

# Coastline Homeless Service

## NEWSLETTER

January - July 2024

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Photograph taken whilst attending our monthly Nature Retreat.

Welcome to the first edition of the Coastline Homeless Service newsletter! Coastline and friends have finally established an official informal newsletter to let all of our dear residents, staff and clients know what we've been up to; and what we intend to get up to! Since this is our first newsletter release, we'll be telling you all about what's been going on since the start of 2024, along with what to expect from us in the coming months.

# Please welcome our Activities and Inclusion team!



HUSSAIN LAYNE

CO-PRODUCTION  
PARTNER



SAM WORTLEY

Volunteer and Partner  
Worker



LEANNE COULSON

ASSISTANT MANAGER  
for Families and Client  
Development



POLLY SUTCLIFFE

Activities and Inclusion  
Worker



SARAH BROOKLYN

Education and  
Activities Worker



MAIZEY

Wellbeing Volunteer



TIM

Wellbeing Volunteer



SIMONE

Hairdressing Volunteer



DENISE

Wellbeing Volunteer



FLO

Wellbeing Volunteer



NICK

Cooking Partner



REECE

Fishing Partner



NATHANAEL

Gardening  
Volunteer



KIM

Partner Programme  
and Gardening  
Volunteer



GARETH

Partner Programme  
and Gardening  
Volunteer



BARBARA

Gardening  
Volunteer

We appreciate all of our beloved workers and Partners (residents who volunteer with Coastline), and we hope to continuously grow our team and improve our services to benefit all of our dear residents and clients across the Coastline service.

If you'd like to become one of our Partners or volunteers, just ask one of our team members at Chi Winder, or speak to any case worker available.



# CPD Certified Courses at Coastline

Courses available to Coastline residents only.

CPD stands for Continuing Professional Development. The courses that Coastline staff and residents create, go through a strict process to become certified. They are recognised by colleges, universities and employers. We like to describe them as learning activities that develop your abilities, skills and interests. The aim is not to sit in front of a laptop, but to do these courses in a chilled, outdoor space.



Mark has started teaching the CPD bike repair & maintenance course. Thank you Mark. One person said that he has been working on bikes his whole life, but still learnt something new.

## Coming soon...

- Psychology @ Chi Winder
- CPD Bricklaying
- CPD Foraging
- CPD Harm Reduction course with Jo

Bradfords Building Supplies generously donated bricks aiding us to complete the CPD bricklaying course. Some people contributed their own extensive knowledge & skills making it a team effort. The course was a huge success.



## Employment / study support

Need support writing a CV?  
Need help applying for courses?  
Would you like to study at  
College or University?

Contact Sarah  
07595 568484



Come & join our weekly CPD gardening course! One person said "I really like doing gardening, learning different aspects of it, meeting people, working outdoors. I like working with plants, learning different things about them, and I enjoyed painting the woodwork in the poly-tunnel.



We hope to create a new CPD course in carpentry / DIY. Please get in touch if you would like to get involved.

Weekly Gardening Sessions

# VOLUNTEER AND RESIDENT STUFF

## Meet Frank Cole!

Frank had been a valued member of our partner programme scheme, as one of our garden projects volunteers. Frank has been involved in garden activities both within Coastline and out in the community, to include tree planting at Penrose woods near Helston with the National Trust. He has played an integral part in the planning and creation of a new multifunctional space, which will provide a location for activities and training courses for residents of Coastline Housing, that can be utilised in all weathers.



*Frank Partner Volunteer*



*Monthly Nature Retreat*

The Nature Retreat is a great success due to the skills and help from our wonderful Wellbeing Volunteer Tim, our Cooking Partner Nick and Fishing Partner Reece. It's always a popular day out and a place where everything is optional. Get involved with as much or as little as you like. There is relaxing in the tree house or beach, fishing, cooking lunch over a fire and a CPD survival course

"I really like doing gardening, learning different aspects of it, meeting different people, working outdoors, I like working with plants, learning different things about them, and I enjoyed painting the woodwork in the poly tunnel. I really enjoyed going up to the allotment, it's really peaceful and I get to relax."  
- Jacob, Coastline Resident

