

# Coastline's Community Investment Impact Assessment 2023 - 2024

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



*Great Homes, Great Services, Great People*





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

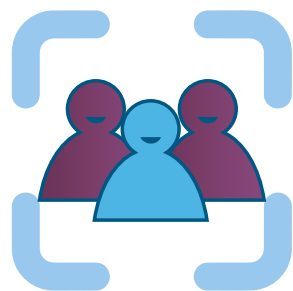
In 2023 – 2024, Coastline colleagues, volunteers, and customers worked together to continue to offer a wide range of opportunities to get involved, have a say, and make an impact within Coastline communities.

Coastline launched our new Trust Charter, updated to align with the new Tenant Satisfaction Measure (TSM) themes, and adapted our Pledges to reflect this. Customers were involved throughout the process, and even met with the Regulator of Social Housing to give feedback about the proposed changes to the Consumer Standards.

One of our key strategic aims is to continue to include customers' voices within our decision making. We do this by:

- Ensuring accountability – working with a broad range of customers throughout the year, we ensure customer scrutiny of our services informs decision making and governance;
- Improving services – developing our customer insight information using feedback from our annual survey and transactional surveys to improve service delivery and levels of customer satisfaction; and
- Collaborating within communities – delivering community engagement activities and working in partnership with local stakeholders, to facilitate collaboration and consultation

### Customer Focused



Put our Customers first

### Trustworthy



Be open, honest and accountable

### Learning



Strive to be the best

### Caring



Value each other

This report celebrates what has been changed and improved as a result of customer engagement, via our Coastline Conversation involvement offer.

The purpose of this Impact Assessment is to promote the positive impact that Coastline has within communities, and for customers and their homes, through involving and engaging with our customers. The report highlights some of the successes jointly achieved during 2023 – 2024, across our three involvement levels:

- Stay informed and have your say
- Get involved and make an impact
- Help us decide

## We also set out our commitments for 2024-2025

The 'Coastline Conversation' is how we talk about the multiple ways in which customers can get involved; we think of customer engagement as an ongoing, evolving discussion which takes place in different ways, at different times, to meet customers' availability and priorities.

There are lots of ways to get involved, as you can see in our involvement menu:



## The year ahead

### Tenant Satisfaction Measures

From April 2024, social landlords must report on the new set of Tenant Satisfaction Measures (TSMs) which were launched in 2023. They are part of a new system developed by the Regulator of Social Housing to check how well social housing landlords are doing at providing quality homes and services.

The measures are aimed at helping improve standards for people living in social housing by:

- Providing visibility and letting tenants see how well their landlord is doing, and comparing different landlords, to see who is doing better at looking after homes and tenants
- Giving the Regulator insight into which landlords might need to improve things for their tenants

The TSMs are designed to see how well landlords are doing across the following five themes. When we refer to the TSMs, in this report and other Coastline communications, we will use icons to make it clear which theme we are referring to:



Keeping properties in good repair



Maintaining building safety



Respectful and helpful engagement



Effective handling of complaints



Responsible neighbourhood management

There are 22 TSMs, including 12 tenant perception measures, which landlords must supply, to be collected through an annual survey to customers, and 10 management information measures. Landlords are expected to have submitted their first year's performance by summer 2024, with the results due to be shared publicly by the autumn.

Coastline have been collecting data throughout 2023, and this report contains an update on our findings so far. See page 34 for more information.



## What does this mean for Coastline and customers?

Customers' priorities and voices must be central to social landlords' decision making. At Coastline, we make this possible and accessible through sharing our Trust Charter and Pledges, created in collaboration with customers, to ensure that everyone knows what they can expect and are entitled to.

The Trust Charter commitments align with Regulatory requirements, whilst the Pledges are bespoke to Coastline, and respond to local customer priorities, for example our call back time frames, or our Community Standard Inspections.



## What does Regulation mean for Coastline?

The Social Housing (Regulation) Act 2023 affects the social housing sector in the UK.

Changes that have been made include the newly updated Consumer Standards, and Coastline colleagues have been working with customers in readiness for these changes

**Consumer standards** – The Act gives the Regulator of Social Housing (RSH) new powers to regulate and enforce consumer standards, which are the standards that housing associations must meet to provide quality services for their tenants.

New standards – The Act introduces four new consumer standards:

- The Safety and Quality Standard
- The Tenancy Standard
- The Neighbourhood and Community Standard
- The Transparency, Influence and Accountability Standard

**Regulatory Changes** – The Act changes the way the RSH regulates consumer standards, from a reactive approach to a proactive one. The RSH will have new inspection powers and will rate housing associations under a new rating system, as they currently do for Finance and Governance.

The new consumer standards will come into force in April 2024, and housing associations will have 12 months to demonstrate that they are meeting them.

Coastline has been preparing for regulatory changes for some time, and all the work we do and services we provide are designed to comply with these standards. In the coming months, we will be spending more time with customers in their communities, through Neighbourhood Action Days and other events, to talk to customers about the consumer standards, and how we will deliver them.



Regulator of  
Social Housing

If you have any questions about the Tenant Satisfaction Measures, or the consumer standards, get in touch via:  
[getinvolved@coastlinehousing.co.uk](mailto:getinvolved@coastlinehousing.co.uk)

## Find out more

[www.gov.uk/guidance/regulatory-standards](http://www.gov.uk/guidance/regulatory-standards)

[Reshaping consumer regulation: Our implementation plan - GOV.UK](#)

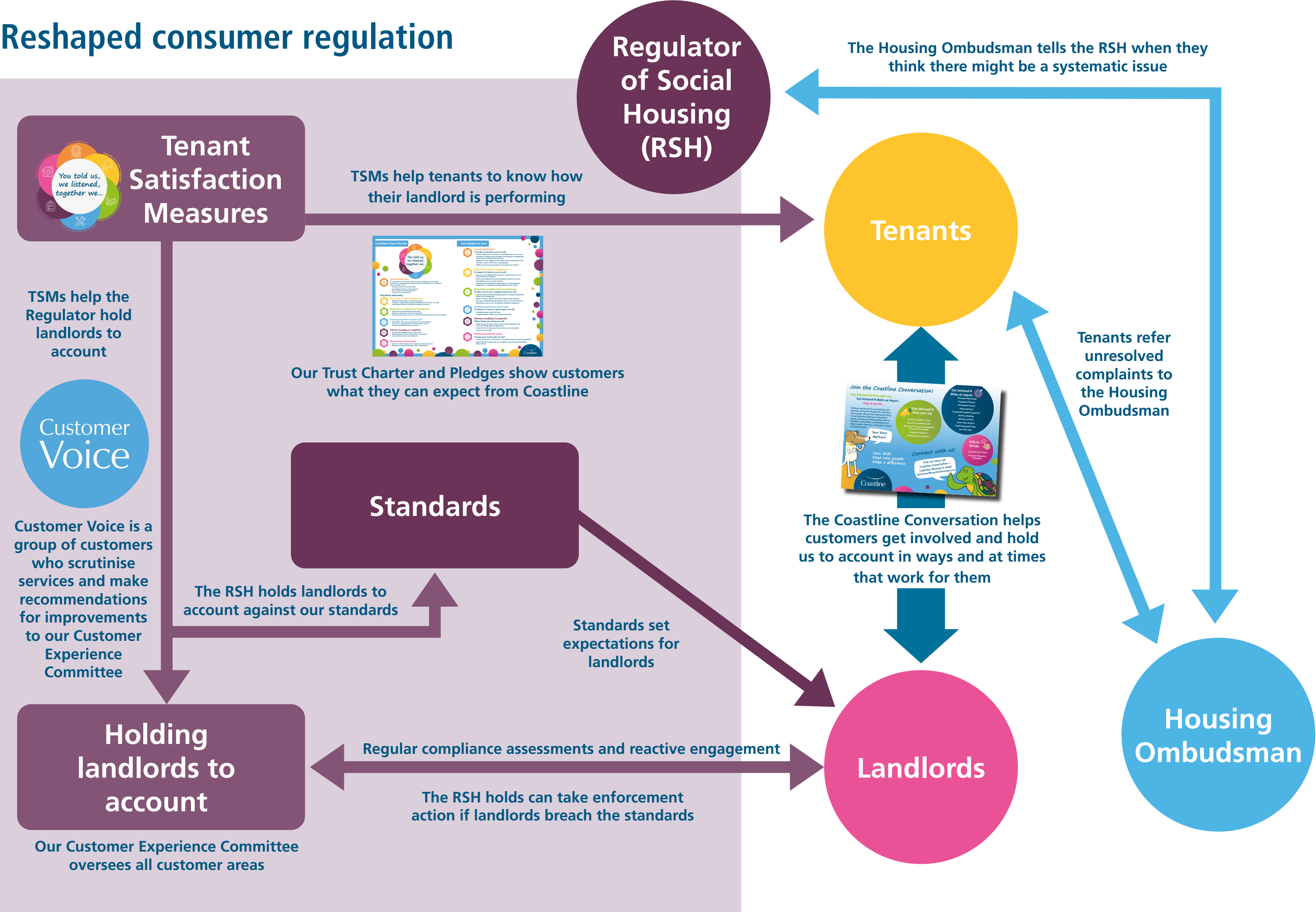
[Social Housing \(Regulation\) Bill](#)



## Look out for these future opportunities

- Opportunities to have your say via the [Coastline Conversation](#)
- Your Tenant Satisfaction Measure survey – landing in May or June, run by Acuity, and giving you a chance to tell us what we do well and how we can improve
- Follow us on [social media](#) for more information about the new consumer standards

# Reshaped consumer regulation





# Tenant Satisfaction Measures

Our new branding helps us to demonstrate where we are delivering against the Tenant Satisfaction Measures. Throughout this report, and in other communication such as emails and our social media, as well as our website, we will use icons to demonstrate when work contributes to the delivery of a TSM target.

Alongside these TSM measures, we may also refer to 'overall satisfaction', which is the first question in the annual TSM perceptual survey, and refers to issues which fall outside of the specific TSM measures. We also mention times that we deliver 'more than a landlord' services, which refer to actions that typically fall outside of a landlord's remit, but that we commit to and deliver as we believe it is the right thing to do, such as provide employability support, or green space projects.







### Overall satisfaction

It is important to us that you trust us as your landlord, and we pride ourselves on making improvements based on listening to your feedback. You can expect us to:

- Be open, honest and accountable
- Use helpful and clear communication
- Be consistent, fair and respectful
- Treat you as an individual

### This will be achieved by:



### Respectful & helpful engagement

- Respectful interactions and active listening
- A range of opportunities to give feedback and hear how it is used
- Consultation ahead of significant changes to services



### Responsible neighbourhood management

- Clean and well-maintained shared areas
- Positive contributions to local communities
- Resolving community concerns and anti-social behaviour fairly and promptly



### Keeping properties in good repair

- Affordable, clean and secure homes free from disrepair
- Easy to use, good quality and timely repairs service
- Friendly and reliable customer service



### Effective handling of complaints

- Simple and accessible ways to raise issues
- Resolving issues before they become a complaint
- Learning from issues and complaints



### Maintaining building safety

- Listen to, take seriously and act upon any safety concerns
- Meeting or exceeding all legal safety requirements



### Overall Satisfaction

#### To build & maintain trust we will:

- Achieve high levels of customer satisfaction with our services
- Provide an inclusive and accessible involvement & engagement offer via the Coastline Conversation
- Respond to your digital contact within two working days, and all other contact within four working days
- Make it easy for you to contact us, however you choose



### Respectful & helpful engagement

#### To respect & listen to you we will:

- Answer to and support the Customer Voice group to act as a critical friend to Coastline
- Share and celebrate how your feedback influences services and identify areas for improvement
- Treat you as an individual, respecting your communication preferences, recognising and responding to your needs



### Responsible neighbourhood management

#### To take care of your neighbourhood we will:

- Take seriously and acknowledge reports of antisocial behaviour within one working day
- Keep our 'We're Always Listening' website page updated
- Visit your neighbourhoods regularly and act on improvements identified as part of our Community Standard Inspections



### Keeping properties in good repair

#### To keep your home in good repair we will:

- Complete repairs right first time
- Complete repairs within our target timeframes



### Effective handling of complaints

#### When things go wrong we will:

- Make it easy for you to raise concerns and complaints and try to put things right straight away
- Learn from the issues you raise to ensure we continually improve our services



### Maintaining building safety

#### To keep your home safe we will:

- Ensure all our homes will meet or exceed the Decent Homes Standard (2)
- Ensure all of our properties are compliant with all required building safety checks







# Stay Informed and Have Your Say



Your voice counts in the Coastline Conversation

## The results are in from our annual satisfaction survey

This is the first of our annual surveys held under the new Tenant Satisfaction Measures recently introduced by the Regulator for Social Housing (RSH). Most of the questions asked are set by the regulator, allowing for direct comparison of service provision with housing providers across the country. This is part of RSH's ongoing work to ensure reliable information is available to tenants so they can hold their landlord to account. Look out for the national results which will be published by the Regulator in spring 2024.

