

# Coastline Conversation – Involvement and Engagement Assessment

*Measuring, evaluating and celebrating the difference customer engagement makes to our services.*

## 2024 - 2025



*Great Homes, Great Services, Great People*



# Welcome to Coastline's annual customer involvement and influence report



“ Putting customers at the heart of what we do is one of the core values we live and work by here at Coastline. But it's the customer voice and experience that you share with us through the Coastline Conversation that shapes and influences our services. We're proud of the relationships we have with customers at every level of involvement – whether you respond to a survey, come to a community event, or sit on a formal group. Your voice matters.”

Louise Beard  
Deputy CEO



“ This report celebrates what has changed and improved because of customer feedback. We don't always get things right, so listening, learning and recognising you - the customer - as expert, means that we can deliver the services you need ”

Allister Young  
CEO



“ The aims and intentions of customer engagement through community events and social inclusion and reaching out to those who may not feel part of a community and engaging is really positive and shows Coastline is listening ”

Kelly Kemp  
Chair of Customer Experience Committee



“ We have a clear line of sight from our communities to the Board, strengthening our relationship of trust. Customers form a crucial part of our governance and hold us to account through scrutiny, representation on our committee structure and as a part of our workforce.”

Frankie Rhodes  
Chair of Board

## Our values

Customer Focused



Put our Customers first

Trustworthy



Be open, honest and accountable

Learning



Strive to be the best

Caring



Value each other

# Get involved



At Coastline we offer a variety of ways for you to share your views, get involved in the [Coastline Conversation](#) and have your say about the things that matter to you. You don't need any experience, just choose what suits you – whether you're an armchair advisor, questionnaire queen, community commentator or want to size us up through scrutiny - we love to hear from you.



## Look out for these future opportunities

- Opportunities to have your say via the [Coastline Conversation](#)
- Your annual Tenant Satisfaction Measures survey – landing May or June, run by Acuity, is one of our biggest surveys and your chance to tell us what we do well and how we can improve. Your feedback shapes our improvement plans for the coming year

- Follow us on [social media](#)

Find us on Facebook, LinkedIn, Instagram, TikTok and Threads



In the last year there have been **2,261** customers, **1,189** community members and **1,666** Under 18s engaged across all levels of the Coastline Conversation

We have held **177** consultations, meetings and events over the last year.



**24%** of customers at events were under **35**

## How do I get involved?

Find out more

[Community Investment Commitment Statement](#)  
[Coastline Conversation](#)

## Why should I get involved?

- Ensure we understand what matters to our customers
- Learn how we work and make sure this best serves our customers' needs
- Be part of the decision-making process and influence how your rent money is spent
- Make a difference to services, homes and neighbourhoods for the benefit of all customers
- Learn new skills and meet new friends

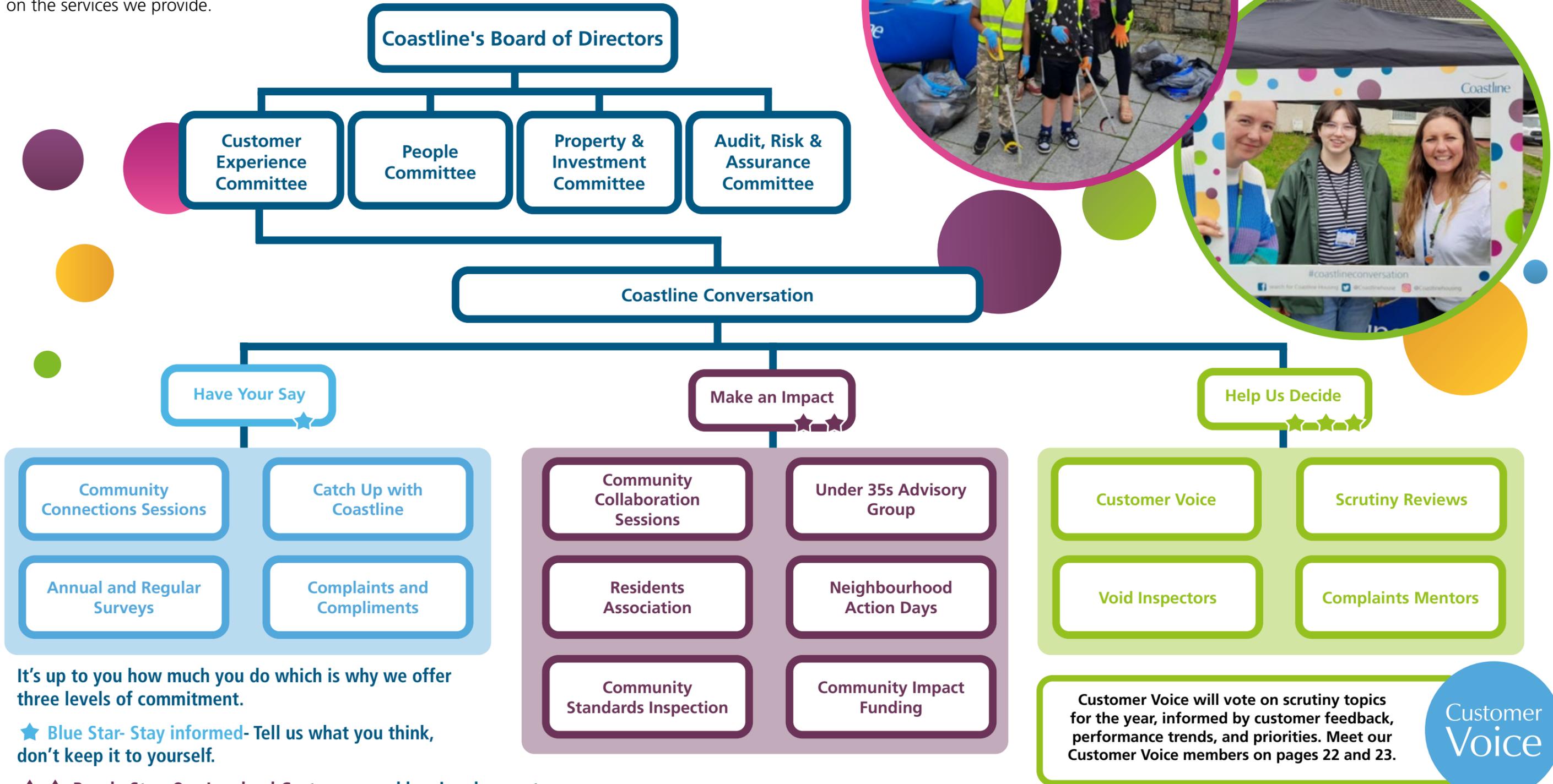
## What difference do I make?

You make all the difference. Your ideas, feedback, lived experience, compliments, complaints mean Coastline improves, innovates and learns.



# Involvement Opportunities and Structure

At Coastline, we offer a range of options to influence decisions through the Coastline Conversation and have your say about the things that matter to you. We ensure accessibility and representation, online and out in communities, including at our Homeless Service and Miners Court Extra Care Scheme. This ensures that all customers, regardless of background or circumstance, have the opportunity to participate and benefit from our services, making it easy for you to give us feedback on the services we provide.



It's up to you how much you do which is why we offer three levels of commitment.

★ **Blue Star- Stay informed-** Tell us what you think, don't keep it to yourself.

★★ **Purple Star- Our Involved Customers** - ad hoc involvement and group members.

★★★ **Green Star- Formal Volunteer roles** due to time commitment, with a set role description, tasks and training provided.

You don't need any experience, just choose what suits you – whether you're an armchair advisor, questionnaire queen, community commentator or want to size us up through scrutiny - we love to hear from you.

Customer Voice

Customer Voice will vote on scrutiny topics for the year, informed by customer feedback, performance trends, and priorities. Meet our Customer Voice members on pages 22 and 23.

# Have Your Say

## The second year's results are in

Your voice counts in the Coastline Conversation



### Regulator of Social Housing

We're committed to delivering excellent services that meet and exceed our customers' needs.

The **Regulator of Social Housing (RSH)** sets out their expectations of all Registered Providers (RPs) in the consumer standards. The Transparency, Influence & Accountability Standard requires all RPs to collect and report annually on their performance through the **Tenant Satisfaction Measures (TSMs)**.

The TSMs help the Regulator check how well landlords are doing at providing quality homes and services, providing transparency in performance across **22** measures, including **10** operational measures and **12** tenant perception measures.

You can read about our latest satisfaction figures [here](#) We've listened to what customers told us, and are working to improve the following service areas:

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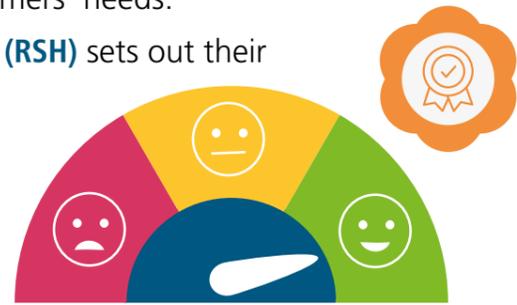


**Our approach to managing and responding to antisocial behaviour** - making it easier for customers to report and track an antisocial behaviour issue, keeping you informed, and taking timely action



**Complaints handling and demonstrating learning from complaints** - simplifying information on our website, adapting our services based on what we learn from customer complaints, and finding out more about what customers who make a complaint think about our service so we can continue to improve.

