



February 2011

**Welcome to the first NIT News in 2011 which is a BUMPER edition!!!!**. 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](mailto:getinvolved@coastlinehousing.co.uk).

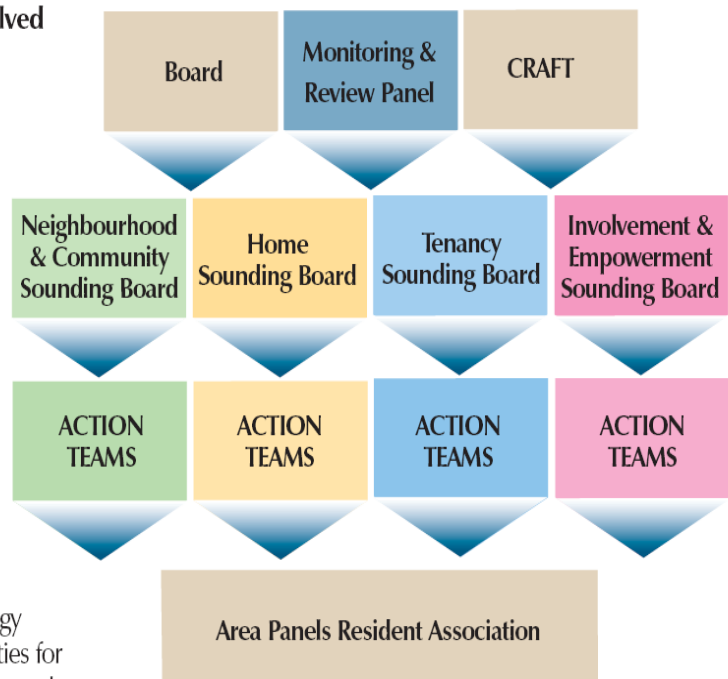
## New involvement structure launched

After many months of consultation looking at how we can improve the ways customers get involved with Coastline, we have developed a new involvement structure.

We now have four Sounding Boards, which are led by customers and can use Action Teams to focus on specific areas. The Monitoring and Review Panel scrutinises Coastline's services and works in partnership with CRAFT inspectors. Area Panels and Resident Associations will continue to involve people locally.

Through the consultation, we also developed the Involvement and Empowerment Strategy 2011-14.

This aims to provide excellent services, increase the number of involved customers, further develop involvement in communities and ensure that Sounding Boards are customer led. The strategy sets out how we will encourage greater opportunities for customers to be involved from a local level right through to strategic decision-making.



## 6 Monthly Involvement Strategy Consultation Event

### Important Outcomes from the event!



#### **Its all in a name!**

During the entertaining six monthly involvement strategy consultation event on the 27<sup>th</sup> January, it was finally agreed that all tenants, leaseholders etc. will be formally known as customers.

It was also agreed that paperwork for all involvement meetings must be sent out at least 10 days prior to the meeting. This is non-negotiable and must be adhered to!



### Coastline Involvement Awards 2010



Last week saw the launch of the Annual Coastline Involvement Awards where the achievements of customers and local community groups were celebrated. We had a massive 38 nomination forms received which is fantastic especially as this is the first year! There are amazing people in our communities that do really good work and it's great that other people recognise them for what they do.

There were over 65 attendees at the event including 3 Board Members and staff from other agencies including CN4c, Cornwall Council and Sanctuary Housing.

The feedback from the day was really positive and we are looking forward to next years awards!

A big thank you to all of you who nominated an individual or group, as without nominations there would be no awards!

The winners for the Involvement Awards 2010 were: -

**Involved Tenant of the Year - Kelvin Lightfoot**



**Tenant Learner of the Year - Sue Roberts**

**Community Group Member of the Year - Barbara Eustice**



**Good Neighbour of the Year - David Bolitho**

## Community Project of the Year - Illogan Parish Christmas Lights Committee



## Young People's Project of the Year - Dreamscheme

A really big well done to all the winners and all the nominees! We had a fantastic response and the day was a great success and we look forward to the 2011 Involvement Awards.

## Family Away Day / Involvement Day

It's that time of year again where the NITs in partnership with the customer steering group have been putting on our thinking caps to see what fun things we can do for the 2011 Involvement Day.

