

# Procurement with purpose

Smarter procurement for better social housing with  
Consultancy Services from PfH

## Social housing procurement today

Social housing procurement teams are under pressure to do more with less, with expectations from tenants, regulators, and communities rising. You've been tasked with delivering better value, compliance, and higher quality homes, all while grappling with limited resources and changing systems and regulations. The challenge isn't just operational, it's strategic: how do you meet these demands while staying agile, compliant, and accountable?

As legislation can put pressure on procurement, your team may be feeling the strain. In fact, our latest research shows

nearly half of procurement functions feel under-resourced, and only 58% of professionals say they've had enough training to meet changing demands.\*

But despite the hurdles, there's a clear opportunity to make smarter spending decisions and focus resources where they're needed most. So how can you get it right? Strong housing procurement relies on expert guidance and the right tools. That's why we're here to break down complex requirements and help you reach your goals quickly and sustainably.

## Procurement that powers public impact

Procurement is one of the most powerful levers you have to improve housing outcomes. It delivers efficiency, quality, and value for money, helping social housing providers focus on what matters most.

The right approach protects resources and delivers value for the communities they serve... while the wrong one - even if well-intentioned - can erode trust and weaken the services people depend on.

We support social housing procurement teams to make stronger decisions that create sustainable value. We

show you how to deliver more for less, bringing your organisational strategy to life while shrinking risks and staying compliant. With our practical advice, tools, and expertise, we can help you transform your approach without overwhelming already stretched team members.

So, whether you need specialist procurement advice, hands-on delivery, or strategic vision, we're ready to bring you fast yet sustainable results.

\*Members Insight Report 2025



## Why PfH?

- ✓ 25+ years of procurement expertise
- ✓ Trusted by over 1100 members
- ✓ Experts in every part of the procurement lifecycle
- ✓ Bespoke, flexible support from sector specialists with extensive category knowledge
- ✓ Powerful software that analyses spend and manages contracts in one place

## We help social housing providers get more value, transparency and benefits from every pound they spend.

When you work with us, you can expect:

 <p><b>Smarter decisions:</b> backed by data and commercial expertise</p>	 <p><b>Stronger supplier performance:</b> delivering better value and greater impact</p>	 <p><b>Lower costs:</b> with less waste and more focused investment</p>	 <p><b>Faster results:</b> through streamlined processes that free up time</p>
 <p><b>Confident compliance management:</b> meet the latest regulations without the headache</p>	 <p><b>Sustainable supply chains:</b> built on ethical, compliant and transparent practices</p>	 <p><b>Lasting improvements:</b> sustainable progress rather than quick fixes</p>	 <p><b>Maximised value:</b> by focusing on contracts risks, rewards and resources optimisation</p>

On the following pages, you'll find a closer look at the specialist support we provide - from procurement transformation and cost optimisation, to sourcing expertise and supply chain management. Each service is tailored to help you achieve more, even when resources are stretched.

We offer flexible consultancy options to suit your social housing organisation's needs. Whether you're looking for expert guidance, hands-on delivery, or targeted training, we work alongside you as partners or advisors. Our approach includes:

- Supporting your teams with practical expertise and tailored training
- Delivering strategic consultancy to improve performance and efficiency
- Providing bespoke packages to help you manage risk and prepare for audits



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## Procurement Transformation

- ✓ Maximise your performance
- ✓ Reduce costs
- ✓ Stay compliant and manage risks
- ✓ Deliver your organisation's strategy
- ✓ Create a roadmap for long-term success



### *Rethink procurement for maximum value*

When you're caught up in day-to-day demands, you probably don't have time to stop and scrutinise your procurement practices.

But your strategy and the way this is communicated shapes everything you do, from how you choose suppliers to the way you manage them. The right procurement governance framework is fundamental to achieving your organisational and procurement ambitions – be it compliance, driving greater outcomes, maximising value, or improving tenant satisfaction.

So ask yourself: Does your approach truly support your organisation's objectives? Are you wasting time on inefficient processes or ignoring major risks? And are your suppliers helping you meet housing quality, safety, and tenant satisfaction goals?

When you work with us, we'll take a thorough look at your approach to procurement and contract management systems and help you transform it to create more value for your stakeholders and tenants. With our expertise, proven procurement solutions, and powerful technology, you can drastically increase your return on investment and have more to show for your hard work.

Our options include:

### **Maturity Assessment**

Our maturity assessment shows how your procurement measures up to industry best practice and other social housing providers. We'll pore over your spend, supplier management, systems, and more to reveal which changes will have the greatest impact.

The assessment covers six vital pillars of procurement performance:

6 PROCUREMENT PILLARS					
Spend & Compliance	Supplier Management	Policy, Procedure, & Strategy	Measurement & Reporting	Systems & Process	Structure & Resource
Detailed analysis of 12-months spend data	Review approach to supplier and contract management – processes, documentation, and delivery.	Review procurement strategy and its alignment with the organisational strategy.  Review of policies, procedures, and governance.	Assessment of procurement-related targets and objectives and the associated measurements and reporting of performance.	Assessment of the systems in place to support key processes within procurement, contract management and the payment of supplier.	Assessment of the current delivery model.



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Based on this analysis, we'll draw up a practical improvement plan that delivers both quick wins and long-term strategic results.

Gaining a clear idea of where you are now, where you could be, and how to get there is the first step to making sustainable changes that help public funds go further.

