

NIT News



April 2011

Welcome to the latest edition of NIT News. This bulletin will update you all on what the NITs have been up to and all the things we have planned. As usual, you are welcome to comment on (or volunteer for!) any of the activities we have coming up, or even share your ideas for things we could do in the future. Just email the team at getinvolved@coastlinehousing.co.uk.

Family Away Day / Involvement Day

The Coastline Housing Family Away Day took place on Friday 25th February 2011 and what a day it was!!

The weather was against us but the turnout was fantastic with a record breaking 130 customers attending!! It was all go, go, go during the event with consultation areas, a speed meet and greet area, a visit to the Play Bus, a ride on the 4D Tolgus Tin Mine Haunted Ride (I believe there's a cracking picture of Louise Beard on the ride somewhere in the building), agency information stands, cooking demonstrations by Cornwall College and a free cream tea for all!!

On top of all that customers continued their afternoon by enjoying the rest of the activities at Treasure Park at their leisure. The customer feedback has been fantastic and everyone valued the event and would like us to put on another event like this in the near future. I would like to take this opportunity to thank everyone who has helped the NIT's on the run up and during the event as without continued staff support the event would not have been a success.

We are planning another event in October so watch this space!!!

Photos Below

Cornwall College Cooking Demonstration 🖱



Museum & Tin Tour 🖱



Meet & Greet 🖱



Fun on the Play Bus 🖱



4D Ride 🖱

Spending Spree Consultation 🖱



Customer Steering Group 🖱

Customers sampling the food by Cornwall College! 🖱

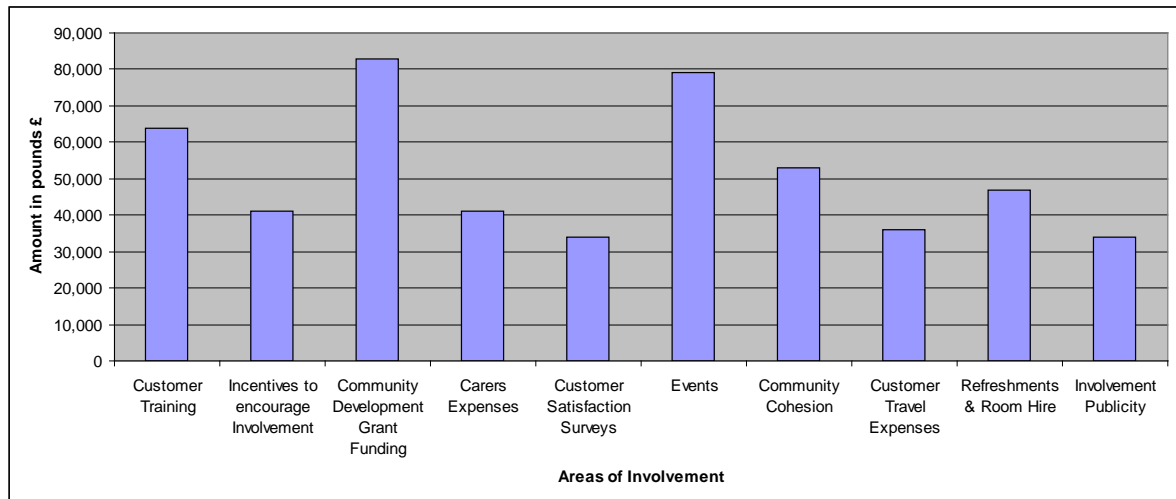


Feedback from the day was very positive with

- 75% of people voting the overall day 10 out of 10. Nobody rated the day less than an 8 out of 10 which is fab!
- 94% thought that the event was worthwhile, while 6% were not sure. Nobody thought it was not a worthwhile event.
- 94% thought that the consultation areas were fun and informative; nobody thought they weren't, while 6% were not sure.
- 94% rated the friendliness and approachability of staff 10 out of 10
- 94% said they would attend a similar event in October

Spending Spree Consultation

Everyone was given a cheque book with 10 cheques worth £1000 each and they were asked which areas they think their money should be spent on.



Customer Training	£64,000 3rd
Incentives to encourage Involvement	£41,000
Community Development Grant Funding	£83,000 1st
Carers Expenses	£41,000
Customer Satisfaction Surveys	£34,000
Events	£79,000 2nd
Community Cohesion	£53,000
Customer Travel Expenses	£36,000
Refreshments & Room Hire	£47,000
Involvement Publicity	£34,000

Community Development Grant Funding came out top closely followed by Events and with Customer Training in 3rd place.

