



# Customer Experience Committee Report

## January 2023

An update from the Coastline Conversation - hearing the Customer Voice and Community Engagement updates

- Recommendations:**
- To note the contents of the report
  - Appendix A: Condensation, Damp and Mould Mystery Shop—one year on
  - Appendix B: Building Futures Case Study

### Customer Voice updates:

**Membership and Recruitment** — new members XXX and XXX have joined the Customer Voice group.

Following the Voice of the Customer Audit, it has been agreed that a target membership of 20 members is more realistic and sustainable. In line with the wider Coastline Conversation, we have an additional bank of customers who are keen to be involved in ad hoc involvement relating to scrutiny reviews, such as conducting Mystery Shops.

The Volunteer Manager has re-worked the target recruitment data to ensure that the group continues to strive for demographically representative membership.

A customer sub-group is focussing a scrutiny review on the Representativeness and Diversity of Involvement and Engagement, and their findings and recommendations upon completion will influence future Connect With Us opportunities.



**Currently the group does not currently have membership from the following areas:**

⇒ <b>Tenure:</b> Affordable rent Freehold & Leasehold Homeless Support	⇒ <b>Location</b> Hayle, St Ives & Penzance North Cornwall	⇒ <b>Gender</b> Other	⇒ <b>Age</b> Under 35s 46—55
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**All areas of economic status (working, retired, job seeker, unable to work, other) are represented within the group.**

A meeting is scheduled with Homeless Service colleagues to agree a clear means for customers who access support there to feed into the Customer Voice group. We now have representation from Miners Court within the group.

- Customer Voice members have been consulted on proposed quarterly meeting dates for 2023, to ensure a range of days and times are available, to increase accessibility.
- Customer Voice members will be asked to support the Community Investment Manager with recruitment to the vacant Community Navigator post when shortlisting is completed in early 2023, so that they can have a direct impact on the decisions made about which candidate to appoint.
- Customer Voice members have expressed an interest in shadowing CEC meetings, and this will be arranged with the CEC Chair in 2023.

## Scrutiny Reviews—

### Current reviews:

Scrutiny Topic:	Update:
<b>Diversity and representativeness of involvement and engagement</b>	<p>The sub-group has formed and held two meetings to date to determine the scope and direction of the review. They have been provided with associated strategies, data, and context by colleagues to inform their initial decision making.</p> 
<b>Communication about repairs</b>	<p>A sub-group has formed and have met with Head of Housing and Customer Voice &amp; Experience Manager to scope out the review and understand how it will align with the ongoing Repairs Review. Follow up meetings have been planned for the group to consider initial lines of inquiry:</p> <ol style="list-style-type: none"><li>1. How easy is it to phone in and report a repair?</li><li>2. What communication would be preferable over the lifetime of a repair? How much communication is too much?</li><li>3. How are customers who cannot use technology supported?</li><li>4. Is there clarity regarding what customers can expect by tenure?</li><li>5. Feedback on phone scripts</li></ol> <p>As the scrutiny review progresses, the area of focus will be honed.</p>

## Completed Reviews—

### Parks Scrutiny—

The scrutiny review that led to the improvements at St Meriadoc Park has led to the opportunity for ongoing community engagement in the area. 2023 will see Customer Voice members and the Community Investment Team progress the following items based on customer consultation which took place via door knocking, at events, and digitally:

- ⇒ Increase the number and spread of wildflower areas
- ⇒ Thicken the native hedging
- ⇒ Provide and display more information about the rationale and benefits of re-wilding
- ⇒ Continue to liaise with the Grounds Maintenance Team regarding mowing schedules, including at Bospowis Flats



## Condensation, Damp and Mould scrutiny - completed recommendations:

Recommendation:	Update:
<p>Conduct a thorough review of existing communication regarding damp and mould, and share findings with Customer Voice.</p>	<p>The Mystery Shop has taken place and findings are available in appendix A. Alongside this, customers have attended a meeting with Head of Innovation, Sustainability and Procurement, to update them on the Ombudsman Code, Coastline’s plan regarding this, and an opportunity to ask questions and give feedback.</p>
<p>Create a campaign to raise awareness about health risks associated with damp and mould, the cause and impact of damp and mould on the home and how to reduce this, and to de-stigmatise reporting damp and mould. Promote the new approach which includes a surveyor visit, rather than automatically receiving a mould kit. Include clear instructions on how to report damp or mould. Ensure communication is inclusive and accessible to all customers.</p>	<p>Customer Voice members and Great Homes and Great Services members are nearing completion of a ten-week film-making course to create a social media campaign to report issues with damp and mould, and maximise the benefits of appropriate use of heating and ventilation. Customer Voice have been supplied with the recently updated Ventilation Policy.</p> <div style="display: flex; justify-content: space-around;">   </div>
<p><b>Below updates from Head of Innovation, Sustainability and Procurement</b></p>	
<p>Continue to review the standard of work and customer satisfaction completed by Mouldex (and associated contractors) to ensure that it meets customer expectations.</p>	<p>Mouldex now complete a follow-up visit six weeks after work completion to confirm the intervention has been successful.</p> <p>A volunteer completes customer calls post repair work to review satisfaction.</p>
<p>Involve customers in consultation about the procurement and placement of fans in Coastline homes.</p>	<p>Procurement will commence April 2023 – customer workshop so they can see the different types of fans. (Advantage South West.)</p>
<p>Roll out sensors more widely to better understand how customers interact with their homes, and to help customers to understand how they can make positive changes.</p> 	<ul style="list-style-type: none"> <li>• Ongoing – hygrometers are being offered when visits take place. The Community Investment Team can be provided with some to hand out as well.</li> <li>• Smartline information used to identify homes with potential mould issues.</li> <li>• Radon sensors have been removed from homes and are being repurposed to other buildings (HMOs) to monitor internal environment.</li> <li>• Carnego are working on Miners Court indoor environmental monitoring and Social Housing Decarbonisation Fund bid.</li> <li>• Further discussions continue with AICO, Homelink and Ver Facil to establish wider property monitoring project to commence 2023.</li> </ul>
<p>A Mystery Shop is to be conducted in 6 months’ time so that customers are involved in ensuring high quality service is delivered, and that the self-serving information is possible in a range of ways.</p>	<p>Given the passage of time since the new reporting process was established, it is now embedded. Rather than Mystery Shopping or interviewing colleagues in CAT about changes to reporting, the group received an update from a Customer Voice member and Coastline colleagues about how the reporting of damp and mould is managed.</p> <p><b>Update from Head of Innovation, Sustainability and Procurement :</b> Mould surveys handed over to new CAT Manager following changes in existing role. Surveys reduced temporarily while contractor increases capacity.</p>

