

# Impact Report 2024

## Procurement Hub



# Looking back...

Procurement Hub is a one-of-a-kind company, and I feel privileged to be part of a business that truly gives back. It's a complex world out there for our Customers when it comes to the procurement around their projects, and being able to demonstrate that they are procuring compliantly is more of a necessity than ever.

Not only is the demonstration of legitimate procurement becoming more open to the public eye, but public spend is tighter than ever. There is the headache of needing to deliver more with less, then incorporating the climate, housing and school place crisis into decision making is now more prominent than ever.



Our Customers want to work with Procurement Consortia that can really understand their internal pressures and maximise their delivery, to not only ensure projects are delivered to high standards, but also are addressing the requirement of social value, decarbonisation and budget restraints they face.

It is essential to Procurement Hub that our partners are stringently assessed, and that performance is regularly checked to ensure that they can provide the services that our Customers require. Ultimately ensuring the successful delivery in the Communities that we work in. The team at Procurement Hub is here to support through these difficult times and our strong social value ethos is at the heart of everything we do."

**Leanne Day**

Head of Consortium Services



# The forefront of procurement

**Procurement Hub remains at the forefront of procurement helping to influence change for the better.**

Director of Procurement, Alan Heron, continues to drive change working with the Cabinet Office to share his expertise on the upcoming procurement changes as well as being an advocate for transparency in procurement.

The upcoming changes will represent the single biggest change to public sector procurement legislation in a generation and it's important to be prepared.

We achieved the Gold Standard for our Major Projects Framework 2. The Gold Standard is a prestigious accreditation awarded by Constructing Excellence to frameworks that demonstrate best practices in construction procurement.

You can read more about our verification by visiting our website [www.procurementhub.co.uk/mpf2/about-mpf2/constructing-the-gold-standard](http://www.procurementhub.co.uk/mpf2/about-mpf2/constructing-the-gold-standard)



**It's important that Procurement Hub and Places for People are recognised as being at the forefront of procurement in the UK. It's an honour to be asked to give advice and guidance to other public sector organisations."**

**Alan Heron**  
Head of Procurement MCIPS



# Our solutions

Our procurement solutions bring together top suppliers from national to SME covering all your business requirements. With a range of Frameworks and innovative and flexible Dynamic Purchasing Systems (DPS), we can help you get projects started and reduce the time and hassle in finding high quality suppliers, services and goods.

**Keep a look out for the launch of our new Frameworks — coming soon are; Heating Services, Damp and Mould, and Fire Safety.**

## Frameworks



Major Projects 2 (MPF2)



Furniture and furnishings



Appliances



Strategic Asset Management Services

## Dynamic Purchasing Systems (DPS)



Development Contractors



Construction Works



Building Materials



Property Works



Fire Safety



Compliance



Consultancy



Legal Services



Specialist Contractors



# Supplier spotlight

We are proud to work with exceptional partners who share our commitment to making a positive impact. Our partnerships go beyond charitable donations and contributions to social housing; we collaborate with suppliers who prioritise strong social value principles. Together, we are able to achieve far more, benefiting our members and the Communities we all serve.

At the heart of our success lies the many exceptional partnerships we've built with trusted suppliers; we are proud to be work alongside supply chain partners who share the same values as us.

As we continue to deliver transformative projects that shape our Communities, the collaboration with suppliers remains central to our approach.

Find out more about the projects we deliver together with our supply chain partners by visiting our website [www.procurementhub.co.uk/news](http://www.procurementhub.co.uk/news)



**WILLMOTT DIXON**

**SINCE 1852**

Willmott Dixon is a key partner on Lot 2 of our Major Projects Framework across England and Wales. Throughout the year, they have demonstrated a strong commitment to local economic support through construction projects delivered through the framework.

**15%** local spend within 10 miles  
**35%** within 20 miles  
**68%** within 40 miles

**21%** local labour within 10 miles  
**43%** within 20 miles  
**84%** within 40 miles

Up to **33%**  
social value  
return on  
investment

**89%** of spend  
goes to SMEs



# Supplier spotlight



Robertson Group work to leave long-lasting positive effects on Communities through their projects. This year through lot 1 on the Major Projects Framework 2 they have continued to deliver projects in Scotland which are socially, economically and environmentally responsible.

