



Customer Experience Committee Report

April 2024

An update from the Coastline Conversation -
Involvement and engagement feedback

Recommendations:

- To note the contents of the report
- To provide an update to Customer Voice on the progress against the scrutiny recommendations at the next quarterly Customer Voice meeting
- To indicate availability to attend community-based customer engagement events throughout the year

Appendices:

Appendix A—Gestures of Goodwill Mystery Shop findings report

Appendix B—Gestures of Goodwill Mystery Shop recommendations

Appendix C—update on delivery against Blue Flame scrutiny recommendations

Appendix D—update on delivery against diversity and representativeness of involvement and engagement recommendations

Involvement and engagement update:

The Community Investment Team have been working with Customer Voice members and other Involved Customer group members, to bring in changes to strengthen the engagement framework and how Customer Voice leads all areas of engagement.

We are in the process of agreeing Customer Group Leads, and a Customer Voice Lead, and Assistant Leads, to support fully customer-led delivery of this part of our Coastline Conversation engagement offer.

Customer Voice will be made up of Customer Group Leads, ensuring direct input from all customer groups. The Customer Groups Leads will be supported to create their meetings' agendas, and capture the information that members want to be included in this CEC report.

The Customer Voice Lead will attend CEC meetings to present this report, and any scrutiny review findings and recommendations.

Customer Groups currently active are:

- Environmental Action Group
- Communication and Consultation Group
- Development Group

As part of our review, we have designated Voids Inspectors and Complaints Mentors as formally recognised volunteers, due to the additional training and responsibility of these roles. These groups of customers will also have a Lead, who will be a Customer Voice member, and bring their feedback to CEC via this report.

In March, all Customer Group Leads, and Customer Group members will receive refresher training, designed to empower, and lead to greater collaboration and influence. The training will cover the remit of their roles and responsibilities, policies and procedures they need to be aware of, and role specific training that is required. Moving forwards, Customer Voice will continue to receive Coastline's performance data, and the CEC will highlight any areas identified as requiring scrutiny, with these reviews undertaken alongside reviews of topics that Customer Voice members select. All Involved Customers will be welcome to take part in scrutiny reviews and mystery shops, to ensure a diverse range of skills is drawn upon.

Stay Informed and Have Your Say

Updates from Miners Court—

At the end of 2023, the Miners Minders highlighted in their monthly meeting that attendance at resident-led activities was very low, despite increased promotion. The group decided to co-produce a survey, asking Miners Court customers for their feedback on the future delivery of activities.

- 27 of the 64 flats surveyed responded
- At the time of the survey, 4 flats were void and one customer was in hospital

Total percentage surveyed—46%

Customers were asked which activities, if any they currently attended:

Saturday Coffee Morning	12 regular attendees
Evening Bingo Session	9 attendees
Games & Take Away Night	4 attendees



When asked why they attended, customers responded:

- ⇒ The social aspect of the activity—chatting and meeting people
- ⇒ A positive way to fill their time—something to break up the day

A total of nine customers said they didn't attend activities, due to:

- Health conditions and preferring to stay in their flat (three customers)
- Lack of appeal with current activities (three customers, who gave suggestions of alternatives)
- Newly moved in but were interested in the coffee morning (two customers)
- Younger and more physically able, and keen to do offsite activities such as cinema, walks, etc (one customer)

Customers were asked if they would like to see new/different activities:

- ⇒ Yes—17 customers
- ⇒ No—9 customers
- ⇒ N/A—1 customer

Customers were asked to suggest alternatives:

- Quizzes (five customers suggested this)
- More bingo (two customers suggested this)
- Book Club
- Outside activities, but not gardening
- Day trips
- Speakers to come in
- Dance Troops to perform
- Free activities
- Cards

They were also asked if they would be interested in having a regular befriending visit from our volunteer team:

Yes—6 customers

No—14 customers

Already access this service—6 customers

Following the survey results, and responding to time and day of the week preferences, new monthly quiz and bingo sessions will be introduced; led by volunteers and supported by Coastline colleagues. Befriending visits will be established for those who expressed an interest. The customer who suggested Cards will be contacted about running a Cards session. The Take Away Night will be adapted to a fortnightly Film Night to encourage those customers who might not be able to afford a take away to socialise and watch a film cost-free. The management team will be updated about the survey results, to inform future planning as well.

Stay Informed and Have Your Say

Training for Coastline customers—

The Community Investment Team regularly provide training opportunities for customers looking to enhance their skills.

Recently customers have accessed:

- First Aid At Work— 12 attended
- Paediatric First Aid— 1 attended
- Refresher training for Customer Voice, Voids Inspectors and Complaints Mentors, including GDPR and safeguarding—8 attended
- Residents' Association Training, delivered via the Department for Levelling Up, Housing and Communities—7 attended

In January - March, we also supported:

- 7 new volunteers to join the Volunteer Scheme
- 1 person into employment

Providing training opportunities is one of the many ways that the Community Investment Team is enabling customers and community members to progress on their employability journeys, whilst completing a review of the Your Next Step programme of employability support delivered in-house, following the completion of the ESF funded Building Futures project.



