

COASTLINE CONVERSATION

INVOLVEMENT AND ENGAGEMENT ANNUAL REPORT

2025-26





Welcome to the Coastline Conversation Annual Report

Each year, the Coastline Conversation gives us a powerful reminder of what matters most: the voices, experiences, and aspirations of our customers. This year's activity has once again shown the strength of our communities and the importance of working together to deliver positive change.

Across hundreds of engagement opportunities, customers, community members, and partners have shared what is working well and where we need to continue improving. These conversations - whether at local events, through community ladders and food banks, door-to-door engagement, or targeted sessions with under-represented groups - shape how we design and deliver services. They ensure we stay grounded in real experiences, not assumptions. We are very grateful to everyone who has taken the time to help strengthen what we do.

A continued theme this year has been widening participation, particularly among younger customers, shared owners, and communities who have been historically less engaged. We have seen growing representation from under-35s, improved access to involvement opportunities, and more diverse feedback informing our work. This is vital in ensuring our services and decision-making genuinely reflect the full breadth of the Coastline community.

The impact of that involvement is clear. Customer insight has shaped policy reviews, improved communication around repairs, informed sustainability guidance, strengthened support for wellbeing, and enhanced our neighbourhood work.

Initiatives such as the Household Crisis fund continue to help customers with the cost of living, whilst our volunteer programme and intergenerational projects show the value of community-led action. Each of these examples shows that when customers are listened to, the outcomes are better for everyone.

We have also seen the Coastline Conversation help us build stronger partnerships with customers, local organisations, and the wider community, ensuring we are working together to tackle local challenges and invest in long-term resilience. From updated digital tools to improved service pathways, this collaborative approach is becoming increasingly embedded across Coastline.

As Deputy CEO with responsibility for Housing, Assets & Communities, I am incredibly proud of the honesty and commitment shown by customers and colleagues alike. Thank you for your candour, your time, and your willingness to hold us to account. Your feedback does not sit on a shelf; it drives real, measurable change.

Together, we will continue listening, acting, and improving to ensure every customer voice helps shape a better future for our homes, our services, and our communities.

Louise Beard

Deputy CEO (with responsibility for Housing, Assets & Communities)





Allister Young (CEO)

Here at Coastline, we have a core value that says we will 'put our customers first'. And the best way of making sure we do that is to work with customers to shape the services Coastline provides. There is absolutely no substitute for getting a customer's perspective on what we do and how we do it. That's what 'Customer Voice' is all about, and the invaluable input of Coastline's customers shines through this annual report – a true guiding light.

Francesca Rhodes (Chair of the Board)

I am incredibly proud of the progress Coastline has made this year in strengthening our relationship with customers and ensuring their voices shape the services we provide. The 2025/26 Coastline Conversation report highlights not only the dedication of our teams, but the powerful impact of customers working alongside us to improve homes, neighbourhoods and experiences. Your feedback continues to guide our decisions, challenge us to do better, and celebrate what is working well. Thank you to every customer who contributed this year; your insight is essential to delivering safe, supportive and high-quality services for all.



Kelly Kemp (Chair of the Customer Experience Committee)

By putting our customers at the heart of everything we do and valuing your incredible input - whether it is through scrutiny panels or customer events - it demonstrates the positive impact of working collaboratively. The Community Investment Commitment Statement ensures that customers have a say and make a difference in meaningful ways to them.

This annual report celebrates the real difference our customers have made in the services that we provide, ensuring that customers are at the heart of all decision making, that we are transparent and enable our customers to make meaningful changes either through scrutiny or via feedback. Our customer involvement commitment ensures that customers are given accessible ways to engage in line with our trust charter.





Our Values



Put our Customers first



Be open, honest and accountable



Strive to be the best



Value each other

Get Involved

At Coastline we offer a variety of ways for you to share your views, get involved in the **Coastline Conversation** and have your say about the things that matter to you. You don't need any experience, just choose what suits you - we want to hear from you.

Why get involved?

You can have a real say in shaping the homes and services you rely on. By taking part, you can:

- Tell us what matters most to you so we can focus on the things that make the biggest difference.
- Understand how we work and help make sure our decisions genuinely reflect customers' needs.
- Influence where your rent money is spent by being part of important conversations and decisions.
- Help improve services, homes and neighbourhoods for the benefit of all Coastline customers.
- Gain new skills and meet new people while contributing to positive change in your community.

What difference do I make?

You make a huge difference. Your ideas, feedback and experience help shape the way Coastline works. Every compliment, comment or complaint helps us improve and keep learning, so we can deliver better homes and services for everyone.

Engagement facts and figures

2025-2026



262 consultations, meetings and events were held across all levels of the Coastline Conversation.

4,184 customer contacts were logged in total, reflecting repeat engagement and ongoing support.