**81%** local spend within 40 miles

**100%** fair payment

**99%** local labour within 40 miles

**90%** of spend goes to SMEs

**18** jobs created



FRC Group are our Furniture and Furnishing Framework partner. They have been providing furniture, both new and preloved, to People living in furniture poverty for over 30 years and reducing, and ultimately eradicating furniture poverty is FRC Group's core mission. Some of their key achievements include:

**76,990** essential furniture items distributed

**450** digital inclusion beneficiaries

Shaping and influencing policy decisions in social housing

**26,231** furniture deliveries

Our trusted framework providers include:



# Charity partners

For the financial year 2023/24, we have supported our chosen charity partners each month by donating part of our Social Value Fund. This year we reached **£1 million in donations** to our charity partners since 2020, and we're committed to making a significant impact each year.

By working with Procurement Hub, you can help to make a difference. We strive to do things differently with a more social purpose. Any surplus we generate is reinvested into social housing, social value and charitable projects. We aim to make a difference as a commercial business with a social heart.

Find out more about our Giving Back initiative by visiting our website [www.procurementhub.co.uk/about-us/giving-back/](http://www.procurementhub.co.uk/about-us/giving-back/)

**We're  
Giving  
Back >**

*...so others  
can move  
forward.*

**We are so grateful to Procurement Hub for their incredible generosity and continued support of Rainbow Trust. Their 2024 donation is enough to support 11 families caring for a seriously ill child for a whole year. Our Family Support Workers provide a lifeline to families, providing the vital practical and emotional support that these families so desperately need. Thank you, Procurement Hub!"**

**Elodie Pinn**

Corporate Partnerships Fundraiser, Rainbow Trust





# Charity partners

Here's who we've supported for 2023/24:



January  
**£28,919**



February  
**£28,919**



March  
**£28,919**



April  
**£20,933**



May  
**£20,933**



June  
**£20,933**



July  
**£32,058**



August  
**£32,058**



September  
**£32,058**



October  
**To be donated**



November  
**To be donated**



December  
**To be donated**





# Proud to be part of Places for People

As the UK's leading social enterprise, we have a responsibility to ensure our products and services make a positive impact on People, Places and the Planet. Creating social value for Customers and Communities is at the heart of our approach.

**In the past year, we have delivered a wide range of social value activity through our core work in creating thriving Communities as well as through the Places Impact Group function and the Group's charity, The Places Foundation.**

## Investing in our existing homes

A total of £98m (2023: £66m) was spent on capital improvements. As part of the investment programme noted above, this has provided our Customers with 593 new bathrooms, 130 kitchens, 4,490 boilers and heaters, 1,199 doors, 956 windows and 366 loft insulations.

In addition, we have invested in improving the safety of our Customers' homes, including fire safety requirements and electrical upgrades and testing.

A further £120.5m (2023: £84m) was spent on maintenance and landscapes driven by a high demand for repairs and rising costs. By the end of the financial year, 286,809 repair requests (2023: 240,435) had been raised of which 29% (2023: 31%) were emergency repairs.

## Stepping up to damp and mould

We have proactively identified damp and mould in our Customers' homes and completed an in-depth analysis of repair requests over the past 12 months so we can respond more effectively.

## Extending our property management

We have continued to grow the reach and work of our property management companies. Across our three property management companies – Residential Management Group (RMG), Touchstone and Derwent FM – we now have over 168,000 (2023:159,000) properties under management.



# Social value

**£175 million**

Social Value generated by our regulated business (Wellbeing valuation HACT model).

**£159 million**

Wellbeing and economic value from our Leisure business (Sheffield Hallam model).

**10,390**

Number of Customers helped who were homeless or at risk of being homeless.

**4,295**

Number of Customers supported towards education, employment or training.

**1,597**

Number of Customers supported to get online or use the internet.

**14,697**

Number of people supported with financial inclusion including money advice and hardship funds.

**23,855**

Number of people supported through projects targeting health and wellbeing.

**29,808**

Number of people supported through projects targeting sustainable resilient Communities.



Find out more in our Group Annual Report  
[www.placesforpeople.co.uk/  
media/rghdizg5/annual-  
report-2024.pdf](http://www.placesforpeople.co.uk/media/rghdizg5/annual-report-2024.pdf)



# Meet the team



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PROCUREMENT



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theprocurementhub



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**Procurement Hub**

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