pfh doing things differently

2023 Annual Report

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Ready with solutions, people and tech to meet the challenges ahead



Steve Malone, CEO, PfH

To say housing providers have got a lot on their plate for the year ahead is an understatement.

Pressure is mounting on all fronts. Social landlords must improve their financial performance, transform services and do 'more with less', whilst also providing tenants with quality homes and support, addressing new legislation, meeting high levels of regulatory scrutiny and adhering to compliance obligations.

Over the past 12 months we've been developing solutions to help our 900 + members respond to these multiple (and often competing) challenges.

We know that up to 70% of social landlord spend can go on external suppliers. Yet many just don't have the resource, visibility or control to manage this expenditure effectively and achieve value for money.

Housing associations and local authorities also rely heavily on suppliers to deliver critical front-line services. But with high-impact events now a regular feature, supply chain risk remains high, with economic conditions persistently unstable.

To address these challenges, our members tell us they want quick, compliant access to best-in-class suppliers – organisations they can build strong, collaborative relationships with to sustainably improve their business performance.

In 2023 we responded directly by launching a collection of highly innovative services. The sixth generation of our Materials framework has been fully restructured to include a specialist managed service solution. Our flagship Decarbonisation and Retrofit framework provides our most comprehensive net zero offer to date. And our new Accommodation and Decant framework received the most interest ever in the first week of a framework going live.

Underpinning these solutions is our Quantum Portal which developed significantly in 2023. New enhancements are now released quarterly, responding directly to member feedback so housing organisations get the spend visibility, control and intelligence they need.

We've also been shining a light on the hidden gem that is our consultancy service. In 2023 we supported more housing providers than ever, using the expertise of our highly trained staff to help landlords tackle key sector themes such as decent homes, fire safety, net zero and, of course, procurement reform.

The biggest overhaul of procurement regulations in my lifetime will be a major focus for our sector in 2024 and one that we're committed to supporting our members with, so they can navigate through the transitional phase. We're also primed and ready to support members around policy changes brought by the general election.

In terms of our solutions, Quantum will be vital in driving performance improvement for our members in 2024, and we have exciting plans for new value for money and contract maintenance functionality.

Crucially, we continue to be a business driven by one central purpose: positively impacting people's lives. This really is the reason why we all get out of bed in the morning – to make a difference to our own local community and the neighbourhoods where our members operate. It's been hugely satisfying to measure the difference our purpose is having through our ESG reports (in 2023 alone we generated £1.8m in social value contributions) and in 2024 we'll be taking this journey to another level through B Corp Certification.

2024 will be a year of challenge and change for our members. But as their procurement partner, PfH is ready to provide the quality solutions, people and technology they need to generate savings, reduce risk and improve business performance – supporting housing providers every step of the way.

Facts & figures

1000+
valued members

£0.4bn
spend under management

£26m
direct savings made

30+
designed solutions

£1.8m
social value contributions

£140m
SME/Social Enterprise spend

£50m
Net Zero carbon spend

2000+
managed contracts

exposure to
9000+
housing professionals



in partnership with:

NATIONAL HOUSING FEDERATION

Housemark

Across-the-board asset management support

2023

What we've achieved

- Brand new structure for Flagship Materials framework
- Market-leading Decarbonisation and Retrofit framework re-procured
- Launch of second generation SHED framework
- 28% increase in income for Planned Works category
- 17% increase in income for Responsive Works category

Sixth generation of Materials framework

One of our most popular agreements saw wholesale change in 2023. The Materials and Associated Managed Services framework now offers 16 different lots so housing providers can procure an extensive range of building materials in exactly the way they want, whether that's from specialist merchants, managed stores or branch networks. There is a specialist managed services solution, new regional lots enabling Scottish and Welsh landlords to engage local suppliers, and a selection of on-demand, self-serve tech platform procurement options.

The re-modelled framework is part of PfH's expansive asset management offer for housing associations and local authorities, which also includes spend analysis and insights via the Quantum Portal.

Following a successful launch, we've built a really strong pipeline heading into 2024. We're confident this sixth generation of the Materials framework will be our most successful ever.

Decarbonisation and Retrofit framework

In November we launched a new version of our flagship net zero framework. Now with 49 suppliers providing services across 14 lots and 11 regions, this agreement provides a truly end to end retrofit offer.

From heat pumps to triple glazing, funding advice to surveying, it caters for those landlords just starting to make retrofit plans, surveying their properties and gathering energy data, through to organisations wanting to deliver works immediately.

Interest in the first three weeks of the framework's launch has been significant and we're looking forward to it gaining further traction in 2024.

Second social housing 'disruptors' framework

In January 2023, 20 suppliers were appointed to the latest Social Housing Emerging Disruptors (SHED) framework which helps social landlords to compliantly procure non-traditional solutions from start-ups and SMEs. Developed with the Proptech Innovation Network, there was a focus on innovative solutions that help landlords to decarbonise and repair their stock, alongside services that empower and engage tenants, in line with new tenant satisfaction standards.