Tracker Corner

Tracker is a great way of seeing how our customers are involved with us and how much. Some key findings in the last financial year are:-

- We now have 161 ambassadors - these are customers who are heavily involved with Coastline and
- 1128 friends who are regularly involved.
- Sounding Boards have accumulated 1415 hours of involvement in the last financial year and

- Residents Associations have notched up an incredible 3101 hours of involvement which goes to show the level of commitment by these groups.

Local Offers Go Live!

Local and Coastline Offers went live on 1 April 2011

STANDARD	DESCRIPTION OF LOCAL OFFER	2011/12 TARGET	FREQUENCY OF REPORTS TO RESIDENTS
INVOLVEMENT & EMPOWERMENT	1. We will ensure all documents are in plain language.	100%	Annually
	2. We will acknowledge official complaints within 2 working days and respond within 10 working days.	100%	Quarterly
	3. We will increase the number of involved tenants and will support and empower them to get involved.	10%	Annually
HOME	4. We will develop a 'Warm Homes Standard' with you and implement your the next 3 years.	By 21/03/13	Annually
	5. We will acknowledge your repair appointment by letter within 5 working days.	100%	Quarterly
	6. We will ensure that repairs are carried out within agreed timescales.	100% by 21/03/13	Quarterly
TENANCY	7. We will work in partnership with Cornwall Council to ensure that new and complete housing benefit claims are processed within 8 weeks.	80%	Annually
	8. We will develop a partnership agreement with Cornwall Council and report outcomes to you.	-	Annually
	9. We will offer up to 4 empty properties to clients of The New Connection per year.	-	Quarterly
NEIGHBOURHOOD & COMMUNITY	10. We will monitor the service level agreement with Cornwall Council's Anti Social Behaviour team and report outcomes to you.	-	Annually
	11. We will publish and carry out a 12 month timetable of neighbourhood inspections and risk assessments.	100%	Annually
	12. We will respond to anti social behaviour complaints; high cost anti-social behaviour cases within 10 working days; low cost anti-social behaviour cases within 10 working days.	100%	Annually

.We spent lots of time last year out and about consulting with customers to develop Local and Coastline Offers. The 12 Local and 88 Coastline Offers are customers' priorities for the services we provide.

Priorities are split into 4 key themes:

- Involvement and Empowerment**
- Home**
- Tenancy**
- Neighbourhood and Community**

Customers recently received their Local and Coastline Offers 2011/12 booklet. We will regularly report to customers how we are doing against the Offers and the Sounding Boards will be regularly monitoring the Offers to make sure we stay on track.



Best Value Review - Handy Person Scheme



The Best Value Review Group has now had its 6th meeting and moving forward!

In February, the group were informed that no money had been set aside for the scheme. The group were not despondent but then discussed the possibility of having an approved list and using schemes within the community, perhaps we can access them and how it will work with the Service Level Agreement / CRB checks etc.,

Because of the above, the tender evening planned for the 3rd March has been postponed and we are waiting the outcome of ET/SMG with the above ideas. Next meeting should be the 18th April

Community Cohesion

The results are in from the walkabouts featured in the February update.

Paynters Lane End Estate have selected their parking scheme and have asked for some footpaths from the parking to the existing pavement as they have been getting very muddy / wet feet over recent weeks!



The Notice Boards are a key feature and a planning application has been applied for, so now we wait for the process to be completed (early May hopefully!)

Trenoweth Estate wanted a Community Group - a meeting was arranged and a 'handful' of residents turned up!

Parc an Manns wanted a Community Group with Neighbourhood Watch combined. 3 residents, the local Police Community Support Officer and the press attended. Although the numbers were small, a lot came out of it.

Cohesion is ongoing.....

Resident Association Update

There are currently 19 Resident groups working together, to create a community and giving everyone the opportunity to get involved and tackle issues that affect them.

The groups are busy planning their Easter / Summer activities and several are having a street party for the Royal Wedding.

What's coming up?

Highlights in April

- 4th - Customer Scrutiny Panel
- 6th - Involvement & Empowerment Sounding Board
- 11th - TAP & MAP Area Panel
- 13th - Home Sounding Board



Residents Association Meetings in April

- 4th - Bulwark Road
- 5th - Trengrouse Way RA
- 11th - Camborne West Residents Association
- 18th I - Paynters Lane End Resident Association
- 18th - Pond Lane '2nd' Meeting
- 19th - Troon VA AGM
- 28th - Euny Close EGM
- 30th - Trevithick Day
- 30th - Strawberry Lane Fete / Bazaar

Residents Association Meetings in early May

- 4th May - Trelawney & Tolcarne RA
- 5th May - Miners Court RA

9th May - Strawberry Lane RA

11th May - Spinnakers RA

12th May - Tenant AGM

If you have any events or information you would like to see in NITs News then please contact Leanna from the NITs at leanna.barton@coastlinehousing.co.uk

 out for the next edition coming soon!!