

# InTouch

Issue 62 Summer 2025



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Read InTouch online  
[bit.ly/PCHInTouch](https://bit.ly/PCHInTouch)



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# Welcome to the Summer 2025 edition of InTouch

In this edition, we're celebrating the 10th anniversary of our Reuse Centre and the vital role it plays in helping to reduce what ends up in landfill while restoring important household items which are then donated back to our residents who may need them. It is fantastic to see that in the past 10 years the centre has recycled over 20,000 tonnes of waste that would have otherwise gone to landfill. Great work team!

We provide an update on our Health and Housing Project in partnership with Livewell Southwest and share the successes of the project since it began in 2023. We're delighted to announce that both Boards have agreed to fund the project for a further three years where we'll be exploring new opportunities to support even more residents in line with the four core themes of the project. Watch this space!

Over the last few months, we have been working with Devon and Cornwall Police, other partner organisations and local residents on the Love Stonehouse project, to make Stonehouse a safer place and a thriving community. Read more about our Stonehouse community event, brand new murals and work with Crimestoppers in our exclusive Love Stonehouse story.

In April, PCH hosted an Involvement Devon Customer Event where we were joined by engaged residents from housing associations across the South West. We're glad to hear how much our residents enjoyed networking with likeminded social housing residents and to hear the

opinions of others. If you would like to get involved and have your say on how we shape our services, call us on 0808 230 6500 and ask for our Resident Involvement Team or find out more on our website.

Read more about this, our Rockpool Ramble at Mount Batten Beach in partnership with the Ocean Conservation Trust, our Confidence and Motivation workshop in partnership with Active Plus, an update on our programme to refurbish and upgrade our homes and blocks, decarbonising more properties to help reduce energy bills for our residents and information about our digital support drop in within this edition.

If you have any stories about your achievements, exciting events taking place in your community, or the good work of your neighbours, we want to hear from you. Contact us on [news@plymouthcommunityhomes.co.uk](mailto:news@plymouthcommunityhomes.co.uk) or message us on Facebook, X or Instagram.

We hope you enjoy the magazine,



*Valerie*

**Valerie Lee,  
Chair of the Board**



# Veterans inspiring confidence in residents

PCH residents were inspired to step out of their comfort zone during a Confidence and Motivation workshop organised by Plymouth Community Homes in partnership with Active Plus.

"A bit apprehensive at first, but slowly better throughout the week."

"I learnt how to give instructions and be assertive."

"Trying to solve problems and taking time to correct our mistakes, loved the activities, it was brilliant to solve the problems."

Those were just some of the comments made by PCH residents as individual presentations were made by each member of the course as they showcased their newfound confidence and public speaking abilities.

Rewind a couple of weeks and it was a very different story as **Pete and Rob, Lead Instructors for Active Plus, explain:** "At the beginning of the course, all the team members were understandably apprehensive about what to expect. We've worked with them over the course to empower everyone here to grow in confidence and resilience.

"We use teambuilding and problem-solving activities to help people look at challenges differently, regain their confidence and regenerate a sense of purpose and belonging.

"If I had told them at the start that by the end of the course they would be standing up in front of a group of people talk about what they've learned and how they're going to apply it to their own lives, they'd have laughed me out of the room.

"Everyone involved has graduated the course with flying colours, and we'd like to thank all our participants who have become firm friends. It was nice to hear the group talk about their time on the course, and this puts a little bit of gentle pressure on them to excel."

Residents are planning to use their newfound confidence going forward, with some looking to get into work, while for others it's given them the chance to get out and meet new people and make friends.

**Resident Stacey Winn, who attended each of the days, said:** "It has really helped me and boosted my confidence. I'm not a big fan of speaking in front of people and each of the exercises that we carried out helped us to work as a team and build positive

relationships with each other to deliver the final results. We've all really enjoyed it and become quite close as a group so I think we will keep in touch!"

**Ashleigh Knowles, PCH's Resident Learning Co-ordinator who helped deliver the course, said:** "It has been an absolute joy delivering the course. It's always great to work with Active Plus and see the difference made to attendees. The first week everyone was a bit nervous and quiet but each week their confidence grew. They shared their interests, worked well together, and had personal achievements."

Active Plus is a Community Interest Company that uses the skills, experience and expertise of injured and retired military veterans to deliver unique programmes that build confidence, improve motivation, generate a sense of belonging and self worth; helping people to unlock and fulfil their potential.

PCH offers a variety of free courses to support and upskill residents, including training in first aid, computer skills and cookery. To be on the mailing list for the latest courses, visit our Learn For Free page on our website.







## 10 years of recycling success

The PCH Reuse Centre turns 10 years old this month - and what a decade of achievements it's been for our team who work enormously hard to recycle second hand items and support residents.

When we clear empty homes after a tenant moves out, sometimes items are left behind, and in previous years these often ended up being thrown away. The Reuse Centre provides a vital resource to help reduce what ends up in landfill as well as providing hugely beneficial items able to be restored and donated to residents in need.

Staff now take discarded items to our Reuse Centre at Burrington Way where they can be sorted, cleaned and made available to be re-used by residents, given to charity, or – in the case of the electronic circuit boards, recycled for money.

The centre sorts and repurposes items from cups and plates to large pieces of furniture and electrical equipment, including chairs, sofas, fridge freezers and beds.

