



Annual Report 24-25

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

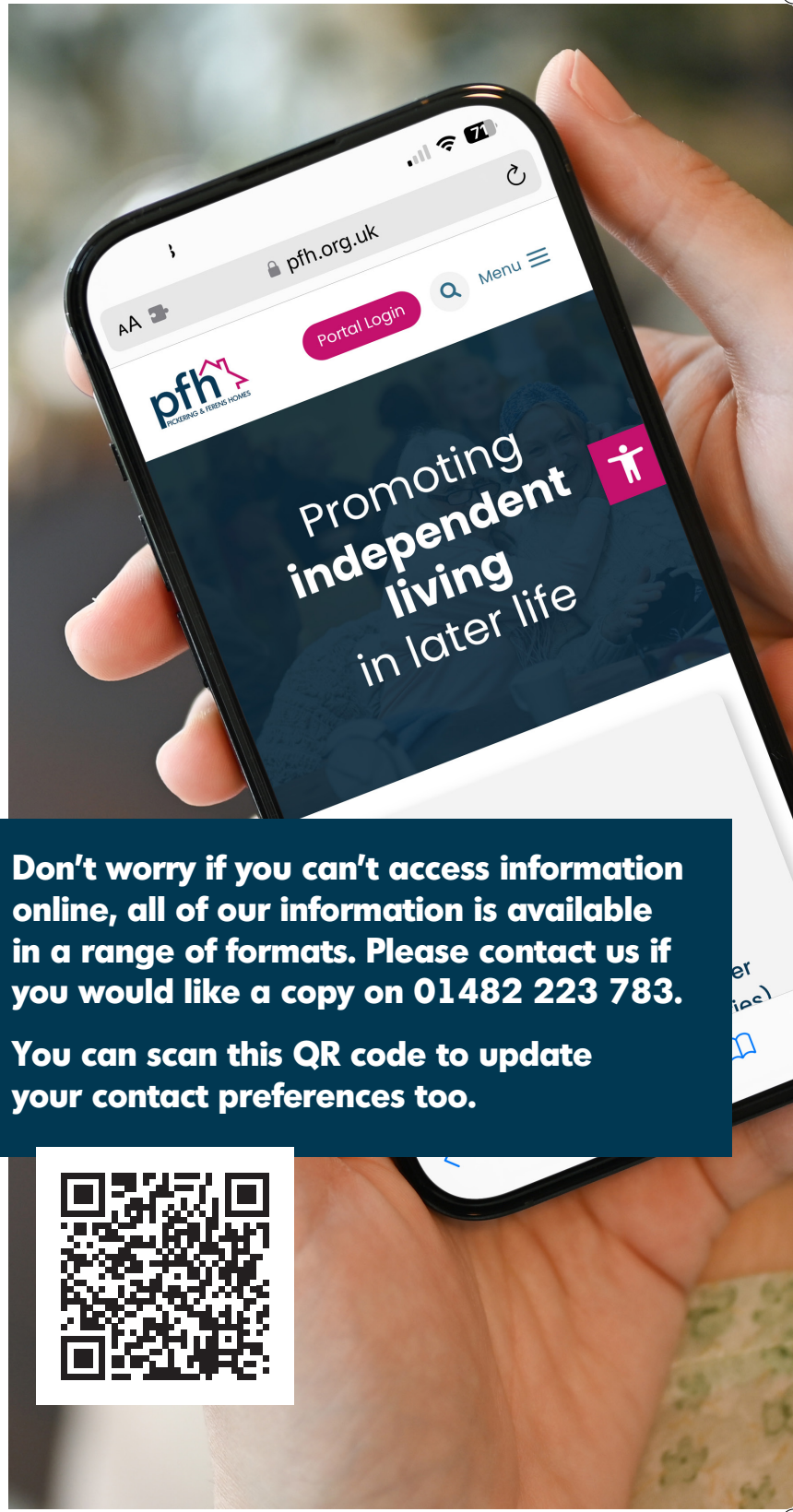
Open the camera on your smart phone

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 information online, all of our information is available in a range of formats. Please contact us if you would like a copy on 01482 223 783.

You can scan this QR code to update your contact preferences too.



Hello from our Chief Exec, Claire Warren

“We're excited to share the highlights of our journey and achievements over the past year, showcasing how resident feedback has helped us strengthen and improve our services. As a housing provider dedicated to supporting older adults, our mission remains clear, to create warm, safe, and supportive homes where our residents can truly thrive.

This report covers the period from 1 April 2024 to 31 March 2025 and celebrates our ongoing efforts to enhance the quality of life for our residents through new housing projects, innovative services, and a commitment to excellence.

A big thank you to all our residents who helped shape this report, your input has ensured it is clear, understandable, and relevant.

The Regulator of Social Housing (RSH) introduced Tenant Satisfaction Measures to assess how well housing providers are delivering quality homes and services. Throughout this report, you'll find our performance against these measures, with

quarterly updates also available on our website.