2024

Looking ahead

Planned Works

We'll be launching the next generation of this framework in Autumn 2024, providing members with services and solutions across 11 regions. A total of 19 lots will offer everything from kitchens and windows to cyclical painting and whole house works, plus different combinations of each, separate value bands (opening lots up to smaller, local suppliers) and supply and install options.

SHED3

Each year we launch a new incarnation of our innovative Social Housing Emerging Disruptors (SHED) framework and 2024 will be no different. SHED 3 goes live in early 2024 with 21 SMEs offering their pioneering solutions. This year there is a focus on asset monitoring, damp and mould treatment.

SHED has grown significantly since it launched in 2021 - both in terms of engagement from housing organisations buying services and also from micro firms supplying solutions. We saw our highest ever number of bids for SHED3.

Waste Management framework

To complement our collection of asset management solutions, we'll be launching a new Waste framework in 2024. Disposing of building waste can be tricky for social housing providers, with some doing it via their merchant which is costly and not always legally compliant.

With housing operatives now visiting merchant branches less and less, we have been developing an alternative waste management offer for fully compliant, low cost, low-hassle, environmentally friendly services.

Sentiment Analysis: new features

Engagement with our quarterly sentiment report grew again in 2023 – members tell us it's a highly valued publication that gives them a well-rounded, market 'temperature check' and global forward view.

Over the next 12 months, we'll be enhancing it further, communicating key priorities from social landlords themselves, adding economic analysis from PfH's award-winning financial director, Richard Godsland, plus advice on how our members can become better customers and what they need to prepare for.

Preparing for procurement reform

2023

What we've achieved

- Procurement Reform Readiness Assessments delivered for wide range of members
- Advice articles, written by our consultants, published in housing and local authority media
- PfH updates on managing the transition published on NHF and CIH websites
- Webinars and events hosted by PfH (or featuring PfH experts), focused on preparing for reform

Evaluating readiness

This year we've been working with members to identify what actions they need to take to prepare for changes in public procurement law. Our consultants have undertaken detailed readiness assessments to measure where a number of our members are in their preparations and what else they need to do, who needs to do it and by when.

Many housing providers will have to make substantial, structural changes to how they operate, and this can be anything from introducing new systems and processes to culture change across the workforce.

Delivering action plans

Now more housing providers understand how to comply, they key question is whether they have the time and resource to deliver their action plans as we approach the six-month transition period and the go-live date in October 2024.

As a result, PfH consultants are not only evaluating readiness, they are beginning to deliver members' action plans. This often starts with the creation of a procurement toolkit, including notice text and standard templates, along with internal governance procedures based around new regulations and financial thresholds. It might also include other actions such as co-ordinating recruitment and training to ensure the right skills are in place, developing KPI policies and updating contract register systems.

Providing thought leadership

Our expert consultants, who've been studying every last word of the new legislation and the parliamentary debates shaping it, have also shared their knowhow through numerous media articles, webinars, live events and guidance pieces.

Our aim over the past 12 months has been to show strong knowledge leadership, offering support to housing associations and councils – from procurement officers to chief executives - about every aspect of the new regulations.



2024

Looking ahead

- **Events and webinars:** We'll continue to host events and webinars to support members and suppliers, provide guidance and answer questions on the new rules. Following on from our webinars for C-Suite and procurement professionals last year, we have an online event for suppliers scheduled for February 2024 – and more webinars will follow.
- **Signposting to information and training:** The Cabinet Office are offering an array of resources for contracting authorities and suppliers. These include bitesize explainer animations, short 'knowledge drop' videos, briefing papers for senior leaders, and an online learning and development programme consisting of self-guided e-learning, communities of practice and deep dive webinars. We'll be signposting members and suppliers to the advice and training that's relevant to them.
- **Guidance:** An advice document to accompany the new Procurement Act will be published in early 2024. Eagerly anticipated, this guidance will fill in the gaps, explaining what the legislation actually means in practice. Our consultants will be on hand to support members with this guidance as soon as it's published.

New framework to address temporary accommodation crisis

2023

What we've achieved

- New Accommodation and Decant framework launched
- More interest in first week of it going live than any other PfH framework

Hidden demand

The response we've received from councils and housing associations to this new framework has been significant. Figures from the National Housing Federation show that English councils alone spent a record £1.74bn on temporary accommodation between 2022/23 - 9% of their annual budgets.

Demand is being driven by a range of factors. Many councils and housing associations need temporary accommodation when they deliver major works to tenants' properties. A rise in challenging environmental conditions such as floods are contributing, combined with renewed pressures from asylum and resettlement schemes, RAAC remediation and rising homelessness linked to the cost-of-living crisis.

Strategic approach

To a certain degree, this problem has been a hidden one. Spend on temporary accommodation is hard to predict and ad hoc both in terms of cost, who buys it and how. Usually an emergency purchase, the focus is on quickly finding suitable housing, with how to pay, quality and cost not always considered upfront.

PfH has developed a compliant route for local authorities and housing associations to tackle this problem strategically. By providing social landlords with a planned way of procuring emergency accommodation - through longer term rentals and other options - they can improve quality and make substantial savings.