Every item that can be saved at the Reuse Centre is entered into a catalogue that can be accessed by PCH Housing Officers, who can request items on behalf of residents who have made them aware they need something specific.

In the past 10 years, the centre has managed to recycle over 20,000 tonnes of waste that otherwise would have been going to landfill.

### That includes:



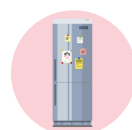
**40,000 litres of paint**



**15,600 mattresses**



**12,480 Televisions**



**7,000 Fridges and freezers**



**1,000 vehicle batteries**





In the past 10 years, the Reuse Centre has made more than 1,000 deliveries of items to PCH residents, charity shops and locally supported partner organisations.

Some of the organisations that have benefitted include:

- **Hugs for Henry**
- **Woodside Animal Sanctuary**
- **British Heart Foundation**
- **Devonport Live**
- **All Saints Academy**
- **Mount Wise Community Centre**
- **Men's Shed**
- **Hannah's Charity Shop**
- **Tamar Mobility**
- **Millbrook Healthcare**

And it's not only practical items that the Reuse Centre has recycled in that time, with thousands of toys and games being cleaned up, given fresh batteries and donated to PCH children via our Toy Giveaways held throughout the year.

Donna Vickers, a PCH Ranger who has worked at the Reuse for 7 years, said: "This is a fantastic achievement and really shows our purpose as a social landlord. We wanted to make sure we were doing something with these items rather than just send them to landfill, and when we started the centre, we never imagined how popular it would be.

"Not only are we able to do our bit for the environment, but the amount of items we have been able to give back to residents in our community who need them is incredible.

"My favourite are our Toy Giveaways though – the look of happiness on the children's faces when they are able to choose their own toys and gifts is rewarding. It confirms that what we do as an organisation really impacts our residents – doing the right thing certainly feels good and we're more than happy to help. Here's to the next 10 years!"

Read more on InTouch online

[bit.ly/10yearsofrecycling](https://bit.ly/10yearsofrecycling)





# Investing in Your Home

**To ensure everyone has a high-quality affordable home, it's vital we look after the places we already own and invest in our communities to keep our homes safe, comfortable, warm and dry.**

Every year, we have a major works investment programme to refurbish and upgrade our homes and blocks, decarbonising more properties to help reduce energy bills for our residents.

Read more about key areas of our Major Works Investment Programme below:

## Delivering excellent services and improving lives

PCH is committed to supporting residents with warm, safe and healthy homes, which includes improving our EPC ratings across our property stock. EPC stands for 'Energy Performance Certificate', and is a rating that shows how energy efficient a property is.

Over the last six months, a pilot project to increase EPC D rated homes to a minimum EPC rating C has concentrated on delivering simple but effective changes to improve energy efficiency. The main changes have included new loft insulation and low energy lighting, which helps to improve the comfort within homes, improve heat retention, lower energy use and lower carbon emissions.

During this pilot, 75 homes received these measures with 100% of them achieving an increased energy rating. Residents were pleased with the improved energy rating, saying:

*"We have noticed the home being warmer already"*

*"We no longer have a draft from the loft hatch"*

*"I expected it to take much longer to be completed, happy with the work, very efficient"*

## Next steps

This financial year, we will be working with residents across a further 200 homes.

As with all projects, we will contact all residents prior to work commencing and provide further details on our Major Works Investment Programme webpage.

## Stock Condition Survey Update

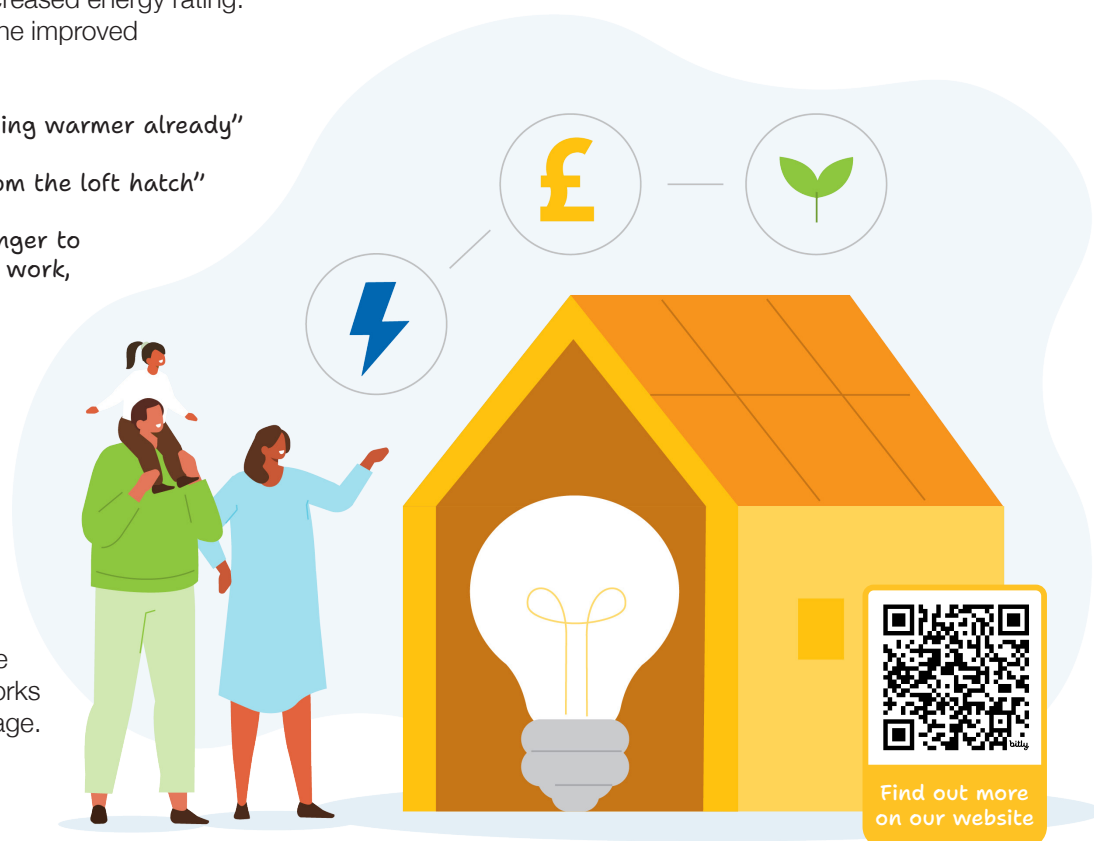
Over the past year, we have successfully completed over 6,000 surveys on PCH homes, which have provided us with valuable insights into the future investment needs to ensure our homes remain safe.