1,106 unique customers engaged through the Coastline Conversation:

101 were Shared Owners

As well as:



935 community members

45 customers supported with employment & **56** customers supported with training

570 referrals made to support services



Catch up with Coastline

30 events

86 customers

60 community members



Engagement Days

19 events

434 customers

13 community members



Neighbourhood Action Days

7 events

136 customers

22 community members



Involved Customer Meetings

19 events

83 customers

13 community members



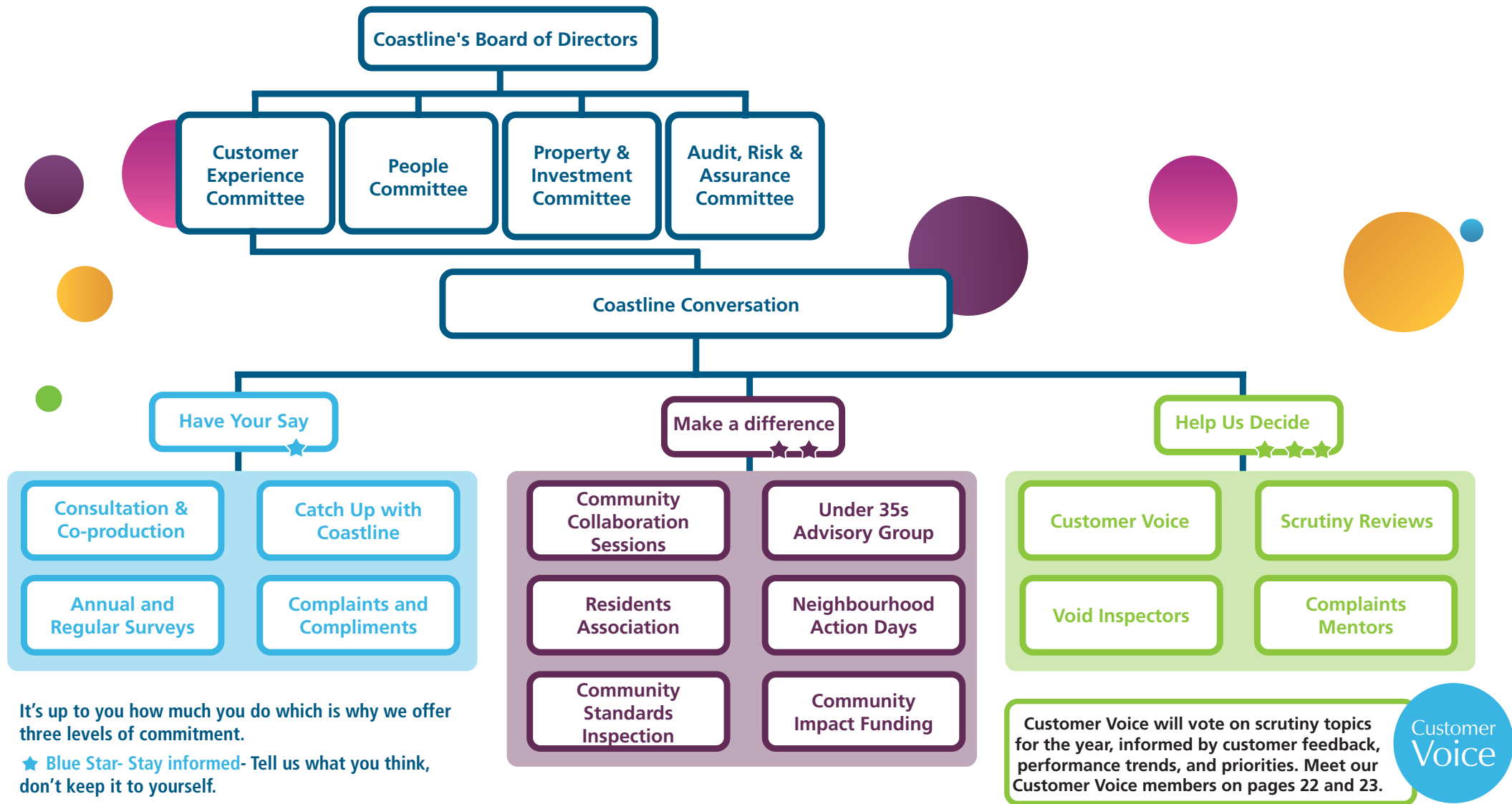
Scrutiny

5 scrutiny reviews

26 customers

Involvement Opportunities and Structure

At Coastline, we offer a range of options to influence decisions through the Coastline Conversation and have your say about the things that matter to you. We ensure accessibility and representation, online and out in communities, including at our Homeless Service and Miners Court Extra Care Scheme. This ensures that all customers, regardless of background or circumstance, have the opportunity to participate and benefit from our services, making it easy for you to give us feedback on the services we provide.