We offered incentives to customers to encourage them to have their say. With over **1,200** surveys completed this is one of the largest responses we've ever received, and we are very pleased to announce that our customers gave us an overall satisfaction rate of **81%**.

Summaries of the findings for Coastline's rental and shared ownership customers show satisfaction with repairs and safety of their homes, and that we treat people fairly and with respect. They also told us that we're easy to deal with.

However, the responses showed that we need to improve our approach to handling complaints, anti-social behaviour, and neighbourhood management.

We worked through all the responses received and held an improvement planning session with customers and colleagues to create an improvement plan that has guided our work over the last few months.



### Improvement plan themes:

Day to day repairs

Neighbourhood management

Customer service & communication

We have been making progress with delivering on the improvement plans, and we report to the Customer Experience Committee every three months. Some of the areas we've been working on are:



Improving our communication with customers who are waiting for a repair to address the feeling of being 'forgotten'



Improving the visibility of our Tenancy Management Team when they are out and about – this includes promoting our Community Standard Inspections to customers, a few days before we visit.



Reviewing some of our key customer letters and documents to simplify wording, layout, and content – our Customer Communication and Consultation Group took part in this process



Responding to customers' cost of living concerns – our Income Team visited over 600 customers and have provided information, signposting, and guidance.

### Customers told us:



Repairs

#### We Really Like

"They can't improve on anything as they attend to me quickly and they care about the properties."

#### You need to improve

"I have contacted many times about issues in our home that still remain unsolved."



Responsible neighbourhood management

#### We Really Like

"Seeing Coastline out and about in our neighbourhoods"

#### You need to improve

"Listen and take action. I'm sure lots of other residents around the close will complain about the constant music playing."



Customer service & communication

#### We Really Like

"Very understanding and supportive and polite."  
"Every time I've phoned them, they are very helpful and respectful."

#### You need to improve

"Listen & sort out problems – don't give excuses"  
"Appreciate the customer and do not treat us as nuisance callers."



### Commitment for 2024

We will be running our second year of the Tenant Satisfaction Measures survey – look out for this in May/June. This is a huge opportunity to have your say about a range of services – your voice really does make a difference.



Delivering the hamper are father and son duo Dean and Kyler Tutchings from our Roofing Team

Repairs is such an important service for customers, and hearing what you think about how well we're doing is key to how we make improvements. We send a quick survey after every completed job to find out how your experience was. As a thank you for all the responses you give, we offer a hamper each Christmas (this year kindly donated by Bradfords Building Supplies) – and this year the lucky winner was Mr Edwards from St Keverne. We have listened to your feedback and whilst customers are generally very satisfied with our service, we are working hard to improve our waiting times and 'first time fix', so we can do more repairs, to a high standard.





## Engaging Young People

The Community Investment Team attended the My Skills, My Future Careers Fayre at Royal Cornwall Showground in May. The event was for secondary school aged students who have great potential but are not fully engaged in the education system. The team spoke to **33** young people and several local organisations about Coastline's employment, work placement and volunteer opportunities, to inform young people about how they can get involved. We also asked students for their feedback on what is important to them about the communities they live in.

### 'What do you like about the community you live in?'

The majority of students told us:

“ Having green open spaces. ”

“ Nature on the doorstep. ”

“ Living by the sea. ”

“ Being close to family. ”

“ Peaceful, quiet community. ”

“ Being central and good access to shops and facilities. ”

### 'What do you dislike about the community you live in?'

There was not much feedback from students on what they disliked about their communities, as most of them liked where they lived. However, there were a couple of students that felt there was not enough to do in their local communities.

Looking ahead, we will keep working with the People & Culture team to visit different career events and show young people how they can join us as employees or volunteers.



## Spring Community Litter Picks

Young people in Tron and Helston helped Coastline Housing to clean up their neighbourhoods and received free books, seeds, stickers and food as rewards. The events were part of Coastline's community engagement initiative.

We held community Litter Picks during the spring school holidays at Grenville Gardens in Tron, and Penberthy Road in Helston following feedback from young people that they would like Coastline to engage with them out in their communities.



Over **28** young people got involved.



**14** bags of rubbish were collected and taken away at the end of the day by our Grounds Maintenance Team.



We gave away seeds and stickers to local children for making 'cress heads' and passed on some donations of surplus food from other local charities, helping to reduce food waste and spread some cheer.

Representatives from the National Literacy Trust supported the Tron event and gave away free books to young visitors too.

We work co-operatively with customers other housing providers, and partner organisations to ensure the safety of shared spaces.



# Our new website

*Making it easy for you to stay informed*



Following feedback from customers in our 2022 satisfaction survey, you told us that our website wasn't as easy to use as it could be – you were right! You highlighted that the content and design was becoming dated, and we realised the need of a full overhaul. Our website is a place where you can find easily accessible information that matters to you, such as accessible information about services, safety, quality, charges, and responsibilities.

We worked with a local company – **FlowMoCo** – to begin to design a new site, with key principles of 'clean & simple, but still Coastline' as an initial brief. Find out more about how customers were involved in the design and testing the functionality of our new website on page [18](#)



**Before**

**After**

We regularly update the website with stories, features, top tips and examples of how we use on how we use your feedback to improve our services. We love to hear from you, so please take a look at the website and let us know what you think, by contacting: [getinvolved@coastlinehousing.co.uk](mailto:getinvolved@coastlinehousing.co.uk)

## Matela Close, Porthleven

Coastline are preparing to start internal refurbishments from April 2024. Materials are being ordered in advance of site set up, and works will include:

- Upgrading communal and flat fire doors
- Floor coverings
- Handrailing
- Decoration
- Communal and emergency lighting
- Removal of fibreboard ceiling
- Lockable loft hatches

### External improvements will include:

- Waste and recycling storage solution, and hardstanding
- Communal flat block garden segregation with additional fencing to define boundaries
- Refurbishment of existing metal rail and mesh fencing

The enhancements to the communal areas will result in spaces that are higher quality, feel lighter and brighter, and create a more pleasant place to call home.

This work demonstrates the our Consumer Standard commitment to provide effective, efficient and timely planned maintenance works.





# Cost of Living

*Support with your finances*

Following the annual survey, we emailed all customers that expressed concern about the Cost of Living, providing them with information about support that we and other community organisations can offer. We followed this up by visiting **644** households and talked to about **300** people who were home. We discussed any specific concerns they had, and gave them information and leaflets about our services and how we can help them going forward.

We also helped **50** customers with different kinds of support, such as referrals to the Welfare Reform Team and Sustainability Fund. Some customers told us they were worried about the cost of living and how they were coping. Some said they had to cut back on heating, food and other essentials, and others contacted us later for more help or advice. Some customers thanked us for our support and told us:

“Thank you for your support. It’s so reassuring to know you are there if we need you.”

“Very helpful information. Thank you!”

“Thanks for the money advice pamphlets and booklets you left us. Very handy.”

“Thank you very much for all your help. I appreciate it very much.”

“Thank you ever so much for everything you are doing for me.”

## Other support we have provided, alongside our TSM survey follow ups:

**Social media** – we have raised customer awareness of the government funding that they may be entitled to, with campaigns focusing on:

- Winter Fuel Payments
- Disability & Cost of Living Payment
- The Energy Support Scheme
- Household support fund
- Pension Credit

### Look out for our:

**Cost of Living newsletter** – emailed to customers bi-monthly, and it includes lots of hints, tips, and guidance.

**Leaflets and other information** – such as a Help with Money leaflet, Quids In magazines, credit-card style Cost of Living help cards.

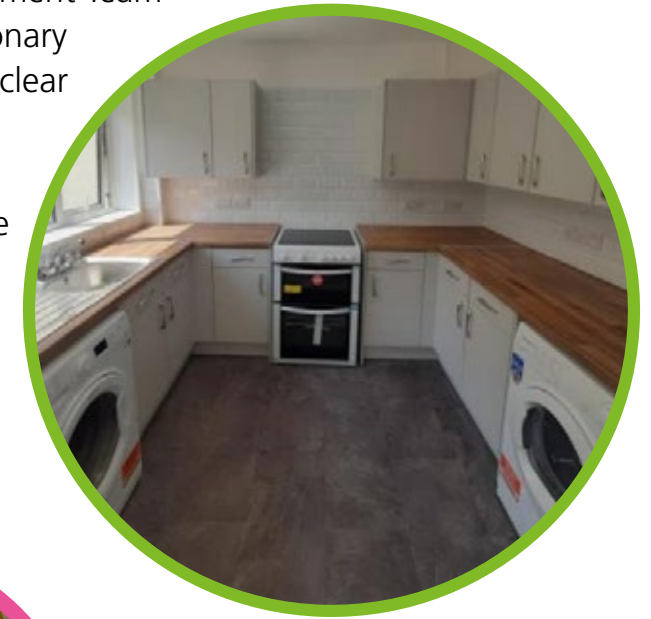
**Cost of Living and Universal Credit helper tools on [our website](#).**



From April 2023 to January 2024, the Income Management Team supported customers to access **£13,343.60** in Discretionary Housing Payment payments from Cornwall Council to clear rent arrears and sustain tenancies.

Coastline’s **Sustainability Fund** is used to support customers facing hardship to enable them to overcome specific challenges, such as being unable to afford to replace a broken washing machine or pay for an oil top up for their heating. From April 2023 – January 2024, **115** households were supported through the Sustainability Fund, and approximately **£50,000** has been spent this financial year, on items such as:

- White goods
- Food vouchers
- Energy vouchers
- Heating oil



- School uniforms
- Carpets
- Bus passes



- Electric blankets
- Mobile phones
- Mattresses



## Taking a person-centred approach

The Income Management Team is now equipped with Mental Health First Aid skills to help customers cope with the Cost of Living crisis and its effects. The team also attended training about various sources of financial assistance for customers, such as the Household Support Fund, Government Cost of Living Payments, and the Energy Support Scheme and Energy Price Guarantee.

More training on Universal Credit, the wider benefit system, and Cost of Living support is planned for other Housing Services teams this year.





# Sustainability Commitments

2023 – 2024 saw Coastline continue to deliver against our Environmental Strategy, and our goal that by 2030 – 2040 we will deliver great green, clean homes for customers and be recognised as outstanding for sustainability in Cornwall, by:



**Achieving 80% carbon zero with an offset element at 20%;**



**Our maintenance services to have an Electric Fleet;**



**Zero waste;**



**Beautiful bio-diverse green spaces where customers lives, relax and play; and**



**Biodiversity net positive.**

We have made great progress so far:

## Our achievements:

- Spent **£10m** to make our homes more energy efficient
- Helped us customers save more than **£360,000** on their utility bills
- Introduced **fuel vouchers** to support those most in need
- Worked with **British Gas** to make it easier for vulnerable customers to access support



## 'Heat the Streets'

Coastline partnered with Kensa, a heat pump manufacturer, to install renewable heating systems in **75** homes in Stithians. The project – **Heat the Streets** – was funded by the European Regional Development Fund, and replaced old off-gas heating systems with Kensa's ground source heat pumps and new radiators. It received several awards including the National Heating and Ventilation Award for **Best Heat Pump Project of the Year**.



We have reduced carbon emissions from these homes, saving **79,711kg** CO2/annum, whilst keeping homes warm. Find out more here: [es.catapult.org.uk/report/heat-the-streets-project-findings/](https://es.catapult.org.uk/report/heat-the-streets-project-findings/)

Coastline is working with Kensa and other partners to explore how similar networks can provide sustainable heating to more homes.