The findings have directly shaped this year's asset upgrade programmes, which include kitchen, bathroom, and window renewals.

This financial year, we are aiming to complete surveys for all remaining properties. This will bring us to 100% of our homes having an up-to-date Stock Condition Survey.

If your property is yet to be surveyed, please contact our team on 01752 388397 or via email at [asset.management@plymouthcommunityhomes.co.uk](mailto:asset.management@plymouthcommunityhomes.co.uk) to schedule an appointment.

Further details about what is involved during a Stock Condition Survey can be found on our Major Works Investment Programme webpage.





# PCH supports Plymouth Community Alcohol Partnership (CAP)

The Community Alcohol Partnership (CAP) works to help reduce alcohol harm in local communities from drinking by young people under 25, with a particular emphasis on preventing underage drinking.

CAPs are made up of partnerships between local authorities, police, schools, retailers, neighbourhood groups and health providers, working together to highlight the risks of underage drinking and improve the health and wellbeing of local children and young people.

Plymouth CAP was launched in September 2023, and the launch event was attended by key partners including Plymouth Community Homes (PCH), Devon and Cornwall Police, Plymouth Argyle Community Trust, Plymouth City Council and a range of other schools, charities and community groups.

Plymouth CAP initially signed an action plan that looked to reduce alcohol harm and provide children and young people, with opportunities to improve their health and wellbeing and enhance their communities.

So far activities have included:

- creating events in potential ASB hotspots
- football sessions
- cooking sessions
- graffiti art workshops
- exercise classes

A Plymouth CAP Youth Committee was formed at the end of last year, and the group are being supported to design and deliver an alcohol-free music event at Tinside Lido at the start of the summer holidays. PCH has pledged £500 towards the costs of this.



At the start of April, Plymouth CAP won a Spotlight Award at their annual awards ceremony for innovative youth engagement and community impact in recognition of the excellent progress that has been made in a short period of time. The ceremony held in the Houses of Parliament was attended by Luke Pollard MP.

**Annie Ashford-Barnden, Regional Adviser for South West of England at Community Alcohol Partnerships, said:** "It has been an absolute pleasure to support the creation of the Plymouth CAP. All the partners involved have been so enthusiastic and pro-active about reducing alcohol harm for young people and providing them with exciting opportunities. I am looking forward to watching the partnership to continue to develop."

## Do you share our core values?

CARE. RESPECT. LISTEN. DO THE RIGHT THING.

[www.plymouthcommunityhomes.co.uk/careers](http://www.plymouthcommunityhomes.co.uk/careers)

[recruitment@plymouthcommunityhomes.co.uk](mailto:recruitment@plymouthcommunityhomes.co.uk)

[/PCHCareersfb](https://www.facebook.com/PCHCareersfb)



EXPLORE  
OUR CURRENT  
VACANCIES

JOIN  
THE  
TEAM





# Love Stonehouse

**PCH is working with Devon and Cornwall Police and other partner organisations to help make Stonehouse a safer place and a thriving community.**

The Love Stonehouse project unites local people and organisations, working together to achieve a shared goal: creating a safe community and a great place to live. Take a look at some of what's been going on in the past few months in the area.



Devon and Cornwall Police worked with the local primary school to run a competition to design the logo for the project.

The final Love Stonehouse logo was created by Lena, aged 10 from Cathedral School of St Mary in Stonehouse.

## Love Stonehouse community event

PCH hosted a community event to combat anti-social behaviour and fly-tipping in Stonehouse, which saw active participation from a range of organisations and individuals, including the Stonehouse Neighbourhood Policing Team and Child-Centred Policing, Timebank, Foodbank, and Crimestoppers, among others.

Councillor Chris Penberthy was present alongside PCH Housing Officers, members of the PCH Financial Intervention Team, Rangers and Communities Workers, who visited numerous properties to provide advice on income, benefits, and debt management.



## Local community comes together to unveil new murals in Stonehouse

We invited local residents, pupils from the local primary school and community organisations to witness the unveiling of two new murals in Stonehouse.