Free training videos for social housing residents



Social Housing Decarbonisation Fund project—

Customer Liaison Co-ordinators, XXX and XXX, continue to engage customers involved in the SHDF project, providing updates and information regarding the proposed energy efficiency upgrades. The Energy Efficiency surveys have been completed, with the exception of three, and the onward surveys by sub-contractors are nearing completion, in readiness for improvement works to start. Once the measures for each home have been agreed with Taylor-Lewis, customers will be informed of what to expect by XXX and XXX, and they will be present on site throughout the process, and continue to provide onward support as customers adapt to using their new energy efficient upgrades such as heating systems or solar PV.

- **Customers contacted this quarter—143**
- **Surveys completed this quarter—43 energy surveys, with 140 completed to date. 15 asbestos surveys, and 15 in-person repairs surveys. 43 surveys for window and door measurements; with 11 contacted by XXX direct to gain access for contractors.**
- **Outcomes from customer contact this quarter:**
 - One safeguarding referral made, including onward support put in place from Tenancy and Welfare Reform;
 - Analysis of outstanding repairs completed as a desktop review for Mullion and St Keverne areas;
 - Customer reported repairs raised, and customers supported to raise repairs via My Coastline where appropriate;
 - Cross-referencing of retrofit surveys and repairs reported to identify any missed defects to properties; and
 - Identified that the My Coastline app was not working, which has now been resolved.



Stay Informed and Have Your Say

Community connections—joint working

Community Navigators XXX and XXX are taking a more place-based approach to community work in 2024, following feedback from customers that they appreciate meeting with us in their communities.

Aim:

- ⇒ Have a visible presence in community venues that Coastline customers attend
- ⇒ To promote getting involved in the Coastline Conversation, and influencing services
- ⇒ To signpost to support, or explain how to contact Coastline with specific queries relating to other teams
- ⇒ To provide information that may be useful, such as Winter Wellbeing Guides, as well as eco-friendly activities for children, to support parents with entertaining them during the school holidays, in the cost of living crisis
- ⇒ To establish a presence so that place-based focus groups can be held, should localised consultation on specific topics be needed.

To make this a success, they have been connecting with various agencies whose services already benefit Coastline customers, and partnering at their regular events, so that Coastline has a community presence.

Examples include:

- Camborne Community Larder— monthly visits are proving popular with Coastline customers, and the organisers are pleased that we are attending too.
- Camborne Children’s Clothes Bank—since the organisers were nominated for a CATH award last year, we have been finding out more about the brilliant services they offer. They have kindly invited XXX and XXX to hold a stall each month, where they can speak to Coastline customers, and give out information.
- Helston Community Larder—the organisers welcome presence from Coastline each month, and this has proved a positive way to interact with customers.

To find out what the priorities of our youngest Coastline families are, the team have also been to Hideaway 77 and are welcome to visit with specific consultation topics in future. They have also been to the Yep! launch at Newquay Community Orchard, to network with other agencies, and find out how Coastline customers can benefit from Newquay Community Orchard’s Shared Prosperity Funded project for people aged 16—25 who are at risk of becoming NEET (not in education, employment or training).

As the year progresses, the team will continue to contact and visit agencies supporting Coastline customers in different settings across the county. As this approach embeds, the CEC report updates will include:

- What customers are asking us and what their priorities are
- How we are responding to the feedback gained at these visits



Stay Informed and Have Your Say

Quarterly Coffee Mornings - quarterly update:

Aim/ Focus

- To reduce social isolation and increase social cohesion within our schemes for older persons.
- Introduce customers to current Community Investment Team volunteers, gaining feedback on the planned introduction of Community Volunteers from Summer 2024, and what types of activities customers would like Community Volunteers to undertake.
- Identify/ prioritise which schemes would benefit from the initial introduction of Community volunteers.
- Provision of free hand massages to promote customer health & wellbeing.
- Provision of digital support to empower customers to utilise online services.



Hand massages were popular at Scott's House.

Attendance

- **Trelawny Court** – 13 customers
- **Veor** – 5 customers
- **Hens Horn Court** – 5 customers
- **Scotts House** – 3 customers



Customers at Veor House enjoyed their coffee morning.

Homeless Service Key Worker XXX, spent the day shadowing the Community Investment Team, and getting to know customers and volunteers.

Other Activities:

Hens Horn Court customers also benefit from groups who rent out the common room, providing activities such as: Knitting Group, Memory Café, Bridge Club, Coffee Morning, Friendship Group, Accordion Band Practice, and Gardeners' Club.

