



Coastline



Coastline
Homeless
Service
Volunteer
Scheme



Great homes

Great services

Great people

Introduction from our Chairman



Originally launched in 2013 the Coastline Homeless Services' Volunteer and Partner Programme has gone from strength to strength. The aim of the project is to encourage members of the wider community and clients of the service to give their time to share their skills with others as well as developing new ones. The project was formally recognised in the achievement of the Citizenship Award at the 3rd Sector Care Awards in December 2015. This was a great accomplishment for the programme. The 3rd Sector Care Awards celebrate and showcase innovation and care excellence of the not-for-profit care sector. Therefore it was a great honour for the Volunteer and Partner Programme to be recognised at a national level. The award follows in the footsteps of the Investing in Volunteer standard awarded to Coastline in January 2015. This standard highlights Coastline's commitment to providing best practice and the continued development of the programme to ensure that volunteers and clients receive the most effective service. This leaflet outlines the aims, successes and achievements of the Volunteer and Partner Programme.

Derek Law MBE

Coastline Board and Group Chair

Introduction

In June 2013, Coastline Homeless Service launched Coastline's first ever Volunteer Scheme. The project encompasses the recruitment, induction, training and supervision of volunteers. The time donated by the volunteers has enabled the homeless service to provide crucial support to vulnerable homeless adults and families in Cornwall. In return for this valuable commitment of time Coastline provides volunteers with a wide range of training and development opportunities.

Our Volunteer Statement:

**We as volunteers
enjoy what we do.
It enables us to
empower you.**



Partner Programme

In May 2014 the Partner Programme was launched as an extension of Coastline Homeless Service's Volunteer Scheme. The programme supports current clients of the homeless service to volunteer within Coastline. This has provided socially excluded adults opportunities to develop essential employability skills and access training with the aim of getting back into work. It has also resulted in valuable peer learning for the client group.



It's great to have volunteers on board who have been through the service. They have knowledge and an awareness of the various needs of the client group which leads to better service delivery

Tamsyn Pegler

Client Development and
Volunteer Worker

I like having volunteers around so we can ask questions when staff are not available

Coastline Homeless
Service Client

Volunteer Scheme Aims:

- To recruit dedicated and enthusiastic volunteers;
- To provide volunteers with appropriate support, guidance, training and personal development opportunities;
- To provide a more effective value for money service for clients;
- To provide opportunities for the socially excluded to build employability skills and work towards social inclusion; and
- To provide opportunities for people to give something positive back to the community.



Achievements

Since the launch of the volunteer scheme in June 2013:

- 2840 hours have been donated;
- 46 people have donated their time;
- 13 are now in employment;
- 5 of which are employed within Coastline Housing Ltd;
- 2 volunteers are now in full-time education; and
- 37 volunteers have accessed courses/training through the volunteer scheme.

*figures are based on data captured from June 2013 – October 2015.



We invest heavily in the training and development of our volunteers. As they are giving such an invaluable service to us, we are just as keen to give something back to them.

Kirsty Hickson
Business Manager

Investing in Volunteer Award

In January 2015, Coastline Homeless Service achieved the Investing in Volunteers Award (IIV) which is the UK quality standard for all organisations which involve volunteers in their work. Investing in Volunteers demonstrates real achievement measured against a rigorous national standard. Crucially, Investing in Volunteers shows our volunteers – and potential volunteers – how much they are valued and gives them confidence in our ability to provide an outstanding volunteer experience.



What Our Volunteers Say:

I have already recommended volunteering to a work colleague.
Admin Volunteer

Staff and clients are very supportive.
Partner Volunteer

The training is informative and I feel great satisfaction helping out.
Engagement Volunteer

I have gained more skills and confidence.
Donation Volunteer

After losing my partner last year I sank into a depression. Volunteering has helped me put some structure back into my daily routine and stopped me from feeling so low.
Partner Volunteer

I like to try to instill a positive mental attitude in others, I find it satisfying when I see a client smile and say 'thanks, you have really helped me sort things out'.
Partner Volunteer

100% of volunteers stated they would recommend our volunteer scheme to a friend/family member.

75% of volunteers feel their expectations of volunteering are fully met.

100% of volunteers found support from staff was helpful

Volunteers feel one of the benefits of volunteering is feeling like they are making a contribution to the community.

One volunteer felt that volunteering is very important in preventing them from social isolation

*Information captured from volunteer consultations, satisfaction surveys, and exit forms completed in 2015.

What our staff and clients say:

Activities which they help with at the day centre enhance client's time and self-esteem which I think is really important. I think they act as role models to clients, and some clients may find them and/or their position approachable. It makes me smile when they feedback (after getting paid employment) that volunteering helped them feel more confident about getting a job. Not to mention all the skills, experience and enthusiasm they have!

Leigh Fairweather

Support Worker

I love the cooking and art workshops run by partners. It helps me focus and improves my mental health.

Coastline Homeless Service Client



Volunteers contribute to the service running more efficiently- like a butterfly affect. They 'free up' myself and colleague's time by doing tasks which limit our time or aren't quite in our job spec.

Support Worker

Volunteers often provide us with a great insight into the needs of the client group, they often have experiences which can be used to demonstrate how to contribute positively to the community, and are often seen as great role models.

Vernon Flood

Supported Accommodation Manager

It's great having a volunteer in the computer room as they really help with explaining all the tricky stuff and they are generally a great support to everyone.

Coastline Homeless Service Client



Coastline

Coastline Homeless Service

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