



Annual Report

23-24

Regulator of Social Housing registered number A4020. Charity Commission registered number 1014862.
Companies House registered number 13968187. National Association of Almshouse registered number 981

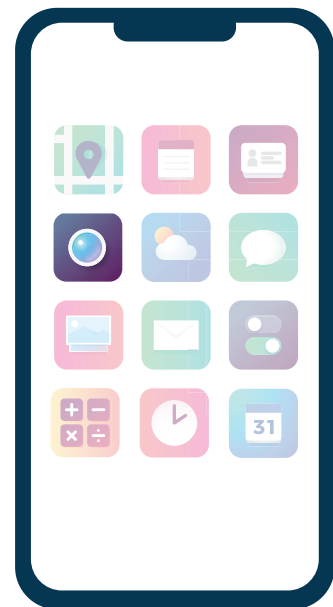


How to use a QR code

We have used QR codes throughout the Annual Report to provide quick access to information on our website. If you have never used a QR code; please see some simple instructions below on how they work:

1

Open the camera on your smart phone



2

Hold over the QR code until a link appears



3

Press the link and a webpage will open



Don't worry if you can't access online, all of our information can be provided in a range of formats. Please contact us if you would like a copy on 01482 223 783 or email info@pfh.org.uk

Hello from our Chief Exec, Claire Warren

“Welcome to this year’s Annual Report. We are delighted to share the highlights and accomplishments of the past year, and where resident feedback has strengthened and improved our services. As a housing provider dedicated to serving older people, our mission is to create warm, safe, and supportive environments where our residents can thrive. This report showcases our efforts to enhance the quality of life for our residents through new housing projects, innovative services, and a strong commitment to excellence.

This year’s report aims to demonstrate how PFH performs against our targets, all performance figures included in this report are for the period 1 April 2023 – 31 March 2024. Thank you to our residents in helping to shape this report to make sure it is clear, understandable, and relevant.

During the year, Tenant Satisfaction Measures have been introduced by the

Regulator of Social Housing (RSH) to assess how well housing providers are doing at providing good, quality homes and services. You can see how we are performing in this Annual Report, and quarterly updates are available on our website.

We have again maintained the highest ranking for the Governance and Financial Viability Standard set by the Regulator of Social Housing, this year - G1/V1. For more information about PFH, including our Board of Directors, Senior Leadership Team, Performance and Equality, Diversity, and Inclusion Strategy, please see our website About Us section.

Thank you for your continued trust and support as we strive to make a positive impact in the lives of those we are privileged to serve.”



Providing a home where you feel safe

A safe home and neighbourhood are the foundations of a thriving community, providing a sense of security and stability for residents to enjoy. We are committed to ensuring safe, secure and supportive environments for everyone.



94.4%

Satisfied home is safe



83.6%

Satisfied with landlords' contribution to neighbourhood

89.6%

Satisfied with our approach to Anti-Social Behaviour (ASB)

15.4

ASB cases open per 1000 homes

0.70

ASB Hate Crime cases per 1000 homes

Investing in your home

Investing in your home and maintaining it to a high standard is essential for ensuring long term comfort, value, and functionality. A well-maintained home enhances residents living experience and satisfaction and ensures that our properties are sustainable and there to provide a home for many years to come.

£4.4 million
Invested in homes

96.3%
Satisfied their home is well maintained

100%
Lift Safety Checks

95.6%
Satisfied with Repairs Service

100%
Gas Safety Checks

100%
Homes meet the Decent Homes Standard

92%
Satisfied with time taken for repair

100%
Fire Risk Assessments

110
Aids and Adaptations completed

99.6%
Emergency Repairs completed on time

100%
Asbestos Surveys

8
Defibrillators installed

99.2%
Non-Emergency Repairs completed on time

100%
Legionella Risk Assessments

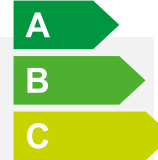
100%
Properties with an Electrical Periodic Inspection



Energy Efficient Homes

We are proud to take a forward-thinking approach to modern living which delivers benefits for residents and the environment. We are committed to reducing energy consumption, lowering utility bills, minimising our carbon footprint, and supporting a more sustainable future. By championing energy efficiency, we strive to create healthier living environments for generations to come.