## Getting the most from heat pumps

Coastline worked in partnership with **Blue Flame** and **Coastline customers**, to create videos which explain how Ground Source and Air Source heat pumps work, how to use them most efficiently, and they benefit the environment. You can watch the videos here: [Coastline's sustainability - Coastline Housing](#)

## Social Housing Decarbonisation Fund

The Social Housing Decarbonisation Fund project, delivered in partnership with Taylor Lewis, aims to improve the energy efficiency and raise the Energy Performance Certification to at least a C rating for up to **151** Coastline homes. The project will

- install new heating systems
- add more insulation, and
- upgrade windows and doors
- install solar PV

Find out more about the SHDF project on page [29](#)

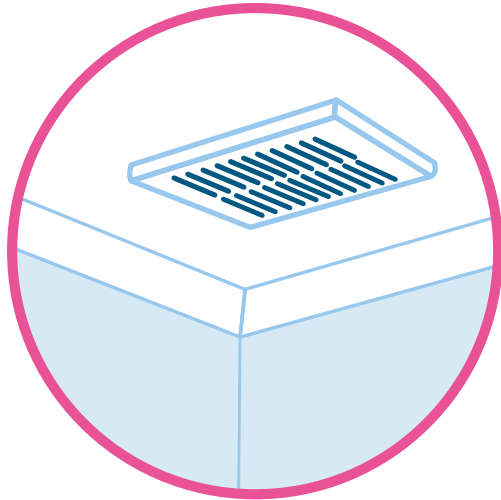
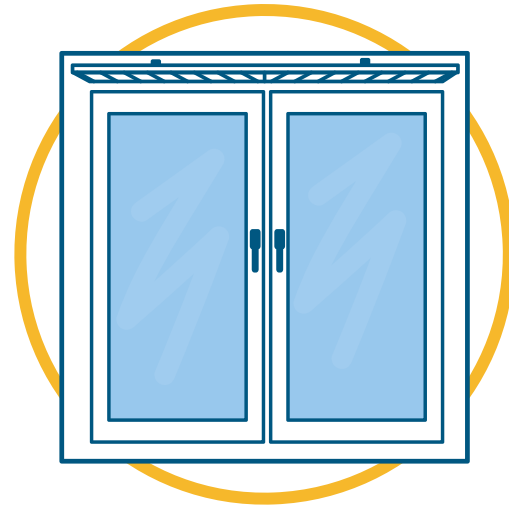




## Damp and Mould

Coastline's approach to supporting customers with damp and mould issues continues to develop. We have even been asked by the Housing Ombudsman to share our approach via seminars with other housing providers, as an example of best practice!

We have made improvements such as:

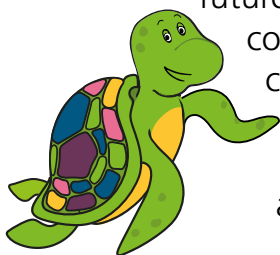


- A new team at Coastline to specifically deal with damp and mould
- Reducing the risk of damp and mould in new homes, through the build specification
- Improved specification of extractor fans which operate automatically as soon as humidity levels rise
- Partnership working with Ambisense to use technology to monitor levels of humidity, carbon dioxide and temperature levels, and send communication about ventilation to customers
- The Housing Ombudsman requested to share Coastline's approach via seminars with other housing providers
- A workshop session held with the Customer Consultation and Communication Group, to explain the importance of heating, humidity management and ventilation performance in domestic properties

Find out more here: [Greener living - Coastline Housing](#)

## Tree Planting

Coastline and Forest for Cornwall planted trees at Hens Horn Court in Helston and St Meriadoc Parc in Camborne in 2022. The trees are doing well, but no more planting is planned at present. We will consider where to plant trees in the future, to deliver our environmental commitments without increasing costs for our customers' service charges. We are, however, focusing on alternatives, as well as tree planting in new schemes...



## Sustainable development – building for a greener future

The Environment Bill 2019 – 2021 introduced a new requirement for major developments (10+ dwellings) to achieve a 10% increase in biodiversity on site within 30 years. This was implemented by Cornwall Council since March 2020, but only became mandatory for the rest of the UK in January 2024.

To help to meet our commitment to delivery biodiversity 'net gain', Coastline works with planners and stakeholders to design schemes that include:

- Public open space
- Wildflower, shrub, and tree planting
- New Cornish hedging
- Ecological corridors
- Turfed gardens
- Hedgehog holes and highways



Some schemes also meet the 'Building with Nature' accreditation standard. One example of this is Coastline's Church Road, Illogan development, which was the first housing scheme in Cornwall to achieve the full Building with Nature award and Coastline's first biodiversity net gain scheme.

If a new scheme cannot achieve biodiversity net gain on site, Coastline will offset this by improving the environment in other locations, or by making a financial contribution which Cornwall Council use to improve habitats elsewhere.

**Find out more:**

[Understanding biodiversity net gain - GOV.UK \(www.gov.uk\)](#)

[Building with Nature](#)

### What is Biodiversity?

This is about enhancing and protecting our unique, natural environment. 'Net gain' in biodiversity means that we aim to deliver new homes and developments that enhance nature's ability to thrive.





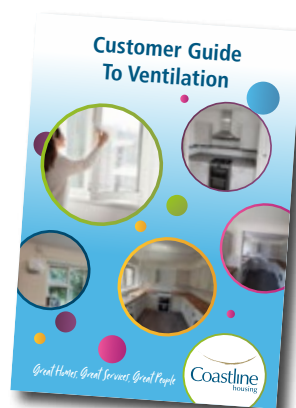
# You told us, we listened and together we... worked with partners to make improvements



## Ventilation Policy Review

Coastline is committed to involving customers in reviews of customer-facing policies. When the Ventilation Policy was due for review, customers told us that it would be helpful to include:

- a diagram to show air flow that explains how damp forms in different rooms to the water source
- more images throughout to make it more eye catching
- accessible language, avoiding technical terms



Following this feedback, the policy was amended to include the proposed changes, and has been in daily use by the Services Team, who are working with customers who report issues with damp, mould, and condensation. You can see the [Ventilation Policy here](#), and the [customer version here](#).

## Homechoice and meeting housing need

We work with other housing associations and Cornwall Council to offer our homes to people who need housing in Cornwall through the Homechoice scheme. We stopped using our own separate 'Homehunt' register and joined the **Homechoice** scheme instead, to make this fair and transparent, as well as easier for people looking for homes to apply through one route. Customer Voice members were consulted about this change, and agreed a simpler approach is preferable.



We contacted **11,000 people** who were on Homehunt before we closed the register and helped **200 people** who did not have internet access to sign up for Homechoice and get the help they needed to bid for homes.

## Solar Panels at Miners Court

A grant has been awarded to Coastline by Cornwall Council, to fund a project to install solar panels at Miners Court. The project will reduce the carbon footprint, make the building more energy efficient, and reduce costs for customers.

Once launched, customer consultation will take place. Following this, an EPC rating assessment will take place pre-works, and then again post-works, to measure the positive impact of the installation.

The project is proposed to look like this.



## Going above and beyond to put customer safety first



Independent experts, Penningtons, carried out an independent health check review of how Coastline are keeping customers safe in meeting regulatory compliance requirements of the big six compliance areas, as well as radon, that together are used to measure the safety of our homes.

The assessment, carried out in January 2022, was very thorough and gave us a rating of 'substantial assurance' with the following areas:

- **People & governance:** strong leadership and expertise, supporting effective operational delivery
- **Systems & reporting:** information is well controlled and detailed
- **Legal & compliance:** good controls in place to make sure legal duties are achieved across the 'big six'
- **'Compliance in action'**

[See our performance information](#)

[Look out for our Facilities Management Assistants checking communal areas](#)



All the 'big six' areas are compliant with regulations and best practice: gas, electricity, fire, asbestos, water hygiene and lifts







# Get Involved and Make an Impact

## Community Reassurance Days

Cornwall is usually a quiet and safe county to live in, with a crime rate that is around a fifth of the national average, but there are still times when serious events can happen in local towns and communities.

On those rare occasions, Coastline is here to provide help and reassurance to affected customers, making a positive contribution to the neighbourhood. We do this by working with other agencies, such as the Police and Cornwall Fire & Rescue, checking on customers' wellbeing, arranging for urgent repairs if they are needed, and ensuring everyone is kept up to date and informed with the latest facts.



We will offer support for as long as any customer needs it, sometimes for weeks after any event, because we know how important it is to ensure everyone in neighbourhoods across Cornwall feels safe and supported.

We also work with the police on resolving persistent anti-social behaviour if that occurs, so that together we can improve the quality of life in our communities.

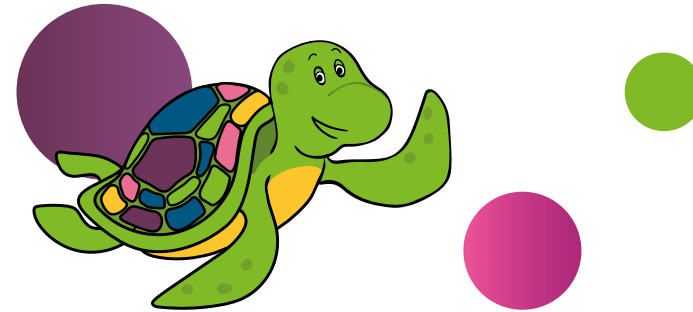
We pride ourselves in working with customers, other landlords, and relevant partners to ensure the safety of shared spaces.

In the last year, our Tenancy Management Team have visited Coastline neighbourhoods in Redruth, Camborne, Helston, Illogan, and Porthleven, when significant incidents occurred. During these Community Reassurance Visits, they called on customers, talked about issues in the area, and followed up with any enforcement action when required.

If further significant police or fire incidents occur, our Tenancy Management Team will continue to provide Community Reassurance Days. If you have any concerns at any time please contact your Tenancy Management Co-ordinator for advice: [Community Standard Inspections - Coastline Housing](#)

## Hens Horn Court Tree Planting

As part of our ongoing commitment to delivering against the Environmental Strategy, Coastline colleagues worked with the Council's Forest for Cornwall team, to plant trees at Hens Horn Court in Helston. Those living at Hens Horn Court got involved, and also planted two Cornish apple trees, which were kindly donated by Incredible Edible Helston. Two customers volunteered to be Tree Guardians, responsible for watering the trees as they settle in, and both received a watering can and certificate by way of thanks.



## Library at Tarn West

Following families' interest and engagement in the World Book Week event in March 2023, a library was set up at the Tarn West homeless families' unit. Books for the new library were donated by Coastline colleagues and Hopscotch Day Nursery in Hayle.



# Community Partnership Working

Throughout 2023 – 2024, the Community Investment Team have worked with partner agencies to deliver events, activities, and opportunities for Coastline customers. Projects have focused on:

- Green space improvements
- Intergenerational connections
- Employability support

They have run projects such as:

- **Rhyme Time** – nursery children visiting Miners Court and Housing for Older People
- **Pens, Paper, Envelopes** – a letter writing project between school children and older customers
- **Tree planting** – to enhance the environment and local wellbeing
- **Coffee mornings and hand massages** – to promote social connections in Housing for Older People
- **Youth Careers Fayres** – to promote employment opportunities with young people

Working with relevant partners to promote social, environmental and economic wellbeing in Coastline neighbourhoods is key to how we support you to make great communities.

## Partners have included:



Supporting you to create great communities

## During community visits, partners told us:

### Kresen Kernow

“We didn’t know that Coastline offered so much.”

“It would be great to work together in the future.”



Community Navigator, Bradley Dennis, at Camborne Children's Clothes Bank

### Camborne Children's Clothes Bank


“I have been a Coastline Customer for 7 years and I have never had any problems it's been great.”

“I am a Coastline customer and it's great that you are here today. You should come again.”



### Hideaway 77

“We are looking forward to working with you and our young people. Today has been great.”



## Commitment for 2025

The team will regularly be based in Coastline community settings. We will answer customer questions, signpost to specialist support, consult with customers about specific topics, and provide giveaway activity packs for children. Look out for information on our website and social media!



# Making it easy to save time and go online



In 2023, Coastline launched a new website, following feedback from our annual customer satisfaction survey that the previous website was not easy to use.

We consulted over **200 customers** on the new designs, layout, images, and ease of use to help us to arrive at the final style and layout, and we went live in June 2023.

Since then, a further **34 customers** have provided feedback on the website about navigation, ease of use and content.

**Who took part?** Customers who had expressed an interest in digital involvement with Coastline during the annual volunteer survey, were invited to take part.

## What did we ask them?

Three separate surveys were sent out to 170 customers, and our Customer Voice members. Each group was asked about four different topics, to maximise coverage of the website.