Find out more about the actions we're taking as a result of listening to your feedback [here](#)



Overall satisfaction rate of 83%



### Commitment for 2025

We'll be running our third year of the TSM survey with Acuity – look out for this in May and June. This is one of our main feedback opportunities and your voice really does count.



### How do we measure up?



We're committed to hearing our customers' voices, so you can influence the services we deliver. One of the easiest ways to tell us is completing a quick survey after you've received one of our services. We measure performance across different areas of the business and publish a report each month. Read about how we're doing [here](#).

By asking for immediate feedback from customers about a specific interaction or service received like a phone call, moving into your homes, or making a complaint, allows us to quickly identify areas for improvement related to that touchpoint in the customer journey and address issues while the experience is still fresh. It's also an important opportunity for customers to tell us when we're getting it right! One of the ways we do this is asking how likely you are to recommend Coastline to family or friends. This is known as a **Net Promoter Score** and a company score and be anything from -100 to 100.

Our average NPS for last year across all our surveys was **40**, with the lowest score being our complaints handling and the highest being moving into one of our homes.

“ We love our new home we are all very happy here and all our neighbours are very friendly too ”

“ Never got answers to our concerns so was left unresolved ”

“ Love the ease of contact with Coastline ”



### Calling all under 35s – we want to hear from you!

A diverse customer involvement when making service improvements is essential. During the review of representativeness and diversity of involvement and engagement we identified that younger customers' voices aren't fully represented in our [Coastline Conversation](#).

#### You told us

There are barriers to getting involved, such as time and suitable methods

#### We listened, and together we...

Are investigating a digital platform, to have your say at a time that suits you  
Changing our customer meetings to enable more opportunities and greater flexibility when coming to have your say



## Shaping Coastline's Future!

Over the next five years, Coastline Housing is excited to roll out our new 5-year plan. We recently reached out to you through a digital survey, and we're thrilled with the fantastic response we received. Your feedback is incredibly valuable and will help guide our future projects. We're committed to making sure our services meet your needs and create a more sustainable, inclusive, and innovative community.

You said the following had made a difference to you, we're proud to share how your suggestions are already shaping the future of Coastline Housing:

### Investment and Maintenance of Homes:

We're continuously investing in and maintaining homes to ensure they are safe, comfortable, and energy efficient. Your feedback reinforces our commitment to keeping your living spaces welcoming.

### Communication and Feedback:

We prioritise clear and open communication with you, making improvements to services based on feedback and from recommendations from our customer led scrutiny reviews. We're dedicated to listening to your concerns and suggestions, making sure you feel heard and valued every step of the way.

### Communal Areas:

Our well-maintained communal spaces are now monitored by our new Facilities Management Assistants. Your feedback helps us enhance these areas, creating a welcoming environment for everyone.

### Community Engagement:

We actively engage with you to understand your needs and preferences. Your feedback ensures our services are tailored to benefit you directly, and we're committed to this collaborative approach.

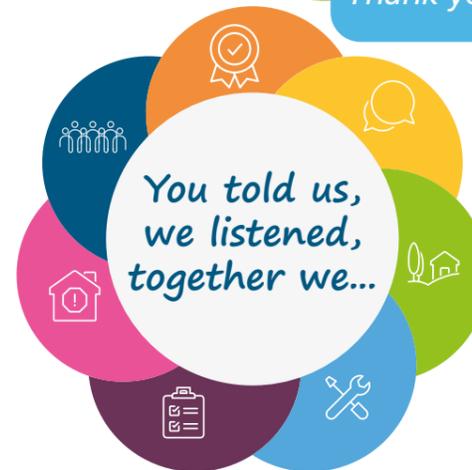
## Effectively Dealing with ASB:

Safety is a top priority for us. We promptly address anti-social behaviour to maintain a peaceful and secure living environment, as highlighted by your feedback. Recommendations from the customer led ASB scrutiny review will be used to make service improvements to the current action plans and risk assessments.



*“ I appreciate my lovely home, I appreciate all the work done in our blocks, I appreciate being listened to. Thank you for my home. ”*

*“ I have been really happy living in my Coastline home, everyone is so helpful and caring, it's the perfect place for me. ”*



*“ Coastline go beyond providing shelter. They actively engage with residents, organising community events, workshops, and social activities. By fostering connections among neighbours, they create a sense of belonging and empowerment ”*

*“ I can't thank you enough for helping me get my life back. I will always promote Coastline and its excellent services. Thank you from the bottom of my heart. ”*

*“ We, as Coastline tenants feel listened to and looked after we wouldn't want to be anywhere else ”*

## Addressing Parking Issues:

We're working on improving parking facilities to reduce stress and inconvenience. Your feedback has been instrumental in guiding these efforts.

## Kind and Compassionate Team:

Our dedicated staff deliver excellent service with empathy and care. Your appreciation motivates us to continue making a positive difference in your daily life.

## Keeping Elderly Residents Safe:

Ensuring the safety of our elderly residents is crucial. We're committed to providing secure living conditions and accessible facilities for our senior community members, as emphasised by your feedback.

**Your feedback is invaluable in helping us create a supportive, safe, and vibrant community where everyone can thrive!**

# Listening to your concerns: cost of living

## Saving money on everyday items

In 2024 we launched the Housing Perks app for customers, to make savings on shopping on daily essentials. The app is free to use and offers a range of benefits designed to help you save money and manage your expenses more effectively. From exclusive discounts on everyday essentials to helpful tips on reducing energy costs, the app is a valuable resource for navigating the cost-of-living crisis.



“It’s really helped me financially over the Christmas period!! From downloading the app, logging on and purchasing, it was such an easy and smooth process. I’ve used it many times, feeling very grateful and will be continuing to use this, thank you Coastline and Housing Perks!”



### Top perks:



- Save up to **50%** using the app, with discount codes, vouchers and cashback
- Hardship payments available

“Using the app is quick and easy as I discovered today when buying something from Superdry. Such a fantastic app for savings and one which I will always check from now on! Thank you, Coastline, for sharing this with us.”



 **600+** customers signed up

 **600+** orders

 Over **£2.2k** in savings!

 Customers' favourite!

### You told us

**80%** of the customers who completed the TSM survey are concerned or very concerned about the cost of living

### We listened, and together we...

- Created a self-referral form for customers needing some help and advice, we've received **89** self-referrals so far
- Made **1,216** payments of **£164,856.10** from our Sustainability Fund
- Of which **244** payments of **£35,910.78** have been made by our new Tenancy Sustainment Team
- Made **333** referrals for specialist advice and support, of which 89 were made by the new Tenancy Sustainment Team
- Supported **258** customers through our new Tenancy Sustainment Team



# Tenancy Sustainment Team



## Snug as a bug!

Our Tenancy Sustainment Team dedicated their efforts to visiting customers on the outskirts of Helston (Mawgan, Gweek, St Kevern, & Mannacan).

### Together they have:

- ensured those eligible were claiming pension credit
- investigated additional support they might be able to receive
- checked that the homes and people inside were all okay
- provided heated blankets to keep everyone warm over the colder months

The feedback was overwhelmingly positive, one customer was moved to tears of happiness, sharing that she just gets by and doesn't speak to many people anymore due to reduced mobility. She cherished the visit, and they left her comfortably wrapped up in front of the TV with her new blanket.

Another customer, who had been facing significant health issues and loss of independence, expressed how the visit brightened his day. Living alone and rarely seeing others, he had felt particularly low that morning but was grateful for their conversation and the support they offered and has taken up our volunteer befriending service until he can get out more.

*“I was having a tough day today, I wanted to walk out of the door and never come back but seeing you two today has really brightened my day, it's nice to know what support Coastline offer, I had no idea.”*

## Catch Up With Coastline!

In response to your requests for visits from Tenancy Co-Ordinators and the Community Investment Team, we've planned quarterly "Catch Up With Coastline" events across our Housing for Older Persons schemes. These will be held in communal spaces bringing support directly to you. These events provide an opportunity to discuss repairs, tenancy issues, and ways to get involved, making it easier for you to access the services you need.

### [Catch up with Coastline](#)



Following feedback from the **OK Each Day** mystery shop, we reviewed the offer to customers to improve satisfaction with our welfare offer. As a result, we are considering alternatives that are more suitable and affordable for customers to consult on in 2025.



## Commitment for 2025

We will continue to identify customers who are negatively impacted by the cost-of-living crisis and support them via our Sustainability Fund. Customers are invited to join our scrutiny panel to review the Sustainability Fund and make sure it meets customers' needs. Support services for customers who currently use the OK each day service will be reviewed. Contact us at [getinvolved@coastlinehousing.co.uk](mailto:getinvolved@coastlinehousing.co.uk) if you want to take part.