1,216
dwellings
rated EPC C



729
Cavity wall
installations



We're working with 7 volunteer residents to trial different heating sources. This shall be monitored to assess our retrofit approach throughout 2025/26.



PFH ECO CHAMPION
PFH ECO CHAMPION

We welcome residents to join us as Eco Champions, trialling the latest technology to make homes efficient



Accessing our services

Making sure that everyone can easily reach and benefit from our services is essential. Engaging with residents in a way that suits a diverse range of needs is a priority for us. We have invested in enhancing our service accessibility from improving physical access through to digital platforms – making connection with us easier than ever before.

 87.8% Satisfied we listen	 91.3% Satisfied with being kept informed	 86% Telephone calls answered
 87.8% Telephone calls answered within 2 minutes	 54,712 Engagements with Residents on social channels	 86% Digital contacts answered within agreed timescale

CONNECT
CONNECT

We have invested in the latest digital technology which has been rolled out to all our residents with 'PFH Connect' Devices in every home. This ensures our non-digital residents can now communicate and engage with us online. Scan the QR code to find out more.

Value For Money Services

We understand the importance of making every penny count, ensuring resources are used effectively and responsibly. We provide high quality services to meet the needs of our residents, and our goal is to ensure every service we provide offers exceptional value.



Where each £1 comes from

- 78p Weekly Maintenance Contributions (WMC)
- 14p Service Charges
- 8p Other income



How each £1 is spent

- 44p Management & Responsive Maintenance
- 14p Services
- 27p Major Repairs and Investment in properties
- 4p Loan interest
- 11p Money kept for future investment



To view the "PFH report and financial statement" and read more, including our Value for Money Statement (pg6), how our income is spent (pg35), directors and management costs (pg38), use the QR code. If you would like a copy sent to you, please contact our Customer Services Team.



Our specialist team has helped **91 residents**

this year with managing their finances, claiming benefits and budgeting. Scan the QR code to find out more.



Working together

We work with partners and the community to bring together skills, expertise, and resources to ensure residents can live longer, healthier lives in the homes they cherish. By working together, we improve physical and emotional wellbeing, strengthen community bonds, and reduce the strain on healthcare systems. We take great pride in not giving loneliness a chance through our extensive range of activities and events, with a focus on health and wellbeing.



27,103
People joined us in activities and events



5,953
Hours of health and wellbeing activities*



5
Volunteers supported

We worked with **19 partners**

to deliver innovative offers including intergenerational projects

We welcomed **4 health care**

providers into our properties, improving access for residents



With Resident involvement, we launched a new website with an interactive calendar of events find out more here



*including resident led

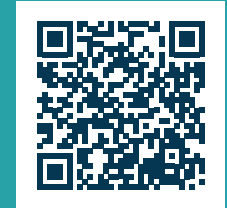


Having an excellent team

Our team of professionals bring passion, expertise, and a commitment to excellence in everything they do. Their continuous drive for improvement and innovations enables us to meet diverse needs effectively and exceed expectations. Our culture of excellence and collaboration supports our reputation as a trusted and reliable service provider – or as we like to say, *'Small but Mighty.'*



You can visit our website to learn more about our Leadership Team and their areas of responsibility here



100%
of our team are proud to work here

11.49%
Staff Turnover
(Target less than 17%)

7.61
days sickness per Full time employee
(Target less than 9 days)

0
Staff Health and Safety Incidents

We achieved Investors in People, Gold Accreditation.