All participants were asked a set of common questions about

- the device they used to access the website
- overall ease of use
- navigation, and
- use of photos and images.

This approach allowed us to gather comprehensive feedback from different perspectives, ensuring a thorough review of the new website.

## Customers told us:

*“It was very easy.”*

Customer feedback

*“I really enjoy the new website and find it a great source of information.”*

Customer feedback

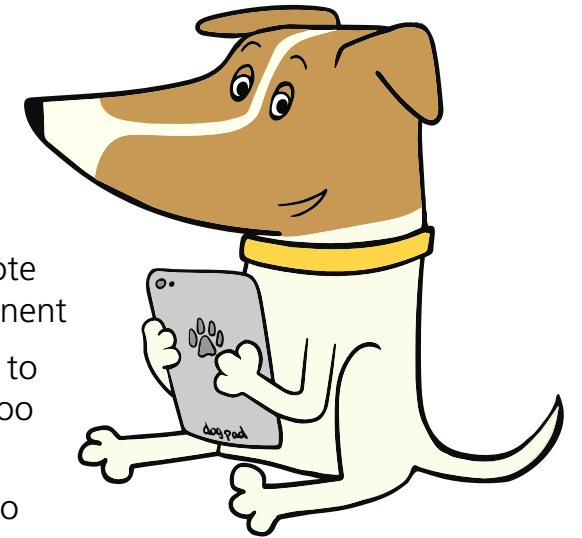
*“There’s lots of information under the different headings.”*

## What did they tell us?

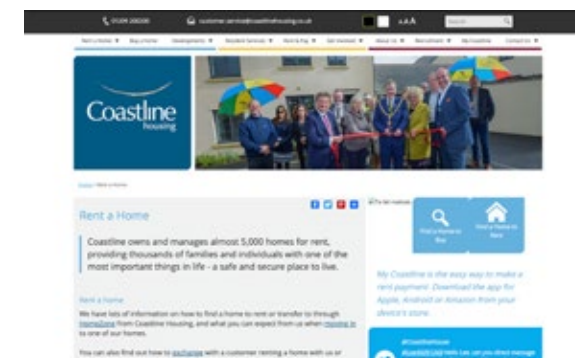
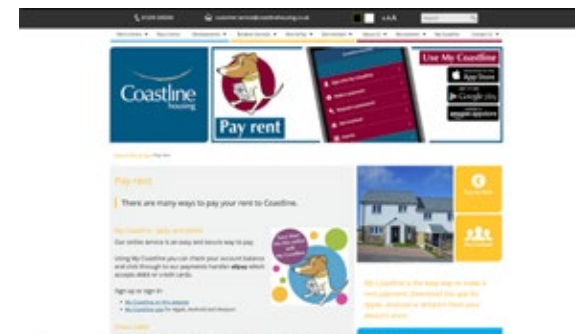
Overall, they told us the site was easy to use, clear and simple. However, customers suggested improvements in the following areas:

- Equality, diversity, and inclusion (EDI) & accessibility - promote accessibility tools, and make the EDI statement more prominent
- Repairs and Maintenance - change the layout and content, to make wait times clearer, and add some FAQs, rather than too much text
- Home page - add the Trust Charter and customer Pledges to make them easier to find
- Add more positive stories and case studies in all key sections, including quotes and feedback—keep the information fresh, relevant, and relatable to customers
- Improve layout and visuals to explain the governance and committee structure
- Update these improvements on **‘Performance Page’**

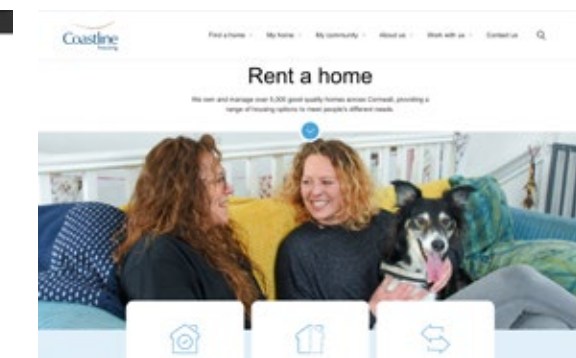
All the respondents have been updated to show them the changes and thank them for their involvement.



### Before



### After



## Commitment for 2025

Look out for changes to My Coastline to improve the design and functionality



# Investing in Volunteers Re-accreditation

Coastline is proud to be accredited by Investing in Volunteers (iV), which is the UK quality standard for all organisations which involve volunteers in their work. We originally obtained the accreditation back in 2015, and its subsequent renewals have ensured that we continued to deliver best practice in the management and support of Coastline Volunteers.

The 2023 renewal process was led by our iV Steering Group, which has Board, Executive Team, host manager, colleague, volunteer & customer representation. Following an initial workshop with our iV advisor at the end of April, the group completed a self-assessment which involved measuring Coastline's Volunteer Scheme against the six iV quality areas. All quality areas were successfully met, and the re-accreditation was awarded in late 2023.

A development plan has been created to continue to improve the Volunteer Scheme, being overseen by the iV Steering Group, to ensure we are on track for our next re-accreditation in three years' time, and to make sure that our volunteers continue to feel supported and thanked for the value they add to the work we do for Coastline customers.

You can find out more about [Coastline's Volunteer Scheme here](#).



# Homeless Service – Activities and Inclusion

The Homeless Service base activities and inclusion opportunities around the **5 Ways to Wellbeing**:



These areas of focus are proven to enhance a person's mental health and wellbeing.

Customers gave feedback about what is most valued in the Coastline activities on offer:



These all link directly to the five ways to wellbeing, and 'connecting with others' was the most common theme, demonstrating the crucial role the Activity and Inclusion Team play in tackling social isolation and enhancing wellbeing of people accessing the service.

The Activities and Inclusion opportunities support people to engage more effectively with their wider support network and move on positively from the service.

## Ten Years of Coastline's Volunteer Scheme

Over the past **10** years, **434** volunteers have donated over **39,887** hours, providing a social value of over **£1 million** to local communities.



**434**  
volunteers



**39,887**  
hours



**£1 million**  
pounds

To celebrate this milestone, during Volunteers' Week in June, celebrations for volunteers were held across all Coastline sites. Volunteers were provided with thank-you cards and certificates to highlight the hours they have donated, and volunteer stories were promoted throughout the week on Coastline's social media pages.





# Customer Groups

Coastline's Customer Voice members, and other Involved Customers, worked with the Community Investment Team in 2023 to develop existing Customer Groups, and launch new ones.

Customer Voice is a group of customers who meet to discuss Coastline's performance, and to conduct scrutiny of Coastline's services. They report their findings and make recommendations about service improvements to the Customer Experience Committee.



## In 2023 they have completed scrutiny reviews on:

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

In 2024, the group is going through a period of transition, to become more customer-led, and increase the 'clear line of sight' between customers and the Board. There will be a Customer Voice Group Lead, who will oversee scrutiny projects, and Customer Voice members will act as Leads for the other Customer Groups. Their role will involve highlighting the priorities of the Customer Groups and providing feedback to be included in the quarterly Customer Experience Committee report.



## Over the next year, Customer Voice have agreed to conduct scrutiny reviews on:

- Communication relating to repairs, following the completion of the repairs review
- Handling of concerns relating to anti-social behaviour, based on TSM survey feedback
- Voids process - the customer journey to moving into a Coastline home
- OK Each Day deep dive review - exploring options, specifications, and customer preferences to advise onward decisions about the service provision



**Complaints Mentors** play a vital role in supporting customers who are going through the complaints process. They offer peer support, and a listening ear, and can even sit in with customers if the complaint progresses to the Panel Stage.

Read our feature on **Complaints Mentors** on page: [21](#)



The **Voids Inspectors Group** relaunched, having been paused since the Covid-19 pandemic began. Previously, Voids Inspectors would visit properties just before they were re-let to a new customer, but the new group is far more involved. Members now visit with Voids Team when the current customer gives notice and support the discussions about what the customer is required to do before they leave. The Voids Inspector then visits again whilst works are being carried out, to see how the home is prepared for re-let. Following the final clean, they return to complete a check list, and give customer sign-off that they are happy with the condition of the property for the new customer moving in. In 2024 the Voids Inspectors will be conducting a Mystery Shop of the process, to find out what customers who move in think of the lettings to move in journey.

Their findings and recommendations will be fed back to the **Customer Experience Committee**.



# Customer Groups

The **Consultation and Communication Group** are Coastline's go-to customers to provide feedback on customer-facing policies, guides, and any proposed changes to services. In 2023, the group looked at a wide range of topics, including:



In 2024, the topics that are due to be discussed will be promoted on social media in advance, so that customers who aren't regularly involved can pop in and join in on specific consultations, which are of interest to them.

As well as these customer groups, those who access our Extra Care and Homeless Services can have an influence on how support is delivered through consultation and collaboration meetings.

If you would like to get involved in any of our Customer Groups, please contact: [getinvolved@coastlinehousing.co.uk](mailto:getinvolved@coastlinehousing.co.uk) to find out more.



The **Customer Development Group** formed in 2023, and enjoyed a combination of meetings at Coastline House where they found out more about how Coastline's Development Team works, and site visits, where they went into new build scheme homes in advance of customers moving in.

One Customer Development Group member, following the site visit told us: *"I am proud to be a Coastline customer."*

In 2024, the group will be looking into Coastline's environmental commitments, such as the requirement to provide a 10% biodiversity net gain in the delivery of new build schemes, including a visit to a new site that has achieved this!

# Complaints Mentors

To provide the best service possible to customers experiencing issues with Coastline's services, the Complaints Team set up the Complaints Mentor role. This role is held by involved customers at Coastline, who are asked to support customers through their complaints journey. Their involvement can include a friendly chat on the phone, providing reassurance, to accompanying the complainant to complaint panel reviews. The aim of the role is to make the complaints process more accessible to customers, and whilst the Complaints Mentors cannot influence the outcome of any decisions, they can ensure that complainants receive peer support, and have an advocate by their side.

Following the pilot year, and responding to feedback from Complaints Mentors, in 2024 the role is under review. Proposed improvements include recognition within Coastline's volunteer scheme as a formal voluntary role and a full volunteer induction; a specific role profile make the scope and requirements clearer; refresher training; and provision of a handbook and guidance.

One complainant, who had received support from a Complaints Mentor told us: *'I'm so glad I took the opportunity to have a Complaint Mentor support me through the complaints process. The Mentor was extremely kind, sympathetic, supportive, and understanding of the issues I was facing. As a new customer moving to a property in a new area, I had no local friends or family to turn to for support. The Mentor made a huge difference to how I was feeling and helped me through the process 'til the end.'*



## Complaint Mentor, Tricia, told us:

*"I became a Complaint Mentor because I enjoy helping people that I can offer support and direction to with their complaint, so they are more confident in their own ability to express their concerns without feeling intimidated by a process they are not familiar with.*

*Helping others gives a lot of personal satisfaction when you can see them growing in confidence in their ability to sort their problems and concerns by themselves after feeling really frightening and confused, to even not knowing where to begin.*

*I think that having a Complaint Mentor increase the chance of a successful outcome in the relationship between tenant and landlord, which can be invaluable when sorting problems that arise and the tenant feels they are part of the solving process instead of being on the outside looking in and having no say in the final outcome.*

*Working with the Complaints team has given me an invaluable insight into the problems that can occur. The training has been excellent and allowed us to develop new skills into how to help the customers we are supporting. I feel valued and part of a team and feel that together we can change the way things work better for both tenants and landlord."*



# Helston Park Regeneration Project – joint working

Helston Town Council have been leading a project to regenerate Coronation Gardens and King George V play area, and Coastline have partnered with them. The project aim was to secure Lottery funding to deliver:



## Community Cafe -

Helston Town Council have been working with the local community to develop the old toilet block into a community café. Continuing with our partnership with Helston Town Council, the Community Investment Team went door knocking in Helston to consult on the community café aspect of the park regeneration project. Together, we have engaged with over **400** residents who live near to the park through a house-to-house survey, consultation events in the park, and doorstep engagement activities to explore what a community café would mean to people. An overwhelming **98% of people surveyed supported the idea of the community café.**

Alongside the cafe project, there are regular volunteer gardening sessions, and Coastline have attended these, and other events designed to encourage greater use of the greenspace and interaction with nature in the local community.

