

Coastline Conversation Report

Providing a clear line of sight
between Coastline Customers,
communities, Committees and
the Board

February 2025



Customer
Voice

Summary

Recommendations for CEC:

- To note the content of the report;
- To provide an update to Customer Voice on the progress against the scrutiny recommendations at the next quarterly Customer Voice meeting.

Appendices:

- Appendix A - Coastline Homeless Service Newsletter
- Appendix B - Customer Involvement Commitment Statement
- Appendix C - Community Investment Annual Work Plan
- Appendix D - Lettings & Voids Process Mystery Shop

Have your say

- Involvement & Engagement Tracker
- Community Presence
- Housing for Older Persons Coffee Mornings
- Christmas Rhyme Time Visit
- Neighbourhood Action Day
- Community Day

Take Part

- Volunteer Scheme
- Your Next Step
- Customer Groups
- Community Impact Funding

Help us decide

- Customer Voice
- Scrutiny Reviews

Have your say



Involvement & Engagement Tracker

To track outcomes for customers across the Coastline Conversation.

- **164** engagement opportunities have been recorded since January 2024, with **53** in the last quarter.
- Over the period covered in this report, **804** customers, **475** non-customers and **127** Under 18's have been engaged across all levels of the Coastline Conversation.

Community Presence

Referrals and signposting for customers and communities

- **56** customers, **394** non- customers and **105** Under 18's have received the offer of support from Involvement & Engagement Co-Ordinators by attending Community Larders, Food Banks and Clothes Banks across Coastline Communities.
- Referrals made have totalled-
- Community Energy Plus – **30** - energy support;
- Housing Perks – **57** - app promotion and support, **158** customers signed up this quarter;
- South West Water – **103** - water bill support and water saving devices for homes;
- Income Team – **1** - for changing rent payments when moving property;
- Citizens Advice – **1** - a community member was experiencing domestic violence, went to Chi pods, then supported and looking for shared accommodation, looking for a flat anywhere (private or general needs)
- Pegasus – **1** - mental health support referral.



Housing for Older Persons Quarterly Coffee Mornings



Initiated in response to residents' requests to reduce social isolation and foster community spirit.

- Over the past two years, the sessions at our Camborne-based schemes, Veor House and Trelawny Court, have seen good attendance throughout the year.
- We sought feedback from attendees to understand the impact of these sessions. Here are the key findings from the **18** customers surveyed:
 - ✓ **100%** enjoyed attending the sessions;
 - ✓ **94%** felt the sessions positively impacted their mood, with 75% noting a reduction in feelings of loneliness and isolation;
 - ✓ **100%** appreciated the hand massages provided by volunteers, which positively affected their wellbeing;
 - ✓ Additionally, **14** customers have received support with digital skills, including applying for bus passes, filling out digital forms, downloading the Housing Perks app, creating promotional posters for customer-led coffee mornings, storing family photos, and accessing emails.

Overall, customers expressed a desire for these coffee mornings and afternoons to continue, and this feedback has been taken into account when planning events for 2025.

In contrast, attendance at our Hens Horn Older Person Accommodation in Helston has been low, with an average of only two customers per session throughout the year. To understand this, we surveyed all Hens Horn residents, receiving responses from 7 out of 24 residents. The main reasons for non-attendance included medical issues, a preference for solitude, and a lack of participation from others. When asked about interest in other activities or sessions, only 3 of the 7 respondents expressed interest. The team will consider this feedback when planning sessions for 2025.

Christmas Rhyme Time at Miners Court Day Centre Intergenerational working in Coastline Communities

- **39** customers, Day Centre visitors and members of the Redruth Library Rhyme Time group came together for a Christmas Rhyme Time session.
- Colleagues at Miners Court requested continuation of the Rhyme Time visits due to the benefits to wellbeing for residents and an Easter Rhyme time has been planned.



Neighbourhood Action Day



To promote responsible neighbourhood management, by working co-operatively with customers to contribute to the upkeep and safety of shared spaces.

- Coastline Services facilitated the removal of bulky waste items resulting in a truck load of items removed from Trelawney Court, Camborne;
- The Tenancy Management Team addressed customer queries and supported the removal of items from a communal shed, to make more space for customers with the new bin scheme coming to the area;
- The Community Investment Team met customers with South West Water who gave out water saving devices, and promoted involvement opportunities with Coastline;
- Coastline colleagues came together to support customers to decorate communal areas with Christmas decorations.

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

Customer of Trelawney Court



Community Day

To engage customers at Kresen View and Brewery Court after feedback that there wasn't a Coastline presence.

- Tenancy and Tenancy Sustainment Co-Ordinator's provided information, advice and guidance;
- National Literacy Trust gave out 7 free books to local children;
- 1 Sustainability fund request in which a customer was supported with an air fryer;
- 27 Housing Perks discount app referrals;
- Customers were pleased to give direct feedback and have a community presence.