We're delighted to have been awarded G1 for Governance, V1 for Financial Viability, and C1 for Consumer Standards – the best ratings any housing provider can receive, from the Regulator of Social Housing. These top-tier ratings reflect the exceptional standards maintained across all areas of the charity's operations, including strong leadership, robust financial health, and a deep commitment to resident health and wellbeing and customer service. For more details about PFH, including information on our Board of Directors, Senior Leadership Team, performance, and Equality, Diversity, and Inclusion strategy, please visit the About Us section on our website.

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.

Claire



”

Building new homes



We're dedicated to creating homes for older adults that promote comfort, independence, wellbeing and a better quality of life. With modern, accessible features and a strong sense of community, our homes are designed to reduce isolation and help residents thrive.



Our full portfolio of properties can be seen here



This year we met our target of building
24
New Homes

Safety & Quality

We're committed to creating safe, welcoming neighbourhoods where residents feel secure and supported. By investing in our homes and keeping them in top condition, we help ensure comfort, value, and long-term sustainability. We're also focused on the future, reducing energy use, cutting bills, and building greener, healthier homes that benefit you and the environment.

98% Satisfied home is safe	88.4% Satisfied with landlords' contribution to neighbourhood	89.7% Satisfied with approach to Anti-Social Behaviour (ASB)	17.21 ASB Cases open per 1000 homes	0 ASB Hate Crime Cases per 1000 homes
£3.5m Invested in homes	89.80% Satisfied with Repairs Service	92% Satisfied with time taken for repair	92.40% Satisfied that we listen	99.7% Emergency Repairs completed on time
99.56% Non-Emergency Repairs completed on time	94.10% Satisfied home is well maintained	100% Gas Safety Checks	100% Fire Risk Assessments	100% Asbestos Surveys
100% Legionella Risk Assessments	100% Lift Safety Checks	0% Proportion of homes that do not meet the Decent Homes Standard	73 Aids and Adaptations completed	



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





Having an excellent team



Our team of dedicated professionals continue to bring passion, expertise, and a strong commitment to excellence in everything we do. Over the past year, their relentless drive for innovation and improvement has helped us adapt, evolve, and exceed expectations. Our collaborative culture and focus on quality reinforce our reputation as a trusted, reliable partner, 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



We achieved
**Investors in People,
Gold Accreditation.**



INVESTORS
IN PEOPLE | Gold



95%
of our team are
proud to work here



6.66
days sickness per
Full time employee
(Target less than 9 days)



11.6%
Staff Turnover
(Target less than 17%)



£26,869
Invested in staff
training and
development

Tenancy

Over the past year, we've continued working closely with partners and our community to combine skills, expertise, and resources, all with one goal: helping residents live longer, healthier lives in the homes they love. Together, we've strengthened physical and emotional wellbeing, deepened community connections, and helped ease pressure on local healthcare services. We remain proud of our efforts to keep loneliness at bay through a growing range of inclusive activities and events focused on health, connection, and wellbeing.



Our sessions
were attended
30,391
times



6974.5
hours of health and
wellbeing activities*



10
formal volunteers
supported us

328 sessions
delivered with partner
organisations

We welcomed
3 health care
providers into our properties for 25 sessions
overall, improving access for residents.

We invested £12,500
into delivering a diverse range of activities



With Resident involvement, we launched an interactive
calendar of events find out more here

*including resident led



Transparency, influence & Accountability

Ensuring everyone can easily access and benefit from our services remains a top priority. This year, we've continued to engage with residents in ways that reflect a wide range of needs and preferences. We've further invested in making our services more accessible, from improving physical access to expanding and refining our digital platforms, making it easier than ever to connect with us.



The Housing Ombudsman notes
‘Exceptional performance recognition with complaints.’
Achieving no maladministration is a commendable achievement, especially in a year where they upheld 71% of complaints. PFH is one of only 2 in England where the regulator investigated 5 or more cases, none of which were upheld. This reflects a highly positive complaint handling culture within the organisation.



Listening and learning from Residents

Listening to residents and learning from feedback is a big part of how we keep improving. We make sure to ask for people's views and take them seriously, so our services stay useful and relevant. If we get something wrong, we don't ignore it, we learn from it and work with residents to make things better.

Find out more about being involved here



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.
- ✓ Mystery Shopping

Become a mystery shopper!

At PFH, we want to deliver first-class homes and services. To do this, we need your feedback. Our new Mystery Shopping programme gives residents the chance to test our services and tell us what works well.

What could you review?

- Reporting a repair (day or night)
- Health & wellbeing events
- Grounds maintenance visits
- Using PFH Connect or email on our website
- Planned maintenance or adaptations

Open to all residents

Your views will help us check our services are easy to use, meet our standards, and improve where needed.

Our Customer Experience Manager will guide you through the process and provide everything you need.

To join, contact us by phone, email, or PFH Connect to register your interest, or visit our website here.



