functionality going forward. We'll continue to involve suppliers further in this engagement process, so they directly feed into development of the platform and to promote collaboration amongst all parties.

Future Quantum releases:

- **Contract KPIs – January 2025**
This will allow members to define key performance indicators (KPIs) for each contract in the platform, supporting the Procurement Act's new performance management requirements. We'll enhance this functionality in the future, allowing suppliers to provide evidence for KPIs and scoring.
- **Specialist Spend Reporting and Notifications Centre – January 2025**
This release will bring enhancements around specialist spend reporting, insight, and a new notifications centre, providing alerts to members and suppliers against changes in key data sets. This area will continuously expand in line with members' and suppliers' requirements.
- **Social Value – April 2025**
In the Contract Hub, we will be displaying the social value elements set against a contract, for reporting purposes. These will be visible to both members and suppliers, promoting transparency, so both parties can see when social value has been delivered.

A blend of solutions to meet house-building targets

2024

What we've achieved

- **Meet-the-buyer roadshows held across the UK to engage local building firms**
- **22 regional contractors appointed to Integrated Traditional Build & MMC framework**
- **New manufacturer appointed to MMC Category 1 framework**

Blended new build solutions

2024 was another challenging year for MMC Category 1 manufacturers. PfH found alternative solutions for social landlords whenever there were market failures, and we have also adapted our offer by creating a broad new build framework, giving social landlords flexibility in development. There is strong demand for new build procurement services, but social landlords want a blend of different construction methods to choose from, depending on their site.

Six regional roadshows

This is something we heard loud and clear as we travelled the country in January and February to host a series of roadshows, from Kent up to West Yorkshire. At these meet-the-buyer events we spoke to local contractors and housing organisations and shared our intentions for the new framework. Our goal was to engage stakeholders in the design of the framework and answer their questions.

New build framework launched

This engagement work led to the launch of PfH's Integrated Traditional Build and MMC framework in September. Social landlords told us they wanted trusted local building firms to lead MMC projects and deliver traditional construction elements, where needed. As a result, we appointed 22 building firms across 37 different regions of England and Wales, ensuring that housing associations and local authorities can always work with contractors from their own communities.

ZED PODS joins MMC Category 1 framework

In May we signed ZED PODS to our volumetric framework, enabling social housing organisations to procure pre-manufactured 3D construction systems for both houses and apartments from this experienced MMC manufacturer.

Founded in 2016, ZED PODS design and build zero-operational-carbon social housing and specialise in delivering turnkey housing solutions using volumetric MMC. ZED PODS' build system can be used on traditional sites and also constrained brownfield locations such as derelict garage sites, car parks, and flood zones.



2025

Looking ahead

Non-residential construction

We'll continue to invest in our construction offer for social housing providers in 2025 and part of that will be looking at a non-residential development to complement our existing residential frameworks and DPS.

Impact of Procurement Act on construction

Social housing development teams often operate independently from their procurement departments. But with new regulations coming into force in February 2025, social housing development teams need to ensure they don't get caught out. Anyone buying over £100m worth of goods or services must publish their procurement pipeline. In 2025 we'll be supporting housing organisations, so their new build schemes remain compliant with the new regulatory environment.

Gold Standard of Construction Procurement

PfH will be aligning with this industry-led scheme launched by Constructing Excellence, in collaboration with the Kings College London Centre of Construction Law and Dispute Resolution and supported by the UK Government Cabinet Office. The scheme ensures that government and the wider public sector adopt recommendations for improved value, reduced risks and the achievement of net zero on all their construction projects. To be awarded verification, organisations must adopt 24 Gold Standard practices in procurement, contracting and management.



Meeting the procurement needs of Scottish social landlords

2024

What we've achieved

- **We now have 120 Scottish members**
- **61% of all Scottish social landlords are using PfH Scotland solutions and services**
- **Since 2021, 91% growth in spend managed by PfH Scotland**
- **Over £50,000 contributed back to members to support social value initiatives across Scotland**

Steering through the storm

2024 has been an exceptionally challenging year for Scotland's social housing sector. Not only has the Scottish Parliament declared a housing emergency, but so, too, have half of local authorities.