# Sustainability Commitments

## Out and about in the community

This year we've been out and about with partner agencies to support customers who are experiencing cost of living pressures.

At our Community Connections sessions, we've visited:



Transformation  
CPR food bank -  
Camborne & Redruth



Camborne Clothes Bank



Redruth Community Larder  
Camborne Community Larder  
Helston Community Larder



St Ives FoodShare

Across 31 Community Connections Sessions we have met to support:

152 customers

720 wider community members

387 under 18s

And made 241 referrals for further support

30% of customers supported were under 35 years old

## Friendly faces keeping you and communal areas safe

At Coastline we understand the importance of having reliable support and well-maintained communal areas. That's why we've introduced our **Facilities Management Assistants**. These friendly faces are regular points of contact for any communal repairs or maintenance concerns.



### What They Do:

**Communal Fire Alarm and Legionella (water safety) testing:** Regular testing to ensure safety and compliance.

**Communal Repairs and Maintenance Reporting:** Efficiently managing and reporting any issues to keep communal areas safe and secure.

**Customer Engagement:** Actively engaging with you to understand and address your concerns.

*"I love having Lisa as my FMA. Lisa attends every week and follows up on the issues we raise. We have never had that before."*



### You told us

In some areas satisfaction with communal areas was less than **100%**

### We listened, and together we...

Improved the internal and external common areas, arranging for painting and repair work, flooring, lighting and grounds work in these areas.



Elderly customers in Padstow were avoiding taking their rubbish out until daylight due to a lack of outdoor lighting. The Facilities Management Assistant arranged a new outdoor light, meaning customers now feel safe using outdoor areas after sundown.

Liam, our Asset and Facilities Manager says, "In all our customer feedback, it's clear that communal areas and grounds are seen as extensions of your homes and are vital to local communities. The Facilities Management Assistant team will help Coastline continue to deliver safe and well-maintained communal areas to the standards both Coastline and our customers expect."

Customers have noted the improvement in the look and feel of the common areas.



## Commitment for 2025

Look out for our [calendar of events](#) and find out where we'll be in 2025

# Knowing our homes

## Helps us plan better and make your rent money go further



### The heart of your home!

This year we met our targets, surveying **239** properties for new kitchens, with over **140** installed. We also surveyed **77** properties for new bathrooms, with over **46** installed.

Due to some kitchen styles we offered being withdrawn by the manufacturer, we carried out a consultation of the colours we offer. Customers from the Communication and Consultation Group reviewed our kitchen range which allowed the new kitchen colours to be introduced in January 2025.

The expansion of the Kitchen and Bathrooms teams means more customers will benefit from having their kitchen or bathroom refitted. Improving their home and delivering benefits for customers' wellbeing.

“Very pleased with all the hard work. 10 out of 10. Thank you.”



### Commitment for 2025

A larger scale consultation is planned for 2025 to inform a fuller review of the kitchen colours Coastline offer in the future.

## Tackling damp and mould

In 2024, Coastline's dedicated Damp and Mould Team led by Neil Williams completed **987** jobs and **630** post-work inspections, successfully treating mould in over **99%** of cases in one visit.

You might not notice it, but there are **several signs** which indicate if mould might be present in your home. For serious cases, the most common treatment we use is a mould wash, but you can learn how to proactively prevent mould by visiting our [Damp and Mould page](#).

### Neil's Three Top Tips

- DO** use a proprietary mould cleaning product instead of bleach when treating mould yourself. Bleach will hide the problem, but it won't kill the mould.
- DO** follow our best practice on our Damp and Mould page to prevent and remove mould. Spray mould remover onto a dry cloth and then wipe the surface down (don't spray directly onto the wall), clean household fans to help circulate air and try to keep your home warm and ventilated to prevent condensation from forming.
- DO** get in contact with Coastline if you require any support. You can report a damp and mould issue via our [online form](#), via the MyCoastline app or by calling our 24/7 Customer Access Team line on 01209 200200.



Since October 2024, our Damp and Mould Team has reduced the average case treatment time to under 8 days, down from 54 days at the start of the year.

Before

After



As part of the government's mission to transform the safety and quality of social housing, Awaab's Law will come into force from October 2025, ensuring social landlords must investigate and fix dangerous damp and mould within a set amount of time as well as repair all emergency hazards within 24 hours.



## Veor House gets a revamp!

This year saw the Coastline Services team redecorate and recarpet the communal areas, including the common room, at Veor House. Customers were consulted on colour choices and agreed on grey timberwork and white walls throughout, creating a vibrant and modern scheme.

*“Customers are very happy with the work and Coastline Services Team.”*

### Customers told us

- They'd like more space to socialise
- They were concerned about unauthorised access via a fire door
- About the use of parking spaces by non-residents
- They were worried about security

### We listened, and together we...

- created space for a new seating and socialising area
- removed the chimney and gas fire and tackled a damp issue in the common room, creating a better environment for use by all.
- Stopped unauthorised fire door access by replacing the external fire door
- Prevented parking being used by non-residents by introducing a new permit scheme
- Installed new fencing, providing privacy and security to the customers



## Cleaner Waters Ahead: Park Bowen's Waste Water Treatment Initiative

We completed the water works improvement works and ensured that customers were informed about their role in meeting the Environment Agency's discharge permit requirements.



## Commitment for 2025

During our communal area modernisation plan, you highlighted the need for better security and easier access. As a result, we're considering introducing electrical control systems in areas where they are currently absent. This change will enhance security and make access more convenient for everyone.

## Modern Makeover: Inside the Matela Close Flats

The project to modernise the communal areas is almost complete, with just a few finishing touches remaining.

**Matela Close was identified by colleagues and customers as needing a makeover, and the planning during 2023 has now delivered results:**

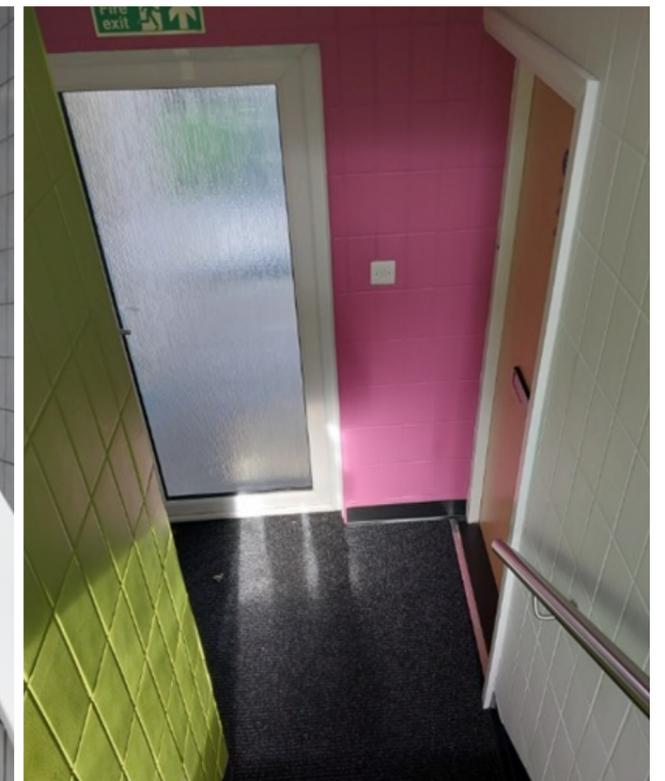
- improved colour schemes in communal spaces are lighter and brighter with more natural light
- floor coverings designed to reduce noise
- uniformity of property access fire doors
- new low energy lighting in the communal stairwells and basement storage area.

The floor finishes were selected in conjunction with our cleaning team Supervisor, Sue Caddy, to check the compatibility with the new mechanical cleaning equipment, to make sure the changes didn't increase the costs of cleaning.

Before



After



# Sustainability - our green commitments

We're dedicated to enhancing the lives of our customers through sustainable initiatives to deliver clean, green homes, and our new Environmental Strategy aligns with best practice and regulatory requirements. Our recent efforts include significant upgrades and projects aimed at improving energy efficiency and digital inclusion.

## Solar PV and Energy Reduction

We have secured a fully funded solar PV and Energy Improvement Agreement for homes below SAP Band C. This project includes installations of loft and wall insulation, extractor fans and Air Source Heat Pumps with a 10-year warranty.

By April 2025, we completed **50** installations. Customers will benefit from approximately **£300** or more in savings on energy bills per year and a reduction of around **1 tonne** of carbon per year per property.



### Commitment for 2025

In 2025 to 2026, we plan to extend this project to **250 – 500** more homes, potentially saving **£2,500,000 - £5,000,000** per year.



## Environmental and Social Benefits

Our sustainability projects bring numerous benefits to our customers and the environment. The technology we now install in new our homes supports smart home technologies to allow better control of heating, cooling and lighting to reduce energy consumption. We also use digital communications and paperless transactions where possible to reduce the energy and water consumption for paper production.