One Coastline customer said: *"I love living near to the park!"*





# Responding to isolation and loneliness

Our 2022 – 2023 annual customer survey indicated increased feelings of isolation and loneliness in 55 – 64-year-old customers, especially in the Helston area. In response to this, the Community Investment Team consulted with customers living in Housing for Older Persons about what their priorities were. Customers told us that activities delivered on site would be preferable, with topics such as cookery, arts and crafts, fitness, and coffee mornings proving most popular. As a result, both Cornwall Council funded Adult Education taster sessions and regular coffee mornings were established.

Moving forwards in 2024 – 2025, there will be more frequent provision of activities, delivered by soon-to-be appointed **Activities Volunteers**. This is an exciting next step in the Volunteer Scheme, as it will represent the first time volunteers have been based away from Coastline’s base sites of Coastline House, Chi Winder, and Miners Court, and will enable them to bring activities to communal areas for all living in Housing for Older Persons to enjoy. Volunteers will be recruited to meet customers’ requests to deliver a range of activities with the aim of increasing social connection and enhanced sense of belonging within these communities. Meanwhile, the new Facilities Management Assistants who will be working these settings will provide a key role as a point of contact and trusted face for customers for any issues relating to the maintenance of the communal areas.

*Community Investment Team projects respond to customer feedback about their priorities.*

## From April 2024, Coastline are introducing a new team, the Facilities Management Assistants. The team will be responsible for:

- Weekly and monthly checks in communal areas: fire, legionella, lifts;
- Weekly inspections of communal areas and grounds for repair reporting; and
- Customer engagement at Housing for Older Persons

This new team will enable Coastline to continue to deliver on our Tenant Satisfaction Measures of: Keeping Properties in Good Repair, Maintaining Building Safety and Responsible Neighbourhood Management.



**Keeping properties in good repair**



**Maintaining building safety**



**Responsible neighbourhood management**

## Coffee mornings

To increase social connectedness, Volunteer Claire, supported by Volunteer Manager Tamsyn Pegler, spent 2023 - 2024 visiting each of our Housing for Older Persons settings each quarter, to offer free hand massages at their coffee mornings.



### Customers who attended told us:

*“We would really love to see you have you again at another coffee morning”*

*“It’s lovely to see Coastline and have such a treat!”*



Reflecting on the visits, Tamsyn said: *“Everyone said they really enjoyed the hand massages and couldn’t believe it was free. They commented on how nice it was to have Coastline come along, and that they would like it to continue each quarter.”*

Through volunteering with Coastline and offering hand massages, alongside the support she has received about employability through our ESF funded Building Futures project, Claire has now registered as self-employed. She intends to pursue her dream of becoming a massage therapist, with her new business Blissful Balance Holistic Therapy.



## Adult Education at Hens Horn Court

The Community Investment Team worked in partnership with Cornwall Council’s Adult Education to arrange the delivery of taster sessions at Coastline’s Housing for Older Persons. The first taster session was an Indian Cookery workshop at Hens Horn Court, which was open to all customers at our Housing for Older Persons in Helston. The uptake was good, and customers told us that they really enjoyed the day and learnt a lot from the tutor.





# Starts at Home Day

The Starts at Home Day activities celebrate the value of care and support services and the difference that having a safe and secure place to call home can make to people's lives.

Find out more here: [Home • Starts at Home](#)

## Miners Court

Miners Court celebrated with music and food, and a chance to hear from colleagues and customers about just how important Extra Care living is in helping people to live independently.

[Miners' Court resident Annette talks here](#) about how a flat to call home at Miners helped her to turn her life around.





# Starts at Home Day

## Homeless Service

**Chi Winder** The Homeless Service celebrated the day at Chi Winder with karaoke, outdoor games, activities, and food. They also welcomed Rice and Peas (CIC) to provide community fusion activities focusing on inclusion.

### Facebook - Rice and Peas Community CIC

The team 'built' a house with attendees, with bricks that contained quotes about 'what home means to you.'



Stability & happiness (& mum's roasts!)

Security



Memories



**Tarn West** Those at Tarn West didn't let the terrible weather stop them enjoying a brilliant day too. Colleagues put on a dinosaur and fairy hunt for the families, who also enjoyed face painting, a bouncy castle, and received their own fairy doors.



Belonging

Dry and warm

Lots of fun

Safety





# Building Futures – project end

Helping people into work and training

From 2021 – 2023, Coastline delivered the European Social Funded 'Building Futures' project in partnership with other providers, overseen by Cornwall Council. The project aimed to support people who were unemployed or economically inactive to access work and training opportunities, as well as building confidence and accessing support for issues that might affect ease of access to employment, such as health, caring responsibilities, and transport.

To gain skills and increase confidence, participants were supported to get involved with work placements in Coastline teams; take part in Coastline's Volunteer Scheme; join in community-based in community-based volunteering opportunities; access support with CV writing, job search and mock interviews; complete digital skills training sessions; and receive signposting and referrals to specialist agencies.

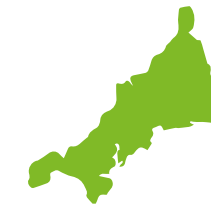
The amount of time participants spent on the project varied depending on where they were on their journey, from a few weeks to many months, to a couple of years.



## Project outcomes:



Coastline was required to work with **111** participants, but in total, worked with **154** over the lifetime of the project.



**102** participants came from the TR14 and TR15 postcode areas, though involvement from the remaining participants was from across the county.



Against a target of **33** participants gaining employment or training results, Coastline recorded **60** outcomes.



**13** participants went on to volunteer long term at Coastline and **6** went on to gain employment at Coastline.



**76** Coastline customers took part and **78** community members who aren't Coastline customers.



Of the **154** participants, **60** exited into work or training, **50** exited with new skills and increased confidence, and **44** disengaged to focus on other priorities, or due to moving out of county.



**41** participants were accessing support from our Homeless Service during their project participation.



“Thanks very much for your help and support over the last nine months.”

“Thank you for helping me when I thought I was unemployable.”



“Thank you for everything you help me with – I feel like you really listen to me.”

“I'm thankful for the phone as I was cut off from everything before.”



“It gave me the opportunity I need to move forward.”

“Thanks for all your help; I've enjoyed my placement.”

“I'm truly grateful for Coastline helping me out – it means a lot to me. I wasn't expecting it to be honest – I'm truly shocked.”

Coastline continues to offer lots of support for people who are keen to reach their employment and training goals. You can find out more here: [Your Next Step - Coastline Housing](#)



# Customer at the Heart Awards

Coastline's annual **Customer at the Heart** awards ceremony took place in October, providing a chance to come together for customers, community members, partner agencies, colleagues, and Board members to celebrate achievements in the following categories:

- **Green Champion**
- **Good Neighbour**
- **Your Next Step**
- **Young Hero**
- **Community Volunteer of the Year**
- **Partner Programme**
- **Miners Minder**
- **Partnership Working**

The Garden Competition also took place, celebrating the positive impact that customers have in their local area for enhancing wildlife, wellbeing, and the appearance of Coastline communities.

Nominations were made by Coastline customers and colleagues. There was a high number of nominations this year, especially for the Good Neighbour Award. The winners were voted for by panels of involved customers at Coastline House, Miners Court, and Chi Winder.

Entertainment was provided by **The Story Republic**, who performed customers' life stories, inspired by a project called 'Pens, Paper, Envelopes' run by The Writers' Block in which elder customers took part in a letter exchange with primary school children.

The conclusion to the project was a set of postcards containing the customers' stories, alongside illustrations by the children, which were given away as favours at the event.

*Celebrating communities together*



*Best Garden Winner - Kathryn Dearden*



*Best Partnership Working Award Winner - Laura Allsworth*



*Green Champion Winner - Charles Allwright*



*Partner Programme Winner - Kevin Brennan*



*Miners Minders Winner - Nigel Trevenna*



*Community Volunteer of the year Winner - Lynne Cawkwell*



*Your Next Step Winners - Lisa O'Kane and Sian Corban*



*Young Hero Award Winner - Jack Brown*



*Good Neighbour Winner - Wendy James*



# Delivering services in collaboration with customers and partners



## Fire Safety videos

A 2022 – 2023 commitment was the creation of Fire Safety videos to share with customers, and to work with the Fire Service to increase community education and awareness.

Unfortunately, due to unforeseen circumstances we were unable to create the videos. The Fire Service were fantastic and keen to collaborate with us, and we concluded that sharing the existing community advice was favourable to recreating it in-house.

We've included fire safety information on our website, and you can find it here: [Fire safety - Coastline Housing](#)

For general information about Fire Safety, please read: [Fire Safety - Cornwall Council](#)

A specific concern, as people own an increasing number of electronic goods, is the way in which they are charged, and the risks this can cause. There is lots of safety information about electrical fire safety here: [Electrical fire safety at home - Cornwall Council](#)

Those with the greatest need in the community are eligible for a free home fire safety check, which will involve a home visit from the Fire Service, where they will look at each room and aim to:

- Highlight the potential risks in your home - including electrical safety to ensure your sockets are not overloaded.
- Make sure you know what to do to reduce or prevent these risks.
- Help you put together an escape plan in case a fire breaks out in the future.
- Ensure you have a working smoke alarm and if you don't, fitting a free smoke alarm.

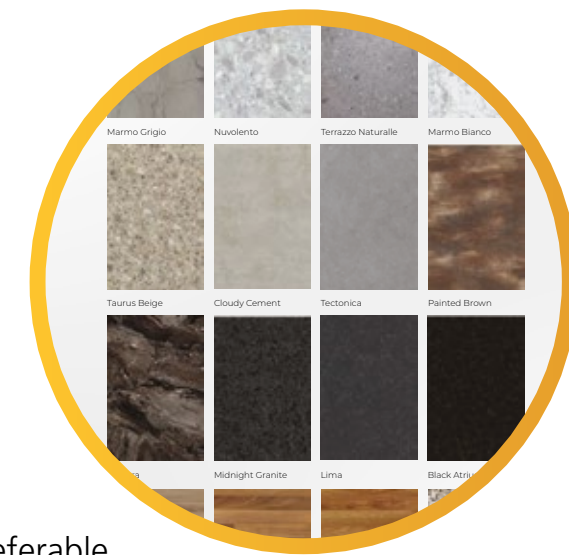
You can find out if you are eligible, and apply for a free home fire safety check here: [Free home fire safety check - Cornwall Council](#)

## Kitchen Procurement Consultation

In 2023, customers took part in a kitchen procurement exercise, and visited Kennford, near Exeter. Following the trip, they concluded that Coastline's existing supplier remained favourable, however, the provider later announced they would no longer be supplying to social housing.

Coastline colleagues then worked with the Customer Consultation and Communication Group again to source a new provider. Customers compared the quality and cost of worktops and cupboard doors offered by two providers. They made recommendations about which finishes they felt were preferable in Coastline homes, enabling a range of choices for those due kitchen replacements. The supplier that Coastline uses as a result is Premiere. Coastline surveyors remain closely involved in the upgrade process, so that customers have direct contact with us.

The Consultation and Communication Group members also gave feedback on customer guides, including 'Caring for your Kitchen' which gave information about maintaining the longevity of a kitchen, and 'Kitchen Refurbishments' which outlined what to expect from the kitchen replacement process. Their feedback will be incorporated into the guides when they are updated in 2024, and the Group will also be asked to review the content of letters which are sent to book kitchen refurbishment appointments.



## Out of Hours phone system

Customer Access Manager, Sarah Varney, invited Customer Voice members to take part in a consultation about the new Out of Hours phone system contract procurement, as the contract with existing provider Orbis was ending.

Customers were invited to give their feedback on the specification, and those who attended noted that they were satisfied that no changes were needed.

Following the consultation, the contract was awarded to Appello, who had also recently won our care monitoring contract for door entries and alarm monitoring at Miners Court. The new contract with Apello began in April 2024, and in time Customer Voice may choose to conduct a Mystery Shop exercise to test customer satisfaction with the new provider.

Following the discussions about the Out of Hours phone system, Customer Voice members decided that it was necessary to undertake a scrutiny review of the OK Each Day system, to find out how useful customers find it. You can read more about this on page [35](#)



## Commitment for 2025

We will continue to work with the Fire Service, to increase community education and awareness at our community events.