Decarbonisation also remains challenging. Scotland may have ambitious targets, but uncertainty and confusion dominate, with stalled net zero funding applications and a lack of guidance and direction.

The PfH Scotland team has been working closely with members and suppliers to understand and provide the support needed to navigate this storm.

New team member

Andrew McAllister joined us as Account Manager in June 2024. With a strong background in planned maintenance, reactive repairs and construction procurement, Andrew previously worked in the public sector, including education. His knowledge and experience make him a key asset within the PfH Scotland team.



Thought leadership

Over the past year, PfH Scotland Commercial Manager, Chris McGinn and Account Manager, Andrew McAllister have shared their advice and ideas in a series of thought leadership pieces around the challenges facing Scottish housing providers. Topics have included:

- [The challenge of retrofitting homes across remote Scottish islands](#)
- [How to protect vulnerable tenants during the transition to digital telecare](#)
- [Tackling the temporary accommodation crisis](#)
- [Why 'carbon jargon' is barrier to net zero progress](#)

Chris and Andrew plan to share more tips and expertise in 2025.

2025

Looking ahead

All-encompassing Fire Safety offer: Last year we re-launched our Fire Safety Works framework along with our Fire Safety Consultancy framework. The two go hand in hand and previous iterations saw a lot of demand. We anticipate these new, improved frameworks will be used extensively by PfH Scotland members for consultancy on fire safety measures along with installation, servicing and maintenance of the works themselves.

SHED 4: With a big focus on monitoring damp and mould, we're expecting this latest Social Housing Emerging Disruptors framework (launching in January) to be the most popular yet.

Planned Works framework: This planned maintenance services agreement will launch in April, replacing PfH's Whole House Refurbishment framework. Expect lots covering a wide range of requirements in relation to planned works and capital refurbishment.

Net Zero framework: With our EESSH 2 framework due for re-procurement in December, a comprehensive pre-tender exercise will gauge exactly what the sector needs around decarbonisation. We'll also be keeping a close eye on policy developments in this area to ensure our new framework is fully aligned.

Improving the lives of others

Our ESG goals



**POSITIVE IMPACT
ON SOCIETY**



**POSITIVE
IMPACT ON THE
ENVIRONMENT**



**GREAT PLACE
TO WORK**



**RUN A
RESPONSIBLE
BUSINESS**



**POSITIVE IMPACT
VIA SUPPLY CHAIN**



PfH Scotland are a professional team who have provided SBHA with consistent support from market research to contract formation and ongoing contract management. They are never more than a phone call away and have experts in every section of the multi-faceted services they offer who are always willing to assist and support."

Yvonne O'Hara, Senior Procurement Adviser, Scottish Borders Housing Association



We always find PfH to be very helpful and knowledgeable and have lots of relevant frameworks for us to access. They are a very helpful resource; we find them to be very hands on and nothing is too much trouble."

Carmen Young, Procurement Officer, Bromsgrove District Council



Over the past year, Clarion Futures has been able to achieve transformational impact for our residents and communities, thanks to the incredible support of our social value partners. Despite a challenging year, our partnerships have empowered us to make a real difference where it's needed most. I want to express my sincere thanks to Travis Perkins, City Electrical Factors, and Procurement for Housing for their continued commitment to improving lives and building thriving communities."

Siarah Meah, Social Value Manager, Clarion Futures



The PfH staff are incredibly responsive to requests and provide excellent industry wide over-sight and knowledge to enable us to make the right decisions, ensuring we are always providing a high quality, value for money service."