### We're making great progress. Some of our achievements include:

- **Customer Engagement and Resources**  
We've developed our 'Greener Living' webpage and created guides on ventilation, damp & mould and energy-efficient heating.
- **Water and Energy Conservation**  
Our waste-water reduction programme saves **5.4 million litres** of water annually, and we are piloting projects in solar PV and sustainable heating to target homes not achieving SAP C scores. We have also spent **£10,000,000** on improving the energy efficiency of our homes, and to date have helped our customers save more than **£360,000** on their utility bills.
- **Sustainable Supply Chain** We've collaborated with the **Bradford's ESG Steering Group** to enhance our supplier sustainability and are actively involved in Cornwall Council's Housing Decarbonisation Strategy.
- **Supporting Vulnerable Customers**  
We are now providing food vouchers to support those most in need and are working with **British Gas** to make it easier for our vulnerable customers to access support.

### What does this mean for our customers?

- **Enhanced Customer Resources:** Our Greener Living webpage and new customer guides on damp and mould and energy efficient heating, including Air and Ground Source Heat Pumps, provide valuable information for healthier living environments.
- **Collaborative Sustainability Initiatives:** Partnering with companies like **Wildanet** and **Cenergist**, we enhance digital inclusion and environmental solutions for our customers, improving their quality of life and supporting a sustainable future.
- **Comprehensive Environmental Initiatives:** From water conservation to solar projects, our efforts reduce carbon footprints and deliver savings for customers



*We delivered our solar panel project at Miners Court, consulting customers about how to maximise cost savings on energy bills*

### What does this mean for our residents?

- **Annual savings:** Residents can expect to save an average of **£346** per year on their electricity bills.
- **Carbon reduction:** The entire site will see an annual carbon saving of **41** tons.
- **Overall savings:** We anticipate a reduction of **£22,126** per year in electricity consumption across the building.

## Miner's Court Solar Panels: Building a Greener Future

Using Good Growth funding and some additional investment we replaced the roof, installed solar panels on the **64** flats and communal areas of our Extra Care scheme, Miners Court.



We've also teamed up with **National Grid**, who are installing a dedicated sub-station to handle the electricity generated by our solar system. We're eagerly awaiting the connection date so we can fully activate the system.

Thanks to the grant, we've been able to hire two new full-time roofing apprentices and upskill our existing workforce, training two telehandler operators and four Marley Solar Tile installers.

This project has opened doors for us to explore future investments that will further reduce electricity and carbon consumption across our properties.

Throughout the project, we've maintained regular communication with our residents via letters, bulletins, and resident meetings. Their understanding and patience in coping with the disruptions have been exceptional. This positive relationship is a testament to the interaction between Coastline's on-site Roofing Team, Project Management Team, and the supportive Miner's Court Management Team, who have been friendly, patient and approachable throughout.

Ben Nevitte, Deputy Head of Repairs and Maintenance, who has overseen this project said: *"Introducing this PV system to reduce Miner's Court resident's energy costs will help hugely in reducing the financial pressure on them during the ongoing cost of living and energy crisis."*

Hayleigh Harris, Extra Care Manager at Miner's Court, said: *"This project is something really special for the building. Residents and visitors have all been following progress with interest and are really pleased to hear about the cost savings and energy efficiency it will bring."*



### Commitment for 2025

Once the project is fully completed, we'll be collecting data and reporting on the system's performance over the next five years. This will be facilitated by a remote monitoring system that provides data on energy generation, translating into both carbon and financial savings for customers.



## wildanet

### Fibre Broadband Rollout

We have partnered with **Wildanet** to offer fibre broadband to all our homes at no cost to Coastline's customers. This agreement includes several customer benefits such as three months of free broadband for new and existing customers, no-cost fibre installation in empty properties and improved installation standards. This initiative ensures residents have access to digital opportunities and helps keep all our customers digitally included.



- Aims:**
- Deliver warm, energy efficient homes
  - Reduce carbon emissions
  - Tackle fuel poverty

Mark Reed, Coastline's Projects and Technical Manager, said: "We are delighted to be bringing these energy efficiency improvements alongside Government grant funding to so many homes across our area and partnering with other local companies to do so. It's also great to provide the opportunity to learners from local colleges to leave the classroom and attend sites to gain first-hand experience from the delivery teams on the ground too."

Customer Liaison Co-ordinators kept our customers informed throughout the delivery of the project. They've also worked closely with other Coastline teams to resolve customer concerns, relating to reporting repairs, tenancy issues, income/financial support, and damp and mould problems.

Once the improvement works on this project are completed, it is expected that customers will reap the savings on their energy bills, as well as feeling warmer thanks to the improved levels of insulation.

We have approximately **700** properties that require uplifting to EPC B and C, and we are exploring further sources of energy grant funding with the aim to commence works on these properties within the 2025/26 financial year and beyond.

[Find out more here.](#)

*"I would like to thank you for selecting my home to install solar panels. They are up and running and I am very pleased. The workmen were very efficient and friendly."*

*"The team that installed the panels were careful, caring, amusing, and were more like friends by the time the work was finished."*

*"I'm already seeing the savings from having the solar panels, I'm now topping up my electric with £15 per week, instead of the usual £22."*

## Warm Homes

We secured **£0.7m** from the **Social Housing Decarbonisation Fund (SHDF)** last year, kick starting **£1.4m** of energy efficiency improvements, such as installing solar panels and topping up loft insulation for **90** of the least energy efficient homes in the Mullion, St Keverne, Mawgan, Lanner and St Day areas.

Working in partnership with **Blue Flame** and external consultants, **Taylor Lewis**, these improvements will help to bring all our homes up to an Energy Performance Certificate (EPC) rating Band C ahead of our Environmental Strategy target of 2028 and the Government's target of 2030.

Recently, we welcomed a team of adult learners from **Cornwall College** who approached Blue Flame to request a visit to our site at St Keverne to gain experience of how a 'live' site is managed, the details of the project and the benefits to our customers of helping them save energy and money in future.



# Make an Impact

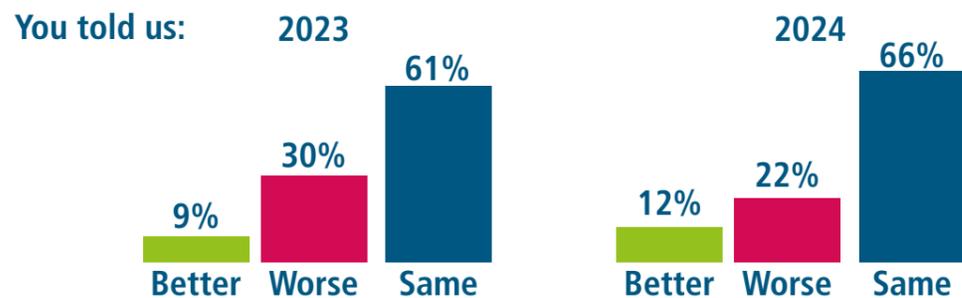


## Community Standard in action!

We continued to meet you on our **Community Standard Inspection (CSI)** visits to keep you informed with our assessments and to help us identify improvements.

Tenancy Co-Ordinators have been joined by Community Health and Wellbeing workers from **Volunteer Cornwall** and **Southwest Water**, resulting in health and wellbeing support referrals for customers and help with water bills.

When we complete our CSI, we ask customers how they rate their neighbourhood



In the last year, we're making neighbourhood improvements – it's great that you're telling us this is having an impact!



## Commitment for 2025

See our calendar of events [LINK] for opportunities to join us in your community, have a say about issues arising in your local area and be part of the solution.



You told us that seeing Coastline in your communities is important, so we have built on the success of the **Neighbourhood Action Days**, bringing teams from across Coastline to local communities, to talk to customers and help to keep neighbourhoods looking good.

We delivered a series of Neighbourhood Action Days across Coastline communities during the school holidays to remove rubbish, garden waste and bulky items. These events involved Coastline teams meeting customers, as well as partner agencies providing information and guidance on matters that were relevant to customers.

**We carried out six action days in 2024**  
**Removing 21 van loads of unwanted items**  
**Engaging 234 customers, 17 community members and 111 under 18s**



**COMMUNITY ENERGY PLUS**

## Partnership working-

Coastline invited **Southwest Water** to attend the action days, resulting in over **£7,000** of savings in water bills for customers, through water-saving devices and other advice. This included supporting a customer with terminal cancer to change their water rates to a lower rate for people with long term illness. The Community Investment Team also cleared their front garden of tyres and other waste.



In the last financial year **Community Energy Plus (CEP)** have supported **157** Coastline residents at Neighbourhood Action Days.

**126** have accessed the CEP Household Support Fund with an average household receiving around **£222**



**CORNWALL FIRE & RESCUE SERVICE**  
 A service of Cornwall Council

The **Fire Service** attended some of our community-based events to increase customer awareness about fire risks. This benefited communities as they navigated changing safety issues, such as an increase in electrical devices and the risk associated with off-brand charging cables.