Framework benefits

Four highly experienced accommodation suppliers have been chosen to respond to members' varying needs. From a hands-on, customised approach to a light touch, automated response, housing organisations can choose the route that is best for them.

Temporary accommodation is a complex area to price, with algorithms pushing up costs in response to changing factors. As a result, PfH has built a matrix with indicative costs for each supplier, including prices for additional associated services such as taxis, food vouchers and furniture.

The framework will help social landlords to find suitable, high quality accommodation for a wide range of people, whilst generating substantial savings and improving spend transparency.



2024

Looking ahead

- **Bundled services:** We'll be linking the Temporary Accommodation and Decant framework with other relevant PfH procurement routes such as our Planned Maintenance framework and Asset Decarbonisation & Retrofit Solutions DPS, so housing providers have a range of interrelated services to choose from.
- **Longer term strategy:** Although this framework will initially support housing providers with responsive temporary accommodation services, our aim is to work with the sector to build a strategy that delivers the best prices and most appropriate, highest quality housing over the long-term.
- **Learning process:** This framework is new to both the market and the social housing sector. As a result, it's thrown up a number of opportunities and challenges and our procurement team is working closely with members and suppliers, using these lessons to maximise benefits as the market matures.
- **Webinar:** We'll be running a webinar in early 2024 for both members and suppliers so that learnings and insights around the framework can be shared.

Technology that offers transparency, control and insight

2023

What we've achieved

- Quarterly release of new Quantum features
- Super User Screens functionality launched
- Knowledge Hub functionality launched
- Catalogue management solution enhanced
- Moved to weekly feed of spend data

Quantum Portal: new and improved

PfH's technology and data team have been enhancing the functionality of Quantum, our procurement and contract management platform.

Quantum provides spend visibility, control and intelligence to customers by giving them on-demand access to aggregated datasets. Through the portal, social landlords spot trends in their spend, understand operational performance and manage supply chain partners.

As soon as they log in, a headline spend dashboard gives them an overview of the different merchants across different frameworks and dynamic purchasing systems they are transacting with.

Quarterly release schedule

Rebecca Day joined from public sector software company Civica. As PfH product manager, she oversees a release schedule, expanding the functionality of Quantum every three months. Release notes update customers on modifications and maintenance fixes.

Customer feedback

We're actively working with members to identify what they want from Quantum and test ideas with them. Involving social landlords closely ensures the platform meets their needs.

- One housing provider told us how beneficial it was to feed their own requests into the ideas process.
- Another housing association said how the Quantum Portal is helping them as they reprocure a service, particularly in terms of providing data and insight.
- A number of customers have commented on PfH's account cards and how the data fed into Quantum gives them clarity on operatives' spend.

Super User Screens

This functionality, launched in September allows customers to create new users on Quantum, setting their security level and removing access for anyone no longer in post.

Knowledge Hub

Launched in December, this new functionality shares buyers guides, case studies, sentiment reports and procurement reform articles with customers.

Catalogue Compliance:

We significantly enhanced our catalogue management capacity to support the launch of the Materials framework. Members can now ensure compliance with catalogue agreements, both in terms of core price lists and also tracking information about the make-up of prices.



2024

Looking ahead

Mobilising members

PfH will set up a new user group to gather views from customers about the features they'd like to see in Quantum. This group will be representative of housing providers large and small, from across the country, including housing associations and local authorities.

Future Quantum releases

- **Value for Money – March 2024**

A customer dashboard showing the different benefits of each contract set-up, such as social value generated, and consultancy time received.

- **Contract Maintenance – June 2024**

A display of spend to date against each contract, including threshold limits. A contractor dashboard will provide a full understanding of each contractor's performance.

Other planned features:

- We're looking at how we can support customers around incoming procurement regulations; for example, new features to enable KPI tracking.
- Another idea in development is a mechanism that shows when contracts are near expiry, communicating an alert to the customer.

Construction solutions to meet all local housing needs

2023

What we've achieved

- First MMC scheme now in contract
- Brand new residential framework in development
- Total of 17 manufacturers appointed to MMC Category 2 DPS
- Practical MMC workshops delivered across the country

First scheme goes live

Over the past 12 months, manufacturers on our MMC framework and DPS have been busy assessing different social housing sites and after many planning delays (and other hurdles), our first scheme - 61 houses and apartments - has now gone into contract. Work is set to begin on site early next year and excitingly, a number of other MMC projects are also due to go live in 2024, including a scheme of 66 houses which will be starting on site in May.

New Residential Framework

PfH and Building Better have been working hard to create a traditional build, principal contractor framework for residential properties which complements our existing MMC Cat 1 (volumetric) and MMC Cat 2 (panelised) procurement routes.

The framework will be multi-lotted and regional, enabling Building Better and PfH customers to use a wide range of local, trusted, traditional construction firms on their MMC projects.

We began designing the framework in response to feedback from members who told us they often want a blend of housing types and building solutions on their schemes.

By developing this new residential framework, we'll offer housing associations and local authorities a whole suite of traditional and MMC construction products that work seamlessly together. The goal is to use this collaborative approach so even more social housing providers can build high quality, low carbon homes that their residents love.