“I'm really pleased with Coastline and I really enjoy it here so thank you”

Customer of Brewery Court



Take Part



Volunteer Scheme

Volunteer Scheme recruitment to grow the scheme

- Despite a dip in volunteer numbers over the summer, continuous promotion of the volunteer scheme through internal and external agencies, as well as regular updates via Coastline’s website/social media, has brought numbers back to normal levels. This year, **75** volunteers donated their time, with **31** being newly inducted.
- To continue to ensure volunteer vacancies are filled an action for 2025 is to continue to collaborate with Coastline’s Communication Team to ensure regular, engaging visual and written content to continue to raise awareness of Coastline’s Volunteer Scheme amongst customers.

Volunteer Learning Lunch for Co-production and training

- At the Volunteer Learning Lunch held in October 2024, Miners Court volunteers identified that they would benefit from dementia awareness training as they work closely alongside customers in the early stages of the disease. A free training workshop was sourced by the Volunteer Manager through Healthy Cornwall, and run at end of November. **5** Miners Court Volunteers attended along with **10** Miners Court colleagues.

“It’s given us as volunteers and staff in the day centre some good ideas to take forward into our weekly sessions for customers who have dementia”

Customer of Miners Court

- At the learning lunch it was also identified that Customer Voice members would like to learn more about Miners Court and the Homeless Service. Shadowing was therefore arranged and both members who attended found their experiences really insightful, learning from Miners Court colleagues and the Chi Winder Wellbeing Volunteer.
- Shadowing opportunities are available to all volunteers and are a great way to learn about other areas of the organisation.

Celebrating and Recognising Volunteers

- The Volunteer Festive Lunch was held in December with volunteers deciding earlier in the year on Tyacks Hotel as their preferred venue for 2024.
- **37** volunteers came together from different teams across Coastline, to celebrate their achievements alongside colleagues over the past 12 months.
- This is an opportunity for Coastline to say thank you to all our amazing volunteers for the time they donate to our customers, and the positive impact that they have.

‘Thank you so much for the splendid lunch yesterday, it was so well attended and lovely to see everyone, the meal was fantastic and Tyacks coped so well.’

XXX- Befriending Volunteer



- The Volunteer Manager is currently preparing the Volunteer Annual Statement for 2024-25, which will showcase all these remarkable contributions and is set to be published in February 2025.

Your Next Step



Coastline's employment and training support offer to customers and communities.

- After careful evaluation of customer consultation, the new offer for Your Next Step was launched in January.
- As a result the Community Investment Team have formed a partnership with People Hub for two-way referrals. People Hub will refer people to Coastline's Volunteer Manager for volunteering opportunities and Involvement & Engagement Co-Ordinator's will refer to People Hub for participants to access employment support.
- The sustainability fund will be used to support customers where finances are preventing them from starting a role, if they are unable to access fund through the job centre.
- This quarter, **12** people have been supported with training and **9** people have been supported into work and volunteering.

Customer Groups

Providing customers with a wide range of opportunities to influence and scrutinise Coastline's strategies, policies and services.

Communication & Consultation Group

- The Group meet to review policies and initiatives with customer-facing impacts. Feedback will be incorporated into the final documents, to ensure that customers' priorities are reflected in publications.
- This quarter the group met to discuss rent and service charge letters and kitchen and bathroom materials.

Rent and service charge letters:

"Is it worth referencing that we are legally required to send out this paperwork by post each year, in the 'Why are there so many pages just to tell me the new changes?'"

"The letter should reference FAQ's if further information is needed"

Kitchen and bathroom materials:

"It is nice that those having kitchens fitted are given the choice rather than one standard option"

"RA proposes to keep the two doors that we already offer but add two additional choices, one brown wood, one dark grey to improve the choices"

Environmental Action Group

- The Group are yet to appoint a Lead. Their current focus is the recruitment of more members, supported by the Volunteer Manager.
- Whilst the membership grows, their meetings will take place alongside the Development Group meetings, as many themes overlap, so the Development Group meeting will contain an environmental focus.

Complaints Mentors



- Complaints Mentors have not been utilised by customers this quarter.
- A review is planned for March, if customers have not taken up the offer of a Complaints Mentor.

Voids Inspectors

- The Group met in October to discuss visits undertaken and any improvements that needed to be made.
- There were **26** voids in the last quarter, **13** had been visited by Voids Inspectors.
- The recharge form has been changed to ensure customers clearly understood what they were expected to pay for.
- Improvements regarding the communication process were discussed with the Contracts Manager & Admin/ Scheduler.
- Following the meeting customers felt more informed about the process and that steps will be taken to ensure the confirmation process is a positive one.