It's up to you how much you do which is why we offer three levels of commitment.

★ Blue Star- Stay informed- Tell us what you think, don't keep it to yourself.

★★ Purple Star- Our Involved Customers - ad hoc involvement and group members.

★★★ Green Star- Formal Volunteer roles due to time commitment, with a set role description, tasks and training provided.

You don't need any experience, just choose what suits you – whether you're an armchair advisor, questionnaire queen, community commentator or want to size us up through scrutiny - we love to hear from you.





Have your say



Catch Up with Coastline: Bringing Our Services Directly to You

Customers in our Housing for Older Persons schemes told us they wanted more face-to-face contact with teams who support them.



In response, we introduced quarterly Catch Up with Coastline sessions, bringing Tenancy Coordinators and Facilities Management teams into communal spaces.

These events provide:

- A welcoming place to raise questions and share feedback.
- Updates on repairs, tenancy issues and planned improvement works.
- Opportunities to influence how local projects are delivered.



Responding to Customer Feedback: OK Each Day (OKED)

Following feedback from the OKED mystery shop and direct consultation with customers, we learned many people valued the service but did not like the lack of choice in whether to use it.

We acted:

- The contract will end on the 30th June 2026.
- Service Charges for OKED will be adjusted from April 2027 and will be lower.
- From 1 July 2026, customers can choose to buy the service directly or apply for the Council's alarm service.



Supporting you through the cost-of-living crisis

This year Coastline teams delivered a wide range of practical and financial support to help customers sustain their tenancies, improve their wellbeing, and manage increasing cost-of-living pressures.

By offering timely interventions, specialist referrals and direct financial assistance, our teams ensured customers could access the resources and practical help in their moments of need.

This support not only strengthened financial stability through crisis funding, benefits maximisation and successful grant applications, but also improved living conditions and overall wellbeing, with many customers reporting that they felt more in control of their home environment.

Early intervention played a key role in reducing the risk of tenancy breakdown, while our strong partnerships with external agencies enabled customers to access specialist advice and support far more quickly.

Together, these efforts contributed to a strengthened Tenancy Sustainment service, offering consistent, holistic and person-centred support tailored to the individual needs of each customer.

Household Crisis Fund

- **£100,000** of support for **311** households.
- **61** self-referrals from customers.
- Financial help with food, fuel, white goods, carpets, mobile phones and more.

Clean Into Spring Programme

- **257** households supported
- **30** cleaning packs provided
- Improvements to home conditions, wellbeing and budgeting



Case study

In October, Mr A approached us after his Pension Credit payments unexpectedly stopped. He was unsure of the reason and was struggling with the sudden drop in income. Following a detailed review, our Tenancy Sustainment Co-ordinator identified that the issue stemmed from the end of his Personal Independence Payment (PIP) award.

We supported Mr A to make a new claim for Attendance Allowance, which was successful. This reinstated his Pension Credit entitlement and also resulted in increased Housing Benefit and Council Tax Support.

Just before Christmas, Mr A visited our office to share his appreciation. He explained that his annual income had risen by more than £10,000 as a direct result of the support he received. He brought flowers and chocolates as a thank you, expressing how much this vital support had meant to him.

Tenancy Sustainment Team (TST) Support

- **213** customers received in-depth one-to-one support
- **333** referrals to specialist partners
- Strong collaboration with Community Energy Plus, Age UK, DIAL, StepChange, Christians Against Poverty and others

Financial Gains for Customers

- Over **£170,000** achieved in external funding, grants and additional benefit entitlements.
- Income Management Team supported customers to obtain around **£13,000** in Discretionary Housing Payments from Cornwall Council.

Improving Customer Experience

- New functionality introduced on My Coastline, enabling customers to set up Direct Debits online at any time, without needing to contact the office.



Supporting leaseholders through new information & engagement sessions

This year we introduced Leaseholder Support Sessions, bringing together Coastline colleagues to meet leasehold customers living in our communal blocks. These sessions give leaseholders the opportunity to discuss topics such as service charge costs, communal repairs and maintenance, lease enquiries, and ways to get more involved in shaping their block and wider services.

The first events took place in October, shortly after customers received their mid-year service charge letters. This timing meant we could answer questions promptly, offer clearer explanations, and provide the space for open conversation. While the sessions have not focused on specific service changes, they have already achieved the outcomes we hoped for.

The sessions have achieved:

- Stronger relationships between leaseholders and our teams.
- A clearer understanding of how service charges are set and how buildings are managed.
- Better collaboration, with all relevant teams, Property Investment, Leasehold and Service Charge, and Community Investment, available together in one room.
- A more holistic, joined-up approach to long-term maintenance across leasehold blocks.