Expanding our supply chain

In 2023, our pool of approved manufacturers grew considerably, with a total of 17 firms now providing services through the MMC Category 2 DPS. Choice is central to our MMC offer – both in terms of the system we offer, but also the supplier. We want to give our members as much choice as possible from a broad selection of approved manufacturers.

Building inhouse knowledge

We ran a series of practical workshops last year, providing clear, easy-to-understand MMC training for housing provider boards, asset and development teams - all tailored to their level of experience. In fact, these hands-on training sessions have proved so valuable that we're extending them to non-member housing associations and local authorities for 2024.

2024

Looking ahead

Residential framework roadshows

Early in the new year we'll be hosting meet-the-buyer events across the country for regional construction firms. The aim is to share plans for our new build residential framework, engage building companies in its design, answer questions and gather insights. The residential framework is due to launch in summer 2024.

MMC Cat 1 framework: new manufacturers appointed

The past 12 months have been turbulent for the entire construction industry. Both traditional contractors and MMC manufacturers have been affected but lessons have also been learnt and suppliers are coming back stronger. We have been looking for best-in-class manufacturers to join our existing supplier TopHat on our MMC Category 1 framework and up to two new manufacturers will be appointed in spring 2024.



Helping Scottish social landlords to deliver high quality homes

2023

What we've achieved

- 112 Scottish members
- 80% of Scotland's social homes managed by our members
- 39% growth in spend managed by PfH Scotland
- Over £50,000 contributed back to members to support social value initiatives across Scotland

Launch of responsive repairs DPS for i-Flair consortium

In 2023, PfH Scotland appointed 57 SME contractors to a dynamic purchasing system (DPS) developed with eight housing associations in Inverclyde, East Renfrewshire and Renfrewshire.

Worth £8m over four years, the responsive repairs DPS was set up to address challenges faced by the eight i-Flair members, as many were struggling to find firms to reliably deliver high quality, reactive repairs.

PfH Scotland set up a DPS so i-Flair housing associations have a larger pool of small, local approved contractors to choose from. Feedback so far on the DPS has been very positive with many i-Flair housing associations already using it to deliver responsive repairs.

EESSH 2: Supporting Argyle Community Housing Association

With more than 5,000 properties across Argyle and Bute, including many islands, Argyle Community Housing Association faces a unique set of retrofit challenges.

In 2023 they used the PfH Scotland EESSH2 framework to procure £20m of measures to upgrade 400 properties. Due to the remoteness of some properties, a mix of state-of-the-art green technology was needed to tackle severe weather conditions.

The results are significant. 3,000 tonnes of C02 savings were made in 2023 and in some areas, insulation has more than halved property heat loss.

EESSH 2: Supporting Grampian Housing Association

In 2023, Grampian Housing Association used the end-to-end services available under PfH Scotland's EESSH2 framework to retrofit an entire housing scheme.

An energy efficiency consultant was procured to provide detailed stock information and help with Grampian's funding application to replace gas boilers with zero emission heating systems.

£300k was successfully awarded from the Social Housing Net Zero Heat Fund and Grampian used PfH Scotland's EESSH2 framework to procure a contractor to deliver the works.

The housing scheme was decarbonised on time and to budget and Grampian predict savings of around £80 - £145 per annum per property.

Solving funding headaches

Recent research from the Chartered Institute of Building (CIOB) identified barriers to widespread uptake of retrofit amongst Scottish housing providers. Problems with current funding schemes were a recurring issue, particularly:

- Unrealistic requirement for 50% match funding
- Inability to blend funding streams
- Excessive bureaucracy when applying
- Tight timelines to spend funding

These are issues we hear from PfH Scotland members regularly and we're working hard with funding consultants on our EESSH2 framework to ensure they support social landlords to overcome each of these funding challenges.

2024

Looking ahead

- **New Social Housing Net Zero Standard (SHNZS):** In November 2023 the Scottish Government called for views on changes to energy efficiency standards. The PfH Scotland team will be following this consultation closely to ensure we help social landlords to meet any new requirements.
- **Accommodation and Decant framework:** This launched in 2023 and we've received lots of interest so far. We're expecting the framework to gain further traction in 2024.
- **SHED 3:** Last year, SHED 2 (Social Housing Emerging Disruptors) was used by housing providers in Scotland as a compliant way of procuring innovative solutions. SHED3 will launch in January with a fresh selection of non-traditional solutions.
- **Materials:** 2024 will be a big year for the new PfH Scotland Materials framework which launched last year, offering a comprehensive procurement route to national and local suppliers, automated price reviews and best-in-class analytics.



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A big thank you to all our suppliers and partners for their support and insight over the past 12 months.