Stay Informed and Have Your Say

Feedback & observations

Volunteer-led activities:

- A common theme at Trelawny, Veor & Hens Horn was the identification by customers that there was more of a community feel at the schemes prior to COVID, but since then it has been difficult to get customers to come together. Customers at these schemes felt that having a someone, such as a volunteer, who could deliver consistent regular weekly activities for customers would help encourage people to come together once again. It was also highlighted that having a volunteer who does not live at the scheme would encourage people who might be from different social circles within the scheme to mix.
- Customers identified that Community Volunteers could assist with: monthly or weekly coffee mornings, Bingo Sessions and games/quiz sessions.



Connection with Coastline:

- Customers at Trelawny identified that their Tenancy Co-ordinator is now hosting monthly meetings which they feel is a positive step and will be beneficial in maintaining a strong link with Coastline as there are feelings of Trelawny being previously neglected or 'forgotten' by Coastline.
- Customers at Veor also commented on the benefit of having monthly meetings with their Tenancy Co-ordinator, but that these were not as well attended as they had hoped but were a good step forward.
- Scott's House has had the lowest attendance at the coffee mornings over the past year. When door knocking there are only ever a small number of customers at home, with only two customers out of 22 flats on our recent visit. Due to the customer demographic at Scott's House we therefore feel there is a reduced need for the introduction of Community Volunteers. The most common theme raised at Scott's House by the customers were regarding repairs, and the lack of communication regarding these, which will be picked up by the new FMA roles with the aim of improving this service area.

Coffee morning/afternoon outcomes:

- **18** customers benefited from the free hand massages on offer.
- **5** customers accessed digital support during the sessions, including help with:
 - ⇒ Applying for a bus pass
 - ⇒ Re-setting their ebay account details & regaining access.
 - ⇒ Organising to see our digital volunteer regularly at their monthly Coastline House sessions.
 - ⇒ Access to emails
 - ⇒ Helping with accessibility functions on mobile
- This was the first time that digital support has been offered as part of the coffee mornings, and it proved popular at all schemes apart from Scott's House. This offer will now be introduced at future CIT organised Coffee Mornings/ Afternoons and could be a potential activity offered by Community Volunteers.



Get Involved and Make an Impact

Homeless Service update—

Tree Planting with the National Trust

In February, Homeless Service customers and our volunteer XXX joined the National Trust tree planting day. The goal was to help towards planting of over 8000 trees to create a new woodland next to Helston. The residents learned about woodland regeneration to help tackle climate change. One team planting over 50 trees in 2 hours! They said there were really proud of what they had achieved and were looking forward to coming back in years to come to see their trees flourish for future generations. The day left residents with a great sense of achievement and we went on to have conversations about other community projects they may like to get involved.



Crenver Grove Woodland

The residents at Cowlins Mill started the Outdoor Survival Skills course. We developed skills to safely build and put out camp fires, leaving no trace. We cooked and enjoyed jacket potatoes around the fire. We spoke about how we were able to relax and connect with nature and everyone said that they would like to do it again.

Five ways to wellbeing

Connect: We spent time talking to one another.

Be active: Clearing a safe area for the fire and collecting firewood.

Take notice: Spent time in nature talking about our surroundings. We left no trace.

Keep learning: Learning from each other about open fire cooking techniques.

Give: Working as a team to produce a meal for all, and sharing ideas within the group.



Closer joint working

Activities and Inclusion Team members have been working closely with Community Investment Team members to maximise synergy across the services offered to customers. This work has included sharing best practice approaches to consultation, methods of Mystery Shopping, the role of co-production, and exploring how best to ensure that Homeless Service customers can have meaningful and accessible input to Customer Voice.

Get Involved and Make an Impact

Homeless Service update—

Beach Clean at Porthtowan

Running since 2018, Cornwall Wildlife Trust's 'Love Your Beach' weekend has become a highlight event of the year, bringing people together from all walks of life across Cornwall's communities to make a difference for our coastal environment.

One sunny Sunday in February, some of our residents and Partner Programme volunteers from Cowlin's Mill, took part in the beach clean at Porthtowan, organised by St Agnes Marine Conservation Group, which was one of many that ran over the weekend across the county. A total of over 35 volunteers took part, collecting over 11.5kg of rubbish!



Volunteer visit to the Eden Project

On Sunday 25th March, we took a group of our Partner Programme volunteers to one of the Eden Projects free Community Open Days, which they have as a way of saying thank you for the invaluable support they receive from the local community and business colleagues across Cornwall and Devon.

The trip enabled volunteers to come together, connect with nature and share ideas with others that they wouldn't usually get to socialise with in their day today volunteering roles. Both gardening and cooking volunteers attended, and took away many ideas with them, having learnt what can be grown in the garden and how to utilise the produce in the kitchen. This knowledge can now be taken forward to enhance the success of projects we run throughout the service.



One Partner Programme volunteer in particular enjoyed the Tropical Dome the most, especially the flowers and little birds that *'ran around like hedgehogs on the ground'*. He liked the smells in the Mediterranean Dome and has taken away many ideas for his own garden. He told us: *'Eden was very interesting as it gave me different ways of doing the garden where I live. Always wanted to visit and going there I was amazed how they combined everything, even nature'*.