The murals painted by SpraySaint are located on a large wall within the multi-use games area (MUGA) at Flora Court. They cover an English garden birds and small animals' theme as well as a sports theme, linking in with our partnership with Argyle Community Trust.

Following a suggestion from Gary, the local ranger from the Environmental Services team at PCH, local residents, young people and pupils from St Peters Church of England Primary School were consulted at the start of the project to make sure they were involved in how the murals would look. Following the consultation, the housing officer applied for funding for the project.

The murals were unveiled at an event organised by PCH with refreshments provided by Argyle Community Trust and Plymouth Jollof Kitchen, attended by local residents, staff from PCH, SpraySaint, pupils and staff from the local primary school, Jollof Kitchen as well as Adam Randall and the Argyle Community Trust team.

## Crimestoppers

As part of a drive to report crime in the area, Crimestoppers brought The Bannervan to Stonehouse to amplify their campaign to Speak up, Stop Crime and Stay Safe whilst remaining 100% anonymous.





## Community Walkabouts

As we do in every area across the city, we've been carrying out our community walkabouts, with Nicola and Kyah our local housing officers walking the neighbourhood in Stonehouse to talk to residents, help report things such as fly-tipping and find out what's happening in the local area.

## Regular Police team patrols

Police officers are working closely in the Stonehouse area to disrupt criminal activity and respond robustly to crime in response to local reports.

The proactive work officers are carrying out includes:

- High-visibility foot patrols across the Stonehouse area
- Carrying out regular police operations to tackle different crimes
- Holding community events so you can have your say
- Sharing updates on positive progress with local people

They can't do it alone; they need your support.

## How can I help?

Together with your help, we can continue to make a positive difference in the community. Here's how you can support the community with Love Stonehouse:

- Report crime and information – Crimestoppers can be contacted by phone on 0800 555111.
- Join us at our community engagement events – we'll be continuing to host events with our partners for the local community throughout the year – keep your eyes peeled for the latest and come along.
- Complete the Safer Plymouth survey - There is an ongoing Safer Plymouth survey, which allows people to feedback on policing in the local area.

Read more on InTouch online

[bit.ly/LoveStonehouse](https://bit.ly/LoveStonehouse)



# Rockpool Ramble at Mount Batten Beach

**Plymouth Community Homes recently partnered with expert Rangers from the Ocean Conservation Trust to host a day of discovery at Mount Batten Beach for local residents and children.**

With the Ocean Rangers by their side, children and parents set out in small groups as they began their exploration searching the rocky shores for wildlife, creatures, stunning shells and fascinating rocks.

With their artefact buckets at the ready, children discovered several crabs, fish, sea anemones and interesting stones, all of which were later returned to their natural habitats.

The Rangers provided fun and valuable insight throughout the day and assisted the children with their discoveries.

**Hayley Kemp, Communities Worker at Plymouth Community Homes, said:** "It was fantastic to see such a successful and fun event go ahead, especially for the children.

"Teaming up with Ocean Conservation Trust, Ocean Rangers led the exploration across Mount Batten Beach resulting in an amazing and informative day out"



# An update on our Health and Housing Project

Plymouth Community Homes (PCH) and Livewell Southwest are continuing to work in partnership to help improve health and wellbeing outcomes for our residents by enabling them to live independently, safely, and healthily at home for longer.

The Health and Housing Project started in 2023 and Rachael Fox, Partnership Project Manager, has shared an update about how work is developing two years on.



## The project is focused on four core themes:



### Admission Avoidance & Prevention

Targeted initiatives to support prevention, aiming to reduce hospital admissions and improve pathways.



### Health Improvement and Early Intervention

Proactive measures to address health inequalities and enhance access to health improvement programmes.



### Integrated Place-Based Partnerships

Strengthening collaboration across sectors to provide coordinated, accessible support services.



### Digital Transformation, Data & Population Health Management

Harnessing data to inform decision-making, support resource allocation, and improve population health through innovation.

## Key achievements include the creation of three jointly funded roles to further the project work:

### Trusted Assessor

The Trusted Assessor provides quick access to home assessments for aids and minor adaptations. This has helped to reduce waiting times for residents and reduce demands on Occupational Therapy (OT) services.

**Since July 2024, 244 Trusted Assessor referrals have been received, and 160 home assessments were completed.**

### Wellbeing Officer

The Wellbeing Officer provides tailored health and wellbeing support for our residents, helping them to work towards health and wellbeing goals, access services and reduce social isolation.

**To date, our Wellbeing Officer has supported 53 residents and over 750 residents have signed up for our refreshed New Home New You Scheme.**

### Digital Inclusion Worker

The Digital Inclusion Scheme was set up in July 2023 to help residents overcome barriers to getting online, providing access to devices, data sims and offering digital support.

**The Digital Inclusion Worker role enabled the project team to offer one to one support, and increase the number of group digital support sessions. Over 300 residents have been supported by the scheme.**





## Other key initiatives happening under the Health and Housing Project include:

**The Plymouth Living Lab** is exploring digital health technologies and is enabling the codesign of technology with our residents. The project is supported by Dr Kieran Green who is working within PCH as a Community Engagement Researcher. Kieran is helping explore how technology can be used more widely within the home, and how it can be codesigned with end-users, to help keep them safe and independent in their homes. It is thought to be the largest Living Lab in the world.