## Scrutiny Reviews—

Customer Voice have lots of scrutiny topics lined up for 2023, and an update on progress/planning are below:

Topic:	Updates:
<b>Un-pooling of service charges</b>	Customer Voice received information from CEC member XXX regarding the prospect of a scrutiny review relating to Service Charges, particularly in relation to allocations associated with communal cleaning, grounds and environmental maintenance, and communication. The group agreed they do not have capacity at present but will add the topic to a long-list, and in the interim will be provided with the FAQ document.
<b>Goodwill Gestures linked to the Complaints Process</b>	XXX is due to attend the first Customer Voice meeting of 2023, to discuss changes to the Complaints Policy, the recent Complaints Mentor support that has been provided, and the new CRM process relating to Goodwill Gestures. The method of assessing the changes via a Mystery Shop will then be agreed and planned in with Customer Voice.
<b>Community Standard Inspections</b>	Currently waiting for customers to indicate interest in attending.
<b>Development &amp; Sales—communication and defects</b>	The Development Team have launched their Customer Group, and once this is established, the Community Investment Team will work with those members to scope out any areas for scrutiny review relating to communication or defects. This will take place once members feel they have a good grasp of the wider context and working practices of the team.
<b>Condensation, Damp and Mould—recommendation follow up</b>	A Mystery Shop has been completed to ascertain whether the recommendations relating to improvements to Coastline’s communication have been made appropriately. Please see appendix A for the Customer Voice members’ feedback on this.
<b>Online Lettings Mystery Shop follow up</b>	Review of the Lettings Guide following Mystery Shop recommendations to include more visuals/icons/images.—this is delayed following changes in the Lettings Team management, and will be picked up in 2023.
<b>Development Group</b>	First meeting is planned for February 2023. A poster and involvement information leaflet have been created by the Community Investment Team, to promote involvement more widely than the Customer Voice group. The Development Group findings will feature in future CEC reports.
<b>Home Hunt—user friendliness</b>	This has been delayed due to reduced capacity by the Lettings Team to support a Mystery Shop at present, but will be looked into in 2023.
<b>Website review</b>	Customer Voice will be invited to a focus group to feedback on how user friendly the website is, once the design phase has incorporated clickable links. This will take place in 2023.
<b>Improvement Planning</b>	Customer Voice members will be invited to attend a Focus Group on Improvement Planning as a result of the Business Benchmarking Annual Perception survey findings, to contribute to future plans.

## Consultation opportunities—

Customer Voice members have been involved in consultation and giving feedback in a wide range of areas:

**Voids Process**—the process was outlined at the Customer Voice meeting, and examples of the increased efficiencies were shared, including an increase in pre-voids meetings with customers to agree what needs to be completed prior to returning keys.

It was noted that customer involvement hadn't been re-established since Covid led to restrictions, and it was agreed with members that re-launching the use of customer completed surveys in Voids inspections will be beneficial. The group agreed to have geographically designated areas of responsibility, and can be available to be called on to inspect properties once voids works and cleaning are completed, and before they are re-let.

XXX also invited them to view properties at earlier stages of the voids process, to gain a thorough overview of the works undertaken. The group requested training in early 2023, to prepare them to undertake inspections and will co-create a checklist to complete when conducting their reviews.



**Voice of the Customer Audit**— Customer Voice members were updated on the findings of the Voice of the Customer Audit. They were told that top marks had been awarded in terms of ratings against targets we have set ourselves at Coastline. Suggestions for ongoing improvement include:

- ⇒ Continued diversification, and associated support to achieve this, such as hosting meetings at different times of day/days of the week
- ⇒ Recognising Customer Voice as the conduit for all customer involvement and engagement and as a channel for information to reach CEC; seeing the wider target of 60 customer members to represent the Coastline Conversation, and ensuring that the most closely involved, ie: Customer Voice, remain representative and diverse through targeted recruitment.
- ⇒ The audit findings also noted how positive the Trust Charter and Coastline's role as Together With Tenants Ambassadors role is
- ⇒ The role of involvement and engagement in communities was discussed, and it was noted that Customer Voice members had engaged in events this summer. A goal for next year is for Customer Voice to then write up the feedback they receive from communities, and report it back at Customer Voice meetings, to be recorded in CEC reports, thus broadening the scope of customer voices captured.



**Tenant Satisfaction Measures**— Customer Voice have been working with colleagues to ensure that the transition to measuring TSMs won't detract from the hard work that was put into creating and embedding the Trust Charter and associated Customer Pledges. Discussions were held about using the Regulator's terminology and coding for Key Performance Indicators, for clarity when reporting, but also retaining the core elements of the Trust Charter, and linked working practices. For example, in the Trust Charter, the theme of Quality refers to the state of repair of homes as well as community development and engagement opportunities. Under the TSMs, these topics will be separated, and the latter categorised under 'Taking Care of Your Neighbourhood'. Similarly, Accountability, Communication, Voice and Influence, will be captured under 'Respect and Listen to You.' Once the work on this has been finalised, the Customer Voice members will be invited to review the documents, and ensure that the language and tone reflect that of the Trust Charter in terms of customer accessibility. Customers reported being reassured that the new processes would retain the rigor and customer involvement of the Trust Charter commitments.