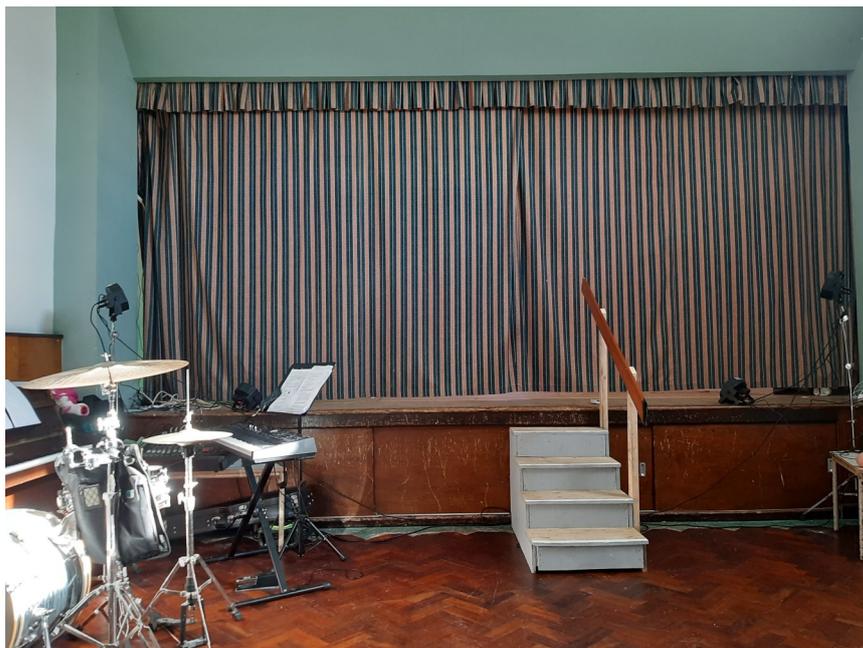
Other attendees told us: *'Lovely day even though weather not good, but enjoyed the whole day'* and *'I don't have a favourite part of Eden, I love it all'*.

Get Involved and Make an Impact

Community Impact Funding

The Community Impact Fund has not received applications this financial year, and consultation has led us to understand that this is partly due to the eligibility criteria restricting access, due to a requirement for applications for larger sums to come from formally constituted Coastline customer groups; many of which have folded since the Covid-19 pandemic lockdowns.

Nonetheless, it is apparent that there are multiple groups and individuals in Coastline communities, some of whom are not Coastline customers, who are committed to enhancing the lives of those living locally.



Recognising the potential to harness this local goodwill, Customer Voice members agreed a pilot of allocating funds to a group who had some, but not entire Coastline customer membership.

In this unique instance, the group's founder was Coastline colleague XXX, who established Players in Troon to create an opportunity for local families, many of whom are Coastline customers, to access local amateur dramatics free of charge.

Reviewing the application for funding for microphones and lighting to put on Players in Troon's first pantomime performance, Customer Voice members told us:

“Having been involved with Theatre for over 20 years I totally agree that the application would be immensely beneficial to the community. It opens up a whole new world of opportunity for everyone involved. They have done a lot of hard work into setting up and getting nearly all of required legal paperwork sorted. As with all such schemes it is a leap of faith one which I agree should be approved because it has many benefits for all involved. I wish them every success.”

“So pleased to have positive request for funding once again. I would agree to giving the full amount required as TROON PLAYERS would benefit the whole community including many Coastline customers. I hope this is a fresh step forward following the dreadful effect Lockdown has had on all communities.”

Following the approval by Customer Voice, the money was awarded. Players in Troon invited the Customer Voice members who had reviewed the application to attend a dress rehearsal, meet the local community members who participate, and see how the funding has had a positive impact on the group's ability to continue to provide free access for participants.



Get Involved and Make an Impact



Community Impact Funding—continued -

Community Navigator, XXX, met the Customer Voice members on a Sunday afternoon to watch the rehearsal, and talk to group members about the impact the group has had in their community.

Following their visit, one Customer Voice member said:

“Thank you XXX and XXX for the invite today. It was lovely to see the children on stage and enjoying themselves. Also good to talk to the Mums – both of whom were happy at the difference being a part of the group has made to their children.

I enjoyed too helping XXX and chatting to the stage crew – like old times! I had forgotten the fun I had in the past being behind the scenes and getting things ready for the actors. Today brought back good memories of past times when my daughters were the age of the children you have in your group.

You are doing a brilliant job and I wish you all the best for the performances and the fulfilment of your hopes for the future of the group.”

Group member feedback:

Parents, whose children take part in Players in Troon told us:

“We love the new equipment—it has made it so much more professional!”

“It’s great that Coastline were able to help and we really appreciate the customer panel saying yes.”

“Last year we found out my daughter had a tumour on her leg. She had to stop everything she loved— she missed out on school, she wasn’t seeing her friends and she completely withdrew.