*Open Mic*



*Tabob helping at the Allotment*



## Spotlight Showcasing Awesomeness

Failure is a lesson  
For too long you were down  
Wore a frown not meant for your face  
And now you see it finally  
You see  
And rise from your knees  
Surprise  
And Dazzle those eyes  
That said you were gone  
Had died  
Were dead  
Were Done  
Rise rise like the sun  
On a bright new summer's dawn  
Surprise them  
Realise your dreams

-By Graeme Fenton



*Fire Pit BBQ*



*Free monthly haircuts by volunteer hairdresser Simone*



*Stithian's lake picnic in July*

# HOW TO USE YOUR EXPERIENCE AND KNOWLEDGE TO CREATE CHANGE AT COASTLINE

HOUSE MEETINGS & KEY WORK SESSIONS

COLLABORATIVE FOCUS GROUP

Help smash the stigma around people who have experienced homelessness

JOIN THE COASTLINE CONVERSATION

Every 3 months we hold a relaxed session where residents get together over a delicious lunch to give their feedback and suggest improvements for the service. From this, an action plan is created with residents who want to be involved to address the issues raised and implement solutions.

Showcase the strengths and skills of people in the service

ACTIVITY FEEDBACK FORMS & SATISFACTION SURVEYS

Your experience of Coastline counts. It is invaluable for us to know what is working, what needs improving and create solutions with you



IMPROVEMENTS CREATED FROM YOUR FEEDBACK



"While attending the collaborative focus group I genuinely felt like my voice was heard, and afterwards I could see that progress was being made within the service."

3 bathrooms and 2 kitchens have been refurbished so far with more planned  
Every room is now let with a lamp

Residents said they did not see the value of House Meetings and that they were poorly attended

- House meetings have been moved to every 3 months
- Hussain, our new Co-production Volunteer, will help lead a review with residents to ensure House Meetings are delivered in the interests of residents.

Residents raised concerns about the standard of properties in supported accommodation

- All property communal areas were graded and the work prioritised
- The bedroom void standard was improved to be in alignment with general needs properties
- Blitz Days were created to keep on top of communal areas

A resident in support accommodation said they wanted more presence from the team where they live.

In addition to Key Workers basing themselves at the property, Denise, our Wellbeing Volunteer, has been visiting every week with coffee and biscuits since March. She has helped link people into volunteering, being a listening ear while ASB issues are addressed, and provided a space for residents to chill and chat.

If you would like to get the benefits of a wellbeing coffee and chat with Denise let your key worker know

2 residents said they wanted an open mic activity

- Polly helped the residents set it up and we had our first very successful session.
- 3 brave people shared their poetry and others sang brilliant karaoke



Due to popular demand Open Mic's will be monthly at Chi Winder

# Community EVENTS



# Coastline ACTIVITIES

This is what people said they liked best about Coastline activities



## FUN DAYS OUT

### Fishing Trips

This year we have been to the Falmouth Sea Shanty Festival, Seaweed Festival, and the Eco Park Summer Market where people discovered the calm bliss of a Gong bath.

## LOOKING AFTER THE NATURE

We joined the Cornish Wildlife Trust to clean Porthtowan beach and we helped the National Trust plant trees to regenerate a woodland near Helston.



### Explore Cornwall on weekly walks for all abilities

Do you want try something that may brighten your day? All our activities are free and transport is provided. Our ethos is no pressure and we only run activities suggested by residents so if there is something you want to do but isn't on the timetable let us know. To get an activity timetable ask Polly or your Key Worker.



### Pamper Sessions

## Thank you!

Special thanks to all contributors including; Graham for his poem, Jacob for his quote and Hussain for his photography and editing of the newsletter. Thank you to everyone who shared their photo or story. Please don't hesitate to contact your key worker or Polly if you'd like to be involved with our next newsletter out in Oct 2024!



### Weekly Cooking Sessions



### CPD Bricklaying

# COMING SOON...

15th Aug - Visit the Wildlife Photographer of the Year exhibition at the Eden Project  
DATE TBA - Come play and learn circus skills at Chi Winder with Swamp Circus