Customer feedback at these sessions has also led directly to improvements. A three-month trial of reduced-frequency communal cleaning will be introduced at The Spinnakers, Lamorak and Stannum, led by the Property Investment team. If successful, this change will continue and result in lower service charges for the households in these blocks.

These sessions are becoming an important part of our approach to leasehold engagement, creating space for constructive dialogue, providing clarity on service charges, and ensuring leaseholders have a strong voice in shaping how their buildings are managed.



Maintaining High Standards in Your Communal Areas

This year, we continued to strengthen our approach to building safety, cleanliness and regular checking of communal spaces.



Our Facilities Management Assistants (FMAs) provide a reliable, familiar presence across our communities. They ensure that shared areas remain safe, clean and welcoming, and they offer a helpful point of contact for customers.

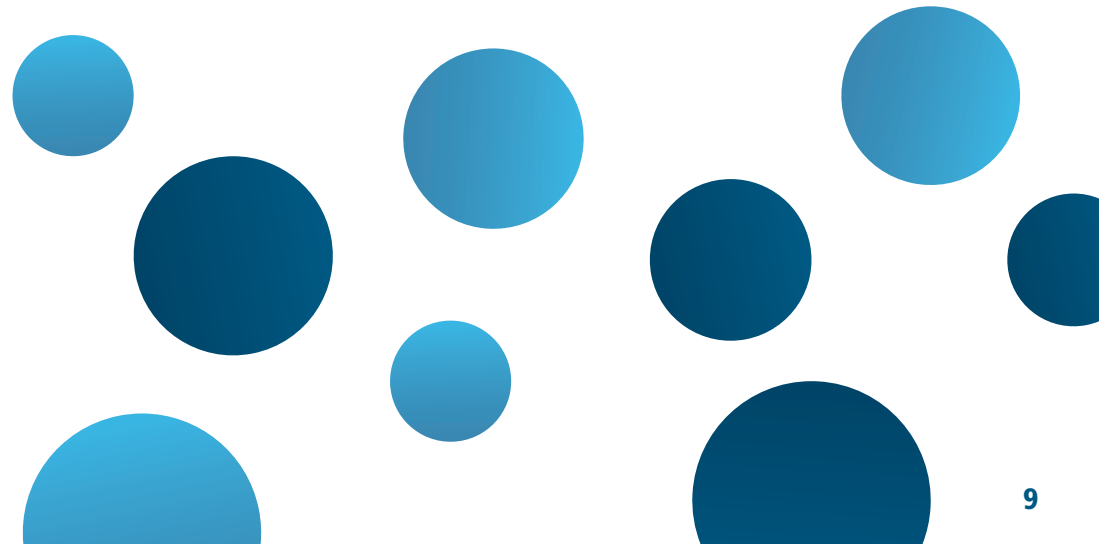
What FMAs do:

- Fire alarm and water safety testing - Regular testing of communal alarms and Legionella systems to keep buildings safe.
- Communal repairs and maintenance reporting - Spotting issues early and reporting them so repairs can be carried out quickly.
- Customer engagement - Speaking with customers on site, answering questions and passing on concerns.

Their impact this year:

- Completed over 7,000 site inspections.
- Raised more than 1,400 repairs.
- Attended seven "Catch Up with Coastline" sessions each quarter in Housing for Older Persons schemes.

Their early intervention and visibility help us maintain safer buildings and more responsive neighbourhood services.





Improving the accuracy of our grounds maps

Clear and accurate grounds maps ensure that our teams maintain the right outdoor spaces consistently.

To improve this, we welcomed a Geographic Information System (GIS) technician, who has begun reviewing and modernising all grounds maps across Coastline.

Progress so far:

- Every map has undergone an initial review.
- Over 50 maps have been fully updated.
- More than 30 updated maps are already being used by the Grounds Team.

You can expect more consistent and accurate maintenance as this work continues.



Keeping communal bin stores safe, clean and well managed

Bin stores remain a high priority for both customers and our teams.

This year we:

- Completed a full survey programme of all Coastline bin stores.
- TSM Repairs Vector Delivered upgrades including new bin stores at Trelawny Court and Veor House, and improvements at Hens Horn Court.
- Strengthened joint working with Cornwall Council's Waste & Recycling team.

More improvements are planned for the coming year to ensure shared waste areas remain clean, accessible and secure.