**Young Persons Homelessness Support** the project team is now testing a supported route for young people under 25 to help them access PCH accommodation. This provides support to care leavers and young people within the homelessness system to give them the best chance of success in their tenancy.

**The Community Wellbeing Champion Programme** aims to empower communities to support each other and recognises the impact involved residents can have in their community. The course provides a recognised qualification, and the next cohort will begin this month.

**The Community Health Improvement Programme** offers a menu of health and wellbeing topics in one programme. The programme is delivered in communities and can be tailored to cover topics chosen by local residents, helping people begin their health improvement journey.

The project has continued to support the **Grow Share Cook Project** with funding in partnership with Plymouth City Council, which provides free, high quality and locally grown vegetable bags, recipes and access to cookery workshops. This project supports our New Home New You Scheme and is continuing to be developed with Tamar Grow Local and partners.

**The Reconnect Project** was set up with partners at Plymouth Energy Community in recognition of the significant impact rising energy costs and the cost of living crisis was having on the health of PCH residents. The project provides targeted support to residents, assistance with energy debt as well as access to hardship funds for those who are eligible.

### Rachael Fox, Partnership Project Manager, said:

"The project team and I are thrilled to be able to continue working with our colleagues at Livewell.

"The project began with some ideas on paper and I'm so proud of what we have achieved. It has been a huge team effort, and the result of working with brilliant and passionate staff across both organisations.

"A special thanks to our residents too, who have taken part, shared their ideas and guided us in what matters along the way. We are looking forward to the next three years!"

To speak to the Health and Housing Project team or to find out more about the support that they offer, email [healthandhousing@pch.co.uk](mailto:healthandhousing@pch.co.uk).



# Step into a new home in 2025 with SO Living



Read more on  
InTouch online

Are you looking to get onto the property ladder?

Since starting in 2012, our shared ownership company SO Living has helped people to buy their first home at developments across Devon and Cornwall.

Shared ownership is a Government-led affordable home ownership scheme that allows those who can't afford to purchase a home outright to buy a share of a property and pay rent on the remaining portion.

Shares can start from between 10%-75% of the home's value, depending on your lease, and you'll pay rent to Plymouth Community Homes on the remaining share. The bigger the share that you purchase, the less rent you will pay on the remaining share.

You'll usually need a deposit of between 5% and 20% of the share you are buying and will need to get a mortgage for the remainder of the share you purchase.

Our properties are leasehold, and you will be offered a lease between 125 and 990 years. If you purchase a resale property you will be buying the remaining term of the lease. As a shared owner, you will be able to buy more shares and on most of our properties, purchase the freehold once you staircase up to 100%.



## Woodland Walk & Oak Green

- Sherford, Plymouth
- 42 homes
- Two, three & four bedrooms

Oak Green and Woodland Walk is an exciting new collection of two, three and four bedroom homes situated in the thriving development of Sherford.



## Bellwood View\*

- Saltash, Cornwall
- 12 homes
- Two and three bedrooms

Perfect for first-time buyers, downsizers and families alike, this development is a fantastic opportunity for local people in the area.



## Saxon Meadow\*

- Lifton, Devon
- Six homes
- Two & three bedrooms

Offering six homes for shared ownership, this brand new development is in the picturesque village of Lifton.



## St Stephen's Green\*

- Salcombe, Devon
- Three homes
- One, two & three bedrooms

St Stephen's Green is a superb new development in the beautiful coastal town of Salcombe, offering three homes for shared ownership purchase.

\*Local connection criteria applies. All information stated is subject to change.

Find out more about shared ownership and our available homes via our website, [so-living.co.uk](https://so-living.co.uk)





## PCH contributes to Leigham Community Hall's Refurbishment Project

**Plymouth Community Homes has made a £1,000 contribution to Leigham Community Hall's refurbishment project through its Social Value Fund to help upgrade the space which is frequently used by local residents and community groups.**

Suppliers and contractors can make a social value contribution as a way of giving back to our residents or the communities we work within. Social value can be a financial contribution, additional resources, time or equipment gathered through procurement at PCH. All financial social value contributions from suppliers are added to the Social Value Fund which is used to benefit residents.

**Justin Francis, Head of Strategic Procurement at PCH, said:** "At PCH, it is important that purchases create an overall positive

impact on our residents and communities, which are always at the heart of our decisions. Staff from across the organisation sit on our internal Social Value Fund panel, where requests for support for local community groups or initiatives, to residents who are experiencing hardship, are considered on a case-by-case basis.

"It's a pleasure to be able to support such a worthwhile reimbursement of a prized local community facility." Since its creation over 50 years ago, Leigham Community Hall which is owned and operated by St Edward's Church in Eggbuckland has become the main centre in the area for community activities.

The hall is used by our residents, and for weekly bingo, football training and the Janner Men's Shed, a community group that provides a safe, friendly, and inclusive environment for people to come together and work on projects, share skills, and socialise.

In April, Justin Francis, Head of Strategic Procurement at PCH and Ryan Huws, Communities Worker at PCH

visited Leigham Community Hall to present David and the Janner Men's Shed members with the £1,000 contribution from the Social Value Fund.

With the support from the fundraiser, hall organisers hope to install double-glazed windows to increase insulation, install security grills on the windows for security and refurbish the flat roof over the reception area to prevent leaks.