If you don't require a full maturity assessment, we can support you in the following areas too:

### **Strategy and Policy Development**

Go beyond compliance and align your strategy with broader business objectives. We'll make sure your policies are relevant, effective, and embedded throughout your organisation, and that you're taking a proactive rather than a reactive approach. We'll also help you build tenant voice and social value into your approach in a meaningful way.

### **Procurement Toolkits**

Make instant progress with tried-and-tested tools that give you everything you need to manage the entire procurement lifecycle. Our fully customisable and compliant templates let you dive straight in and save your team much-needed time and energy.

### **Risk and Compliance Assessment**

Don't risk non-compliance. Our analysis makes sure you meet all relevant procurement requirements and shows you how to fill any gaps in your policies and processes.

### **Sustainability and Social Value**

Feel confident you're helping, not hindering, your organisation's Environmental, Social, and Governance (ESG) strategy, and that suppliers live up to your expectations and their commitments. With our support, you can make a positive environmental and social impact while still delivering commercial value.

### **Contracts Management Toolkits**

Make sure the contracts you agree are the ones you and your suppliers deliver. Our toolkit helps you manage performance across resources, contracts and projects, capturing improvements in cost, quality, timelines and compliance. It also enables you to track and control contract changes, strengthening relationships and driving consistent, measurable results.



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## Sourcing and Managed Services

- ✓ Access experts without expanding your team
- ✓ Scale your resources quickly
- ✓ Get faster, stronger results from projects
- ✓ Demonstrate performance with detailed analytics
- ✓ Save costs while freeing up time
- ✓ Assure boards, regulators, and tenants with a thorough audit trail



### ***Procurement and contracts expertise right when you need it***

When you need expertise on demand, whether to manage peaks in workload, cover absence, or tap into specific knowledge, our procurement and contracts specialists are ready to step in and take the pressure off.

We give you fast, flexible expertise without adding headcount to your team. We can offer targeted support, manage the entire procurement process for you, and everything else in between.

Our options include:

#### **Project Support**

Get the right support as soon as you need it. With specialist expertise in every part of the procurement lifecycle, our team can help you with everything from designing specifications to finalising contracts.

#### **Flexible Resourcing**

From short-term cover to embedded teams, we offer scalable resourcing that flexes with your workload. Whether you're managing multiple projects or responding to sudden demand, we provide the right people quickly.

#### **Outsourced Services**

When you've reached capacity or you need an entirely new approach, we'll take the whole procurement process off your hands while you focus on other priorities. You can trust us to use our expertise and advanced systems to deliver outstanding results that tick each of your objectives. You'll also benefit from detailed analytics that demonstrate tenant and community impact as well as commercial value.



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## Cost Optimisation

- ✓ Get a clear view of your procurement spend
- ✓ Identify the total cost of ownership of your contracts
- ✓ Flag unnecessary costs
- ✓ Ensure spend reaches the right places
- ✓ Tackle non-compliance, maverick purchasing, and other risks
- ✓ Make sure your procurement spend stands up to scrutiny
- ✓ Achieve long-term, sustainable savings



### ***Take control of your spend to unlock savings***

With tight budgets and rising expectations, optimising costs is more important than ever. We'll scrutinise your data to reveal where you can make the biggest savings without compromising on housing quality and safety. Don't worry - we go beyond short-term cuts, bringing you sustainable savings that lead to long-term growth.

Our options include:

#### **Spend and Opportunity Assessment**

Struggling to make sense of your spend? Let us clean up your data and shine a light on your spending patterns so you can see exactly where you're losing money.

Untangling your financial data means you can shrink risks, stay compliant, and invest more in strategic priorities... and you'll receive a report packed with actionable insights that guide decisions in all of these areas.

#### **Smart Savings Programme**

Ready to start saving right away? At a time when rent caps, rising energy costs, and inflation are squeezing budgets, we'll help you save without cutting corners.

After analysing your spend, we'll work with you to put our recommendations into action. Backed by expertise and meaningful data, you'll be equipped to make cost-conscious decisions, manage suppliers more effectively, and negotiate better deals.

While you'll make plenty of immediate savings, you'll be set up to cut costs in the long term too.



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## Supply Chain Management

- ✓ Get higher returns from your contracts
- ✓ Secure stronger deals
- ✓ Focus your resources for maximum impact
- ✓ Simplify supplier management
- ✓ Ensure suppliers meet your expectations
- ✓ Control risks and stay compliant
- ✓ Leverage your suppliers contract performance



### ***Make every contract count***

Without a strategic approach to managing suppliers, it's likely you're losing value on some of your contracts. Suppliers could be falling short on quality and safety or charging more than they should. That's not to mention the risk of non-compliance when supplier relationships aren't tightly managed.

We show you how to take control of your supply chain for good. We'll help you invest the right resources in the right services while ensuring you get exactly what you pay for.

Our options include:

### **Supplier Segmentation and Management**

Give each contract the attention it deserves while freeing up time for strategic priorities. When you understand the risk, value, and importance of each supplier, you can allocate resources and focus more wisely.

We'll also help you negotiate better deals, boost supplier performance, and manage change through clear, effective communication.

### **Supplier Relationship Management (SRM) Toolkits**

Start improving your return on investment right now with all the tools you need to manage supplier relationships. Our fully customisable and compliant templates help you minimise risk and lift performance without the headache.

### **Targeted Supplier Engagement**

Are you getting the promised value from each of your contracts? We engage high-spend or underperforming suppliers to root out unnecessary expenses, drive productive behaviours, reduce waste and agree more favourable terms.

## Ready to get more from every contract?

Speak to us to discover what's possible.



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