The group were also updated on the new approach that will be taken to gathering data to report, including the move away from the Institute of Customer Service Survey. They also heard about the imminent new Consumer Standards, which will include updates on condensation, damp and mould. A specific meeting about the Consumer Standards will be held in 2023.



## Quarterly Communications and Consultation meeting—

Customer Voice members and other involved customers attended the quarterly Communication and Consultation meeting.

Topics covered and feedback given:

- **External Painting**

XXX spoke to the group about proposals to use white external paint for first time external painting on existing stock, to refresh properties, improve their aesthetic, and reduce issues associated with water ingress seen in concrete chip covered homes.

The group heard about the benefit of white paint in reducing the time to create a join line for different colours; the prospect of a wash down cycle enhancing the paint life to a full ten years before a re-paint is required; the reduction in water ingress through use of paint on concrete chip, as opposed to leaving it unpainted; and the potential for customers to then select coloured paint in future when further refreshing is required. They heard that the current colour palette that is offered has been unchanged for 20 years, and that white paint wears no worse than any of the colours currently in use.

Customers unanimously agreed with this approach, and noted that although this removed choice from customers, this was a cost-effective method, and that further conversations are to be had in future about the choice then offered for colours when a further re-paint is required. The before and after photos will be brought to the next meeting, once work is completed at Penberthy Road. The group will also be consulted on internal refresh processes; at present these are agreed with customers within blocks that are due work, but a Customer Voice overview will be sought, through looking at before and after photos of Matela Close.

- **Home User Guide**

Information about eco-friendly heating; heat pumps; winter lawn care; green travel; New Build heating solution purchasers

Customers reviewed the draft guide and associated documents made suggestions about amendments, such as advice for customers without a smartphone, the inclusion of images, and the need for cost-effective information, advice and guidance about green options. This will be fed back to the Development Team to be included in the final version for distribution with new customers.

- **Customer Guides**

Radon Sump Customer Guide  
EICR Testing Customer Guide

Customers reviewed the guides, noting the consistency of format which had been improved as a result of their feedback at their last quarterly meeting. Their comments and feedback will be shared with Project Surveyors to be incorporated into the final versions.

- **Environmental Champions:**

The group was asked to discuss the potential of having an Environmental Champion Customer/Volunteer as there are colleagues who undertake this role, so a customer perspective would be appreciated. The colleague group meets monthly to discuss ideas and suggestions, and there was resounding support for customer involvement in this. Customers agreed that rather than a customer rep to join this group they would like to:

- Establish a Green Action group of customers
- Meet quarterly
- Invite colleague champions to attend their meetings/vice versa to collaborate



### Radon Sump Customer Guidance

The image shows the cover of a 'Radon Sump Customer Guidance' document. It features a list of bullet points under various headings such as 'What will your radon sump do?', 'Who is responsible for your radon sump?', 'Why does a radon sump need to be installed?', 'What should I do if my radon sump stops working correctly or if I think there is a problem?', and 'What can't I do with my radon sump?'. There is also a small photograph of a radon sump unit installed on a wall. At the bottom, there is contact information for Coastline, including an email address (customer.service@coastlinehousing.co.uk), a telephone number (01209 290200), and a QR code. Logos for Apple Store, Google Play, and Amazon are also present.



# Quarterly Communications and Consultation meeting— continued...

## • Fire Safety

Customers responded to questions from the Safety Services Manager relating to fire safety. They viewed The Social Sector (Building Safety) Engagement Best Practice Group: Final Report (March 2021) for context, and completed questionnaires that Stockport Homes used to test ways to ensure customers' voices are heard and understood to share national fire safety policy.

They responded to the following:

**1: Information and Understanding** - Explore the most effective way to provide fire safety information to social residents and how they recall and understand key messages.

- ⇒ fire safety infographic by letter;
- ⇒ email ;
- ⇒ or poster as the most effective in improving resident's awareness, understanding and recollection of fire safety information; and
- ⇒ whom residents trusted to provide the message.

### They responded:

Posters are a preference, and questions were raised about promoting fire safety to general needs customers, especially those with vulnerabilities who do not live in blocks, and live independently. They suggested engaging with the fire service to provide talks within communities, to encourage parents to make escape plans with children, so that families are prepared in the event of a fire. They suggested posters to be put on the inside of external doors in flats with stay put policies, reminding people of the process (eg: use a towel at the base of the door), and that fire drills ought to take place in blocks of flats with customers involvement. They were complimentary of existing information in a block of flats known to them, describing it as succinct, clear, and in visible places. They also felt information would be well received via a video, which would increase reach and would be an engaging way to remain informed.

We have agreed a meeting with Safety Services Manager to plan in actions in response to these suggestions.



**2: Landlord and Residents Responsibilities** - Identifying the most successful ways to gain access to residents' home in order to carry out fire safety work, including the specific concern of engaging with residents who are harder to reach and engage with, with a focus on vulnerable residents, in particular residents in social housing that hoard.

**Customers queried:** the possibility of Coastline providing fire blankets, and whether we ought to be encouraging people to tackle fires, rather than simply vacate, as well as the cost implications. It was suggested that a fire blanket could be included in the welcome pack at move in.