We have to go to Bristol every three months for further treatment and luckily the tumour was benign but she still has a way to go. This has been perfect for her as it is so close and not too active. This has given her so much, and we feel so lucky and the lighting and rigging have been so great.”

XXX who set up the group, told us: *“There are a lot of children here who couldn’t afford to come if we charged for taking part, so we are glad to have the funding for the equipment to keep costs down.”*

Get Involved and Make an Impact

Community Engagement opportunities—

Colleagues from across Coastline Teams have been collaborating to plan a variety of place-based engagement and consultation opportunities for customers. The Community Investment Team has liaised with partner agencies to ensure that there is presence from a range of services to provide relevant information, advice and guidance, as well as entertainment and goodie bags for children, and the opportunity for adults to chat to Coastline colleagues. Volunteers from across Coastline will be attending alongside colleagues, and we hope that CEC members will be able to come along as well.

Date & Time:	Activity:	Location:
Thursday 4 th April 10am – 2pm	Easter Community Day & Litter Pick	Pengegon Park, Camborne
Tuesday 9 th April 10am – 2pm	Easter Community Day & Litter Pick	Joannies Watch, St Ives
Wednesday 10 th April 10am – 2pm	Neighbourhood Action Day	Manor Road, Morab Road, Pengwarras Road (including back lanes), Camborne
Wednesday 15 th May 10am – 12pm	Community Investment Team Coffee Morning	Trelawny Court, Camborne
Wednesday 15 th May 2pm – 4pm	Community Investment Team Coffee Afternoon	Veor House, Camborne
Wednesday 22 nd May 10am – 12pm	Community Investment Team Coffee Morning	Hens Horn, Helston
Thursday 30 th May 10.30am – 1pm	Half Term Community Day & Litter Pick	Bodmin (exact location to be confirmed)
July (date to be confirmed)	Welcome and Community Engagement Event – new scheme, including over 50s flats	Quintrell Downs, Newquay
Thursday 1 st August 10am – 2pm	Neighbourhood Action Day	Gwel Mor Stray Park, Penforth, Beacon Fields, Camborne
Thursday 1 st August 1:30pm – 3:30pm	Healthy Cornwall Community Event	Strawberry Field, Lanner
Wednesday 7 th August 1pm – 3pm	Afternoon Tea Party	Trelawny Court, Camborne
Thursday 8 th August 1:30pm – 3:30pm	Healthy Cornwall Community Event	Pengegon, Camborne
Wednesday 14 th August 10am – 2pm	Neighbourhood Action Day	Treloweth Road, Tangye Road, Illogan/East Pool
Thursday 15 th August 1:30pm – 3:30pm	Healthy Cornwall Community Event	St Meriadoc Park, Camborne
Tuesday 20 th August 1pm – 3pm	Afternoon Tea Party	Hens Horn Court
Thursday 22 nd August 1:30pm – 3:30pm	Healthy Cornwall Community Event	Hawthorne Close/ Merdoch Close/ Strawberry Fields, Redruth
Tuesday 27 th August	Afternoon Tea Party	Veor House, Camborne
Wednesday 28 th August 10am – 2pm	Neighbourhood Action Day	Gweal Darras, Mabe
Thursday 29 th August 1:30pm – 3:30pm	Healthy Cornwall Community Event	Heartlands, Pool
Tuesday 29 th October 1pm-3:30pm	Community Day & Litter Pick	Ellis Meadow Connor Downs, Hayle
Wednesday 30 th October 10am – 2pm	Neighbourhood Action Day	Montague Avenue, Tresadernes Road, Morla Lane, Pond Lane, Edmund Road, Redruth

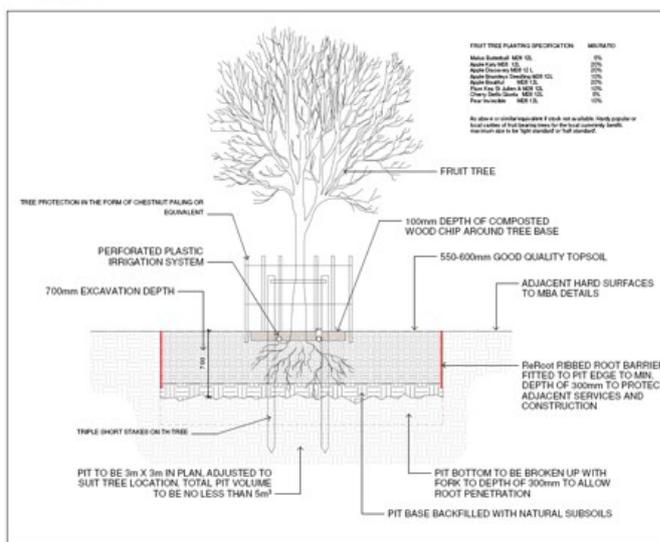
Get Involved and Make an Impact

Customer Group updates:

Customer Development Group —



North Country, Redruth



The Customer Development Group met to hear a presentation by Development Team colleagues about Coastline's biodiversity net gain commitments.