Positively impacting people's lives

Our ESG goals



POSITIVE IMPACT ON SOCIETY

Driving social value through our business, our staff and our suppliers



GREAT PLACE TO WORK

Providing a positive, enriching environment for all our employees



POSITIVE IMPACT VIA SUPPLY CHAIN

Creating opportunities for local SMEs, voluntary and social enterprise suppliers



POSITIVE IMPACT ON THE ENVIRONMENT

Becoming a net zero business and supporting customers and suppliers to do the same



RUN A RESPONSIBLE BUSINESS

Looking after our people, our customers and our suppliers

2023

What we've achieved

- ESG structure and culture embedded in every area of the business
- £1.8m in social value contributions (target was £1.8m)
- 300 Christmas parcels delivered to Warrington families in partnership with St. Joseph's Family Centre
- 216 selection boxes sent to children attending Whiteinch and Scotstoun Housing Association's community Christmas party
- Staff learning sessions - 'Power Hours' - held every Wednesday
- Regular 'Tea with Ste' sessions held so staff can chat with PfH's CEO
- Volunteering policy agreed, so staff can request annual paid leave to help local charities
- Skillshub content library enhanced and seeing strong use by staff

We're on target (or ahead of target) to achieve all of our ESG goals, apart from one.

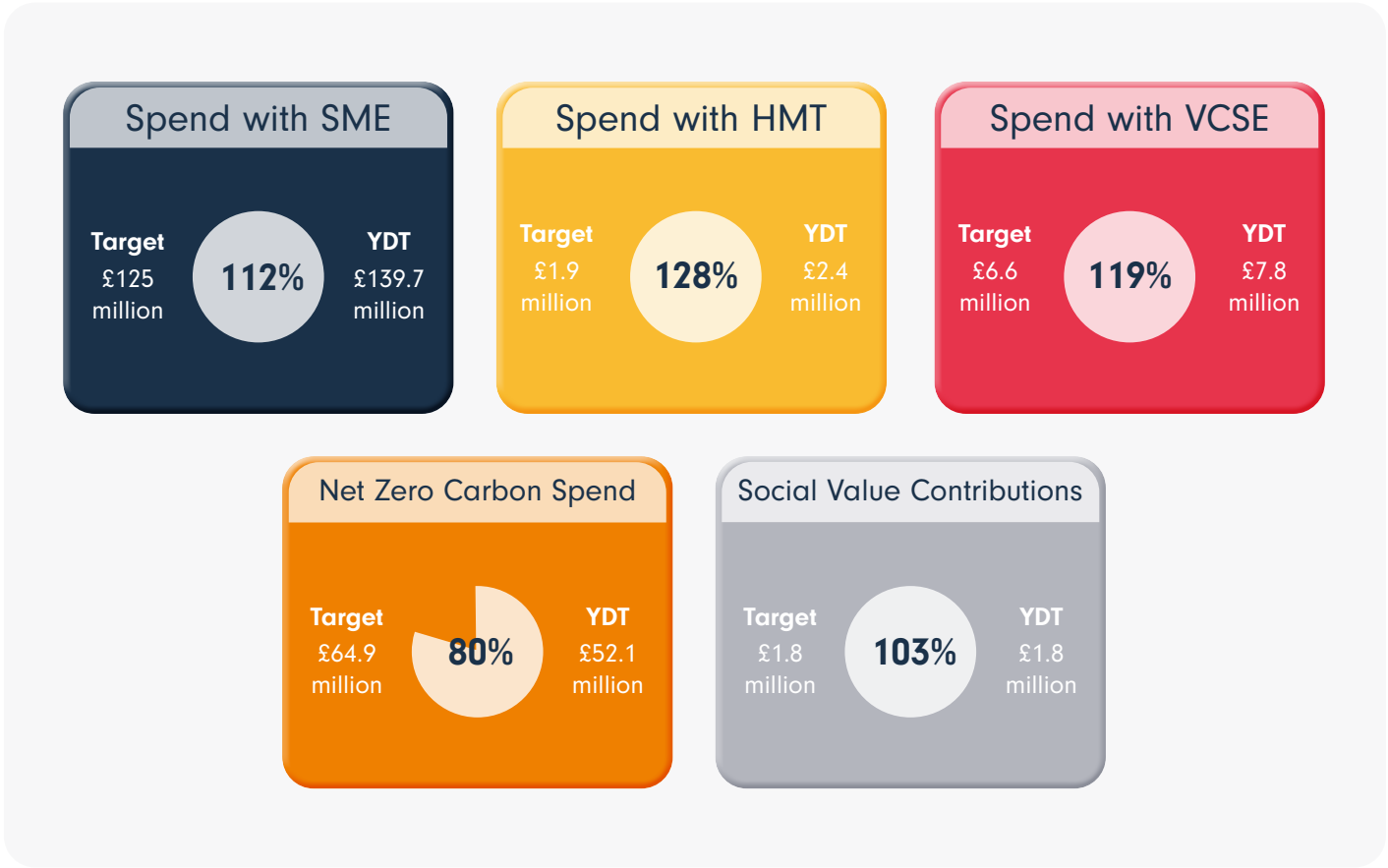
- £140m spend with SMEs (target was £125m)
- £2.1m spend with high and medium tech suppliers (target was £1.9m)
- £6.6m spend with voluntary, community and social enterprise suppliers (target was £6.6m)

One target that proved more challenging – net zero carbon spend - saw just over £50m of spend (target was £64.9m). There are a number of reasons for this:

With decent homes and fire safety the main concern for housing providers right now, net zero has slipped down the priority list. There have been issues getting some net zero projects moving (due to survey and labour delays) which have also impacted spend volumes. And we reprocured our flagship Decarbonisation and Retrofit framework in 2023 and spend often dips in a re-procurement year.