Again, the topic of upskilling via Fire Brigade visits was discussed, to ensure that the most vulnerable have feasible and achievable evacuation plans in place. It was considered whether a leaflet might be effective in achieving this, a 'what would you do if...?' to encourage customers to consider their plans.

**3: Action to Take in the Event of a Fire** - Testing social residents' likely adherence to evacuation guidance and to what extent this might be improved by the provision of written guides or animated videos, which has the greatest impact on residents understanding, trust and recall of information about action to take if there is a fire in their building?



Of the eight people present, only two noted that they would adhere to stay put procedures. Of note is that both live in blocks with a stay put procedure in place, and both understood what was required of them and what they could expect in the event of a fire. There was discussion about how the Grenfell tragedy had impacted people's sense of trust in the policy. All agreed more information and reassurance about the practicalities would be beneficial; ie: only one was aware of how fire doors work to expand to fill the space. They also noted the need to educate about the role of expanding foam in fire doors' efficacy, and the associated need to report any damage.



**A specific Fire Safety meeting will be held with customers in 2023, to make an action plan about communication and engaging the fire brigade.**

## Outcomes of engagement opportunities:

### Feedback on engagement this quarter:

#### Meet the Regulator Event—hosted by Brighter Places and Placeshapers

Customers were given the opportunity to attend a Meet The Regulator event in Bristol. Unfortunately it had to be rescheduled due to train strikes, meaning only one Customer Voice member could attend in the end.

Reflecting on the experience, XXX CEC member told us:

*“I went to meet the Regulator on the 28<sup>th</sup> October 2022. I wasn’t sure what to expect, but was excited to find out.*

*I met involved residents from Brighter Places, BCHA, Teign Housing and Alliance; all are Devon, Somerset, Avon and Dorset, then there was me from Cornwall.*

*The presentation was by Angela and Fleur did the workshop – Reshaping Consumer Regulation Activity. The people there worked in 5 different groups and each group was asked to pick a theme within the new Consumer Standards.*

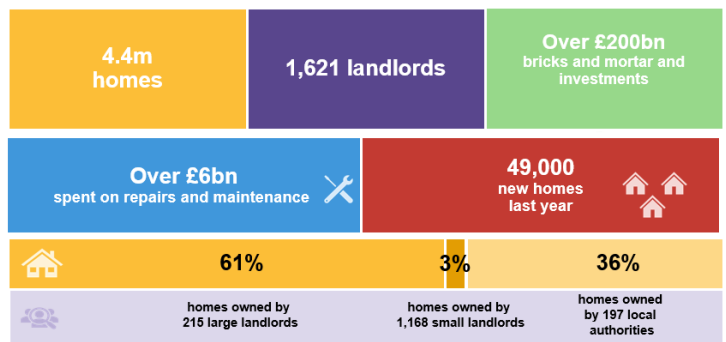
*The group I was part of looked at ‘Quality’, what is ‘Good’ and ‘Bad’. The Regulator also wanted us to answer – **How do your landlords check with tenants? How does the Regulator check on the Landlords?** Considering each group looked at the same topic, each group gave different feedback and responses. It was really interesting to take part.”*

During her visit, our CEC member met the Customer Engagement Co-ordinator at Alliance Homes and passed on her details to the Community Investment Manager. They have since had a virtual meeting where it was agreed that:

- ⇒ In our role as Ambassadors, Coastline could support as Alliance take up Together with Tenants, in terms of providing examples of work to date, processes, good news stories, what has worked well and what has been challenging
- ⇒ A meeting will be held online in 2023, for Customer Voice members to meet Alliance Homes’ new customer panel, to discuss the role of scrutiny, involvement and engagement, and the Tenant Satisfaction measures.



### Social housing by the numbers



3 | Regulator of Social Housing | 2021

Tenant satisfaction measures that will help you and us hold landlords to account





## Residents' Design Conference 2022—

Following the success of dialling into Plymouth Community Homes' annual event last year, Coastline co-hosted the 2022 event, which meant that customers from PCH could join in person, as could Coastline customers. The event was also made available to other providers' customers online. Next year we will consider facilitating in-person attendance from other providers, following the popularity of this year's event. Members of the senior leadership and Executive Team were invited to spend time with customers, and Coastline hosted a speaker from Planet A to talk about energy efficiency.

Plymouth Community Homes launched the conference by discussing the importance of climate change and reiterated that this year's topics of energy efficiency and the cost of construction were topical, as well as the cost of living crisis. On this topic, customers responded that their main concerns at present relate to heating and affording food. Customer satisfaction was the next topic, with defects, noise, and feeling safe noted as the main customer priorities.

Coastline then presented a section on energy efficiency, with Planet A representatives, who discussed how customers can use and save energy in their homes. Planet A's presentation linked environmental concerns relating to greenhouse gas emissions with the current energy crisis. Topics such as heat loss and insulation, and the move away from gas and oil to ground source heat pumps were covered.

### Customers asked:

***"I live in a flat. Is heat loss the same through my walls as it would be for a house? The woman who lives below heats her flat, so I don't get any condensation."***

⇒ Planet A representatives explained that their data related mostly to houses rather than flats.

***"How would a heat pump help in a tower block?"***

⇒ Planet A representatives explained that a centralised heat pump and plant room is a common solution, and hot water is then distributed around the building.

***"How effective would a heat pump be in a house that is 75 years old?"***

⇒ Planet A representatives explained that this depends on how the house is built, what insulation it has, and what the overall efficiency is. It is important that a building's fabric is improved before a heat pump is installed, as a heat pump will have to work harder and therefore cost more, to be of benefit in an older property.

***"How can an air source heat pump be protected against vandalism if it is placed outside?"***

⇒ Planet A representatives explained that they can have cages installed around them. Coastline's Head of Innovation, Sustainability and Procurement noted that so far, Coastline have had no issues with vandalism, and corrosion seems to be more of an issue. Peter Keen noted that they can also be wall mounted, so out of reach of vandalism.

