

Big Decisions Plymouth

Board updates newsletter August 2019

Community Homes



Project of the Year and Winner of Winners!

Our Primrose Park development at Whitleigh scooped both awards at the South West Constructing Excellence awards. We won project of the year seeing off competition from the new Airbus building in Filton and Winner of Winners against such projects as Hinckley point and the M4 toll removals – double well done!

Resident scrutiny

Our Customer Focus Committee was updated on the new approach to resident scrutiny, agreed by the PCH Board. The new approach has been developed with input from the current scrutiny team and residents – feedback so far has been really positive. The aim of the new approach is to involve as many residents as possible in selecting areas for scrutiny and looking at how PCH is run. A trial task and finish group will begin in the autumn.

Solar panels

Our installation of solar panels has led to big cost savings for residents. We've installed over 26,500 panels between 2012 and 2015 and the latest figures show we've save around 12,997 tonnes of CO2.

Welfare reform update

We met with MP William Quince, Parliamentary Under-Secretary, Department of Work and Pensions and MP Luke Pollard to discuss the 53 week universal credit issue. The Minister welcomed suggestions to resolve the issue and would update us.

Stat accounts

The Board approved the accounts for PCH and our subsidiary companies. We had clean audit reports and we've produced a customer friendly version of the accounts which will appear on our website in the next few weeks.

Asset management strategy update



The Board were given an update on the strategy which showed the huge regeneration programme we're working on across the city, with work taking place at Whitleigh, the Barbican, the City Centre and Stonehouse to improve the look of our homes and improve lives and communities for our residents.

Board review

Under the NHF Code of Governance, the PCH Board are required to regularly carry out reviews to make sure that the Board Members have the right mix of skills to make effective decisions for PCH. The outcome of the latest review was very positive and provided some good suggestions about how we can improve in the future.

RoSPA award

The Repairs and Regeneration team also won a sixth consecutive gold medal from the renowned RoSPA (the Royal Society for the Prevention of Accidents) for their practices in helping staff get home safely at the end of the working day – well done!

International safety award

Our Repairs and Regeneration team and PCH Manufacturing received an internationally recognised safety award from the British Safety Council – well done!