So far the steering group have agreed the following:

- Event will have a name change to 'Family Away Day'
- The event will take place at Treasure Park on Friday 25<sup>th</sup> February 2011 from 1pm till 4pm
- The event will be a very informal, fun and interactive event with 2 specific consultation areas and a speed date style meet and greet area.
- There will be no formal presentations throughout the event, just a running pictorial presentation which highlights CHL's achievements
- External agencies will also be invited to have display stands as in previous years
- Cornwall College are attending the event to do a cooking demonstration on how to cook a meal on a budget.
- All Coastline customers will be invited and once they have visited the interactive consultation areas they will be presented with vouchers which will gain them free entry to the 'Tolgus Tin and the Haunted Mine' 4D ride, the guided tour around the original and still operational Tolgus Tin Mine and a free cream tea.

- The group are also hiring a play bus which will be available to all customers free of charge
- Access to a private one to one area for any confidential matters

So all in all quite a jam packed day and we still have more to agree with the steering group!!

We will keep you up to date with all the latest 'Family Away Day' news via NIT News so watch this space!!

## Tracker Corner

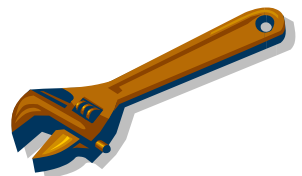
The NITs now use Tracker which is a piece of software that allows us to 'track' how and when our customers get involved with us. It also let us asses the impact of their involvement in our services.

Here are some of the things we have learned by using Tracker...

- We currently have 78 ambassador involved customers
- And 851 other customers have been involved during 2010/11
- Customers have completed 600 hours of training during 2010/11
- 1207 volunteer hours have gone in to building Residents' Associations during 2010/11
- 1217 customer hours have been put in to Sounding Boards during 2010/11



## Best Value Review - Handy Person Scheme



The Best Value Review Group has now had its 5<sup>th</sup> meeting and moving forward!

In the January meeting we discussed some of the schemes that are already out in the Community; we can access them and how it will work with the Service Level Agreement / CRB checks etc.,

The customers' task from this meeting was to get one more scheme each and forward to Jackie for listing and phoning (if not already done)

Next meeting is on the 15<sup>th</sup> February 2011 10-12 at Hens Horn Court.

## Community Cohesion

Walkabouts have been completed in Trenoweth Estate, Parc An Manns and Paynters Lane End; and the 2 round of walkabouts are about to commence. We now have the completed ' Cohesion Wheel' that identified the issues on our estates and how we are going to tackle them.

Notice Boards are a key feature that information can be accessed by the whole community and not just our customers. (Planning permission to be sought for 10)

Parking is a huge problem (no surprise there then!) and we are addressing these not only with cohesion but also with the Asset Management Team; identifying the areas through the Cohesion matrix and completing drawings of how parking can be addressed.

Paynters Lane End are circulating parking proposals through their RA Committee. They are keen to address this issue as it is the cause of unrest between the residents.

## Resident Association Update

There are now 18 Resident groups working together, to create a community and giving everyone the opportunity to get involved and tackle issues that affect them.

The schemes have been quiet over Christmas, but the meetings are now picking up again with plans being made for events throughout the year

## What's coming up?

### Highlights in February

- 9<sup>th</sup> - Monitoring & Review Panel
- 9<sup>th</sup> - Cohesion Walkabout - Trenoweth Estate
- 16<sup>th</sup> - Cohesion Walkabout - Parc an Manns
- 23<sup>rd</sup> - Cohesion Walkabout - Paynters Lane End
- 25<sup>th</sup> - Family Away Day - Treasure Park
- 28<sup>th</sup> - Trevithick & Murdoch Area Panel (TAP & MAP)



### Residents Association Meetings in February

- 14<sup>th</sup> - Camborne West Residents Association
- 17<sup>th</sup> - North Country Initial Meeting - hopefully to set up a Resident Association

21<sup>st</sup> - Paynters Lane End Resident Association

4<sup>th</sup> March - Parc an Manns - Initial meeting to hopefully set up a Residents Association /  
Neighbourhood Watch

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](mailto:leanna.barton@coastlinehousing.co.uk)

 out for the next edition coming soon!!