Steve Preston, Head of Operations APS, Leeds Federated Housing Association

2024

What we've achieved

- ESG goals continue to underpin every element of the business, from our culture and people to our technology and day-to-day operations
- £2m generated in social value contributions (target was £2m) – up 11% year-on-year
- Refurbishment of entire office lighting system: 157 lights replaced, saving 23,036 kwh units a year and £5,997 in electricity costs
- Staff can now recycle old printers by bringing them into the office for charity Emerge to collect
- £16,800 raised to support local children with food, clothing, school items and beds, through two charities: Cash 4 Kids and St Joseph's Family Centre
- 321 Christmas parcels given to Warrington families, in partnership with St. Joseph's Family Centre
- PfH staff helped to deliver 74 of these family parcels (including food and supermarket vouchers)
- £1,019 raised for Comic Relief and Children in Need
- Year-long sponsorship of Warrington netball team to mark International Women's Day
- Central SharePoint platform fully refreshed, including company handbook, policies and workflows
- Comprehensive staff survey conducted to inform and shape how PfH staff are supported
- Personalised, interactive onboarding packs created for all new starters, with excellent feedback so far
- Learning Shots, Power Hours and 'Tea with Ste' sessions organised each week, covering a wide range of topics
- Our Net Promoter Score is 59. NPS measures how likely customers are to recommend your organisation. The creators of the NPS metric say that a score above 50 is amazing.



We're on target to achieve all of our ESG goals, apart from two:

- £128m spend with SMEs (target was £150m) – up 17% year-on-year
- £72m spend on net zero carbon (target was £65m) – up 44% year-on-year.
We've also recruited a net zero category specialist
- £8m spend with voluntary, community and social enterprise (VCSE) suppliers (target was £8m) – up 11% year-on-year

Spend with high and medium tech (HMT) suppliers has proved more challenging this year. Our target was £2.5m and we have passed the £2m mark but haven't quite reached our end goal. That's because not all the suppliers that fit this classification actually refer to themselves as high or medium tech. We believe there are many more suppliers that fit this archetype and in 2025 we'll double down on our efforts to engage with them.

Spend with SME

Target
£150
million



YDT
£128.3
million

Spend with HMT

Target
£2.5
million



YDT
£2.1
million

Spend with VCSE

Target
£8
million



YDT
£8
million

Net Zero Carbon Spend

Target
£65
million



YDT
£72.1
million

Social Value Contributions

Target
£2
million



YDT
£2
million

2025

Looking ahead

Fundraising Event

PfH will be hosting an event in June to raise funds for Cash for Kids. This charity, which supports children and young people affected by poverty, illness or neglect, is very close to our hearts at PfH. We'll be working with our supply partners on the event and it's already looking like a very special evening. If you'd like to attend or support the night, please contact Judy Ashcroft, Key Account Contract Manager JAshcroft@pfh.co.uk.

Virtual tour

PfH is working with suppliers Aico and Wolseley to create a virtual tour of St Joseph's Family Centre so children who come for counselling know what to expect. We're aiming to launch this in 2025.

Best Places To Work Status

One of our goals for 2025 is to be named on the Sunday Times Best Places to Work list. This awards scheme celebrates organisations with the highest employee engagement and wellbeing levels. Winners are judged on the results of an employee survey and will be announced in the summer.

Tailored training

There will be a focus on developing managers within PfH throughout 2025, via one-to-one mentoring. We'll also be working with category buyers to build their skills across a comprehensive procurement learning framework.

PfH suppliers

Accommodation & Decant Managed Services	AEC	Everwarm	Nova Lifts
Insurance Claims Accommodation Bureau (ICAB)	Allium Environmental Limited	Foster Property Maintenance	Openview
Jigsaw Conferences Limited	Armstrong York	Frankham Consultancy Group Ltd	Orton Mechanical
Kravlux Limited – trading as AltoVito	Aspect Group	GMS Services Ltd	PA Group
Lambert Smith Hampton Group Limited	Axis Europe PLC	Goom Electrical Ltd	Pennington Choices
Assisted Living Solutions, Kitchens & Appliances	Bardon Environmental Ltd	Guideline Lift Services Ltd	PFL Electrical Ltd
Buy It Direct	Bell Group Ltd	Guildmore Ltd	PHS Compliance
Currys Business	Bradley Environmental	Gwella Contracting Services Ltd	PiLON
EMS	Cablesheer Asbestos Ltd	HSL Compliance	PTSG
Girbau UK	Capstan Group Services	Integrated Water Services Ltd	QEST
JLA	Clarkes Environmental Ltd	Laker	RAAM
Stannah	Crystal Electronics Ltd	BES Group Electrical Limited	Reactive Integrated Services
Washco	DFP Services Ltd	Life Environmental	RGE Services Ltd
Wolf Laundry	Duct Clean UK	Lux Electrical Contractors	Rhodar Industrial Services Ltd
Compliance services	Envirocall Ltd	MCP Environmental	RJ Lifts
Acorn Analytical Services	European Asbestos Services Ltd	Niblock Builders	Rock Compliance