**David Loynes, Treasurer at Leigham Community Hall, added:** "Thank you to Plymouth Community Homes for their contribution and support. We hope to continue to raise even more funds for the refurbishment project, which will greatly benefit the local community once completed."





## Brave Jordana empowers others through her own experiences

**PCH resident Jordana Wilks has been battling alopecia for over 15 years but she hasn't been suffering in silence. Jordana has been using her experiences to help and support fellow sufferers, including bringing a brand new, much-needed support group to Plymouth.**

Jordana was only 15 years old when she first noticed the signs of hair loss - triggered by the stress of her dad passing away.

She said: "I was sat on the steps outside my house with my mum playing with my hair when she noticed a bald patch. Over the next few weeks more hair started coming out and more bald patches appeared."

At 15, Jordana should have been spending her time with her friends, trying out the newest trends and styles, and fangirling over One Direction.

Instead it was confirmed she was suffering from alopecia areata after a scalp biopsy, and the symptoms got worse with clumps of hair falling out leading to Jordana taking time off from school with stress and depression, something she found incredibly difficult.

"My brother was absolutely brilliant; he shaved his head at the same time," she said. "I had great support from my family. When I went back to school people were nice to me face-to-face, but I could always hear whispers in the corridors after I passed by people and that was really

upsetting. it was difficult being that age and dealing with that on top of all the other things that teenage girls are worrying about, things like hormones and exams."

Jordana was able to get a new wig every six months on the NHS but found the quality poor as they started to feel unhealthy after within a few weeks, so her Nan spent hundreds of pounds trying to buy good quality wigs to help build her shattered confidence.

Jordana continued like this for some time until her hair started to grow back when she fell pregnant with her son. "I don't know why, the doctors told me it could be hormonal, but as soon as I fell pregnant my hair started to grow back. It continued to grow until I had a full head of really long hair.

Jordana had her second child two years later and the transformation became the new normal: "All the despair and troubles I had in the past were behind me and I had a full head of hair for over 10 years."





Read more on  
InTouch online



But sadly the hair loss later returned leaving Jordana bald. "It came back out of nowhere, and I still don't know why. My GP confirmed it was alopecia totalis this time which means all my hair has fallen out including my eyebrows and my eyelashes. It was a big shock, and I didn't know what to do."

Working as Duty Manager at a hotel, Jordana had to deal with guests commenting on her appearance and offering her advice, with many thinking she was dealing with chemotherapy.

A friend at work recommended a support group in Truro where Jordana found a group of likeminded individuals going through similar experiences who were there to support each other.

"It was amazing – I didn't know there were so many different forms of alopecia. I kept going to the meetings once a month in Truro until the person leading it left, and I offered to take over the group to keep it running."

Running the group in Truro wasn't enough for Jordana - she's since started her own support group in Plymouth, and she will be teaming up with a salon on the Barbican to go into school and educate children and teachers about alopecia with Jordana sharing her experiences.

"There hadn't been a support network in Plymouth for alopecia sufferers for some years so I've just started up a group that meets every month at Keyham Green Places, so there is a place for fellow sufferers to meet and support each other. I'm keen for that to go from strength to strength.

"Some days are easy, some days are hard – it all depends on the people around me and how they treat me. I have found dealing with hair loss much more difficult this time around. Children are fairly innocent, and I can forgive their comments as they don't know any better, but it's the adults who comment

and pass judgement on me that hurts the most, that's what really knocks me.

"But I haven't let it get the better of me, and I want to make sure that anyone who is suffering like me knows they are not alone and there is support out there. Don't suffer in silence, reach out."

The Alopecia Plymouth support group meets on the last Friday of each month at 6pm at Keyham Green Places. For more information visit the website.

**"I want to make sure that anyone who is suffering like me knows they are not alone and there is support out there. Don't suffer in silence, reach out."**



# PCH raises £7K for Luna's Fund

In April 2024, PCH named Luna's Fund as its Charity of the Year and spent 12 months fundraising to help the charity provide practical and emotional support to bereaved parents in Plymouth, Truro and the surrounding areas.

Staff came together to raise an incredible £7,027.30 for Luna's Fund to support parents after the loss of their baby before, during or after birth by offering a choice of practical services that they can access immediately upon leaving the hospital.

The charity fundraising was kicked off with an initial £500 corporate donation and throughout the year, PCH organised a host of fundraising events which included a charity football match, a quiz night, lunchtime quizzes, Bring Your Dog to Work Days and more.

Staff contributed to the cause through auctioning their raffle prizes to raise extra funds, and individuals took on

challenges including a Skydive, the Plymouth 10K and a one-half marathon a month challenge.

**Aimee said:** "On behalf of all the trustees, the team and beneficiaries of Luna's Fund, we would like to say a huge heartfelt thank you to PCH for the unwavering support they have shown us during the past 12 months.

"£7027.30 is a staggering amount which during the last year has been used to support almost 10 families.

"With hope, support and purpose we will continue offering a lifeline after loss to bereaved and expectant parents in Devon and Cornwall."