Development Group

- The group had a presentation from the Development Team about the full process, from purchase of land to handover of new build schemes.
- The Development Group will be looking at the snagging process next, and how customers report issues when they first move into a new property.
- As a result of Development Group customers attending the Quintrell Downs Welcome Event for new customers, **7** customers expressed an interest in getting involved further with the potential of accessing Community Impact Funding to utilise their communal area or set up a Residents Association.
- Plans are in place to replicate welcome events at further developments, the next at Greenbank, Connor Downs, Hayle on 18th February.

Further updates

- Customer Voice will focus on growing Group membership, with a view to appointing a Customer Voice Lead, who will oversee scrutiny reviews and chairing quarterly Customer Voice meetings.
- Customer Voice have reviewed the Customer Involvement Commitment Statement, Appendix B, which was a recommendation from the 'Diversity and Representativeness of Involvement and Engagement' scrutiny review.
- Customer Voice members, who are Group Leads, will contribute updates from their respective Group meetings to inform the CEC report, so future reports will contain direct messages from the Leads.

Community Impact Funding



Applications made to benefit customers in their communities.

- The [Community Impact Funding Guide](#) was recently updated after consultation with the Customer Voice Group.
- The fund is now accessible to groups that are not formally constituted, to remove this barrier and encourage more customers and communities to access the funding. This has resulted in an increase in applications.

Application	Status
<p>Book Box in Camborne in partnership with the National Literacy Trust</p> <p>An application for £450 was made by a National Literacy Trust volunteer, who wanted to set up a book swap scheme. She was an Ocean Housing customer, but lives in an area which is predominantly Coastline Housing. National Literacy Trust filled the box with books.</p> 	<p>The Book Box was installed by Coastline Services in November. A celebration event was held with the National Literacy Trust, NLT volunteers and Coastline to celebrate.</p> 
<p>Treleigh Primary School Book Box in Partnership with the National Literacy Trust</p> <p>An application of £450 was made by Treleigh Primary School for a book box, after seeing the success of the book box in Camborne. The National Literacy Trust have agreed to stock the book box for use of all Treleigh pupils and their families.</p>	<p>Customer Voice group members approved the funding in January and the school grounds team is set to install the Book Box in early February.</p>
<p>Tron Players</p> <p>Tron Players made an application of £484.99 for lighting equipment for their performances in early 2025. Their group has been set up to ensure anyone in the local area can join in without finances being a barrier. 20% of their cast and support are Coastline Customers and the group are in an area of Coastline Homes.</p>	<p>Customer Voice group members approved the funding In January and items will be purchased for delivery to the Tron Players group.</p> <p>A visit will be organised for Customer Voice group members to a rehearsal to see the performance in action.</p>
<p>Communal garden bench at Copper Close Redruth</p> <p>Customers at Copper Close, Redruth applied for £457.20 from Community Impact funding to purchase and install a bench in their communal garden so that customers and their families could further enjoy the area. Customers cleared an area and applied for the funding in December.</p>	<p>Customer Voice group members approved the funding in January and the bench will be ordered for delivery in February.</p> <p>The bench will be fitted by services and maintained by the customers who applied for the funding.</p>

Help us decide



Customer Voice Quarterly meeting

Customer Voice help to ensure customer views are sought, heard and acted upon.

The Group welcomed CEC Chair, Kelly Kemp;

“The PowerBi presentation recommended by Customer Voice was very well received. Feedback from CEC was included that the new format report clearly defines the aims and intentions of customer engagement through community events and social inclusion and reaching out to those who may not feel part of a community and engaging is really positive and shows Coastline is listening. All more than welcome to shadow at CEC and to present the report.”

Scrutiny reviews

To provide customers with accessible information about landlord services and how customers’ views are taken into account to make improvements.

Review	Brief scope	Status	Update
Lettings & Voids Process Mystery Shop Review	This enabled customers to look into the entire customer journey, from bidding to moving into a re-let	Complete and managers are due to complete changes based on recommendations.	Appendix D- The report has complete manager responses. These will be followed up in June 25.
Communications Relating to Repairs Scrutiny Review	This follows the completion of the Repairs Review, and affords customers the opportunity to test new processes which were embedded. Customer Voice members are particularly keen to look into communication relating to unavoidable delays.	Delayed due to recruitment and capacity but has been restarted.	Underway, due for completion by April 2025.
Antisocial Behaviour Action Plan and Risk Assessment Scrutiny Review	A review of end-to-end case processes and management.	The review has run from January 2025. A specialist provider has completed an ASB health check prior to the commencing the scrutiny.	Underway, due for completion by April 2025.
OK Each Day Deep Dive Review	The aim of this review will be for customers to play an active role in exploring alternative provisions for vulnerable customers.	Due after the Mystery Shop Review carried out in 2023.	Scheduled for 2025.

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