***"What additional costs would customers' incur for the installation of a ground or air source heat pump?"***

⇒ Head of Innovation, Sustainability and Procurement noted that asset replacements are part of Coastline's business plan, so do not have cost implications. Chris Weston added that Coastline are typically installing heat pumps when boilers are due to be replaced so the service charges would be minimal.

The conference then focused on energy providers, with Octopus highlighted as being a company which can provide 100% renewable energy, with excellent customer deals and that they promote energy efficiency among their customer base.

Plymouth Community Homes and Coastline then split off to complete feedback exercises ranking which appliances were most important to them, with a hypothetical budget of £1650. They discussed external sockets, external taps, TV aerials, lockable sheds, vinyl flooring and shave sockets.

Finally, the conference turned to the challenge of the cost of construction. Randall Simmons' (who completed work at Chi Winder) presentation commented on inflationary challenges and how construction costs have increased significantly more than general inflation due to building regulations, environmental standards, space standards, supply chain constraints, and contractors' overheads. Attendees heard about the Future Homes Standard (2025) and predictions that ground and air source heat pump installation will replace gas boilers.

We will review customer feedback about the event, to ensure that next year's will be as well attended and received.

## Kitchens and Bathrooms event

Following their involvement in the Kitchens and Bathrooms focus group, two Coastline customers joined colleagues to attend a consultation event near Exeter to provide feedback on future designs.

Unfortunately, the bathrooms displays were unavailable, but a range of kitchens and components were viewed with scoring and comments provided on each. This feedback will be used to help identify the kitchens Coastline will use for future kitchen replacements.

The Asset and Facilities Manager, said "It was fantastic to have the customers involved in the consultation and provide their input on a key element of every customers home"



## Development Group

Following their attendance at the July Customer Voice meeting, the Development Team have finalised plans for launching a new customer group, which will begin work with colleagues in 2023. Their first project will be to review a completed scheme (Church Road, Illogan) as the former customer Design Review Panel were involved in this scheme historically.

Members of the group will:

- Conduct post-completion reviews of schemes, covering:
  - ⇒ Internal layout – kitchen sizes, storage, open plan lounge/kitchen/diner
  - ⇒ External layout – parking, gardens,
  - ⇒ General layout of the scheme
  - ⇒ Heating types
  - ⇒ Any special features.
- Have feedback incorporated into future designs
- Undertake site visits
  - ⇒ Attend a site meeting
  - ⇒ Join site walkabouts during construction and completion
- Attend Development Consultation and Approval meetings where developments are presented to the wider business at Coastline
- Look at high level review (location, numbers, housing need, any other considerations)

## CUSTOMER DEVELOPMENT GROUP



Review completed schemes



Influence plans



Suggest features

HAVE YOUR SAY!

### What's involved?

Join other Coastline customers to meet with our Development Team to have an influence on future new build schemes.

Learn about the design and planning process and have a say about how we can continue to create environmentally sustainable, thriving, modern communities for Coastline customers to enjoy for years to come.

### What will the group do?

- Attend post-completion reviews of new build schemes, including:
  - internal layout
  - general scheme layout
  - heating types
  - special features
- Give feedback which will be incorporated into future plans
- Site visits including walkabouts and attending site meetings
- Attend Coastline's Development Consultation and Approval meetings

### What skills do you need?

- Constructive communication skills
- Enthusiasm to give views on future designs
- Keenness to learn how to read and understand plans
- Objectivity – ability to think about new build schemes regardless of own housing situation
- Patience! It can be a long process to see designs come to life
- Realism – not all suggestions will be possible to incorporate – we can't even choose kitchens or have a say on door colours on some schemes!



✉ email: [getinvolved@coastlinehousing.co.uk](mailto:getinvolved@coastlinehousing.co.uk) to sign up

## Rent Setting meeting

Customer Voice members attended a meeting with the Head of Finance to hear about how Coastline sets rents for customers, the consultation that has taken place, and the recently announced 7% rent cap.

Customers noted that it was important to understand the processes through transparency such as in the meeting, and are interested in how they can be involved in the decision making process in future. They appreciated that decisions that have been taken were determined by external factors, such as the timing of the Chancellor's announcement, so the meeting provided an update and opportunity to ask questions and gain understanding, rather than influence decision making in this instance.

### Chancellor confirms 7% rent cap for social landlords

NEWS 12:12 12.08.23 BY STEPHEN DELANEY

Chancellor Jeremy Hunt has confirmed that social rents in England are set to be capped at 7% from April next year.



Chancellor Jeremy Hunt in parliament earlier (Picture: Parliament TV)

And what this means for Coastline Customers



## Community updates:



### The Coastline Conversation:

Customer involvement, engagement and consultation—

### Customer At The Heart Awards 2022

We were delighted to welcome Coastline customers and community members to celebrate achievements from 2021—2022. The event at Heartlands was attended by approximately 80 people, who enjoyed entertainment from the Coastline Singers, buffet food from Bon Appetit, and environmentally friendly favours which included wildflower seed confetti. Feedback was exceptionally positive, with a number of hand written cards and emails sent to the teams involved to thank them for such a special evening, welcoming atmosphere, and celebratory event.

The categories were:

- Young Hero Award
- Green Champion Award
- Good Neighbour Award
- Community Volunteer of the Year Award
- Partnership Working Award
- Partner Programme Award
- Miners Minder Award
- Your Next Step Award
- Steps Taken—special recognition award
- Global Neighbour—special recognition award
- Long Service—special recognition award
- Communal Garden Award
- Individual Garden Award



We had the highest ever number of nominations for the Garden Competition, and had to divide the category into Individual and Communal Gardens, to ensure the breadth of work undertaken to enhance green space was given enough recognition.