**"£7027.30 is a staggering amount which during the last year has been used to support almost 10 families."**

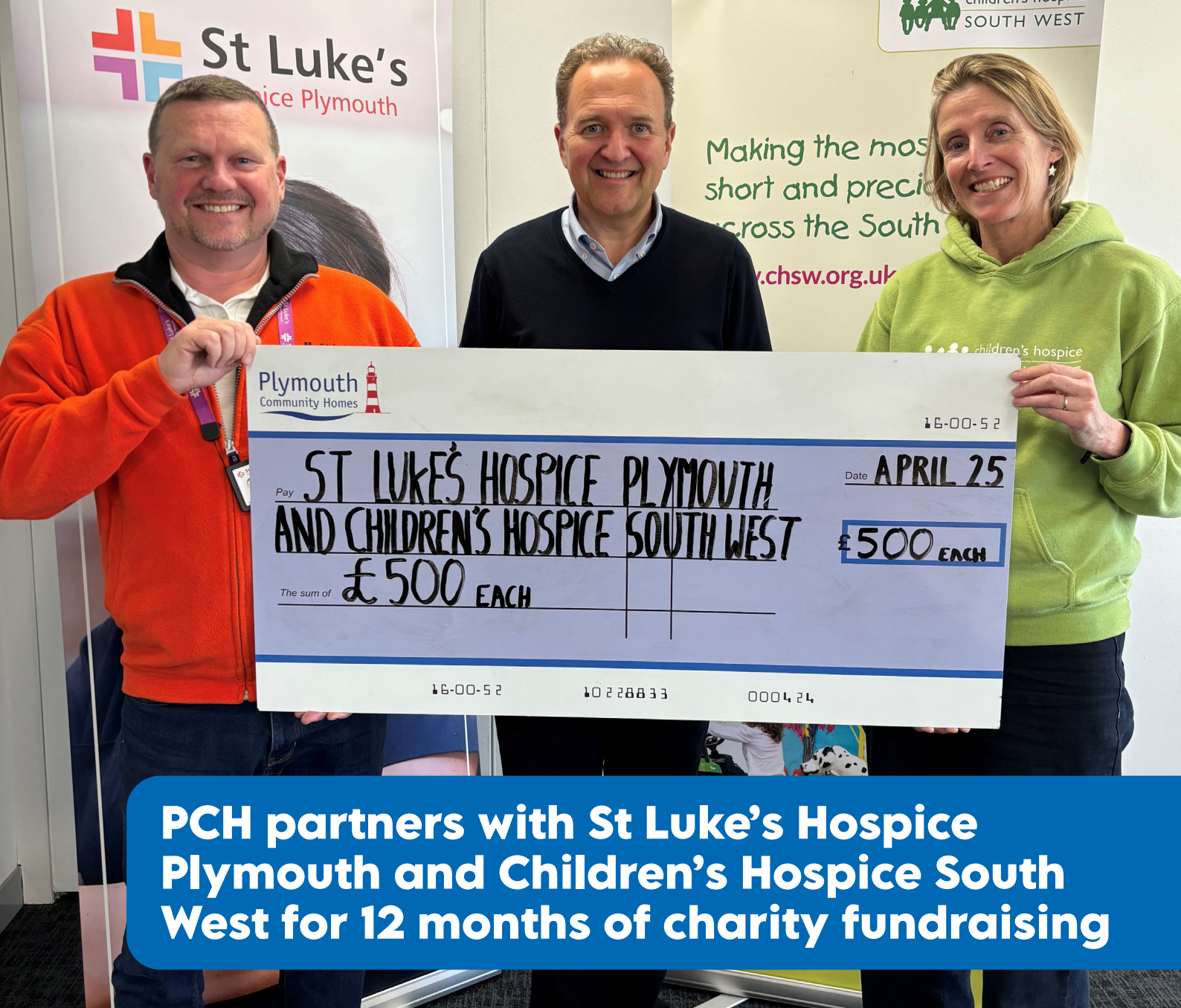
"£7027.30 is a staggering

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## PCH partners with St Luke's Hospice Plymouth and Children's Hospice South West for 12 months of charity fundraising

**PCH has teamed up with both St Luke's Hospice Plymouth and Children's Hospice South West for the next 12 months to raise funds to help the charities to provide specialist care and support to people with progressive life-limiting illnesses across Plymouth, Devon and Cornwall.**

Following a vigorous selection process, staff selected St Luke's Hospice Plymouth and Children's Hospice South West as their Charity of the Year for 2025-2026 following a company wide employee vote.

St Luke's Hospice Plymouth is an independent charity providing specialist care and support to people with progressive life-limiting illnesses in Plymouth, South West Devon and East Cornwall. They care for over 300 patients and their families at any given time.

For more than 30 years Children's Hospice South West has been caring for babies, children and young people with life-limiting conditions by providing hospice stays, emergency care, palliative care and end of life care. They are the only children's hospice in the South West.

Wayne Marshall, New Partnerships Lead at St Luke's Hospice and Annabel Roberts, Area Fundraiser at Children's Hospice South West met Jonathan Cowie, Chief Executive at PCH and both charities were presented with a £500 cheque as an initial donation to kick-start the fundraising support.

**Jonathan Cowie said:** "It is a pleasure to make a difference to two extremely vital charities carrying out important work across the city and the wider South West. Our staff are hugely passionate about supporting local charities and I'm confident they'll do all they can to raise money for our new chosen charities in the year ahead."