We listened to your feedback about non-residents using customer parking spaces and we have set up and introduced new working arrangements with car park management company **N-Force**.

Introducing permit only parking at:

- **The Sidings, Camborne**
- **Horseshoe Close, St Columb**
- **Miners Court, Redruth**
- **Veor House, Camborne**

We have also planned, or started consultation, for car parking improvements at other five other estates in Camborne, Redruth, Helston & Newquay.

## Your needs, our priority

We carried out eight Coastline Community Days in 2024, hosting **18** partner agencies to bring support direct to your communities.

With the help of **131** Coastline customers, 26 community members and **133** under 18s, we collected **37** bags of litter across Coastline Communities.

At one of the days held in Camborne, we teamed up with **Livewest** and the **Guinness Trust** to provide information, advice and guidance to an even wider community area.



*We removed items from a communal shed, to make more space for customers for the Council's new rubbish and recycling collection scheme.*

*“I was worried about where I was going to put my additional rubbish bags after the new rubbish scheme starts.”*



### Commitment for 2025

Keep an eye open for **Neighbourhood Action Days** in your area in 2025!

## There when you need us

Community reassurance days are organised in response to serious incidents within Coastline Communities. These events are designed to address concerns, provide support, reassurance and information after incidents have occurred that may have affected you.

The primary goal is to ensure residents feel safe, heard, and supported during challenging times. We held three of these events in Redruth, Newquay and Illogan last year to make sure we were there when you need us most.

*Sorry we missed you today*

*We have been visiting the neighbourhood, to provide some reassurance following the recent incidents in your area.*

*We understand these incidents can be distressing – should you have any concerns or need any further assistance, please contact us on 01209 200200 or email [tenancy@coastlinehousing.co.uk](mailto:tenancy@coastlinehousing.co.uk)*

*Coastline Housing Team*

## More than a Landlord - building skills, creating opportunities

To gain skills and confidence, volunteers are encouraged to engage in various activities, including training, and involvement in community-based opportunities across the Coastline Volunteer Scheme.

Coastline is proud to publish its **Volunteer Annual Statement** for 2024/25, celebrating the remarkable contributions of our volunteers. In 2024, an impressive **76** volunteers dedicated a total of **5,955** hours, generating a social value of **£337,533**. Among these volunteers, eight successfully transitioned into employment with external companies, and 43 accessed training courses throughout the year.

Notably, this year saw a significant increase in young volunteers engaging in formal opportunities. The number of young volunteers rose from just one in 2023 to five in 2024, reflecting our growing appeal to younger generations and our commitment to increasing engagement with Under 35s.

We recruited a volunteer to deliver activities in our Housing for Older Persons Schemes. This role builds on last year's sessions led by the Community Investment Team, aiming to foster community cohesion within Coastline's Housing for Older People schemes and enhance overall customer wellbeing. This was in response to consultation that indicated ongoing isolation following the Covid-19 pandemic and enabled customers to re-engage within their communities, gain new skills, and regain lost social confidence.

## Your Next Step: Coastline's Employment and Training Support

After evaluating the success of recent projects and analysing the current job market, we consulted with our customers and relaunched **'Your Next Step'** to provide enhanced employment and training support. We reviewed Coastline's employability support programme to ensure it meets our customers' needs, informed by demographic data and current job market insights. This means our work placement programme is now more relevant and up-to-date.

**78% of participants found employment after volunteering with Coastlines Volunteer Scheme**

We're proud to share that 78% of participants found employment after volunteering with Coastline's Volunteer Scheme. Our individualised training offers personal growth, boosts confidence, and helps remove barriers to employment opportunities. Additionally, our Community Investment Team has formed connections with specialist employment support agencies to refer customers for comprehensive support, including job searches and improved CV writing.



**your next step**



## Safe and secure homes for all

The **Starts at Home** initiative, promoted by the **National Housing Federation**, emphasises the importance of providing safe and secure homes for those who need extra support to live independently. This campaign highlights the critical role of supported housing in ensuring vulnerable individuals have a stable place to call home.

Our Starts at Home Day at Miners Court Extra Care Scheme was a great success, bringing together customers, their friends and families, and our dedicated staff for a day of celebration. The event showcased the exceptional care provided through our Extra Care scheme and the efforts of our staff in ensuring the well-being of our residents.

Day Centre customers added to the festive atmosphere with homemade decorations and delicious cakes. Entertainment, tombola, and raffle stalls with prizes from local shops made the day exciting. Customers shared heartfelt quotes about what makes them feel at home, adding a personal touch to the celebration.

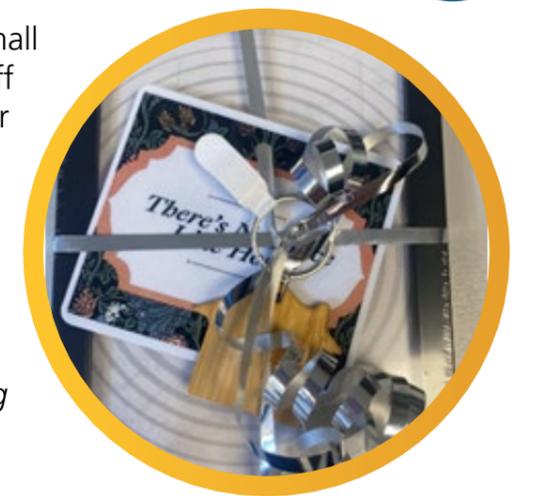
Homeless clients at Chi Winder in Pool cooked up a storm on the BBQ and invited visitors and key stakeholders from the community into the purpose-built homeless centre to see the vital services delivered there every day, including crisis accommodation, access to a GP, showers, laundry, and various courses.

Meanwhile, residents and guests at our accommodation for homeless families in Redruth marked the day with lunch, cake, and the creation of a new fairy garden. This project aims to bring joy and hope to future guests.

To commemorate Starts at Home, each customer received a small gift, with photo frames being particularly appreciated. Our staff were also recognised with gifts of chocolates and gold stars for their hard work and dedication.

The Starts at Home Day was a testament to the strong sense of community and the safe, secure homes we strive to provide for all.

*“I have already found the perfect photo, a place in my flat for the photo frame, and then every time I walk past it, I can remember that special day.”*



*A little gift goes a long way to say thank you!*

## Celebrating communities together

Over **90** customers, partners, colleagues and Board members came together for this year's **Customer at the Heart** awards at the Penventon Hotel in Redruth, celebrating customer achievements in communities across the county. Customers across Miners Court Extra Care, Chi Winder Homeless Service and the Involved Customer groups took part in voting for this year's winners across the following categories:

- Good Neighbour
- Your Next Step
- Miners Minders
- Green Champion
- Partnership Working
- Partner Programme
- Young Hero
- Community Volunteer of the Year
- Special Long Service award



Volunteers were also presented with certificates recognising the number of volunteering hours they have donated since starting at Coastline, with some totalling over 1000 hours!

Coastline has been successful in achieving the **Investing in Volunteers** accreditation for the fourth time since the scheme launch in 2013. We encourage and celebrate volunteering in all areas of the organisation and recognise the positive contribution volunteers make, such as:

- Extending and adding value to the services that we provide (e.g., delivery of coffee mornings, activities, a befriending service, peer mentors)
- Building a stronger connection between Coastline and customers and communities
- Engaging with people who may feel isolated or not connected with their community
- Sharing their skills, expertise and lived experience with others; and
- Increasing the health & wellbeing of customers, as well as themselves.

# Activities and Inclusion with our Homeless Residents

## Diverse Activities for Holistic Wellbeing

Throughout 2024, the **Activities and Inclusion team** at our Homeless Service has curated a diverse array of activities aimed at enhancing the wellbeing of our residents. These activities include wellbeing walks, nature retreats, cooking sessions, gardening, fishing, and football sessions with United Cornwall FC and Carn Brea.

Gareth explains that he started volunteering “to give something back” and that it “gives me a reason to get out of bed”. Gareth would recommend to others to “get your hands dirty at the allotments or poly tunnel and go and enjoy yourself”. - Gareth

Every Thursday, residents embark on **wellbeing walks** at picturesque locations of their choice, such as Merry Maidens, Lamorna Cove, Chapel Porth, Praa Sands, and Marazion. These walks, supported by our dedicated volunteer Tim, are designed to alleviate stress, foster connections, and improve mental wellbeing.

At **7th Rise**, residents engage in hands-on activities like starting a fire and cooking over it. On a recent visit, they prepared a BBQ bean stew with sausage and chorizo, creatively using chorizo fat when butter was unavailable. The rural setting offers numerous learning opportunities, and fishing has been reintroduced as a popular activity. It provides a tranquil environment that reduces stress and enhances mental clarity, with residents learning various fishing techniques, bait types, and fish behaviour.

**Cooking sessions** are a highlight across the service. One partner hosted an evening cooking session at Chi Winder, where residents prepared Jerk Chicken and Spaghetti Bolognese, both of which were well-received. These sessions not only provide delicious meals but also impart valuable cooking skills.