The mother of one of our Young Heroes told us she had no idea he had been nominated, and was moved to hear the kind words that others in their village had written about his contributions to their community.

A highlight of the evening for many was having the time to spend together, talking about the many skills and achievements within Coastline communities. Award winners received sustainably sourced bamboo trophies, and all nominees received a certificate of thanks.



## Building Futures—

The Building Futures Team have celebrated meeting their 111 participant sign-up target a year before the project end date. Whilst the project ethos places focus on person-centred approaches, the external funding requires specific demographic targets to be met. The team will now focus on enhancing access by community members who are female, over 50 or economically inactive, and they have projects lined up to achieve this.



For example, they are working with Community Navigators to engage customers in over 50s schemes in adult education, to enhance community cohesion in those venues, and provide an opportunity to gain new skills. The project's participant budget will also enable them to provide any equipment that would be beneficial, such as IT kit. The team are also working closely with colleagues at Tarn West, to increase the family support the project can offer, and referrals remain steady through Income Management and Tenancy Management colleagues, as well as Chi Winder and Supported Teams.

The team are keen to share a positive outcome with CEC, which can be found in appendix B.

## Smartline Research update—

In early 2022, researchers from the University of Exeter began work looking into the benefits and limitations of online communities for wellbeing and a sense of belonging. Coastline customers who were taking part in the Virtual Coffee Mornings, and using the Coastline Conversation online platform at the time were interviewed by the research team. Colleagues were also interviewed to give their perspective on the differences, successes and challenges faced when launching and maintaining a digital community, especially on a bespoke platform rather than existing social media. The research team are currently finalising the paper, and it will be included as an appendix to a future CEC report when it is complete.

## Skip Amnesty:

The successful series of skip amnesty days has continued, with colleagues from different teams being available to help customers out:

- ⇒ Tech Services
- ⇒ Repairs and Maintenance
- ⇒ Tenancy
- ⇒ Community Investment
- ⇒ Income Management

This meant that customers could find out more about tenancy related questions, getting back into work, getting involved with Coastline, and any issues relating to their properties and local area.

October saw the teams go to Matela Close and Wheal Rose in Porthleven.



## Winter Wellbeing—

The Community Navigators have a winter project underway to address the issues of isolation and loneliness that increase at this time of year. A number of communities were identified via the spring and summer community events which presented with needs which could increase over winter. The focus of the Winter Wellbeing work is to ensure that those who are unheard or are feeling unsure about where to access help can benefit from the opportunity to speak to colleagues in person, feel listened to, and enjoy a meaningful interaction and onward signposting where required, to provide support through this especially challenging winter. Additionally, feedback gained will give a more nuanced understanding of community needs, which can be incorporated into future community based projects.

### The team will visit:

Camborne Public Rooms

Sara's Foundry

Apprentice Court, plus 2 properties that are refuges

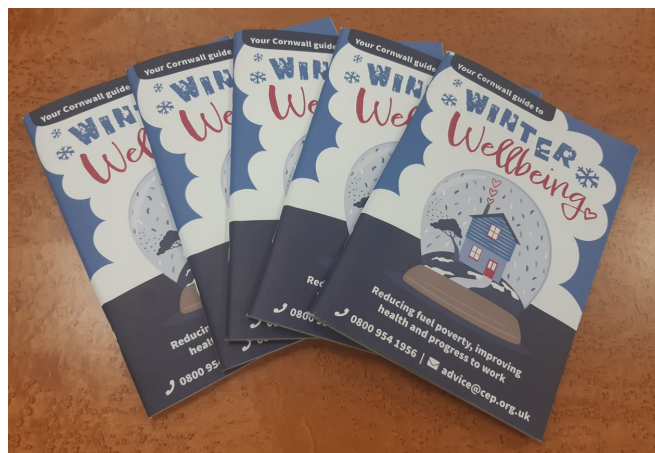
Quentral House

Bospowis Flats

St Meriadoc Road

Trerise Road

The visits will total 150 door knocks, and opportunities to connect with the community.



Wellbeing packs will be distributed, and include:

- ◇ The winning Homeless Service Christmas Card with a festive message from Allister
- ◇ Winter Wellbeing leaflets (Cornwall Council)
- ◇ Specifically targeted information for individual communities (eg: access to food, support with utilities, social connections, venues providing Christmas meals, etc)

The resource pack will be in an accessible, hardcopy format as a lot of our customers in the areas identified are not digitally enabled, so this will be more inclusive for those groups. The information will also be sent out to communities via email, with specific information relating to the area they live in. Partner organisations have requested digital copies of the Winter Wellbeing packs to increase reach, noting that they contain information that is vital for communities due to the local level of detail the team have included, for example, the team have identified:

*The Baby Den, Trevithick Market, Camborne.* Highly subsidised Café and pre-loved baby and young one's clothes. Often leave any remaining bread or potatoes they have left over outside and also said they will pop in a jacket potato for anyone who needs food and can't afford it. Run under 5's children and parents coffee and free cake sessions every Thursday and open every week day until 3pm.

*Delite 2 Bite café, Cross Street, Camborne.* Tree of kindness. Those who are unable to afford to buy a drink or meal can pick a leaf off the tree with the meal or drink they wish to have written on it and hand it to the staff and get it for free, no questions asked. Paid for by customers who have set aside the funds to cover it.

The team also discovered support offers by phoning around local supermarkets, e.g. *Iceland* in Redruth and Camborne offer 10% off shopping on Tuesday's for the over 60's.

This focus on local knowledge will complement the winter wellbeing advice provided by statutory agencies and national charities, by enabling customers to access locally led schemes which are tailored to meet specific community needs.