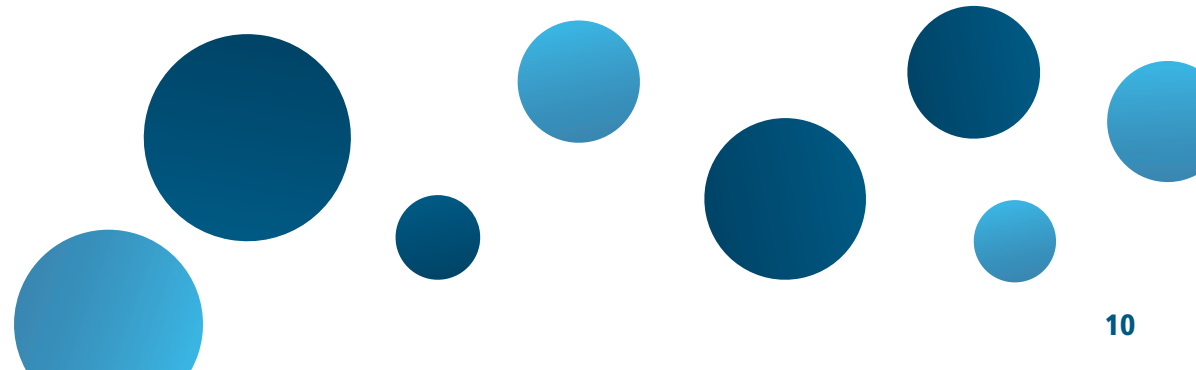
Checking quality through regular post-inspections

To maintain high standards across cleaning and grounds maintenance services, our Facilities Management Team carries out monthly post-inspections of around 10% of completed jobs.



These inspections help us:

- Identify excellent work and celebrate it with contractors.
- Address issues quickly when performance doesn't meet expectations.
- Maintain quality against contract standards.
- Ensure good value for money for customers.





Hens Horn Court: A Fresh New Look



Keeping properties in good repair

This year we completed a significant refurbishment of Hens Horn Court Communal space. Customers told us:

- Communal areas felt tired.
- The bin store was impractical.
- Parking spaces were frequently used by non-residents.

Here's what we did:

- Refreshed communal areas with new carpets and paint, chosen by customers.
- Improved building security.
- Delivered better access to resident parking.
- Moved and improved bin storage.
- Enhanced the outdoor communal areas.

The scheme now feels brighter, more welcoming and more secure.



Make a difference



Improvements through Community Standard Inspections

Across 2025/2026, Coastline completed 327 Community Standard Inspections across our neighbourhoods. As part of our approach, customers are always informed in advance when an inspection will take place and receive feedback on the final rating once the assessment has been completed.



Our goal for 2026/2027 is to ensure that every estate receives two inspections per year, helping us respond more promptly to issues and continue raising standards.

Customers continue to tell us that seeing Tenancy Co-Ordinators teams out in their communities is important. Through inspections and neighbourhood events, we've increased visibility and strengthened relationships across our communities.



Community Reassurance Visits

We carried out reassurance visits following incidents such as flooding and fire. At one property experiencing flooding, customers commented how reassured they felt knowing Coastline could offer temporary accommodation and support during difficult circumstances. After a fire at another home, neighbours also told us they appreciated Coastline's quick response and ongoing visibility afterwards.





Neighbourhood Action Days



Across 2025/2026, Coastline completed 327 Community Standard Inspections across our neighbourhoods. As part of our approach, customers are always informed in advance when an inspection will take place and receive feedback on the final rating once the assessment has been completed.

Customers continue to tell us that seeing Coastline teams out in their communities is important. Through inspections and neighbourhood events, we've increased visibility and strengthened relationships across our communities.

Neighbourhood Action Days (NAD) continue to play a vital role in strengthening communities, improving neighbourhood standards, and providing customers with direct access to support. These events bring Coastline staff, partner agencies and customers together to focus on practical improvements, wellbeing and community connection.

During 2025–26, Coastline delivered 8 Neighbourhood Action Days. Each event was shaped by local priorities and informed by customer feedback, ensuring that activity was tailored to the needs of each community.



What happens at a Neighbourhood Action Day?

Each NAD involves a mix of practical tasks, engagement opportunities and on-site support, usually including:

- Removal of rubbish, garden waste and bulky items.
- Opportunities for customers to speak directly with Coastline colleagues.
- Advice, guidance and support from external agencies.
- Activities focused on wellbeing, community connection and safety.

Partner agencies working alongside us

Neighbourhood Action Days are strengthened by collaborative working. This year we worked with nine agencies, including organisations providing:

- Health and wellbeing support.
- Financial and energy advice.
- Fire safety guidance.
- Neighbourhood safety and policing.
- Support with waste, recycling and sustainability.





Anti-social behaviour: Taking action to keep communities safe

Addressing anti-social behaviour (ASB) remains a high priority for Coastline.

During 2025 we secured an outright of a home at St Cleer, following an assault and severe anti-social behaviour. After extensive partnership working with residents, the police and Cornwall Council's anti-social behaviour team, the court granted Coastline possession of the home.