The weekly **Breakfast Club** offers residents the chance to connect over different breakfasts. Special events like **Pancake Day** and **St Piran’s Day** feature volunteers who lead cooking sessions, fostering a sense of community and inclusion. Our cooking activities create a relaxed environment where residents’ bond over meal preparation, gaining skills for their future. These activities build a sense of community, encourage teamwork, and offer opportunities for residents to support and learn from each other, ensuring everyone feels included and valued.

The Activities and Inclusion team’s efforts have significantly contributed to nurturing bonds and promoting wellbeing among our residents, creating a supportive and inclusive community.

*“With the support of Coastline and Key Workers, I am sober today and wouldn’t be without their help. I just want to give back what was given to me and volunteering allows me to do that. It gives me purpose in life and something to aim for.”*

Partner Programme Volunteer

*“I’ve enjoyed helping others and having my own say.”*

Partner Programme Volunteer



*“I’ve gained confidence.”*

Partner Programme Volunteer



## Support for Those in Need

The **Chi Winder day centre** on Dudnace Lane in Pool is here to help if you have issues with homelessness.

We offer a range of services for adults aged 18 and over, including accommodation options, information and advice, activities and courses. Our services include also food vouchers, showers and laundry, health clinics for those not registered with a local GP, and support from various organisations on housing, money, benefits, and more.

Feel free to drop in or call us on **01209 200086**.



## Transparency and Trust in Housing Services

Coastline Housing significantly expanded its co-production offer within our Homeless Service. This initiative aimed to maximise opportunities for service users to actively influence the design, delivery, and evaluation of the services they receive.

By involving those who access our services in every stage of planning and implementation, we aim to ensure that our offerings are tailored to meet their specific needs and preferences.

### Key Achievements:

- 1. Inclusive Service Design:** We engaged service users in workshops and focus groups to gather their insights and feedback. This collaborative approach allowed us to design services that truly reflect the needs and aspirations of our residents.
- 2. Active Participation in Delivery:** Service users were given the opportunity to participate in the delivery of services, whether through volunteering or direct involvement in community activities. This hands-on participation fostered a sense of ownership and empowerment among residents.
- 3. Continuous Evaluation:** Regular feedback was gathered to assess the effectiveness of our services. Service users played a crucial role in evaluating outcomes and suggesting improvements, ensuring that our services remained responsive and adaptive.

#### Customers told us

- Install a suggestion box at Chi Winder
- Introduce a process for considering and implementing suggestions
- Increase social media presence from the Homeless Service

#### We listened, and together we...

- A suggestion box is on the front desk, allowing residents to share their ideas, feedback, and concerns anonymously resulting in-
  - Fry Ups are now an option on Sundays instead of roast dinners
  - Giant Jenga has been purchased for communal enjoyment
  - Communal areas are now closed when Street Vet clinics take place, ensuring privacy and comfort
- Since August, we have had six posts on Coastline's Facebook page

### Impact on Community:

- **Enhanced Trust:** By prioritising transparency and actively involving service users in decision-making processes, we built stronger trust within the community. Residents felt valued and heard, leading to increased engagement.
- **Improved Service Quality:** The insights and contributions of service users led to more effective and relevant service delivery. This co-production model ensured that our services were not only meeting immediate needs but also addressing long-term goals and aspirations.
- **Empowerment and Inclusion:** The expanded co-production offer promoted a culture of inclusion and empowerment. Service users gained valuable skills and confidence, contributing to their overall wellbeing and sense of community.

By involving service users in every aspect of service design, delivery, and evaluation, we have created a more responsive, inclusive, and effective housing service that truly meets the needs of our community.

## Making it easier get your event or project up and running

The Community Impact Funding application criteria was updated following consultation with Customer Voice. The fund is now accessible to informally constituted groups, removing this barrier and encouraging more customers and communities to apply.

We've now seen an increase in applications, benefiting more customers, with funding being used for the following projects.

- The purchase and installation of a **community book box** in partnership with the National Literacy Trust
- **Sound equipment** for the Troon Players
- A **communal garden bench** at a Housing for Older People (HfOP) scheme
- **Garden equipment** at another HfOP scheme
- The **Communal kitchen equipment** to support coffee mornings for a customer group.
- A **book box** for Treleigh School



*“Without this funding many of the children would not have been heard during the performance and we would have had no way to play the music for our dances or produce sound effects. Last year we were reliant on a volunteer who brought their own equipment. The system we now have in place ensures the group can withstand changes in the group and will last us for many years to come.”*

*Troon Players Representative*



If you are interested in making a funding application, please read the [Community Impact Funding Guide](#) then [apply here](#).

# Help Us Decide



*Holding Coastline  
to account  
and making a  
difference*

## What has our scrutiny panel been up to this year?

### You told us, we listened, together we...

Coastline's Customer Experience Committee supports our customer-led scrutiny group to carry out reviews of specific services. Customers are recruited based on their skills, experience and interest in particular topics. Each scrutiny exercise is supported by Coastline colleagues, providing relevant information, and facilitating the discussions to achieve the best possible review and outcomes.

Read on to find out the latest reviews and what we're doing to respond:

#### Scrutinies Completed

##### You told us

##### We monitored the delivery of scrutiny review recommendations from 2024–2025 for:

- Blue Flame's access rates
- Gestures of Goodwill
- The representativeness and diversity of involvement and engagement
- The OK Each Day Service

##### We listened, and together we...

Customer Voice received updates about progress against the recommendations via the Customer Scrutiny Committee.

We supported Customer Voice to launch scrutiny reviews of:

- The voids & lettings process
- Communication relating to repairs
- Anti-social behaviour action plans and risk assessments

Upon completion of the reviews, the recommendations were agreed by relevant managers, then presented to and overseen by the Customer Experience Committee. Scrutiny reviews played an important role in ensuring that customer priorities were central to customer services.

#### Blue Flame Access Rates

##### You told us

- Consider changing the language in the letters sent to customers and improve information in the customer handbook to reduce the number of missed appointments
- Update the website to ensure Blue Flame features as a search hit and include photos of Blue Flame working in partnership with Coastline to increase visibility
- Make a video with Blue Flame to ensure customers understand what they do and know what to expect from a visit
- Conduct joint Blue Flame and Coastline Social media posts and articles to promote them as a sub-contractor

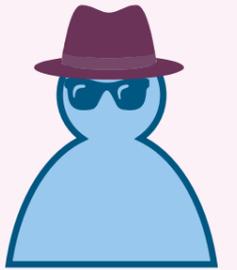
##### We listened, and together we...

- Reviewed the access letters and included further information in the customer handbook
- Updated information relating to Blue Flame on the website and added photos
- Made a video with Blue Flame on "what to expect at a service visit" and "how to use" for both ground and air source heat pumps
- Posted a series of social media posts in partnership with Blue Flame

#### Gestures Of Good Will Mystery Shop

##### You told us

- Refresher training for colleagues would be beneficial to ensure that there is confidence in the use of Customer Record Management (CRM) system to issue Gestures Of Good Will (GOGW), and to ensure that uptake remains consistent across teams
- A CRM update to indicate when payments have been processed would ensure the GOGW process completes, without colleagues needing to check back
- Provide examples of GOGW and non-financial gestures or amounts offered, to increase confidence and consistency when colleagues are issuing



##### We listened, and together we...

- Rolled out monthly complaint drop-in sessions to enable colleagues with any queries in relation to complaints or GOGW to be able to speak directly with the team with no appointment necessary
- Rolled out refresher training for those handling complaints
- Added examples of GOGW payments and non-financial gestures to Coastnet on a dedicated Complaints page

#### Diversity of Engagement Scrutiny Review

##### You told us

- To conduct a review of how customers from different geographies and tenures engagement can be maximised
- Create a youth engagement programme, considering the suggestions relating to engagement methods, consultation events, incentivising engagement and social media
- Create a strategy relating to customer engagement
- Use survey data to inform community engagement based on demographics



##### We listened, and together we...

- Used data to analyse areas of underrepresentation in our engagement which in turn has been used to plan future engagement events and shape our current offer to ensure we are engaging a diverse range of customers
- Created an under 35s engagement plan to target our most underrepresented demographic
- Created the [Customer Commitment strategy](#)
- Are collecting and continually reviewing data to continuously adapt and improve the Coastline Conversation offer to address areas of underrepresentation dynamically

# You told us, we listened, together we...



## Voids & Lettings process mystery shop

### You told us

- Communication relating to repairs needed to be improved
- Coastline should suggest changes to Homechoice to make it more user friendly
- A guide would be helpful in guiding customer through the process
- Updates should be made to the website to make information easily accessible and more transparent

### We listened, and together we...

- Planned a communication relating to repairs scrutiny review
- Worked with Choice Based Lettings steering group to create changes to Homechoice when it relaunches in 2025
- Are adding an FAQ this year
- Made changes to the website based on customer feedback

## OKED Service Review

### You told us

- Satisfaction with the OK Each Day (OKED) service was split 50/50 and that alternative options should be considered
- The 50% of customers who weren't happy with the service felt that it wasn't value for money and was too inflexible
- You wanted Coastline to review the service, consider suitable alternatives and consult customers on future options

### We listened, and together we...

- Have started a project to consider alternative systems that would give customers using this service better value for money.
- This would include considering how we could improve the presence Coastline has in our Housing for Older People schemes.
- Unfortunately, it isn't possible to provide 'Warden's' anymore, but we are looking at how we can visit where you live more and be available for queries or help.