Safe Strip	Alternative Heat Ltd	CTS	MLCS3
Savana	Arcus Consulting LLP	Dodd Group	Next Energy Solutions
Shield Environmental	AtkinsRéalis PPS Ltd t/a AtkinsRéalis	Easy Heat	P Casey & Co Ltd
Smith and Byford	Atlas World	EON Energy Solutions Limited	Pennington Choices Ltd
Spectra Analysis	Axis Europe	Everwarm Limited	PiLON Ltd
Stannah	Baily Garner LLP	H A Mechanical Ltd	Procast Building Contractors
Tersus	Bell Group Ltd	H LS McConnell	R M Williams
Thames Laboratories	BES Group Electrical Limited	Ian Williams Ltd	Rapleys
Urban Environments	Blue Build	Inspired Energy	Ridge and Partners LLP
Wood Building Services Ltd	British Gas t/a PH Jones	KBH Building Services Ltd	RPS Group
Decorative Solutions*	Cardo (South) Ltd	Kensa Contracting Ltd	Saltash Enterprises Limited
B&Q PLC	Calisen	Lawtech Group	Solar Windows Ltd
Crown Paints Ltd	Cenergist Ltd	Liberty Group Investments Ltd	Surefire Management Services
ICI Akzonobel	Chameleon Digitization	M Four	The AD Construction Group
Johnstone's Trade T/A PPG	CLC Contractors	McBains Ltd	Ventro Ltd t/a LivGreen
Decarbonisation & Retrofit	Combined facilities Management	Michael Dyson Associates Limited	Vital Energi Utilities

*Due to expire in 2025

Electronic Payment Services	Fire Compliance Management Services	Bell Group Limited	Higgins Partnerships
Allpay Limited	Firntec	Britplas	HLS McConnell
Blackhawk Network EMEA Limited	Frankham Consultancy Group Limited	Casey Group	Ian Williams Limited
Evouchers – Wonde	Hydrock Consultants Ltd	Chubb Fire Security	Insulated Render Systems Scotland Ltd
Invictus Ventures Limited	IFI Group Ltd	Churches Fire Security Ltd	Lawtech Group Ltd
Pay360 (Access Paysuite Limited)	Momentum 4 Ltd	Clark Contracts	Maurice Flynn & Sons Ltd
Paypoint Network Limited	PartB Group Ltd	CLC Contractors	Morgan Sindall Plc
Energy	Ridge and Partners LLP	DM Integrated Ltd	MP Group UK Ltd
Corona Energy	Tersus Consultancy Limited	Dorsuite	Novus Property Solutions
eDF	Tetra Tech	Elkins Construction	Pavehall Construction Limited
Scottish Power	Turner and Townsend	Fieldway Supplies Ltd	PiLON Ltd
SSE Energy Solutions	Fire Safety Works	Formation Design	Raam Construction Limited
Total Energies	ABCA Systems Ltd	Gerda Security Products Ltd	RGE Services Limited
Fire Safety Consultancy	Adaston Ltd	Guildmore Limited	Saltash Enterprises Limited
Bailey Partnership (Consultants) LLP	Alphatrack Systems	Harmony Fire Ltd	SGD Fire Protection
BB7 Consulting Limited	Axis Europe	Heron Manufacture Limited	TF Jones