Eviction is always a last resort, but we will take firm action against anti-social behaviour in all its forms. Everyone deserves to feel safe and respected in their community.



Partnership working

Working closely with Devon & Cornwall Police, or Cornwall Council's anti-social behaviour team, we completed joint visits to support customers experiencing anti-social behaviour or community tensions.

These have included:

- Newquay – door-knocking to raise profile and encourage evidence gathering following anti-social behaviour in the area.
- Camborne – multi-agency working to respond to drug dealing related concerns.
- Lizard area villages and Mullion – joint visits with the police to look at anti-social behaviour concerns.
- Newquay – follow-up visits after anti-social behaviour and planned CCTV installation.

In 2026, police and Coastline have agreed to expand joint visits across more estates, including pop-up sessions in Community halls.



Case study - Camborne

What we did:

- Held a customer consultation to understand the scale of the issue.
- Received unanimous support for introducing parking enforcement.
- Appointed a specialist provider and issued each household with two permits.

Impact:

- Residents now have far better access to the bays intended for them.
- Frustration and inconvenience have reduced significantly.

Following this success, the same approach is now being introduced at Trelawny Court, currently in its consultation phase.



Parking: Responding to what matters to you

Many customers have told us that parking pressures affect daily life. While we can only manage land we own, we have introduced new parking permit schemes during 2025/2026 at:

- Veor House, Camborne
- Scotts House & Hens Horn, Helston
- Loweth Elms, Redruth
- Copper Close, Redruth
- Tenant Estate, St Day
- Chi Treth, Newquay

Looking ahead to 2026/2027, we plan to introduce permit schemes on further estates to protect limited spaces for residents.



your next step

Your Next Step: Employment and training support

Over a year ago, we looked at Coastline’s employment and training offer to make sure it truly meets the needs of our customers and reflects the changing job market across Cornwall. Following this review, we strengthened our partnerships with a range of specialist organisations, including the People Hub, Cornwall Neighbourhoods for Change, Newquay Orchards and Cornwall Marine Academy. Together, we are now able to offer tailored, high-quality support to customers wherever they live in the county.

Through these partnerships, customers have accessed personalised help with job searching, confidence building, skills development, CV writing and preparation for interviews. As a result of this renewed approach, **45** customers have moved into work and **56** have taken up training or further learning opportunities over the past year.

Coastline teams have been attending local careers fairs, promoting in-house vacancies and hosting meaningful work placement opportunities. These placements have helped customers build skills, gain experience and improve their chances of securing long-term employment.

If you’re reading this and looking for help to find work, improve your skills or build confidence around employment, we’re here to help you. Please speak to a member of the Community Investment Team - we’d be happy to help you take your next step.



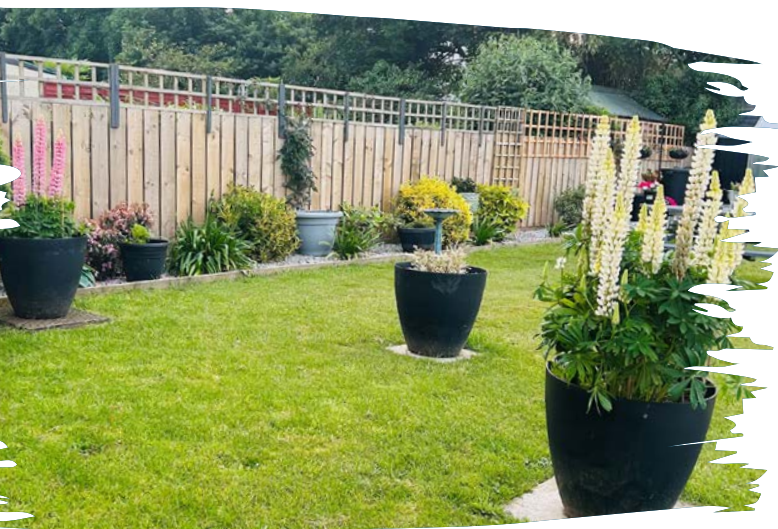
Making it easier to get your event or project up and running

[Community Impact Funding](#) is now accessible to informally constituted groups, removing this barrier and encouraging more customers and communities to apply.

We've seen an increase in applications, benefiting more customers, with funding being used for:

- The purchase and installation of a bench for Coastline customers in a Porthleven greenspace.
- Gardening equipment for Veor House and Miner's Court.
- A picnic bench to better utilise communal space at Bospowis Flats.
- A bench for customers to use Wheal Arundel green space.
- Funds for equipment for wellbeing Wednesdays Sessions.

If you are interested in making a funding application, please read the [Community Impact Funding Guide](#) then [apply here](#).