Customers heard that in order to meet our biodiversity net gain targets, Coastline works with planners and stakeholders to design schemes that include:

- ⇒ Public open space
- ⇒ Wildflower, shrub, and tree planting
- ⇒ New Cornish hedging
- ⇒ Ecological corridors
- ⇒ Turfed gardens
- ⇒ Hedgehog holes and highways

They also learned that some schemes also meet the 'Building with Nature' accreditation standard. One example of this is Coastline's Church Road development, which was the first housing scheme in Cornwall to achieve the full Building with Nature award and Coastline's biodiversity net gain scheme.

The following month, group members visited the new build estate in North Country, a week after handover, so that they could see the positive environmental enhancements that had been made, alongside learning about how biodiversity net gain was met by planting offsite in local Coastline communities.

Following the presentation meeting and visit, customers told us that they **"loved the layout of the properties, and the inclusion of bat boxes."** One told us: **"I am so passionate. It was absolutely awesome!"**

Get Involved and Make an Impact

Communication and Consultation—

Members meet monthly, and since January have discussed and reviewed various documents, with their feedback given to the relevant managers and team members, to be included in final drafts of:

- **What topics customers want to see covered in CoastLines magazine's spring issue:**

- successes in Coastline's apprenticeship scheme
- the change from copper wires to fibre and how this will affect customers
- Cornwall Council's plans about recycling and waste management
- how Coastline addresses issues with parking in neighborhoods
- the locations of planned Neighbourhood Action Days
- wild flowering and Coastline's environmental commitments
- an update on Coastline's Board membership

- **Customer letters—tone and content**

- booking in Stock Condition Surveys
- booking in kitchen replacements

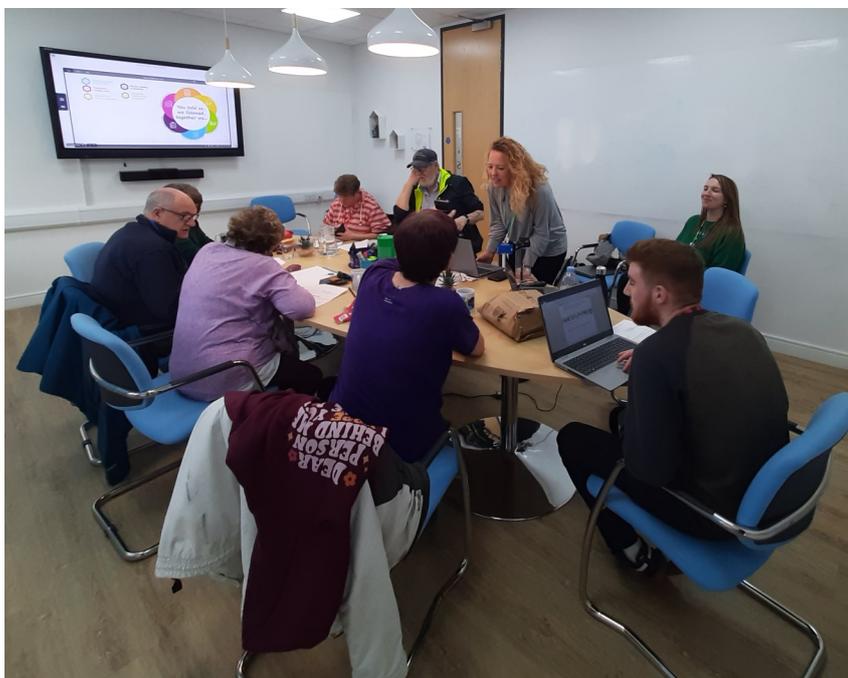
- **Customer Information Guides**

- How to look after your new kitchen
- What to expect when your kitchen refurbishment is due
- Customer Guide about Permissions/alterations/improvements

- **Customer facing policies due for review**

- Permissions Policy
- Complaints Policy

Customer feedback is incorporated into final documents prior to circulation, and increasingly the content brought to the meetings is requested by customers themselves, based on their experience. For example, the next couple of meetings will include a review of the rent increase letter, and a letter relating to service charges regarding carpet and fire door replacements. Coastline colleagues are also increasingly aware of the value of the Group's oversight of customer-facing documents, and a culture is forming in which teams are approaching the Community Investment Team to request a slot on the agenda.



Get Involved and Make an Impact

Voids Inspectors—

Voids Inspectors quality check Coastline against our Voids Standard and suggest improvements. This ensures that customer oversight plays a central role to the condition that homes are re-let in. At the quarterly Customer Void Inspector meeting, customers raised their concerns regarding Coastline's communication around disposals – a suggestion was put forward to include an article in the next CoastLines magazine issue, and the Void Supervisor has arranged for Voids Inspectors to be invited to attend disposal visits going forward.

Inspectors commented that they have found the void visits a very positive experience, and have found the Voids Team very knowledgeable, understanding and empathetic when undertaking their visits.