However, legal obligations around decarbonisation mean momentum around this area of spend will soon increase, particularly with the two top quality procurement solutions we offer: a Decarbonisation and Retrofit framework and an Asset Decarbonisation & Retrofit Solutions DPS.

We are confident that 2024 will see improvements around net zero carbon spend.





2024

Looking ahead

B Corp
We're very excited to announce that PfH will be applying for B Corp Certification in 2024. We're keen to demonstrate how PfH meets the highest standards of social and environmental performance, transparency, and accountability. To gain verification through this internationally recognised certification scheme, the B Impact Assessment will examine PfH's impact on its workers, community, environment, and customers, asking questions about governance structure and accountability.

Having a positive impact on people's lives is at the heart of every single thing we do at PfH. So, applying to become a B Corp gives us the chance to show just how passionate we are about benefiting people, communities and the planet. We'll be keeping members updated on our progress throughout the year.

Staff Volunteering
With our volunteering policy to be launched in early 2024, we're looking forward to seeing PfH staff taking paid annual leave to help a charity of their choice in the local community.

SharePoint Platform
This internal library holds each team's individual processes, workflows and policies. In 2024 we'll be adding to it further, migrating all internal documents for ease of access and to improve visibility and version control.

Learning and Development
We'll be looking at the possibility of developing PfH Apprenticeships Schemes in 2024, alongside further support for all managers in the business so they can continue managing their teams in the most helpful and effective way.



Launches in 2023

SHED 2

Lone Worker Protection

Materials

Accommodation & Decant Managed Services

Responsive Repairs & Void Property Works

Decarbonisation & Retrofit

Electronic Payment Services

Assisted Living, Kitchens & Appliances

Technical Support Services

Telecare, Telehealth

Heating Services

Recruitment Services

Compliance Services

Launches in 2024

SHED 3

Responsive Repairs & Voids Scotland

New Build - Traditional

Planned Works

New Build - MMC Cat 1

Waste

Fire Safety Consultancy

Fire Safety Works

PfH suppliers

Accommodation & Decant Managed Services	Acorn Analytical Services	European Asbestos Services Ltd	Niblock Builders
Insurance Claims Accommodation Bureau (ICAB)	AEC	Everwarm	Nova Lifts
Jigsaw Conferences Limited	Allium Environmental Limited	Foster Property Maintenance	Openview
Kravluxe Limited – trading as AltoVito	Armstrong York	Frankham Consultancy Group Ltd	Orton Mechanical
Lambert Smith Hampton Group Limited	Aspect Group	GMS Services Ltd	PA Group
Assisted Living Solutions, Kitchens & Appliances	Axis Europe PLC	Goom Electrical Ltd	Pennington Choices
Buy It Direct	Bardon Environmental Ltd	Guideline Lift Services Ltd	PFL Electrical Ltd
Currys Business	Bell Group Ltd	Guildmore Ltd	PHS Compliance
Electrolux Professional Limited	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

Rock Compliance	Wilko Retail Ltd *(No longer trading on the framework)*	Combined facilities management	Michael Dyson Associates Limited
Safe Strip	**Decarbonisation & Retrofit**	CTS	MLCS3
Savana	Alternative Heat Ltd	Dodd Group	Next Energy Solutions
Shield Environmental	Arcus Consulting LLP	Easy Heat	Osborne Property Services
Smith and Byford	AtkinsRéalis PPS Ltd t/a AtkinsRéalis	EON Energy Solutions Limited	OVO Energy Solutions
Spectra Analysis	Atlas World	Everwarm Limited	P Casey & Co Ltd
Stannah	Axis Europe	H A Mechanical Ltd	Pennington Choices Ltd
Tersus	Baily Garner LLP	H LS McConnell	PiLON Ltd
Thames Laboratories	Bell Group Ltd	Ian Williams Ltd	Procast Building Contractors
Urban Environments	Blue Build	Inspired Energy	R M Williams
Wood Building Services Ltd	Boyd Brothers Fauldhouse Ltd	KBH Building Services Ltd	Rapleys
Decorative Solutions*	British Gas t/a PH Jones	Kensa Contracting Ltd	Ridge and Partners LLP
B&Q PLC	Calisen	Lawtech Group	RPS Group
Crown Paints Ltd	Cenergist Ltd	Liberty Group Investments Ltd	Saltash Enterprises Limited
ICI Akzonobel	Chameleon Digitization	M Four	Solar Windows Ltd
Johnstone's Trade T/A PPG	CLC Contractors	McBains Ltd	Surefire Management Services