Find out more about working at PFH here



“ My role enables me to help people and support them to make their lives better. I feel proud when I can make a resident’s life easier by solving a problem or simply having a chat to brighten their day. ”

“ Often residents come to us with issues that they think won’t be listened to, taken seriously or investigated further, but at PFH we are passionate about sorting every issue out to the best of our ability. As a Scheme Manager I get a buzz out of sorting issues for residents. My favourite part of my job is interacting with the residents, every day is different, and we do have a good laugh! ”

“ PFH is a team of warm, welcoming and supportive people who always help each other to deliver the best possible service to our residents. ”



Building new homes



Our commitment is to building homes that are designed to meet the needs of older people, that promote independence, wellbeing, and quality of life. New builds incorporate modern amenities and accessible features, we create spaces to enjoy with a wraparound community to avoid isolation and encourage happiness.



Our full portfolio of properties can be seen here



We began building

24

New Homes
this year which meets
our Corporate Plan
development target

Listening and learning from Residents

Listening to our residents and learning from feedback is at the core of our commitment to continuous improvement. By actively seeking and valuing the input of those we serve, we ensure that our services are responsive, relevant, and effective. When we don't get things right, it matters to us and we use every piece of feedback to avoid repeating mistakes, and work with residents to make sure we continuously improve.



Residents have a range of opportunities to be involved at PFH including:

- ✓ Becoming a Resident Board Member
- ✓ Becoming a Resident Scrutiny Member
- ✓ Completing surveys
- ✓ Making a complaint or compliment about our services.
- ✓ Volunteering with us.
- ✓ Enjoying events and activities.
- ✓ Attending training sessions.
- ✓ One to One Mentoring.
- ✓ Joining us for Neighbourhood Walkabouts.
- ✓ Joining Quarterly Resident Meetings.
- ✓ Becoming a member of the Resident Committee.
- ✓ Joining the Resident Health and Safety Forum.
- ✓ Joining the Resident Learning from Feedback Forum.

Find out more about being involved here



Some examples of how we have used your feedback



Residents said	We....
To include residents who are unable to join in with walkabouts	Now offer a door knock so that everyone can be included and give us any local feedback
Our communication style was due a review	Worked with residents to design a new 'Communications Guide' to make sure our publications and communications are well designed and jargon free.
A workshop on wills would be beneficial	Employed a local solicitor to deliver this session with positive feedback.
More information about scams would be helpful	Invited the Humberside Police fraud team to deliver a scam awareness workshop
They wanted to try line dancing	Added this to our events and activities and it is now extremely popular at Broadway Pavillion
How hard it is to cope after the death of a loved one	Introduced a bereavement support service
They were worried about fuel bills and keeping warm	Introduced a 'Warmer Homes Service', offered air fryers with healthy eating on a budget course, financial inclusion workshops, lending energy efficient infra-red heaters, and gave away thermos flasks and warm blankets via a winter warmth fund
Our Scheme Managers could deliver People First and this Annual report to residents living there	Now save £1,200 per year and reduce our carbon footprint too.



Meet The Board

The Board members are dedicated individuals who steer PFH with vision, expertise, and a deep commitment to our mission. Their diverse backgrounds and wealth of experience provide invaluable guidance ensuring we remain focused on our goals and are responsive to the needs of our residents.

The Board is responsible for managing risks and putting things in to place to reduce the risks. **The Board consider the following items to be the top three risks currently faced by the association:**

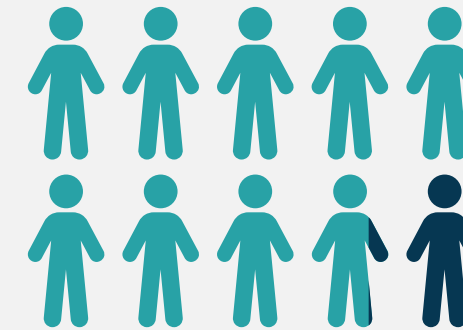
- 1 PFH does not comply with all relevant Health and Safety legislation leading to an accident in which PFH is at fault, resulting in death or serious injury and/or significant financial loss (fines, downgrade, rectifying the problem) – the biggest current risks are around fire, gas, asbestos, electricity, legionella, RAAC concrete (investigation confirmed we have no RAAC present), damp, mould and condensation in properties and lone working.
- 2 The Associations systems loses data due to a malicious cyber security attack which results in significant financial and reputational damage and/or a breach of the Data Protection Act 2018.
- 3 The Association is unable to provide financial support (over and above agreed insurance deductibles) to fully restore properties following a significant flood event.