## Intergenerational Projects—

### Rhyme Time—

To reduce isolation and bring festive joy within Coastline communities, the Community Navigators have arranged for young children and elder community members to spend some quality time together.



Redruth Library are bringing their Rhyme Time children's group (including parents) to Miners Court to perform and enjoy Christmas songs, rhymes and actions with customers and colleagues.

Camborne Library are bringing their Rhyme Time children's group into Trelawny Court as well so that customers there can enjoy some festive cheer too. Our Community Investment Team Volunteer, Terry, will get involved in ensuring that the events run smoothly.

The National Literacy Trust are going to be supplying books as gifts for the children.

### Advice for youngsters—

Customers at Miners Court expressed an interest in starting a project aimed at sharing advice and guidance with young people. Through joint working with the Activities and Inclusion Team at the Homeless Service, the scope has been broadened to include those who access support at Chi Winder. Customers from Apprentice Court and Camborne Public Rooms will be invited to



join as well, to maximise the opportunity to work collaboratively across communities.

The project will respond to the question: 'What would you tell your younger self?' and will be shared in 2023. Customers at Miners are keen to give advice relating to the climate emergency, lost skills, coping with storm damage, flooding, electric outages, and mending and making issues. They are keen to share the advice by working collaboratively with Redruth Academy. Initially, though, the project will involve creating posters with advice written on them, for a digital library of advice. There is also scope to work with The Writers' Block, Story Republicans, and Climate Action Network. We will bring updates to the CEC as the project progresses.

## Intergenerational Projects—continued...

### Pens, Paper, Envelopes—

For the second time, Coastline will support older and more isolated community members to get involved in The Writers' Block's 'Pens, Paper, Envelopes' project.

The project involves customers and school groups writing letters to one another, and also for customer to tell stories from their lives to professional writers. These stories are then printed on postcards which are illustrated by the children. An event will be held at one of the schools for all the participants to attend, and to see the stories performed by the Story Republicans.

We intend to work with customers from Trelawny, Veor, Apprentice Court, and Camborne Public Rooms.

### Pengegon Youth Group—

Community Navigators are working with a Coastline customer who is a Town Councillor, and Cornwall Neighbourhoods For Change to establish a youth group in Pengegon. Partnership working with LiveWest has enabled the team to identify grant opportunities and colleagues in the Tenancy Management Team will join CITs for door knocking to promote the project in the new year.

There has been a Pengegon Youth Group Facebook page set up, and the first event is planned at Revive Church on 23rd January. The Coastline customer who is involved is looking into funding for a youth worker, and the team are looking into whether a community building could be available through Camborne Town Council, as the existing facility at the park is not currently fit for purpose.

There will be the opportunity for Customer Voice members to get involved in activities with the youth group, and also for us to consult with the young people on what matters most to them in their communities and in relation to housing, homes, feeling safe, and being part of the community.



### PENS, PAPER, ENVELOPES

WRITE LETTERS TO LOCAL SCHOOLS, MEET WITH WRITERS AND TELL YOUR STORIES.

**What is it?** A letter writing exchange between older people in the community and local schools to create connections, share stories and reduce loneliness.

**Who is it for?** We would like to invite 10 people from Coastline who would like to dust off their letter writing skills to partner with children to share stories of their lives.

**What happens?** You will also meet with professional writers to share tales and create short stories based on participants' lives to be made into postcards and audio stories. We will also have a celebration event in April to hear the stories together.

"It has kept me going throughout this difficult time. I've really enjoyed meeting with the writer and having coffee and talking about my life and life in general." - Past participant



If you are interested in taking part please email Jane or Sally at [getinvolved@coastlinehousing.co.uk](mailto:getinvolved@coastlinehousing.co.uk)  
The project occurs between Jan-March 2023.



## Festive Fun and spreading joy—

Coastline Singers, sporting their Christmas jumpers, performed at Miners Court so that customers could enjoy some uplifting music and carols to mark the run up to Christmas, as colleagues put up the Christmas decorations and tree.



## Veor Volunteer Hero—

A customer who lives at Veor House retired during the pandemic and was unsure how best to spend their newfound free time. Having connected with Community Navigators at a social coffee morning event in spring, she was introduced to Volunteer Manager who arranged with her to start volunteering at Miners Court Day Centre. She is now a regular volunteer there, and has also stepped up to lead on organising a Christmas Party at Veor House, which currently has 24 people due to attend. XXX from the Customer Access Team, has helped by arranging a six part harmony group to perform at the event. The coffee mornings earlier in the year gave customers a chance to reflect on the impact of the pandemic and many noted missing social interaction and use of the communal spaces. To have moved from such a sense of disconnect to such enthusiasm for a festive celebration demonstrates what a strong sense of community can be achieved when individuals are keen to be the catalyst for positive change.

## Supporting Local Charities—

Representatives from the Deaf Centre in Camborne, which is based near Veor House, contacted our Community Investment Team to discuss Christmas support for their groups, which are attended by a number of Coastline customers. As the only Deaf Centre in Cornwall, and noting that attendees can experience chronic isolation due to experiencing dual disabilities, we were keen to see how we could provide assistance. The charity has over 70 people booked on to their Christmas Meal and were provided with a Community Impact Fund application form, to enable them to access funding. Customer Voice member XXX, and Community Navigator XXX, received their application and awarded them the Small Change, Big Impact funding of £50 in order to purchase turkey crowns for their meal. Customer Voice member XXX noted: *"I think the application covers all the criteria and will be well deserving of support.."* Community Navigators will be visiting the charity to engage with those who access support there, and find out if there is more we can be doing for deaf members of Coastline communities.