***Due to expire in 2025**

The AD Group	Axis Europe Plc	A & E Elkins Ltd (Trading as Elkins Construction)	Seddon Construction Limited
V3 Group	British Gas also t/a PH Jones	Agile Property and Homes	SMD Ltd
Ventro Group	BSW Heating Ltd	AMMCASS Group Limited	Snowdon Homes Ltd
Furniture & Flooring*	Chigwell Construction Services Limited	Bugler Developments Ltd	Wates Residential
Craftwork Upholstery Ltd	Correct Contract Services Ltd	CG Fry & Son	Whitfield & Brown
Crown Flooring	CTS Projects Ltd	Classic Builders Limited	Wiggett Construction Ltd
David Philips	DFP	Enevate Homes	Lone Worker Protection
Designer Contracts	Dodd Group	Ermine Construction	Careline Security Limited
Furniture Resource Centre (FRC)	Janitorial, Workwear & PPE	Feltham Construction Ltd	CPR Global Tech Limited
John L Lord	Banner	Hale Group	Lone Worker Solutions Limited T/A Totalmobile
Knightsbridge	Bunzl Greenham	Hill Holdings Ltd	Orbis Protect Limited
The Furnishing Service	Office Depot	Keon Homes	Skyguard Limited T/A Peoplesafe
Heating Solutions	Protective Wear Supplies (PWS)	Langstone Construction Limited	Materials
Aaron Services	Rexel	LIFE Build Solutions Ltd	AKW Medi-Care Limited
Ashley & McDonough Compliance Services	Lyreco	J. Harper & Sons (Leominster) Ltd	Oysta Technology Limited
Aston Group	Integrated Traditional Build & MMC	MY Construction Group	City Electrical Factors

*Due to expire in 2025

City Plumbing Supplies	A&E Elkins Ltd t/a Elkins Construction	Pinewood Structures Ltd	Baas Construction Limited
Edmundsons Electrical Limited	Agile Property and Homes	Project Etopia UK Limited	Bell Group Ltd
Huws Gray	Boutique Modern Ltd	Roe Timber Frame Limited	CLC Contractors
Inventor-e	Cora Homes Ltd	Rollalong Ltd	Combined Facilities Management Group
Jewson Partnership Solutions	Donaldson Timber Systems	Saint-Gobain Construction Ltd	Dennis & Robinson Limited T/A Paula Rosa Manhattan
National Merchant Buying Society (NMBS)	EDAROTH Limited	ETEX	Etec Contract Services Limited
ProCare	Enevate Homes Limited	Starship Homes Limited	Foster Property Maintenance Limited
Rexel UK Limited	Excelsior Land Limited	Zed Pods Limited	Howden Joinery Limited
Stock Right Now	F.R.E.D.S. TimberFrame Limited	Office & Business Solutions*	Joinery & Timber Creations (65) Limited
Travis Perkins	Fisher and Dean Construction Ltd	Banner	M&Y Maintenance & Construction Limited
UK Plumbing Supplies Limited	Future Built Ltd	Bates Office	Magnet Limited
Wolseley UK Limited	Greentown Manufacturing Limited (trading as WElink Homes)	Commercial Corporate Services Limited	Moore's Furniture Group Limited
YESSS Electrical Limited	H+H UK Ltd	Lyreco	Mulalley & Co Limited
MMC Category 1	Kirkwood Timber Frame Ltd	Office Depot	Nationwide Windows Limited
Zedpods	Local Homes c/o Greensquareaccord	Planned Maintenance & Property Reinvestment*	Novus Property Solutions
MMC Category 2	Parrott Construction Ltd	Anglian Building Products	Osborne Property Services Limited