## Communication Relating to repairs

### You told us

- If a repair can't be fixed 'right first time' and takes more than one visit or is delayed, customers feel forgotten
- Customers aren't always clear on when Coastline is coming to respond to a repair request
- It wasn't clear what communication a customer receives when a repair goes beyond the target

### We listened, and together we...

- Are making changes to the website to make information clearer about timeframes for repairs
- Are reviewing and updating messages sent to customers about repairs as we have lifted the character limit
- Have actioned calls to customers if a repairs visit is going to be later than planned
- Are reviewing the current mechanisms for communicating with customers to ensure all are being used effectively

## It's been a busy year for our Customer Experience Committee, Customer Voice group and involved customers across a range of events in the Coastline Conversation.

- **Customer Experience Committee Chair's Feedback:** The CEC Chair found scrutiny progress updates useful and encouraged future attendance from Customer Voice to share information and experiences.
- **Customer engagement presentation:** The presentation showed diversity of customers involved in the Coastline Conversation recommended by Customer Voice was well received, with positive feedback on the new report format that now clearly defines customer engagement aims.
- **New Appointments:** A new Customer Voice Chair and Vice Chair were appointed, with aims to strengthen the connection between the Customer Experience Committee and Customer Voice Group.
- **Customer Commitment Statement:** Approved by the CEC, capturing all engagement efforts and demonstrating a strong commitment to listening to the customer voice, which was well received by the Board.



## What do you enjoy about being a Customer Voice Volunteer?

*"I love it! Especially coming to the involvement groups and hearing experiences from other customers, getting the opportunity to meet others who are involved across Coastline has also been nice. I feel the volunteer scheme really makes a difference and every group that I come to I feel the feedback given is making a difference. Some changes cannot always be quick, but it is a process to eventual change."*

## What would you say to someone thinking about volunteering?

*"Give it a go! You will be surprised how much you love it."*

*I feel the volunteer scheme really makes a difference and every group that I come to I feel the feedback given is making a difference."*

Customer Voice

# Here are some of the things our customers have influenced this year:

## Complaints mentors

Coastline Housing introduced Customer Complaints Mentors to support customers throughout their complaint journey. These mentors provide information about the process and offer a listening ear. Trained to guide customers with empathy and efficiency, they actively listen to concerns, offer ongoing support, and suggest feedback for continuous service improvement.



### Commitment for 2025

The Customer Complaints Mentor scheme will be reviewed to refresh the offer to best support customers through the complaints process.



Despite the initiative's potential, it saw low uptake. Given this low uptake, Coastline Housing has committed to reviewing and refreshing the offer in 2025 to better support customers through the complaints process.

*Did you know we have customers on our complaints panel?*

## Voids Inspectors

A void is an empty property we are getting ready to re-let. To involve you in that process, we introduced Customer Voids Inspectors, inspecting properties during the voids process, alongside Coastline's Voids Team, ensuring high standards of re-lets are met.

### Feedback from the Inspectors has led to service improvements in:

- The form for Recharges being updated to ensure customers clearly understood what they were expected to pay for
- Voids Inspectors property checklists were adjusted to give space for customers to give honest opinions about the work they see, which can then be raised at Tool box talks with our Operatives and trends can be identified. This means positive comments, as well as any suggestions for improvements, can be shared.
- A 'Confirmed Handover' system means the Voids and Lettings system is working more smoothly

## Development Group

In the past year, the Development Group has made significant strides in enhancing customer engagement and gained insight into the development process from start to finish. In June, the group appointed a Customer Lead and focused on learning about the whole process- from land purchase to when a home is handed over in a new build scheme.

The group also chose to explore the snagging process and how customers report issues upon moving into new properties. Customers found this was a separate process from reporting a repair, due to it being a new property. Customer feedback was heard, with changes made to plans to now include vinyl on the ground floor of new builds. Changes were also made in summer 2024, as Blue Flame is invited for a site visit to address compliance issues early, reducing the need for changes after customers have moved in.

By November, two group leads were appointed, and the group attended a site visit to Quintrell Downs, coinciding with a community welcome event hosted by the Community Investment Team.

This event encouraged new membership, resulting in several new customers expressing interest in further involvement and accessing [Community Impact Funding](#).

The welcome event at Quintrell Downs

led to plans for similar welcome events at other developments, such as Connor Downs, St Erth and Goonhavern, to further engage new customers and support community initiatives.



### Commitment for 2025

Look out for Welcome events at your new scheme, a great opportunity to meet Coastline Colleagues.



*“I hoped that as a part of leading the group we would be more focused on working together with staff to improve our achievements as set out in our role description.*

*I think, overall, we have kept our focus, though not always, and we are now feeling there is a better communication between us. At the end of meetings, we are usually feeling that we have been listened to and that we can say we are making a difference to the people we are working with.”*



Sue- Voids Inspector Lead

*Customer Voids Inspectors have carried out 33 visits to homes.*



*“I became the lead of a group because I believe I can help with the meetings, and I enjoy the way customers are getting involved more. As a volunteer we can put over the view of the customer as we are in the position to do so because we are customers ourselves.”*

John- Voids Inspector Lead

**If you are interested in becoming a Void Inspector, get in touch with the Community Investment Team.**

# Communication & Consultation Group

## Service area You told us- what needed changing

## We listened and together we...

<b>Customer handbook</b>	<ul style="list-style-type: none"> <li>• Key information out of date and very corporate</li> <li>• Too much information</li> </ul>	<ul style="list-style-type: none"> <li>• Introduced a 'move-in checklist' and 'who's who' at Coastline</li> <li>• Updated and revamped the design and layout making the document much clearer and colourful</li> </ul>
<b>Vulnerable customer policy</b>	<ul style="list-style-type: none"> <li>• Show more empathy and listen</li> <li>• Understand customer needs and adapt</li> </ul>	<ul style="list-style-type: none"> <li>• Consulted with customers both in person to create policy, procedures and operating guidance</li> <li>• Collect and review information about customers' vulnerability and support needs and make any reasonable adjustments.</li> </ul>
<b>Rent and service charge letters</b>	<ul style="list-style-type: none"> <li>• Create a guide, so that letters are accessible</li> <li>• Change the language in the cover letter</li> </ul>	<ul style="list-style-type: none"> <li>• Put together a rent guide that can be found on the website and in a link in letters</li> <li>• Changed the wording and related it to the covering letter</li> </ul>
<b>Complaints information on our website</b>	<ul style="list-style-type: none"> <li>• It's not clear what happens at each stage</li> </ul>	<ul style="list-style-type: none"> <li>• The language has been changed to make it more user friendly</li> <li>• Made changes to make it clear what happens at each stage</li> </ul>
<b>Kitchens and Bathrooms</b>	<ul style="list-style-type: none"> <li>• There is too much contrast between the colours offered for kitchen and bathroom installations, we should be offering a range.</li> </ul>	<ul style="list-style-type: none"> <li>• Held a second consultation with further colours and a larger consultation project is planned for 2025 for customers who have kitchen and bathroom installations soon.</li> </ul>
<b>Tenancy Agreement</b>	<ul style="list-style-type: none"> <li>• Can we remove the reference to training and volunteering being expected of customers</li> <li>• Can we tell customers where they can find referenced documents and policies</li> <li>• Can we explain why not all grounds are listed in Schedule 1</li> </ul>	<ul style="list-style-type: none"> <li>• Removed the reference to training and volunteering</li> <li>• Added directions throughout so inform customers where they can find other documents;</li> <li>• Are reviewing the contents of Schedule 1 with input from our solicitors, with this being a key legal area of the tenancy agreement. Any amendments here will be carried out alongside a wider review of this section, taking into account the Renters Reform Bill</li> </ul>
<b>Scrutiny</b>	<ul style="list-style-type: none"> <li>• There wasn't enough structure during scrutiny reviews</li> <li>• We should offer alternative scrutiny methods</li> </ul>	<ul style="list-style-type: none"> <li>• Introduced a scrutiny scoping document which can be tailored to a specific scrutiny review topic to ensure the scrutiny scope is clear from the start and ensure an in-depth review is successful in its aims and objectives</li> <li>• Trained colleagues in Tenant Participation Advisory Scheme (TPAS) scrutiny sessions and consulted with customers on new ways to scrutinise services.</li> </ul>

“I wanted to actually do something worthwhile, giving to my community and getting our voices heard, out here from the wilderness of St Keverne! Thankfully I was offered the lead on the Communication and Consultation Group, which I feel matches my skill set as a retired Nurse Manager. I feel my skills are best used for this, hopefully to help people, but also to gain valuable experience and continue learning for myself too! This in turn, will also make me a better representative for customers and the feedback I can give.”