***Due to expire in 2024**

The AD Construction Group	**Fire Safety Consultancy***	EFT Systems Ltd	Furniture Resource Centre (FRC)
Ventro Ltd t/a LivGreen	Fire Compliance Management Services Ltd	Fieldway Group	John L Lord
Vital Energi Utilities	Firerite UK Ltd	FK Projects Ltd	Knightsbridge
Electronic Payment Services	Firesec Compliance Ltd	Insulated Render Systems (Scotland) Ltd	The Furnishing Service
Allpay Limited	Frankham Consultancy Group Ltd	JLA Ltd	**Heating Solutions**
Blackhawk Network EMEA Limited	Hydrock Consultants Ltd	Morgan Sindall Construction & Infrastructure Ltd	Aaron Services
Evouchers – Wonde	Osterna Ltd	Openview Security	Ashley & McDonough Compliance Services
Invictus Ventures Limited	Ove Arup & Partners Ltd	PropertyServe	Aston Group
Pay360 (Access Paysuite Limited)	Pennington Choices Ltd	Robertson	Axis Europe Plc
Paypoint Network Limited	Ridge & Partners LLP	Sustainable Building	British Gas also t/a PH Jones
Energy	Tetra Tech	Ventro	BSW Heating Ltd
Corona Energy	**Fire Safety Works***	**Furniture & Flooring***	Chigwell Construction Services Limited
eDF	ABCA	Craftwork Upholstery Ltd	Correct Contract Services Ltd
Scottish Power	BBC Fire Protection	Crown Flooring	CTS Projects Ltd
SSE Energy Solutions	Bell Group Ltd	David Philips	DFP
Total Energies	CLC Contractors Ltd	Designer Contracts	Dodd Group

***Due to expire in 2024**

Easy Heat Systems Ltd	Smith & Byford	Lone Worker Solutions Limited T/A Totalmobile	Travis Perkins
Fusion Heating	Sun Realm Heating	Orbis Protect Limited	UK Plumbing Supplies Limited
Gas Call Services Ltd	Sure Maintenance Limited	Oysta Technology Limited	Wolseley UK Limited
GetFix Ltd	T Brown Group Limited	Skyguard Limited T/A Peoplesafe	YESSS Electrical Limited
H&A Mechanical Services Ltd	TSG Building Services Ltd	**Materials**	**MMC Category 1**
K&T Heating	UK Gas Services	AKW Medi-Care Limited	ilke Homes
KBH Building Services	**Janitorial, Workwear & PPE**	City Electrical Factors	Impact Modular
Liberty Gas Group	Banner	City Plumbing Supplies	TopHat
M&Y Maintenance and Construction (Supplier)	Bunzl Greenham	Edmundsons Electrical Limited	**MMC Category 2**
Next Energy Solutions	Lyreco	Huws Gray	Etopia
Oakray Ltd	Office Depot	Inventor-e	Future Built
PHS Home Solutions Ltd	Protective Wear Supplies (PWS)	Jewson Partnership Solutions	LoCal Homes
Procast Building Contractors Ltd	Rexel	National Merchant Buying Society (NMBS)	Roe Timberframe
Quality Heating Services Ltd	**Lone Worker Protection**	ProCare	Sigmat
Robert Heath Heating Limited	Careline Security Limited	Rexel UK Limited	Starship
RPS Group	CPR Global Tech Limited	Stock Right Now	**Office & Business Solutions***

***Due to expire in 2024**

Banner	M&Y Maintenance & Construction Limited	Apogee Corporation Limited	Nuwe
Bates Office	Magnet Limited	Arena Group Limited	Pertemps
Commercial Corporate Services Limited	Moores Furniture Group Limited	Banner Group Limited	Reed
Lyreco	Mulalley & Co Limited	CDP Print Management	Retinue
Office Depot	Nationwide Windows Limited	Integrity Connect	Service Care Solutions
Planned Maintenance & Property Reinvestment	Novus Property Solutions	Latcham Direct Ltd	Think
Anglian Building Products	Osborne Property Services Limited	Resource	Total Assist
Baas Construction Limited	Penny Lane Builders	Ricoh UK Limited	**Responsive Repairs & Void Property Services**
Bell Group Ltd	Re-Gen (UK) Construction Limited	Toshiba TEC UK Imaging Systems Ltd	ARC Group London Limited
CLC Contractors	Sovereign Group Limited	**Recruitment Services**	Axis Europe Plc
Combined Facilities Management Group	The Casey Group Limited	Adecco Group	Breyer Group plc
Dennis & Robinson Limited T/A Paula Rosa Manhattan	The Symphony Group Limited	Blue Arrow	Cablesheer (Asbestos) Limited
Etec Contract Services Limited	Travis Perkins Benchmarx	Dagny	Cavendish Construction
Foster Property Maintenance Limited	TSG Building Services Limited	Fusion People	Chigwell Construction Services Limited
Howden Joinery Limited	**Print Management**	Keystone	CLC Contractors Limited (Kitchens & Bathrooms)
Joinery & Timber Creations (65) Limited	Allied Publicity Services Ltd (APS Group)	Niyaa People	Clean Green Cleaning Services