Due to expire in 2025

Penny Lane Builders	CLC Contractors	Ian Williams	Mitie
Re-Gen (UK) Construction Limited	CWG Group	Insulated Render	Moores
Sovereign Group Limited	DASCO	Jefferies Contractors	MP Group
The Casey Group Limited	DFP Services	JTC	Mulalley
The Symphony Group Limited	Easy Heat	KBH Huilding Services	Niblock Builders
Travis Perkins Benchmarx	Elkins Construction	LCB Group	Novus
TSG Building Services Limited	Foster PM	Liberty Group	NRT Group
Planned Works	Frank Rogers	Lura Constructions	Orton Electrical
Anglian	Goom Electrical	Lux Property Services	PHS Home Solutions
Axis Europe	Guildmore	MJ Group	PiLON
Bell Group	HA Mechanical	MY Maintenance	Polyteck
BPM Contracting	Hankinson Whittle	Madison Brook	Procast
Breyer Group	Heron Joinery	Magnet	Vikfix
Cardo South	Houghton Son	MCP Property Services	Wrekin Windows
Chigwell	Howdens	MD Building Services	Wren Kitchens
City Gate Construction	HLS McConnell	Milestone	Print Management*

Due to expire in 2025

Allied Publicity Services Ltd (APS Group)	Nuwe	Combined Facilities Management	Prestige Domestic Property Management
Apogee Corporation Limited	Pertemps	Foster Property Maintenance Limited	Profile Security Services Limited
Arena Group Limited	Reed	Hankinson Whittle Programmed Limited	R Benson Property Maintenance
Banner Group Limited	Retinue	Ian Williams Ltd	Re-Gen UK Construction Ltd
CDP Print Management	Service Care Solutions	Jeff Way Group	Rigford Ltd
Integrity Connect	Think	KBH Building Services	RON services
Latcham Direct Ltd	Total Assist	Laker Building Management Solutions Ltd	SPS Doorguard
Resource	Responsive Repairs & Void Property Services	Lancer Scott Limited	TSG Building Services Ltd
Ricoh UK Limited	ARC Group London Limited	LCB Group Holdings Ltd	Urban Construction Interiors Limited
Toshiba TEC UK Imaging Systems Ltd	Axis Europe Plc	Liberty Gas Group	VPS
Recruitment Services	Breyer Group plc	MCP Property Services Ltd	Westcountry Maintenance Services
Adecco Group	Cablesheer (Asbestos) Limited	Milestone Constructing Limited	Social Housing Emerging Disruptors (SHED) 2
Blue Arrow	Cavendish Construction	Novus Property Solutions	Alertacall Ltd
Dagny	Chigwell Construction Services Limited	Olli Group (Hollington & Sons Ltd)	Ambue Ltd
Fusion People	CLC Contractors Limited (Kitchens & Bathrooms)	Orbis Protect Ltd (LWP)	British Gas T/A PH Jones
Niyaa People	Clean Green Cleaning Services	Osborne Property Services Limited	Bays Consulting Ltd

Energy Lighting Compliance Ltd	Social Housing Emerging Disruptors (SHED) 3	Purrmatrix Ltd	Rex Procter & Partners Limited
Fuzzlab	Adey Innovation Ltd	Sureserve Asset Services - PIV	Ridge & Partners LLP
GoGreen Technologies Ltd	Airex Technologies - Roomvent	Sureserve Asset Services - Safe Haus	S I Sealy Limited
Hello Lamp Post	Ambisense Ltd	Tallarna Ltd	TWC Consulting Limited
Iris IoT	Building Passport Ltd	Trade Innovations (Enterprise) Ltd	Waldeck Associates Limited
Mobilise	City Plumbing Supplies Holdings Ltd	Uplyfted Services Ltd	Tech for Independent Living: Telecare, Telehealth
McGregor White Architects	Dress for the Weather Ltd	Vericon Systems	Appello Careline Limited
Plexus Innovation Ltd	EVO Digital Technologies Ltd	Technical Support Services	Appello Smart Living Solutions Ltd
Prodo Social Software Ltd	IoT Solutions Group Ltd	David Miles & Partners Limited	Astraline (TEC) Limited
Qualis Flow Ltd	Just Checking Ltd	ECD Architects Limited	Chiptech International Ltd
Safecility NI Ltd	Kuppa Group Ltd	ESC Consultants Limited	Chubb Community Care Ltd
Sero Life	Magnus Opus Repairs Ltd	Green Gnomes Limited	Doro Care UK – trading as Careium
Structural Surveys Ltd	Nine1three Ltd	Keegans Limited	Legrand Electric Ltd – trading as Tynetec
Tim Ashwin Consulting Ltd	Nolijwork Ltd	MAC Consulting Limited	Progress Lifeline
VRPM	Placechangers Ltd	Michael Dyson Associates Limited	Tunstall Healthcare UK Ltd
Wonde Ltd	Plentific Ltd	Pellings LLP	Telecommunications