## Community Greenspace projects—

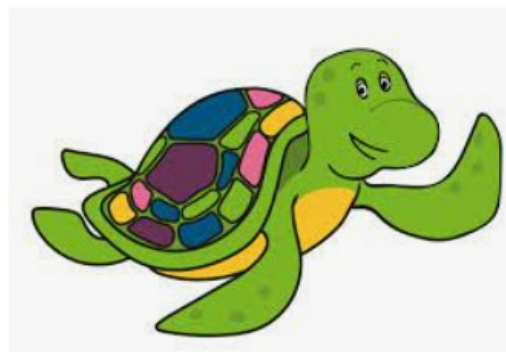
### Apple Trees and Queens Canopy at Hens Horn

Incredible Edible Helston have offered Coastline grafted apple trees to plant in communal areas that have been identified as appropriate at Hens Horn. Regarding ongoing maintenance, a Coastline customer is keen to get involved in watering, and Incredible Edible will prune the trees.

Community Navigators are working with Tenancy and Smartline colleagues to and have described the interest by various agencies as having the synergy required to lead to action.

Site meetings have taken place with Town Councillors and Incredible Edible, and The Forest For Cornwall have been contacted to conduct surveys. There is an ambition to involve Age Concern's Friendship Group and the Memory Café, who meet in the Common Room at Hens Horn, and also the Horticultural Society who meet there in winter.

CEC will be brought updates as the project progresses, and will be invited to get involved in planting in due course.



### Coronation Gardens and King George V Park in Helston—

Community Navigators are part of an active working group supporting community consultation and delivery of the regeneration project which is being led by Helston Town Council. Following engagement and consultation events in the summer, including sending a survey to 200 Coastline customers, there is evidently keen community interest, and we will continue to work in partnership as the project continues to develop.



### Customer Upskilling Opportunities—

Consultation with customers in over 50s schemes highlighted an enthusiasm for engaging in training and upskilling projects. The Community Investment Team has been working with Cornwall Council's Adult Education Team to create an offer for customers. A range of Saturday 'taster sessions' will be delivered which will be influenced by customer requests, such as Indian Cookery. Once further consultation has taken place, the range of options will be finalised. There is an interest in gardening as well, so the team will work to establish longer term projects in conjunction with the taster days in spring.

## Volunteer Christmas Lunch—

Volunteers from across Coastline were invited to enjoy entertainment by the Coastline Singers and a festive lunch at the Penventon Hotel. The event marked the end of another successful year for the Volunteer Scheme and was an important part of our annual commitment to facilitating social opportunities for volunteers to get to know our senior leadership team, Directors, and Board members.

XXX received her Long Service Award, to celebrate her 12 years of dedication to volunteering at Miners Court, having been unable to attend the CATH awards earlier in the year.

Attendees noted that the food was delicious, the atmosphere was warm and friendly, and that it was lovely to spend time with one another outside of usual volunteering duties. As ever, the Coastline Singers provided excellent entertainment and created a festive feel for the event.



## Connect with Us—

The Coastline Conversation is the way in which customers can tell us what matters to them at a time and in a way that is most convenient to them.

The Connect With Us menu captures the different ways in which customers can get involved, have their say and influence services.

In conjunction with the Customer Voice scrutiny of the representativeness and diversity of involvement and engagement, the Community Investment Team will be updating the Connect with Us menu, and creating a new visual to clearly show how all of the community engagement projects and other involvement activities feed through to Customer Voice, and the into the CEC report and scrutiny recommendations to the CEC.

Keep an eye out in 2023 for the new infographics and branding relating to involvement and engagement!

### Connect With Us

How to get involved

**Be Informed** (1 icon)

- CoastLines Magazine** - Read all about Coastline's services and customers' and volunteers' achievements twice a year.
- Coastline Website** - Find all the information you need about your home and community, as well as about Coastline colleagues, our services, and how to get more involved.
- Social Media** - Follow us on social media to see updates about Coastline, as well as opportunities that we promote within your communities. You can follow us on:  
f Coastline Housing or Coastline Communities    t @CoastlineAndYou    i @CoastlineAndYou

**Have Your Say** (2 icons)

- Have Your Say Survey** - Influence how we work with our communities and deliver services by answering questions about Coastline, our services, your home & your community in our annual customer survey.
- Tell Us What You Think Surveys** - Rate your customer experience via our quick surveys, forums, polls and discussions and find out about what's going on in your community.
- Pop-up and Community Events & Visits** - Join in with Coastline events in your community, or let us know if there's a community event coming up that we could come along to!

**Get Involved** (3 icons)

- Coastline Conversation** - Join our Coastline Conversation online community and take part in groups.
- Mystery Shopper** - Test how effective our services are, and provide feedback to improve services.
- Your Shout** - Aged 18 – 30? Join our Coastline Conversation online community to tell us what we need to know about the experience of being a young Coastline customer. What you would like to see more of at Coastline, what are we doing well, and how can we improve?

**Make A Change** (4 icons)

- Community Champions** - Represent your community by being a point of contact for Coastline's Community Navigators and come along to Community Standard visits. Join our Coastline Conversation online community to answer polls, share community updates, and represent voices from your local area.
- Volunteer with us** - Represent your community by being a point of contact for Coastline's Community Navigators and come along to Community Standard visits. Join our Coastline Conversation online community to answer polls, share community updates, and represent voices from your local area.
- Customer Voice** - Apply to join our Customer Voice, a diverse online group, at the heart of what we do at Coastline. With a wide range of skills, they ensure that Coastline is upholding our Trust Charter commitments, through reviewing our services and making recommendations to the Customer Experience Forum that reflect our customers' priorities.

**Help Us Decide** (5 icons)

- Customer Experience Forum** - The Customer Experience Forum membership includes customers, senior leaders and Board members, who work together to influence key decisions at Coastline.

⌚ - Time commitment

Coastline housing