Throughout the year, PCH will be raising money through a variety of events, sharing updates on our website and on Facebook, Instagram, X and LinkedIn.





## Gardening day at Camels Head

Residents of the Camels Head Supported Housing Scheme joined forces with teams from Plymouth Community Homes to give their popular garden area a seasonal refresh just in time for summer. From weeding and mulching to planting new seeds, it was a full day of teamwork and sunshine.

With tools provided by the Environmental Services team at PCH and staff volunteers from the Communications, Communities, Procurement, and Supported Housing teams, the volunteers got stuck in as part of the gardening crew.

Energy levels were high and staff were kept refreshed by Camels Head residents, who planned the event and made sure no one went without tea, coffee, or cake throughout the day.

**"The garden has become a space that brings smiles to everyone passing by — a lovely reminder of what can happen when people come together to care for their community."**

The garden has been building towards this moment. Back in autumn, more than 1,000 bulbs were planted and now, as spring arrives, the space will come alive with colour from blooming tulips and daffodils. With the new seeds now in the ground, summer promises even more floral displays.

**Rheinalt Huws, Communities Worker at Plymouth Community Homes, said:** "We had a very successful day at Camels Head, with a great teamwork effort from all

the PCH staff involved. We look forward to the following months when the flowers start to bloom"

"The garden has become a space that brings smiles to everyone passing by — a lovely reminder of what can happen when people come together to care for their community."

## PCH in Bloom

We returned to visit PCH resident Geoff Stringer's garden for a spring update. Geoff is an avid gardener who has been featured several times in InTouch due to his impressive eye for detail and years of planting experience.

We managed to snap a few shots of his stunning array of flowers, plants and garden features to share.

Send us photos of your flowers and garden to [news@plymouthcommunityhomes.co.uk](mailto:news@plymouthcommunityhomes.co.uk) for us to share on social media and in our next InTouch later this year to show other residents your fabulous gardening efforts.

We can't wait to hear from you!





# Resident Engagement at PCH: Involvement Devon Customer Event

Plymouth Community Homes (PCH) hosted an Involvement Devon Customer Event where we were joined by engaged residents and Involvement Devon representatives from housing associations across the South West. Members and residents joined us from PCH, Westward Housing, Cornerstone Housing, East Devon District Council, Exeter City Council, Livewest and North Devon Homes.

Involvement Devon is a networking group of engagement professionals from social housing providers across the South West, who share best practices, approaches, ideas and resources, and deliver training and events for staff and residents.

The event was facilitated by Sarah Codling, an Associate at TPAS (Tenant Engagement Experts) and residents were given the opportunity to get together and network with likeminded individuals, focussing on two main topics which were selected by the residents themselves, including anti-social behaviour (ASB) and the cost-of-living crisis.

**Jo Steel, Resident Involvement Coordinator at PCH, said:** “It was a pleasure to host an Involvement Devon Customer Event where we were joined by residents from a number of housing associations across the Southwest.

“Throughout the event we received a lot of passionate feedback and residents shared many ideas and experiences with us, alongside their plans to help and improve their neighbourhoods.”

**Sarah Codling, an Associate at TPAS, said:** “The energy everyone brought to the sessions made for a really enjoyable day, with lots of thoughtful contributions and creative solutions. It is testament to the commitment of

all the Landlord organisations involved that the day was structured around issues that tenants themselves have said matter to them most.”

Gill, Gaynor and Stacey, residents at PCH thoroughly enjoyed the event and the opportunity to connect with other residents. **Stacey said:** “We have really enjoyed today’s event, and it is a good thing to do as a housing association. It is interesting to be able to hear from others, and we are really looking forward to future events like this one.”

We will be sharing what we are going to be doing following the feedback and discussions that were had by our engaged residents at the Involvement Devon Customer Event later in the year.



## Do you want to know more about getting involved with PCH?

Your feedback and ideas improve how we deliver our services and the quality of your homes and communities. At PCH, resident engagement is rooted in our values, mission and vision, and we are committed to engaging with residents.

PCH is dedicated to making resident engagement easy to access and understand. By focussing on resident needs and listening to their voices, we can continuously improve our services.

In 2024 we launched our Resident Engagement Strategy (2024-2029) which embeds the residents’ voice in the decisions made in meeting the ambitions of our Strategic Business Plan (2023-2028) which

sets out how PCH will achieve its mission of a ‘high-quality affordable home for everyone’, and vision of ‘providing homes and communities where people want to live’.

The term ‘resident’ is used to refer to tenants, leaseholders, shared owners and other service users to capture every voice of our customers.

If you are a PCH resident and would like to get involved and have your say, find out more information about how you can do this on our website - [plymouthcommunityhomes.co.uk](https://plymouthcommunityhomes.co.uk). Alternatively, you can call us on 0808 230 6500 and ask for our Resident Involvement Team.

# Sign up to MyPCH



Visit [mypch.plymouthcommunityhomes.co.uk](https://mypch.plymouthcommunityhomes.co.uk)  
or download the new MyPCH app.

We're always keen to hear what you're up to, so if you'd like to tell us about something we can include in one of our publications, we'd love to hear it.

Email [news@plymouthcommunityhomes.co.uk](mailto:news@plymouthcommunityhomes.co.uk)

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[www.plymouthcommunityhomes.co.uk](https://www.plymouthcommunityhomes.co.uk)



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