Value For Money

We know it's important to make the most of every penny and use our resources wisely. We focus on delivering high-quality services that meet residents' needs, and we always aim to give great value in everything we do.



Where each £1 comes from

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



How each £1 is spent

- 38p Management & Responsive Maintenance
- 16p Services
- 23p Major Repairs and Investment in properties
- 4p Loan interest
- 19p Money kept for future investment



Our specialist team has helped 47 residents

with managing their finances and increasing their income totalling **£327,816**. Scan the QR code to find out more.



We have invested in the latest digital technology being 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.



Meet The Board

Our Board is made up of committed individuals who bring experience, insight, and a strong belief in our mission. Their different backgrounds help guide PFH and keep us focused on what matters most, supporting our residents.

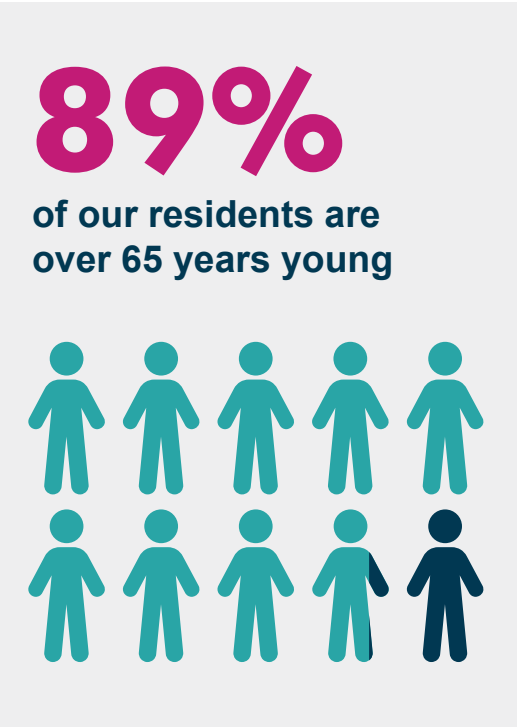
The Board also plays a key role in identifying and managing risks, making sure the right steps are taken to reduce them. The following are the top three risk facing the organisation which the Board actively work on:

- 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, damp, mould and condensation in properties and lone working.
- 2 The Associations systems and/or loses data due to a malicious cyber security attach 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.

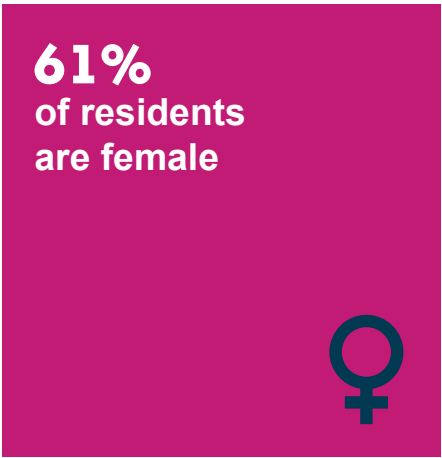
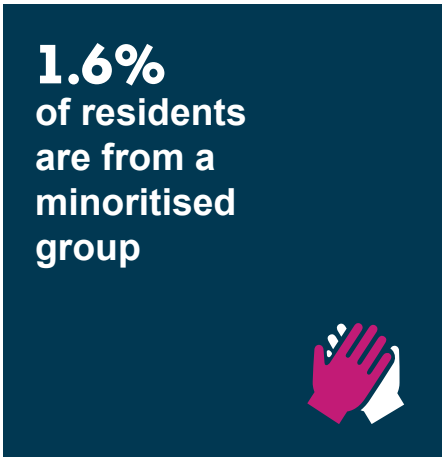
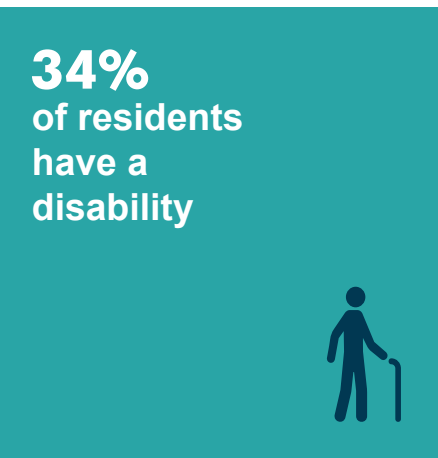


Equality, Diversity and Inclusion

At PFH, we're committed to equality, diversity, and inclusion in everything we do and how we learn. We believe that having different people and perspectives makes us more creative and better at solving problems. It helps us understand and meet the needs of both our residents and our team. We aim to create a place where everyone feels valued and has the chance to thrive.



Please see our EDI Strategy for further information





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



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,
7 Beacon Way, Hull HU3 4AE



info@pfh.org.uk



01482 223 783



www.pfh.org.uk



PFH Connect



facebook.com/Pickering.Ferens



twitter.com/pfh_hull

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

pfh
PICKERING & FERENS HOMES