## Social Housing Decarbonisation Fund



To help improve the energy efficiency of Coastline's homes and meet the government targets to reduce carbon emissions, Coastline is embarking on a large-scale energy retrofit improvement programme. The project is part funded by the Social Housing Decarbonisation Fund (SHDF) and will deliver energy efficiency improvements to Coastline homes. The aim of the project is to raise the Energy Performance Certificate to a minimum of a C rating. The areas identified for this project are Mullion, St. Keverne, Lanner, St. Day, Constantine, Mawnan Smith, Mawgan, Ruan Minor, Porthleven and Germoe.

*The Committee on Climate Change estimates that around 40% of national annual energy consumption and 33% of national annual emissions come from domestic properties, so this project aims to help our customers keep warm in their home, reduce energy use and costs, and improve the environmental impact of Coastline's homes.*

The first step in this vital programme is for Coastline to undertake a full property assessment; to do this we have partnered up with external consultants, Taylor Lewis who will be managing the delivery of the project on our behalf.

### The assessments of these homes look at:

- the heating system
- levels of insulation in the home
- windows, doors and any areas of draughts or cold spots
- air circulation
- occupancy and how the home is used
- other areas that may impact on how warm the home is and energy use



### Commitment for 2025

We will seek additional grant funding to progress Coastline's performance targets in line with our Environmental Strategy.



## Customer Engagement Event in Mullion

The SHDF customer engagement event held in December, was an opportunity for customers from Mullion to speak to Coastline colleagues, and members of partner agencies, to find out more about the planned improvements and upgrades to their homes - Taylor Lewis, LCX Low Carbon Exchange, and Blue Flame. Information boards were available to read, and the Customer Liaison Co-ordinators, Anicka and Adrian, were on hand with Projects and Technical Officer Mark Reed to take customer queries and advise which expert to speak to.

### Customer Benefit

The good news is that if you have been contacted for inclusion within this project the work will be delivered cost-free to you, and will help reduce your energy bills, keep your home warmer, and reduce carbon emissions in the longer term.

You can find out more about the Social Housing Decarbonisation Fund here: [Social Housing Decarbonisation Fund: Wave 2.2 \(closed to applications\) - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/consultations/social-housing-decarbonisation-fund-wave-2-2)





# Neighbourhood Action Days

2023 saw Coastline launch Neighbourhood Action Days, which involved members from multiple Coastline teams visiting communities, to talk to customers and support the reduction of fly tipping through the removal of unwanted bulky items.

## Teams that attended included:

**Tenancy Management** – to talk to customers about concerns about anti-social behaviour, hoarding, fly-tipping, and gardens.

**Income Management** – to talk to customers about concerns relating to the cost of living crisis and provide information and guidance about support that is available.

**Community Investment** – to talk to customers about getting involved at Coastline, volunteering, employability support, and priorities in their local area. Eco-friendly activity packs were also given out to children, and partner agencies were invited along, such as the National Literacy Trust, who gave out free books.

**Services** – to remove unwanted bulky waste items, that would otherwise have cost customers to arrange appropriate disposal.

**Customer Voice** – involved customers came along to see how Coastline teams work together within communities, and to encourage customers to get involved with Customer Groups and activities.

**Senior Leadership Team** – to ensure that customers have a chance to talk to colleagues at all levels of the organisation.

The Neighbourhood Action Days took place during school holidays, to increase engagement:

## July and August:

Grenville Gardens, Troon  
Hawthorn Close, Redruth  
Oxland Road, Illogan

## October half term:

Penberthy Road, Helston

## During the Neighbourhood Action Days, customers told us:

“It’s saved me money with white goods collection.”

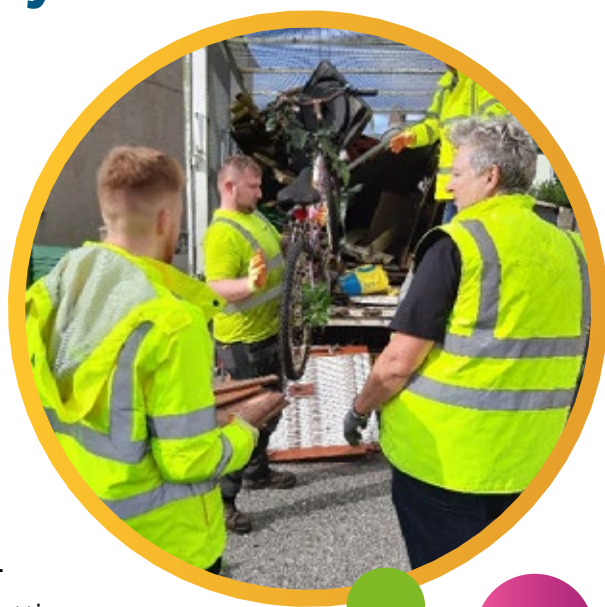
“Thank you so much.”

“I really appreciate it.”

“I can’t believe you’re doing this!”

“You’ve been amazing.”

“It’s so great that you do this.”



## Positive outcomes:

The Tenancy Management Team were pleased to be able to support customers, and with their permission remove debris from a garden that was very visible on the corner of two roads. Other customers brought out items that had been cluttering homes or back gardens, which although out of sight, could have caused a fire risk.

Reflecting on the success of the Neighbourhood Action Days, Jane Pulley, our Tenancy Manager said: “Clearer gardens, clearer home, happy customers.”

16 van loads of items were cleared



## Commitment for 2025

### Keep an eye out for Neighbourhood Action Days in 2024:

Manor Road, Morab Road, Pengwarras Road (including back lanes) – Camborne Wednesday 10th April

Gwel Mor Stray Park, Penforth, Beacon Fields – Camborne Thursday 1st August

Treloweth Road, Tangye Road – Illogan/East Pool Wednesday 14th August

Gweal Darras – Mabe Wednesday 28th August

Montague Avenue, Tresadernes Road, Morla Lane, Pond Lane, Edmund Road – Redruth Thursday 24th October

The Community Investment Team will also be joining the Tenancy Co-ordinators for litter picking and community engagement events in Newquay and St Ives – keep an eye out on social media for more details nearer the time!



# Meeting 2023 commitments and responding to feedback



## Planned improvements to move on accommodation delivered – Homeless Service

The Homeless Service Manager and Facilities Manager have identified improvements across the Homeless Service. A formal plan has been created following recruitment within the Facilities Team, to ensure efficient and effective outcomes from both services. Plans are in motion for new kitchens and bathrooms to be installed across the Homeless Service accommodation with some already complete. Flooring, painting and repairs have been planned and booked and this information has been shared with customers.

### Further improvements include:

- The introduction of the **Red, Amber, Green (RAG)** system for rooms and properties has increased accountability for compliance.
- Changes to audits have been made to ensure appropriate checks, actions and repairs are followed through.
- A duty rota has been implemented for the housing management workers to ensure standards do not fall below expectation.

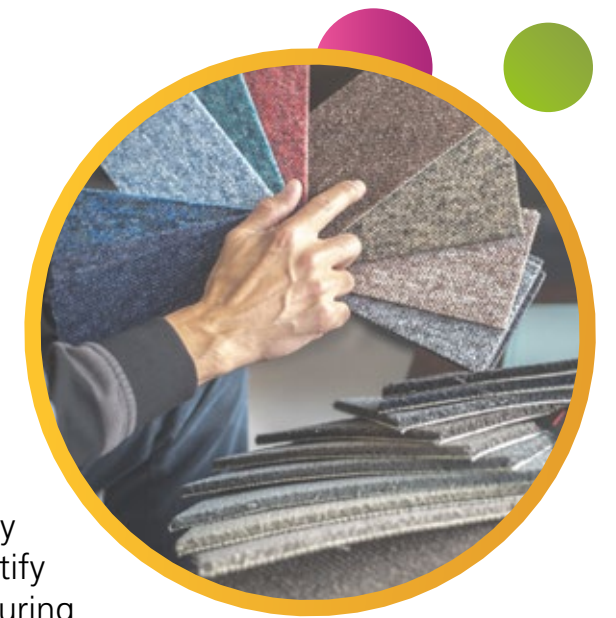
This has seen a continued improvement across the stock with positive feedback from customers. Customers can give feedback to their Key Worker and Housing Management Worker, and they are also able to give feedback in their House Meetings for improvements they would like to see. We are happy to announce that a work package this year focuses on co-production across the Homeless Service so will be excited to provide an update next year.

## Carpet Consultations

Throughout 2023 and into 2024, Coastline completed consultations with customers in areas which are due a communal carpet replacement. Face to face meetings took place to display samples, along with our more formal letter consultation.

Unfortunately, the samples chosen became unavailable, and Coastline had to take a decision before the financial year end, which did not allow time for further consultation. We are pleased with the quality of the carpets, and are working with customers to identify how communication could have been better handled during this time.

The carpets are being fitted at a number of sites in early 2024 and where possible, simultaneous changes to communal lighting and communal painting refreshes are taking place, to improve the communal area experience for customers.



## Miners Court Customer Feedback

Sometimes it's the little changes that have the biggest impact for Coastline customers and communities.

Regular customer meetings are held at Miners Court, so that concerns or suggestions about improvements to the scheme can be raised. One customer spoke about how he struggles with walking into town to post his letters, especially during bad weather, and how this can cause him anxiety. He suggested that Miners Court would benefit from having a post box on site, and that this would have a positive impact on his mental health and wellbeing.

Coastline colleagues contacted Royal Mail, and a small post box has been recently installed on site. The customer has since told us he "no longer has anxiety about having to post his letters", and he "is really happy with the outcome." He believes that through expressing his concerns to Coastline colleagues at Miners Court, he was listened to, which benefited the whole community.

A customer who uses a wheelchair explained his struggles with taking out his recycling and opening the bin store door at the same time, as the door is located on the left-hand side. Coastline colleagues quickly arranged for the doors to be swapped over, making the opening on the right-hand side. The customer thanked the Miners Court team, informing them that it was now much easier for him to be able to take his recycling out without any distress. He was very happy with how quickly the team responded to his request.





# Case Study: Activities and Inclusion at our Homeless Service

**Name:** Ian

**Professional background:** career in the building trade; many specialist skills

**Personal attributes:** highly self-motivated and self-sufficient

**Life skills:** able to maintain a tenancy and secure employment



## Past situation:

In 2023 Ian was working while living in supported accommodation in Bodmin. He had the tenancy for over two years but was evicted for non-engagement because communication broke down between Ian and the service, as he was unable to attend support sessions during the day when he was at work. Ian ended up rough sleeping and had to quit his job. He became a resident at Coastline's Chi Winder crisis accommodation in June 2023.

## 5 Ways to Wellbeing:



Ian said it was important for him to keep his mind active during the time of uncertainty about where he was going to live next and when he could start working again. Coastline's Activities and Inclusion team offered him opportunities to engage with the 5 Ways to Wellbeing which are proven to enhance how a person feels about themselves and their life.

Ian did this through joining the wellbeing walks, fishing trips and foraging workshops, which enabled him to get active, keep learning and enjoy being in the moment. By accessing these opportunities Ian was able to support his wellbeing which made his time in crisis accommodation more manageable and enjoyable. Ian was empowered to showcase his ability to be independent and proactive which made him eligible to move straight in to Move On accommodation in August 2023 where he promptly got a job.

## Giving back:

As the Activities and Inclusion Team got to know Ian's strengths and passions, outlets for his talents could be provided. Ian liked helping others and sharing his skills. Using his building skills, he helped fix raised beds in the garden project, built a fire pit and co-produced an accredited brick laying course with Coastline's Education Worker.

Ian gave back to others in lots of ways, including taking part in an Activities and Inclusion Team trip to the Hospital Rooms project at the Tate St Ives. Here he created art which will be used as inspiration for art commissioned in Cornish mental health wards. The Activities and Inclusion Team also enabled Ian to connect with local community events such as the Rice and Peas Windrush Celebration in Redruth. Here he was able to see friends from past and present and relax to a thumping sound system.

Ian's contribution to the service has been invaluable, and was celebrated with him at Coastline's Allotment BBQ in the summer.

## Coastline's support approach and Ian's next chapter:

Ian's Key Workers worked in a person-centred way, using a psychologically informed approach to ensure the service was trauma informed by flexing to Ian's interests. Key Workers arranged support sessions around his working hours, to ensure access was possible. They also had transparent conversations about bills, which empowered him to manage them on his own. This enabled Ian to effectively engage with support and he was successful at securing a two year tenancy in October 2023. Ian has worked since he moved in and has even managed to get involved with the Activity and Inclusion Team by attending an outdoor cooking session. As his current tenancy comes with support, he is able to get help with working towards his own permanent accommodation.