Now that the Void Inspector role will be recognised as a formal volunteer role, the Volunteer Manager has sent a volunteer role profile to the group to feedback on. A finalised version of the role profile will be provided at the upcoming training session, along with necessary PPE to enable them to carry out their role safely (e.g. Hi Vis Tabards).

Customer Environmental Action Group—

Members met this quarter and received a presentation from XXX (Head of Innovation, Sustainability and Procurement) about the use of data and sensors in housing for supporting healthy living, cost effectiveness and environmental benefits. Alongside finding out more about what Coastline's priorities are, the group remain keen to continue to have regular features in CoastLines magazine, to share top tips and ideas with other customers, so that collective small changes will have a big, positive impact on the environment.



Complaints Mentors—

The Governance, Risk & Assurance Team have recently reviewed the Complaint Mentor scheme - utilising feedback from mentors who have recently left their roles and consulting current mentors via a workshop held in February 2024. As a result of this review, a Complaint Mentor Framework has been created to ensure that both Complaint Mentors and complainants are clear on the purpose & boundaries of the mentor's role. Complaint Mentors will now be inducted as formal volunteers and will be under the umbrella of support provided by the IIV accredited Volunteer Scheme. A training session being held on the 13th March will ensure all Complaint Mentors have the training, support and equipment to undertake their role. Whilst undertaking the review, customers have continued to be offered a mentor with one customer taking up this offer in quarter four.

New Residents' Association launches!

Hens Horn Court's new Residents' Association held their first formal meeting in March. They had previously noted that access to a laptop would be beneficial for managing the administrative tasks associated with running the Committee. Head of Housing, XXX, spoke to the IT Team at Coastline, who put him in touch with Duchy Pro Solutions. XXX, from Duchy Pro Solutions kindly donated two laptops, along with a wireless keyboard and blue tooth mouse, plus all the software the group will need.

The customers were really grateful for the donation, and are looking forward to learning how to use their new kit.



Help Us Decide

Customer Voice meeting

In March, Customer Voice held their first quarterly meeting of 2024.

XXX (CEC Chair) attended the meeting to give updates about the progress against the current scrutiny review recommendations and any updates in delays in delivery.

She also raised that CEC recommends that Customer Voice undertake a scrutiny review

into how Coastline respond to anti-social behaviour (ASB), following the TSM survey results

last year. Customer Voice members last conducted a review into ASB over five years ago, when the Customer Scrutiny Committee was in existence and before Customer Voice formed. The group agreed that the previous review had been focused on internal processes, and that this year's review could consider the customer experience.

Customer Voice now comprises **Customer Group Leads**, and this was their first meeting in their new roles.

- **Customer Voice Lead**—vacant at present, until the group membership increases and diversifies
- **Voids Inspectors Leads**—XXX and XXX
- **Complaints Mentor Lead**—XXX
- **Environmental Group Leads**— currently vacant—focusing on growing membership
- **Development Group Leads**— XXX and XXX
- **Customer Communication and Consultation Group Leads**—XXX and XXX

Future Customer Voice meetings will include updates from the Group Leads, to share customer priorities within the groups, and also to provide updates on scrutiny review progress.

Customer Voice agreed that scrutiny review topics for 2024 will be:

- Anti-social behaviour scrutiny (customer satisfaction with handling of concerns)
- OK Each Day scrutiny (following Mystery Shop, to explore options and make recommendations for different systems)
- Communications relating to repairs (following our internal Repairs Review)
- Voids Process – Mystery Shop to speak to customers who have moved in about their experiences

Community Impact Funding

The group also agreed that the Community Impact Funding criteria can be extended to enable non-customers who can demonstrate the benefit of their activities to Coastline communities to apply. Increasingly we are receiving funding applications from groups and individuals who are passionate about affecting positive change within Coastline communities, but who are not formally constituted groups who are fully comprised of Coastline customers. To enable these groups to contribute to Coastline communities, Customer Voice will work with the Community Investment Team to rewrite the eligibility criteria, and checks and balances to ensure that the finances are well managed.

Customer Voice members were engaged in discussions about:

- The upcoming chance to co-produce a Community Investment Framework
- The opportunity to join the Housing Ombudsman's Resident Panel
- Invitations to take part in community events that are planned across Coastline communities throughout the year, with a view to encourage customers to get involved in Customer Groups and consultation opportunities.