Garden maintenance – a new, supportive approach

The Tenancy Team introduced a refreshed garden procedure that aims to ensure customer take responsibility for their garden maintenance, while recognising the barriers customers may face.

Outcomes this year include:

- More constructive conversations about customer responsibilities.
- Customers receiving guidance for maintaining their outdoor spaces.
- Noticeable improvements in garden condition across several estates.
- Financial support to purchase garden equipment for those customers in the greatest financial need.
- Handyline support, helping residents who struggle with physical tasks like grass cutting.

This shift has made communities feel more cared for and has reduced neighbour tensions linked to untidy gardens.

This will be an ongoing commitment for Coastline to help customers maintain their gardens.



Customer at the Heart Awards 2025

Coastline proudly hosted the Customer at the Heart (CATH) Awards 2025 at the Penventon Hotel in Redruth. The annual ceremony brought together around 100 guests including nominees, volunteers, Coastline colleagues, the Executive Team, and Board Members. The event celebrated the power of community spirit and the extraordinary contributions made by our customers, community members and partners.

In her opening address, Francesca Rhodes, Chair of Coastline, reflected on the impact customers have across our communities:

"It's really wonderful to be here and acknowledge the many contributions you make and the impact you have on our customers. In my first year as Chair, I'm really proud of what we have achieved together. We have supported over 1,600 people, whether they needed emergency shelter, longer-term housing, or just someone to listen."

The CATH Awards honour the energy, compassion and dedication of customers who make a difference, from quiet acts of kindness to transformative community projects.

Award Winners 2025

Good Neighbour Award

Winners: Hayley Gilbert & Lisa Davis, Camborne

Hayley and Lisa run the Camborne Children's Clothes Bank, using their homes as donation points and supporting hundreds of families each month. Their kindness and commitment ensure local families can access clothing with dignity and ease.

Garden Competition

Winner: Annette Tolcher, Camborne

Annette impressed judges with her beautiful, thriving garden - a vibrant space that brings joy to her neighbourhood.

Your Next Step Award

Winner: Ophelia Charles, Illogan

Ophelia transformed the Chi Winder Day centre garden into a productive and welcoming space, planting fruits and vegetables for the residents' kitchen. By involving residents in the gardening, she helped boost wellbeing, reduce loneliness and rebuild confidence.

Partnership Working Award

Winner: Greenfingers (Kevin Hawke)

Kevin and the Greenfingers team supported multiple communities through tree work, fencing and ground maintenance. Kevin also worked closely with our Facilities Management Assistants to help improve communal bin store areas - a huge benefit for customers.

Young Hero Award

Winner: Lily Denyer, Redruth

At just 16, Lily volunteers fortnightly at Miners Court Extra Care Scheme, balancing school and a part-time job. She regularly plays chess with a resident, who says Lily's company has had a profound impact on their mental wellbeing. Her dedication, warmth and maturity make her an outstanding young role model.

Community Volunteer of the Year

Winner: Eric Cawkwell, Camborne

At 88 years old, Eric has transformed the Miners Court Day Centre garden through Coastline's volunteer scheme. His enthusiasm, hard work and vision have created an inclusive outdoor space enjoyed by residents and day centre customers alike — and he continues to bring joy, pride and purpose to the community every week.



**Partner Programme Award
Winner: Kingsley Quick, Carn Brea**

Kingsley is known for his creativity, reliability and enthusiasm. He encourages others to join in with community projects and has been instrumental in gardening work at the allotment polytunnel, Chi Winder flower beds and Miners Court projects.

**Miners Minders Award
Winner: Ivan Keast, Redruth**

A new volunteer this year, Ivan has made a huge impact at the Miners Court Day Centre with his infectious smile, helpful nature and constant new ideas. His positivity has lifted spirits and strengthened the sense of community at the scheme.

**Green Champion Award
Winner: Alasdair Grieve, Pool**

Alasdair contributed significantly to Coastline's environmental work through volunteer projects at the Camborne Homeless Service allotment and in a joint initiative with Miners Court, helping to build new raised beds. His passion for sustainability and community makes him a standout Green Champion.

**Special Recognition Award
Winner: Kelly Kemp, Camborne**

Kelly provided invaluable leadership and lived-experience insight in meetings with the Regulator of Social Housing, ensuring the customer voice was clearly represented. Her passion for amplifying customer influence has strengthened Coastline and inspired others to get involved.

The 2025 Customer at the Heart Awards showcased the extraordinary people who make Coastline communities warm, supportive and connected. From volunteers and gardeners to peer supporters and customer representatives, each winner demonstrated the power of community - and the difference one person can make.





Activities and inclusion with residents of our Homeless Service

Over the past year, the Homeless Service delivered a varied programme of Activities and Inclusion (A+I) designed to build confidence, improve wellbeing and help customers reconnect with their communities. Each activity was shaped by customer voice and the Five Ways to Wellbeing, ensuring that every session had purpose and impact.