Combined Facilities Management	Prestige Domestic Property Management	Dataport Media Limited	Ambue Ltd
Foster Property Maintenance Limited	Profile Security Services Limited	Green Action Trust	British Gas T/A PH Jones
Hankinson Whittle Programmed Limited	R Benson Property Maintenance	Huume Limited	Bays Consulting Ltd
Ian Williams Ltd	Re-Gen UK Construction Ltd	Illumar Limited	Energy Lighting Compliance Ltd
Jeff Way Group	Rigford Ltd	iOpt Limited	Fuzzlab
KBH Building Services	RON services	Manifest Safer Homes	GoGreen Technologies Ltd
Laker Building Management Solutions Ltd	SPS Doorguard	Power Circle Projects Limited	Hello Lamp Post
Lancer Scott Limited	TSG Building Services Ltd	Propeller Powered Limited	iOpt
LCB Group Holdings ltd	Urban Construction Interiors Limited	PRP Architects LLP	Iris IoT
Liberty Gas Group	VPS	Qbot Limited	Mobilise
MCP Property Services Ltd	Westcountry Maintenance Services	Rubixx Solutions Limited	McGregor White Architects
Milestone Constructing Limited	**Social Housing Emerging Disruptors (SHED) 1**	SMS Energy Services Limited	Plexus Innovation Ltd
Novus Property Solutions	Bimdl Limited	Vantage UAV Limited	Prodo Social Software Ltd
Olli Group (Hollington & Sons Ltd)	Bimsense Limited	XM Reality AB	Qualis Flow Ltd
Orbis Protect Ltd (LWP)	Chameleon Digitalisation	**Social Housing Emerging Disruptors (SHED) 2**	Safecility NI Ltd S
Osborne Property Services Limited	Crystal Clear Window Works	Alertacall Ltd	Sero Life

Structural Surveys Ltd	TWC Consulting Limited	AWTG Limited	Quartix
Tim Ashwin Consulting Ltd	Waldeck Associates Limited	Britannic Technologies	RAC Motoring Services
VRPM	**Tech for Independent Living: Telecare, Telehealth**	CCS Media Limited	Sortimo
Wonde Ltd	Appello Careline Limited	CGI IT UK	TGS UK
Technical Support Services	Appello Smart Living Solutions Ltd	Chameleon Digitization	UK Telematics
David Miles & Partners Limited	Astraline (TEC) Limited	Chess ICT	Venson Automotive Solutions
ECD Architects Limited	Chiptech International Ltd	Daisy	**EESSH2**
ESC Consultants Limited	Chubb Community Care Ltd	Netcall	A.C. Whyte
Green Gnomes Limited	Doro Care UK – trading as Careium	North SV	BRB Limited
Keegans Limited	Legrand Electric Ltd – trading as Tynetec	Social Telecoms CIC	British Gas T/A PH Jones
MAC Consulting Limited	Progress Lifeline	**Vehicle Leasing**	Changeworks
Michael Dyson Associates Limited	Tunstall Healthcare UK Ltd	Bott	City Building Contracts
Pellings LLP	**Telecommunications**	Innovative Safety Solutions	City Technical Services
Rex Procter & Partners Limited	4Net Technologies	Kinto	Easy Heat
Ridge & Partners LLP	5G Scotland	Leaseplan	Everwarm
S I Sealy Limited	Abzorb Group	MIS Conversion	Gas Call Services

Scotland specific

H LS McConnell	Vital Energi UK	Pro Cast Building Contractors Ltd	Ailsa Building Contractors
MDG Chameleon	Fire Safety Consultancy	SPG Fire	Bell Group Ltd
Momentum 4	Atelier Ten (Scotland) Ltd	Tunstall	C&S Group
MP Group	Fire Compliance Management Services Ltd	Kitchens	CCG Scotland
Nottingham City Council	Fire Safety First	Dennis and Robinson Ltd T/A Paula Rosa Manhattan	City Building Contracts
Novus Property Solutions	Hydrock Consultants Ltd	Howden Joinery Ltd	Dumbreck Decorators
OVO SSE Energy	Momentum 4 Ltd	Joinery and Timber Creations Ltd (JTC)	Easy Heat
Procast	Ove Arup & Partners Ltd	Magnet Ltd	Everwarm
Procast Building Contractors	Pennington Choices Ltd	Moores Furniture Group	Firstcall Trade Services
Richard Irvin	The Keegan's Group	The Symphony Group Limited	Glendale Grounds Maintenance
Secure Meters UK	Fire Safety Works	Joinery and Timber Creations Ltd (JTC)	H LS McConnell
SERS Energy Solutions Scotland	Easy Heat	Magnet Ltd	John McGeady LTD
TK Murray	Insulated Render Systems	Moores Furniture Group	L&D Plumbing and Tiling
Turner Property Services	King Communications	The Symphony Group Limited	MAC Roofing
Union Technical Services	Morgan Sindall Construction & Infastructure Ltd	Whole House Refurbishment	Mitie Property Services
Valley Electrical Group	OpenView	A.C. Whyte	MP Group

- Novus Property Solutions
- P1 Solutions
- Procast Building Contractors
- Trident Maintenance Services
- Turner Property Services
- **Windows & Doors**
  - Anglian Building Products
  - CMS Windows Systems
  - Novus Property Solutions
  - Sidey Solutions Limited
  - Sovereign Group

get in touch

For further information on any of the features in our 2023 Annual Report, please do not hesitate to get in touch using the contact details below:

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