My NAME is IAN DUNCAN, and I thought I would write down, what I got up too, with the wellbeing group which, Sam, Sara and Polly run. Since being homeless, I lost a bit of my confidence, but with the help of the wellbeing group, I got it back, by getting involved. I've helped in building a fire pit at their allotment which was fun, been for walks which I miss, as it gives people the chance to get too know, just not the staff, but also people who are like me ~~homeless~~ homeless. I've also been on fishing trips, and what I enjoyed most was the foraging workshop it was good learning what you can eat in the wild, and making fires with just a flint. If it wasn't for those days out, then I don't know how I would have gotten on. And Thank you Sam, Sara, and Polly for helping me get my confidence back  
Ian







# Help Us Decide

## Blue Flame scrutiny

In 2023, Blue Flame, who are contracted to carry out gas, electric and heating works for Coastline, worked with Customer Voice members to enable them to conduct a scrutiny review. With support from Coastline's Property Investment and Compliance, Community Investment Teams, the customers investigated access rates, satisfaction, and communication.

They found no concerns with satisfaction levels, but made recommendations relating to the access rate data; wording of appointment letters; and information available on the Coastline website.

Relevant Coastline managers considered the recommendations, and are working with Blue Flame to deliver those which have been agreed, and providing updates on progress to the Customer Experience Committee. Customer Voice members receive quarterly updates, and will get together in summer 2024 to review the no access data again, and make any further recommendations they see fit.

The scrutiny review process was incredibly positive. It was the first time customers have scrutinised a partner agency's practices, and Blue Flame were exceptionally accommodating (including a site visit and pasty lunch!) and helpful with their support of the review.

We look forward to seeing the outcome of the implementation of the recommendations, and whether this has a positive impact on access rates, or customer awareness of our relationship with Blue Flame.

### Our scrutiny team told we should:

Involve customers at the next contract renewal

Meet again with comparable no-access data

Use the Coastline website and social media to showcase the working relationship with Blue Flame

Review letter content to make it warmer and more supportive of vulnerable customers

Create videos about what to expect from a Blue Flame visit

Providing information to support effective scrutiny by customers



## Keeping you informed about how we're doing

We produce a range of information about how we're performing for both internal and external use. One of the most important and useful measures is our annual satisfaction survey (the Tenant Satisfaction Measures), the results of which are discussed with our Customer Experience Committee and Customer Voice groups to produce an Action Plan to address any areas where our performance falls below the standards, we and our Customer Voice group set. We also set ourselves customer service and other service targets, and monitor our performance against these.

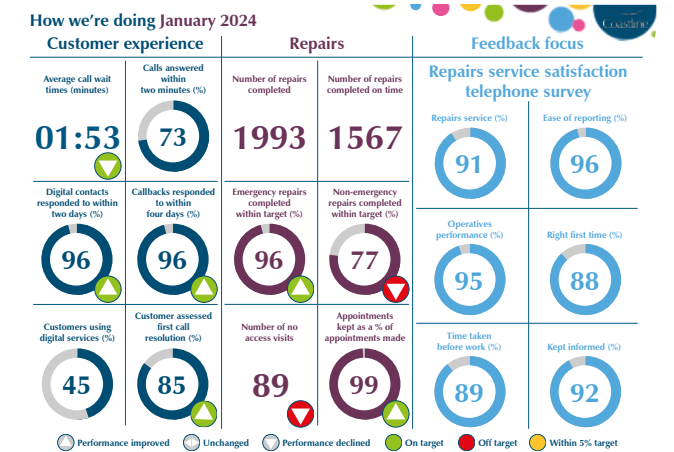
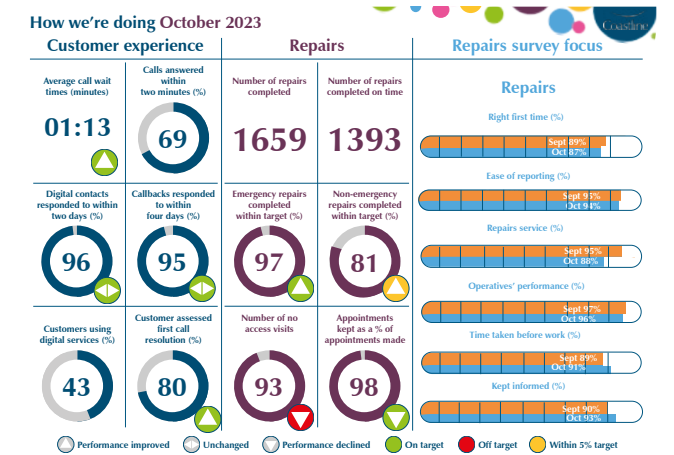
As part of the review of our website, we have a dedicated area for sharing key performance information as being open and transparent about how we're performing as your landlord is key to maintaining and building trust with our customers.

We want to make this as simple as possible – you can see how we've updated this information into a monthly 'performance summary' that anyone can access from the website.



**Above** - Our old performance reviews

**Right** - Our updated performance summaries



Our Customer Voice group use this information to carry out mystery shops and scrutiny 'deep dives' to check our processes match our performance.



# OK Each Day Mystery Shop

Customer Voice members and other Involved Customers formed a sub-group to find out what those who use the **OK Each Day** service think about it.

OK Each Day is a service which is installed into Coastline homes allocated to over 55-year-olds, which were formerly supported accommodation, and require customers to press a button either daily or monthly, to indicate that they are 'ok'. If customers fail or forget to press their button, an escalation process is followed resulting in a welfare check. The scheme was introduced when funding for support in sheltered schemes ended, and customers were keen to help Coastline find out if the service still meets customer needs.



## There were several motivations for the Mystery Shop exercise:

- Some people over 55 years of age feel fit and well, and that a service like this is not applicable to them
- Some people under 55 years of age have health conditions that might make a service like this appealing, but it is not currently offered
- People may forget to press their button, which leads to an unnecessary escalation process, with cost implications
- The service is chargeable; covered for those in receipt of benefits, and service charged to those who aren't
- Technology has progressed significantly since the OK Each Day devices were initially installed, such as voice activated or wearable solutions

The group met to agree a range of survey questions to send to all 800 OK Each Day users. The surveys were sent out via email, and the Community Investment Team supported customers who are not digitally enabled to complete the survey over the phone, as well as by running several focus groups at Housing for Older People venues.

## The questions that were asked covered:

The impact and effectiveness of the OK Each Day service

- Any changes people would like to see
- Whether the system is a burden or enhances independence
- Awareness of costs
- Awareness of, and interest in, alternative technologies
- Any further feedback



Over 150 customers responded to the survey, and on reviewing and analysing their feedback, the group made the following recommendations for Coastline:

1. Cease using OK Each Day, as it is no longer fit for purpose, specifically because it cannot indicate if someone has fallen or taken ill after they have pressed their button that day
2. Look into alternative technologies, that might be more cost effective
3. Consider a system that could be rolled out to younger people as well; something more inclusive
4. Utilise the new Facilities Management Assistant roles to provide in-person checks through door knocking whilst completing compliance checks at communal settings
5. Offer information about alternative technologies, such as wearable devices like LifeLine, and voice activated technologies like Amazon Alexa, which although costly and not eligible to be paid via Universal Credit, can trigger alerts at all times of day

Coastline's Head of Housing will consider these recommendations, and keep the group updated with decisions as they are made.

## Following the Mystery Shop, customers who were involved told us:

*“ You can't say Coastline made the decision as you've had all this customer information shown to you.”*

*“ It's been a really useful exercise.”*

*“ It's generated a lot of information.”*

*“ It's about helping customers, so it's not just my opinion or your opinion.”*



## Commitment for 2025

Customer Voice members will be invited to take part in an in-depth scrutiny exercise, to consider the specifications, cost, and user-experience of potential alternative systems.



# Policy Reviews

In 2023, several customer-facing policies were due for renewal, and some included key changes. Customer consultation and co-production are important stages to policy renewal. The policy updates and customer involvement are outlined here:



## Anti-social behaviour Policy

**Changes:** Following the Housing Ombudsman guidance, this was divided into the Anti-social Behaviour Policy and a new Good Neighbour Policy.

**Benefit to customers:** Separating out what constitutes anti-social behaviour, and can be supported by the Tenancy Management Team, and what is deemed customers' responsibilities towards one another makes it more clear how and when Coastline can get involved.

**Customer feedback:** Customers highlighted that this change should reduce requests for Tenancy Management involvement in issues such as neighbours creating day to day noise, and create more capacity for them to support communities facing anti-social behaviour. Some customers noted that they may feel unable to approach neighbours to seek resolution themselves.

**Response to customer feedback:** The policy was updated to include assurance that if customers don't feel able to speak with neighbours directly, then their Tenancy Co-ordinator is happy to speak on their behalf.

## Income Policy

**Changes:** Procedure was removed from the policy document, so that decisions about changing and improving how it is implemented can be taken without Board approval.

**Benefit to customers:** If the way a policy is implemented is ineffective, there is delay in resolving issues for customers. Increasing flexibility by removing barriers to implementing new approaches helps colleagues to deliver policy commitments efficiently.

**Customer feedback:** More evidence about how effective a policy approach is would be useful, so that customers can see the intended impact and better understand the relevance.

**Response to customer feedback:** Ten Customer Communication and Consultation Group meetings have been scheduled for 2024, so that managers can take policies due for review and explain the wider context, and provide evidence to customers completing the review.

## Damp, Mould and Ventilation Policy

**Changes:** Updated to include new, innovative measures to address condensation, damp, and mould, including improved specifications for extractor fans, colleague training, and resourcing.

**Benefit to customers:** Assurance to customers that Coastline is working hard and developing new strategies to improve our response to reports of damp and mould.

**Customer feedback:** Very positive feedback from customer workshops and a request for an easy-read version of the policy, including example images, for customers.

**Response to customer feedback:** Case studies will be shared to raise awareness of issues in homes and a customer-facing policy will be created in collaboration with customers.

## Safe Use of Alcohol Policy – Homeless Service

**Changes:** Safe use of alcohol was implemented on site in May 2023. Consultation took place with customers about how best to communicate changes and what this meant for them. They were happy with the choice of a house meeting to share information, followed by individual conversations where they could air concerns or raise questions.

**Benefit to customers:** Customers were happy about this introduction, as it meant that they could remain on site in the comfort and safety of their own rooms to consume alcohol. By allowing customers to drink on site safely, the need for locking away alcohol and repeated bag or person searches was eradicated. It is important to note that this did not result in an increase in intoxication levels, nor an increase in intoxicated incidents. The changes meant that customers who were alcohol dependent no longer had to leave site at 7am – 8am to drink offsite.

**Customer feedback:** Customers reported feeling freer and happier.

**Response to customer feedback:** This positively impacted the community and reduced day drinking at neighbouring Heartlands and the surrounding sites. We are proud of how well this was implemented and monitored, and just how much of a difference it has made to the community and customers' lives, through their co-production of the new approach.

Following the policy reviews, and in response to customer feedback, it was agreed that all customer-facing policies will be taken to the Customer Consultation and Communication Group, who will meet ten times a year, so that they can discuss their feedback in person, rather than responding via email and via online focus groups. This worked well with the Ventilation Policy review, and Involved Customers are keen to see this rolled out for all policies. Policies relating to our Extra Care and Homeless Services will continue to be reviewed through co-production, placing those service-users at the centre of policy decisions. The Customer Consultation and Communication Group will promote policy renewal meetings online, so that Coastline customers who are not regularly involved can opt into attending to have their say about policy changes.



# Consumer Standards & Placeshapers Event, Exeter

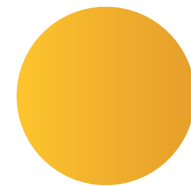
Louise Beard (Deputy CEO) hosted a session for CEC and Customer Voice members to consult about the Consumer Standards. The group discussed the content and wording, and gave feedback to be incorporated into Coastline's response to the consultation.

Allister Young (CEO), Kelly Kemp (CEC Chair), Clare Jones (CEC member) and Garry MacFall (Customer Voice member) attended an event in Exeter hosted by Placeshapers, with the Regulator of Social Housing. Taking feedback from the Consumer Standards session held by Louise, the group gave feedback to the Regulator.