Dawn- Communication and Consultation Group Lead

## From vulnerable customer policy consultation

“Ask customers what matters to them, not 'what's the matter?'”

“Don't put people in boxes.”

“It's about action as well – being listened to but then nothing is done about it means there's no point in being listened to. Adapting is important?”

“Being listened to is the most important thing when it comes to vulnerable customers.”



# Commitments for 2025



## Respectful and helpful engagement



### Catch up with Coastline

We will host Catch up with Coastline sessions throughout Housing for Older Persons schemes to offer customers further opportunity to discuss repairs and tenancy issues and to promote getting involved.

### Cost of Living Support

We will continue to identify customers who are especially negatively impacted by the cost-of-living crisis and support them via our Sustainability Fund. Customers are invited to join our scrutiny panel to review the Sustainability Fund and make sure it meets customers' needs. Contact us at [getinvolved@coastlinehousing.co.uk](mailto:getinvolved@coastlinehousing.co.uk) if you want to take part.



### Customer Voice

We will monitor the delivery of scrutiny review recommendations from 2024-2025 for:

- Voids & Lettings process
- Communications relating to repairs
- ASB Action Plans and Risk Assessments
- Customer Voice will receive updates via the Customer Experience Committee.



We will support Customer Voice to launch scrutiny reviews of:

- Complaints trends related to communications
- The Sustainability Fund
- Communication around planned repairs programmes

Upon completion, recommendations will be considered by relevant managers, with agreed actions overseen by the Customer Experience Committee. Scrutiny reviews ensure customer priorities are central to services.

We will trial monthly workshop-style customer meetings to address time barriers to involvement. These sessions will cover multiple topics, be open to all customers, and be held at varied times and venues throughout the year to increase accessibility.



### Under 35s engagement offer

Following our representativeness and diversity of involvement and engagement review findings, we will be working to increase engagement with Under 35s through our under 35 engagement plans to ensure we involve a diverse range of voices when making service improvements.

## your next step

### Your Next Step

We will continue to offer employment and training support to customers and communities, working with partners to provide the best support for you.

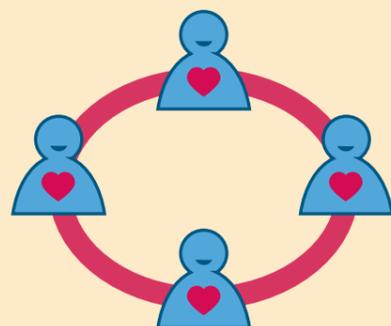
### Overall satisfaction

We will be running our third Tenant Satisfaction Measures (TSM) survey in May and June. We will invite customers to consultation sessions to contribute to the improvement action plan, once the results are in. These actions directly influence service improvements. Find out more [here](#) about how we've delivered changes because of customer feedback.



### Expansion of volunteer programme

We will grow the volunteer programme with the recruitment of a Volunteer Assistant to support the Volunteer Manager and current volunteers. This will increase the number of volunteers from around 50 to 75 over the next year. We expect this to increase the social value amount generated by volunteer hours from £318,126 to £424,168.



### Community Connections

We will continue to deliver to signposting and support led by what you are telling us you need. See our [calendar of events](#) for opportunities to join us in your community, have a say about issues arising in your local area and be part of the solution.

### Consulting where it counts

A large-scale consultation is planned to inform a fuller review of the kitchen colours Coastline offer in the future.



### Welcoming you home

We will host welcome events in new schemes to meet you in your communities, offer in person support from Coastline colleagues and foster a sense of community from the start.

# Commitments for 2025



## Responsible neighbourhood management

### Anti-Social Behaviour (ASB) actions/engagement/feedback

The findings and recommendations from the ASB scrutiny review led by Customer Voice will be used to make changes to how we manage ASB cases, including action plans and risk assessments used by the Tenancy Team.



### Neighbourhood Action Days

We will deliver a series of Neighbourhood Action Days across Coastline communities, in the school holidays. These events will involve Coastline teams attending to spend time with customers, as well as partner agencies providing information and guidance on matters that are relevant to customers. We will increase this offer to include our Housing for Older Persons Schemes. Keep an eye open for Neighbourhood Action Days in your area in 2025!



## Effective Handling of Complaints



### Review of Complaints Mentor Offer

The Complaints Mentor offer will be reviewed, to refresh the offer to best support customers through the complaints process. The scrutiny review for complaints will support this process.

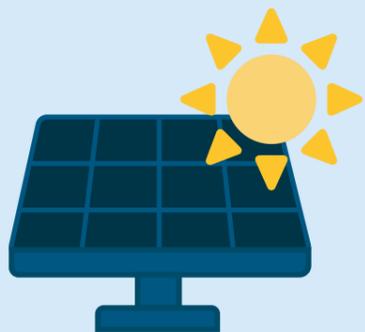


### OKED service

We will review and consider alternatives that are more suitable and affordable for customers as a result of the OKED consultation with customers.

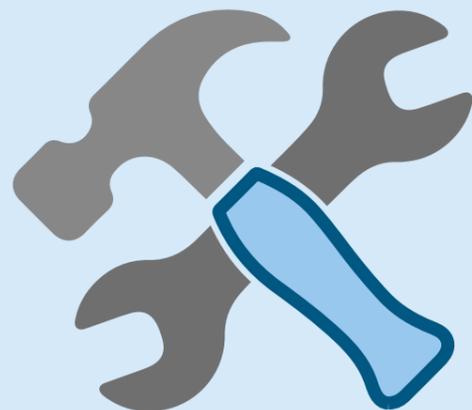


## Keeping properties in good repair



### Solar PV programme

In 2025 to 2026, we plan to extend the Solar PV programme to 250 – 500 more homes, potentially saving £2,500,000 - £5,000,000 per year.



### Repairs Scrutiny actions

As a result of the Repairs Scrutiny, we will make several service improvements.

We will make changes to the website to make information clearer about timeframes for repairs.

We are reviewing and updating messages sent to customers about repairs.

We will call customers if a repairs visit is going to be later than planned.

We are also reviewing the current mechanisms for communicating with customers to ensure all are being used effectively.

### Miners Court

Once the Solar PV project is fully complete, we'll be collecting data and reporting on the system's performance over the next five years. This will be facilitated by a remote monitoring system that provides data on energy generation, translating into both carbon and financial savings for customers.



# Programme of events

## Community Standard Inspections

### Regular inspections to maintain community standards

A full list of Community Standard Inspections can be [found here](#).

Look to see when your Tenancy Co-Ordinator is in your area.

## Catch-up with Coastline Sessions

### Building a better living experience together

This is a fantastic opportunity for Customers from our Housing Schemes to meet with multiple housing teams, share feedback, and connect with the wider community. Your voice matters, and we are here to listen and ensure your needs are met. [Look to see when Coastline are in your community.](#)

## Volunteers Week

### Working together to create thriving communities

Volunteers' Week at Coastline Housing is an annual celebration of the incredible contributions made by volunteers across our organisation. It is a time to recognise the positive impact of volunteering on both the community and the volunteers themselves, who gain self-confidence, new skills and personal development opportunities. Would you like to know more about how to get involved or the specific activities during [Volunteers' Week](#)?

## Community Connections Sessions

### Support and signposting for Coastline customers and communities

### If you want to see us in your area, get in touch!

- Redruth Community Larder, Bethel Church, Redruth - fourth Tuesday of the month- 9am-10:30am
- Transformation CPR food bank, Camborne - second Tuesday of the month 1:30pm-3:30pm

## Community Collaboration Sessions

## Your Feedback Matters

Customer consultation and co-production are important stages to policy renewal. Customer feedback is incorporated into final documents prior to circulation, and increasingly the content brought to the meetings is requested by customers themselves, based on their experience. Coastline colleagues are also increasingly aware of the value of the Group's oversight of customer-facing documents, and a culture is forming in which teams are approaching the Community Investment Team to request a slot on the agenda. If you are interested in attending a session, email [getinvolved@coastlinehousing.co.uk](mailto:getinvolved@coastlinehousing.co.uk).



Trust Charter/Pledges



Connect with Us

## Contact Us



# Coastline

Find us on  Facebook,  LinkedIn,  Instagram,  TikTok and  Threads

 01209 200200

 [www.coastlinehousing.co.uk](http://www.coastlinehousing.co.uk)

Coastline House, 4 Barncoose Gateway Park, Redruth, Cornwall, TR15 3RQ

## Customer Experience Committee

This committee is part of our governance structure.

It includes customers who are recruited to work with Coastline colleagues to monitor key services, and keep an overview of how we're meeting our commitments to customers.

### Our customer members are:

Edward Chapman

Steve Curtis

Molly Gaunt

Clare Jones

They are all passionate about representing the voice of Coastline customers and communities and bring a wealth of talent and experience to their roles.

Find out more about our CEC [here](#)

You can also contact us on our app *My Coastline*



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