Equality, Diversity and Inclusion

PFH embraces and demonstrates our commitment to EDI in how we operate and how we learn. We believe that diversity and inclusion promote creativity and innovation. It enables us to gain a wider range of insights, ideas, and perspectives, to help us meet the needs of our residents and team effectively. We always aim to create an environment in which everyone's talents can flourish.

89%
of our residents are over 65 years young



 **Please see our EDI Strategy for further information**

1.6%
of residents are from a minoritised group



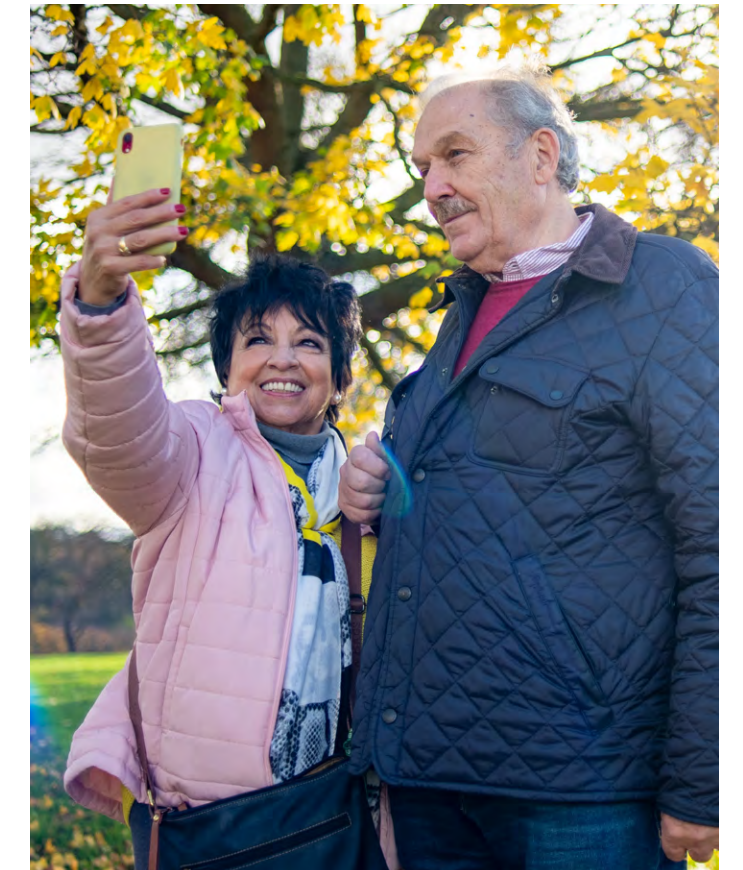
61%
of residents are female



27%
of residents have a disability



70%
of applicants are from people aged between 55-74





Did you know our annual report is also available on our website?

If you would prefer to receive the report digitally in future please let us know

We are considering providing next year's annual report to you via the PFH Connect device and our website, saving almost £5,000 in printing and postage for reinvestment into services.

If you would prefer to still receive your annual report in a printed format, please let us know to support our planning for 2024/25.



Opening Hours

Mon 9:00am - 5:00pm

Tues 9:00am* - 5:00pm

Wed 10:30am - 5:00pm


Thurs 9:00am - 5:00pm

Fri 9:00am - 4:30pm

*Please note, we open at 10:30am on the first Tuesday of each month.

We're Closed on Bank Holidays. If you have an emergency outside of these hours you should call 01482 223 783 and you will be diverted to the out of hours team.

If you would like this Annual Report on audio tape, large print, Braille or another language, please contact us using the details below.

 Pickering and Ferens Homes,
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 www.pfh.org.uk

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 info@pfh.org.uk

 twitter.com/pfh_hull

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PICKERING & FERENS HOMES