## Following the event, they told us:



*“We were able to draw on experience and share ideas.”*

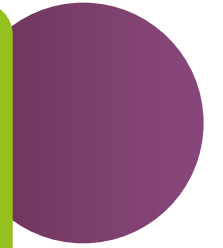


## PlaceShapers

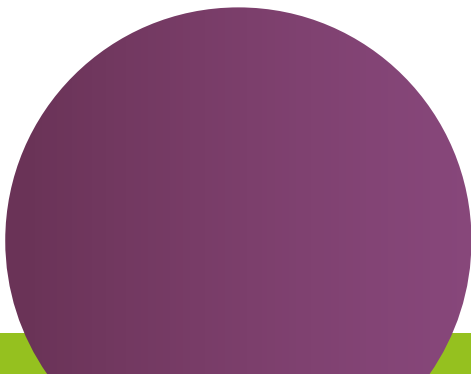
Together we help communities thrive

*“It was a very interesting, relaxed environment and everyone was encouraged to join in the conversation on the various topics. It is wonderful to see the changes that are expected by the Regulator, but most are already in place at Coastline.”*

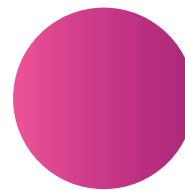
*“My only concern from the consultation is the fees. The new Act is going to increase the fees that Housing Associations have to pay and this is concerning as the money has to come from somewhere... Will this impact customers and the services they receive? How much by and what impact will this have?”*



*“It was great opportunity to be invited to the consultation and I think that is a really great way of involving customers and gauging what is important to customers and the homes they live in.”*



*“Social Housing is a service that really impacts our lives, families and well-being, so being invited and involved is a really positive aspect in trying to drive forward a culture of change but also with customer involvement.”*



*“It was very interesting to learn of the opportunities and challenges presented by the new legislation as expressed by both our own and the other associations.”*



# Gestures of Goodwill – Mystery Shop

In spring 2023, Coastline introduced a new Gestures of Goodwill (GOGW) Policy, to enable colleagues to apologise to customers and rectify issues with a gesture of goodwill to the value of up to £50 without needing to seek management approval. The aim was to empower colleagues to address customers' concerns promptly, and to ensure that customers felt heard and respected.

Once the policy had been in place for six months, Customer Voice members conducted a Mystery Shop, to find out how effective it was proving to be. They wanted to find out about:

- ? **Colleague confidence and understanding of the GOGW process, following training throughout 2023**
- ? **Colleague consistency in issuing GOGW and how this is achieved**
- ? **Colleague feedback on the process**
- ? **Customer satisfaction with the GOGW process, and how it links to the Complaints process**
- ? **Customer satisfaction with the website, and ease of self-serving information about complaints**

The Customer Voice members were given an overview of the GOGW process by the Governance Team, and completed three stages of the Mystery Shop:

- 1. Interview of colleagues who have previously issued a GOGW**
- 2. Phone in of a fake scenario to the Customer Access Team to check consistency of GOGW offered**
- 3. Website review**

Upon completion of the three aspects of their review, the group members made the following recommendations:

- **Deliver refresher training for colleagues on:**
  - Using the full scale of GOGW, including apology, flowers, chocolates, etc, as well as lower monetary values, and the option to compensate financial loss and then add on for inconvenience
  - How to use the computer system to issue a GOGW
  - How to compensate inconvenience, as this cannot have a value attached to it so easily
  - Examples of what to offer in different scenarios
- **Provide updates for colleagues when GOGW have been processed**
- **Share examples of GOGW and tokens (flowers/chocolates) to increase confidence and consistency**
- **Update the website to include:**
  - Use a flowchart to explain the process
  - Remove formal language – consult with customers on this
  - Links to where to make complaints about neighbours and other residents, so that it is clear where these concerns should be logged
- **In addition to customer recommendations, Coastline colleagues committed to:**
  - Governance Team and Customer Access Team (CAT) to meet, to monitor which teams are issuing GOGW, and what is being offered to customers
  - Make a guide to the computer system process available centrally
  - CAT members to be advised to let customers know that they are being put on hold so that the call handler can seek guidance for consistency, to ensure all customers are treated fairly, and minimise risk of colleagues seeming uncertain
  - Reminder to all colleagues to apologise as this does not indicate responsibility, but demonstrates empathy
  - Complaints and GOGW training to be made mandatory and refreshed annually
  - Invite Customer Voice members to the Complaints training in 2024 (some have already attended in 2023) for further feedback. Also invite Customer Voice members to Customer Service training, for a broader overview of how the GOGW process supports colleagues to resolve customer service issues.
  - On the website, use warmer, less corporate language
  - Separate information that is a legal requirement to display from an easy-read section which details the process, using infographics/flowcharts
  - A website review is in process at present, and moving forwards will involve customers for their feedback on changes

## Overall conclusions:



The Mystery Shop demonstrated that some colleagues are familiar and confident with the process, but that it is not being used across all teams, and GOGW are not issued consistently, so additional training is needed. The process meets customer expectations well, and many felt a simple apology would suffice on many occasions. Customers appreciate the ability of all colleagues to make a GOGW without management approval, and recognise the need for this to be monitored to ensure customers receive a fair offer and that colleagues feel confident to resolve issues as they arise. The website requires a refresh, and customers are keen to get involved with this as it progresses.

The group are keen to repeat the process next year, with a broader variety of scenarios, and over a longer period of time, to test whether the recommendations made have had a positive impact on the colleague and customer experience of the GOGW process.



# Commitments for 2024



## Overall satisfaction

### Tenant Satisfaction Measures Survey

We will be running our second TSM survey in May/June. Customers will be invited to consultation sessions to contribute to the improvement planning, once the results are in. This will enable customers to work with us to make improvements where needed, and celebrate successes.



### Welfare

Following the OK Each Day mystery shop feedback, we will review the offer to customers to improve satisfaction with our welfare offer.

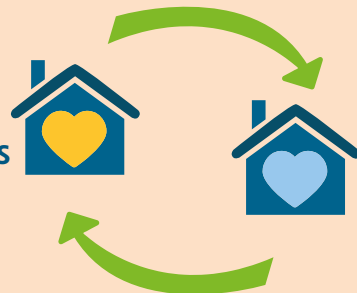
We will continue to identify customers who are especially negatively impacted by the cost of living crisis, and support them via our Sustainability Fund and referrals to specialist support.

### Employability Support

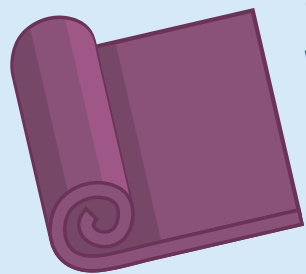
We will review our Your Next Step employability support offer, to ensure that it responds to customers' needs, informed by our demographic data and insights about the current job market. This will mean that when we relaunch our work placement programme, it will be informed by up-to-date data and relevant to the current job market.

### Mutual exchange process

We will simplify the mutual exchange or home swap procedure to help guide customers through this process. We will make it easier for customers to understand rights, responsibilities and decisions (including refusals).



## Keeping properties in good repair



### Carpets in communal areas

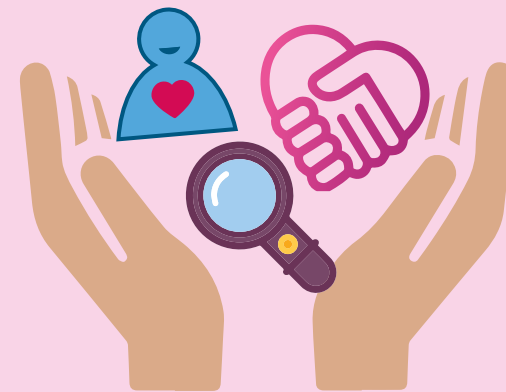
We will carpet the communal areas in Trelawny Court and Hens Horn Court. Customers will continue to be involved in consultation to ensure the finish is to their liking. It is important that keeping properties in good repair is influenced by customers' preferences, and that we work together when changes are proposed.



## Maintaining building safety

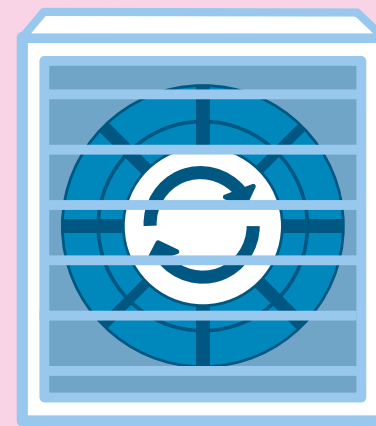
### Facilities Management Assistants

We will launch and embed our new FMA roles, and these new colleagues will complete compliance checks in communal areas, and inspections of communal areas and grounds for repairs reporting.



### Parc Bowen – waste water

We will complete the water works improvement works, and ensure that customers are informed about their role in ensuring the Environment Agency's discharge permit requirements are met.

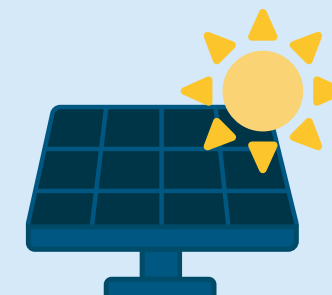


### Ventilation, Damp and Mould

We will share case studies to raise awareness of issues in homes, and will launch our customer-facing Damp, Mould and Ventilation Policy, created in collaboration with customers. This will ensure that customers have the most up-to-date information about how to manage ventilation and heating in their homes.

### Matela Close refurbishments

We will complete the internal and external refurbishments at Matela, such as decoration and lighting upgrades, waste and recycling storage improvements, and flat block garden segregation and fencing. This will improve the experience for customers living in this area, and in turn improve wellbeing.



### Solar PV at Miners Court

We will deliver our solar panel project at Miners Court, including customer engagement about maximising cost saving on energy bills.



# Commitments for 2024



## Respectful and helpful engagement

### Customer Voice

We will monitor the delivery of scrutiny review recommendations from 2023 – 2024 about:

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

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

We will support Customer Voice to launch scrutiny reviews of:

- The Voids process
- Anti-social behaviour and noise cases
- Communication relating to repairs

Upon completion of the reviews, the recommendations will be agreed by relevant managers, then presented to and overseen by the Customer Experience Committee.

Scrutiny reviews play an important role in ensuring that customer priorities are central to customer services.



### Facilities Management Assistants

We will introduce our FMAs to customers living in communal settings, and work with them to facilitate volunteers to deliver activities in our Housing for Older People. This will mean that customers living in communal settings will have a friendly face, and key point of contact to meet with about any repairs or maintenance concerns they have.

### Diversity

Complete the current project to update customers’ and household members’ protected characteristics, support needs, and impacts.



## Responsible neighbourhood management



### 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.

### Community Standard Inspections

We will continue to meet customers on our Community Standard Inspection visits, to involve them in our assessments and to help us to identify improvements. This will empower customers to have a say about issues arising in their local area, and be part of the solution.



### Cost of Living

We will launch the Housing Perks app for customers to make savings on their daily essentials. This will support all customers, regardless of their circumstances, to make regular savings on their shopping.

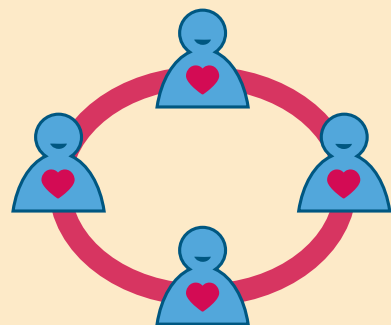
### Increase co-production in the Homeless Service

We will expand our co-production offer, to maximise opportunities for those accessing the service to influence service design, delivery, and evaluation. This will ensure that those in receipt of services have been involved in the design and delivery planning, and that services meet their needs.

### Social connectedness

We will recruit volunteers to deliver activities in our Housing for Older Persons at Trelawney Court, Hens Horn Court, and Veor House.

This is in response to consultation that indicated ongoing isolation following the Covid-19 pandemic, and will enable customers to re-engage within their communities, gain new skills, and re-gain lost social confidence.



### Digital interaction

We will reinvigorate digital options for customers, making it easy to self-serve information.

We will update and review website content for the Income Team, so that customers can easily contact us to request support.

We will refresh our Knowledge Base articles, to ensure they remain relevant and useful for customers.



### Fire Service collaboration

We will invite the fire service to our community based events to increase customer awareness about fire risks. This will benefit communities as they navigate changing safety issues, such as an increase in electrical devices and the risk associated with off-brand charging cables.





# Coastline

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

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