4Net Technologies	Innovative Safety Solutions
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4G Scotland	Kinto
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Abzorb Group	MIS Conversion
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AWTG Limited	Quartix
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Britannic Technologies	RAC Motoring Services
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CCS Media Limited	Sortimo
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CGI IT UK	TGS UK
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Chameleon Digitization	UK Telematics
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Chess ICT	Venson Automotive Solutions
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Daisy

Netcall

North SV

Social Telecoms CIC

Vehicle Leasing

Ayvens

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EESSH2	OVO SSE Energy	IFI Group Ltd	Churches Fire Security Ltd
A.C. Whyte	Procast Building Contractors	Momentum 4 Ltd	Clark Contracts
BRB Limited	Richard Irvin	PartB Group Ltd	CLC Contractors
British Gas T/A PH Jones	Secure Meters UK	Ridge and Partners LLP	DM Integrated Ltd
Changeworks	SERS Energy Solutions Scotland	Tersus Consultancy Limited	Dorsuite
City Building Contracts	TK Murray	Tetra Tech	Elkins Construction
City Technical Services	Turner Property Services	Turner and Townsend	Fieldway Supplies Ltd
Easy Heat	Union Technical Services	Fire Safety Works	Formation Design & Build Ltd
Everwarm	Valley Electrical Group	ABCA Systems Ltd	Gerda Security Products Ltd
Gas Call Services	Vital Energi UK	Adaston Ltd	Guildmore Limited
H LS McConnell	Fire Safety Consultancy	Alphatrack Systems	Harmony Fire Ltd
MDG Chameleon	Bailey Partnership (Consultants) LLP	Axis Europe	Heron Manufacture Limited
Momentum 4	BB7 Consulting Limited	Bell Group Limited	Higgins Partnerships
MP Group	Firntec	Britplas	HLS McConnell
Nottingham City Council	Fire Compliance Management Services	Casey Group	Ian Williams Limited
Novus Property Solutions	Firesec Compliance Limited	Chubb Fire Security	Insulated Render Systems Scotland Ltd

Lawtech Group Ltd	Howden Joinery Ltd	Glendale Grounds Maintenance	Sidey Solutions Limited
Maurice Flynn & Sons Ltd	Joinery and Timber Creations Ltd (JTC)	H LS McConnell	Sovereign Group
Morgan Sindall Plc	Magnet Ltd	John McGeady LTD	
Novus Property Solutions	Moore's Furniture Group	L&D Plumbing and Tiling	
Pavehall Construction Limited	The Symphony Group Limited	MAC Roofing	
PiLON Ltd	Whole House Refurbishment	Mitie Property Services	
Raam Construction Limited	A.C. Whyte	MP Group	
RGE Services Limited	Ailsa Building Contractors	Novus Property Solutions	
Saltash Enterprises Limited	Bell Group Ltd	P1 Solutions	
SGD Fire Protection	C&S Group	Procast Building Contractors	
TF Jones	CCG Scotland	Trident Maintenance Services	
The AD Group	City Building Contracts	Turner Property Services	
V3 Group	Dumbreck Decorators	Windows & Doors	
Ventro Group	Easy Heat	Anglian Building Products	
Kitchens	Everwarm	CMS Windows Systems	
Dennis and Robinson Ltd T/A Paula Rosa Manhattan	Firstcall Trade Services	Novus Property Solutions	

Get in touch

For further information on any of the features in our 2024 Annual Report, please do not hesitate to get in touch using the contact details below

 01925 737 698

 info@pfh.co.uk

 www.pfh.co.uk