Customer
Voice

Help Us Decide

Scrutiny Reviews—

Current reviews:

Scrutiny Topic:	Update:
Gestures of Goodwill Mystery Shop	<p>Customer Voice members have completed a Mystery Shop into the Gestures of Goodwill process. Please see Appendix A for their findings and Appendix B for their recommendations and Coastline’s management responses. Moving forwards, CEC will oversee the delivery against these recommendations, and feedback to Customer Voice when the Chair attends their quarterly meetings, as per the existing scrutiny recommendations that are currently being delivered.</p>
OK Each Day (OKED) Mystery Shop	<p>Customer Voice members involved in the OK Each Day Mystery Shop have collated their findings, and made suggestions for improvements to XXX (Head of Housing):</p> <ul style="list-style-type: none">• Look into alternative systems, that might be cheaper or more cost effective• Consider a system that could be rolled out to younger people as well – something more inclusive• Consider how we would find people who are ill or have fallen if OKED don’t notify us – create a process to ensure this is covered off• If keeping OKED – most people didn’t understand the provision and the costs, so communication is an issue• Do away with OKED and replace with FMA in-person visits, and information about offer LifeLine/Alexa/etc if people want more than that• Consider LifeLine – this would work the best <p>Following the March Customer Voice meeting, it was agreed that members will re-group to work with Coastline colleagues on a more in-depth scrutiny review of the OK Each Day system, and take part in the decision making about alternative options for customers. Their conclusions will contribute to the Tenancy Management Team’s work package focusing on OK Each Day, and will ensure that decisions represent customer priorities.</p>
Voids Mystery Shop	<p>Due to a bereavement in the Voids Team, the Voids Inspectors have stood down for a period of time. Coastline colleagues communicated this sad news in person, and will let the Voids Inspectors know when a memorial will be held, so that they can pay their respects.</p> <p>Once the Group starts up with inspections again, work will also begin on launching a</p>

Updates from all scrutiny reviews and Mystery Shops will continue to be shared through CEC reports as they are completed.

Help Us Decide

Scrutiny Reviews—

Current reviews:

Topic:	Updates:
Blue Flame Scrutiny review	<p>One of the Blue Flame scrutiny review recommendations was a review of the letters customers receive when appointments are booked. The rationale was that access rates may improve if the initial letter has the reference to court action removed, and includes a section on support that is available for customers experiencing vulnerabilities.</p> <p>Blue Flame sent a message to customers to say:</p> <p><i>I have now completed my review of the letters setting out Coastline’s three-stage approach for gas access. I have pleasure in attaching copies of the revised drafts for your comments and approval.</i></p> <p><i>As you will see, I have softened the tone of Letter One and removed the reference to court proceedings. Conversely, I have hardened the wording of Letter Two somewhat, taking the view that an element of refusal has been established by that stage and it will be preferable to ‘nip it in the bud’. Letter Three then makes it clear that time is up.</i></p> <p><i>I have allowed for the possibility of issues arising under the Equalities Act by inviting the tenant to make contact to discuss any mobility or other difficulties that might make giving access a potential problem.</i></p> <p>Customer feedback following a review of the new three-stage letter approach included:</p> <p><i>“Having received and read the amended letters—WOW, what a difference wording makes. A big improvement. Each letter is clear and none threatening, stating the reason for the visit and stressing the need to visit the property. I think it would be difficult for a tenant to refuse access on receipt of any of these requests as support from Coastline is offered in each letter. The response from Blue Flame to our observations is very much appreciated.”</i></p>
Diversity and Representativeness of Involvement and Engagement Scrutiny Review	<p>Coastline colleagues are responding to work package targets relating to improving the equality, diversity and inclusion data that we hold, to enable our community engagement plans to be evidence based and informed by customer demographics. This work will incorporate the spring TSM survey findings.</p> <p>Meanwhile, the Community Investment Team are:</p> <ul style="list-style-type: none">• Inviting Customer Voice members to co-produce a Community Investment Framework• Planning community based events and activities, across a wide geography, in recognition that the scrutiny review highlighted the need for a broader geographic spread of engagement activities• Analysing data provided by the Operation Risk & Performance Team regarding customers aged 21–34 in order to plan in bespoke and targeted engagement.

Volunteer Annual Statement

We have just launched our Volunteer Annual Statement, which showcases all of the achievements of our volunteers in 2023—2024, and demonstrates what a positive impact the Volunteer Scheme for Coastline customers, across Coastline communities.



2023 was an especially important year for the Volunteer Scheme, as we celebrated 10 years of volunteering at Coastline, and were awarded our Investing in Volunteers re-accreditation.



Investing in Volunteer (liV) Re-accreditation

We are extremely proud to have renewed our Investing in Volunteers accreditation for a third time! It demonstrates our continued commitment to the involvement of volunteers within the organisation, and provides standards which we can benchmark ourselves against, ensuring our volunteers are valued and supported. This has been essential as the volunteer scheme has grown over the past 10 years, guaranteeing best practice is maintained and the volunteer experience a positive one. The impact of our liV status and volunteer scheme ethos is that we have a **50** strong volunteer team, who in a recent survey (Sept 2023) highlighted a **100% satisfaction rate** and who are dedicated to helping meet the changing needs of Coastline customers.

More information regarding the liV standards can be found on pages 17.



Please see [Coastline Volunteer Annual Statement 2023 - 2024.pdf \(coastlinehousing.co.uk\)](https://coastlinehousing.co.uk) for the full Volunteer Annual Statement.