Connecting with nature

Regular wellbeing walks at Gwithian, Tehidy, Bassets Cove and other coastal or woodland locations helped customers reduce stress, talk openly and reset their routines.

Many reported feeling calmer and more grounded afterward, often using these walks to process difficult thoughts and build healthier coping strategies.

Gardening projects at the Fore Street allotment and Polytunnel provided structure and responsibility. Customers and volunteers maintained beds, sowed vegetables and kept the sites tidy. Even after winter storm damage, people continued to attend, saying the routine helped them stay motivated and gave them a sense of achievement.

Outdoor activities with positive mental health Impact

Fishing remained one of the most meaningful activities. Whether sea fishing at Porthleven and Penzance or freshwater fishing at Argal Lake, customers said it helped them switch off, manage anxiety and improve concentration.

Golf sessions at Hayle Driving Range also provided a helpful outlet for stress. Many customers described leaving sessions feeling calmer and more focused, and colleagues observed noticeable improvements in mood and social interaction.

Skills, routine and social connection

Chi Winder continued to be a hub of routine and togetherness. Weekly cooking groups gave customers the chance to learn practical skills, boost confidence and share meals with others.

People who often struggled with self-esteem told us they felt proud of what they cooked, and peer encouragement created a strong sense of connection.



Cultural and educational opportunities

Visits to Tate St Ives, the Barbara Hepworth Sculpture Garden, Porthcurno Telegraph Museum and the Gold Centre offered customers new experiences many had never had before.

These trips increased confidence, broadened horizons and helped customers feel “welcome” in spaces they previously thought weren’t for them. The gift of free entry tickets strengthened that sense of inclusion.

Giving back to the community

Environmental activities such as the River Fal clean-up with Clean Ocean Sailing, upcycling workshops at One Blue Eye and beach cleans at Hayle Estuary helped customers feel “useful and valued”.

Many described these sessions as empowering, saying they enjoyed doing something positive for the community and seeing the difference they made.

Customer influence throughout

Many activities were introduced directly because customers asked for them, from full-day freshwater fishing to specific cultural visits and spontaneous wellbeing walks.

Customers also showed leadership: teaching others fishing techniques, reliably tending allotments through winter, and helping cook meals for their peers. These contributions strengthened confidence and created positive role-modelling within the group.



A year of community at Miner's Court Extra Care scheme

Over the past year, Miner's Court has delivered a wide range of events, activities and community initiatives that have strengthened wellbeing, reduced loneliness, and created meaningful opportunities for customers to connect with others. Customers were also entertained by the Coastline Choir.

Building community & improving spaces

This summer, customers, volunteers and partners from the homeless service worked together on a new communal garden project. This joint effort improved the outdoor space for everyone to enjoy and brought people from different backgrounds together with a shared purpose.

“I like being part of the garden because it's great getting to be involved in projects and getting outside. I've gardened all my life, and it is nice I can continue here.”

Events that bring people together

Across the year, Miner's Court held a full programme of seasonal activities including the summer fete, Halloween celebrations, quiz nights, bingo fundraisers, and our busy December calendar. These events consistently:

- Strengthened social connections.
- Helped reduce isolation.
- Provided accessible entertainment for customers, families and friends.
- Raised funds to support future activities.

Our Christmas programme was particularly well received, with Decoration Day, a winter market, the Christmas Lights trip, Christmas Bingo, and our annual Christmas party all helping customers feel included and supported during what can be a difficult time for many. Every customer also received a gift and card delivered by staff.

Supporting health & wellbeing

Events such as the Macmillan Coffee Morning raised money for national causes while giving customers a chance to take part in something meaningful.

We also welcomed a donkey sanctuary to the day centre, offering customers the therapeutic benefits of gentle animal interaction and creative activities.

Customer-led participation

Several activities this year were shaped or led directly by customers, such as our quiz night and stalls at the Summer Fete and Winter Market. This approach supports confidence, independence and shared ownership of community life at Miner's Court.



Help us decide

Customer Voice

It's been a busy year for the Customer Experience Committee, Customer Voice Group and all our involved customers, with extensive activity across the Coastline Conversation,

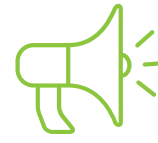
To find out more about [having your say](#), [making a difference](#) or [helping us decide](#), get in touch.



Customer Commitment Statement

We are committed to meaningful engagement that ensures the customer voice is heard, valued, and acted upon. Through regular involvement opportunities, feedback channels, and transparent communication, we create a strong line of sight between our customers, communities, and the Board.

Embedding the [Customer Commitment Statement](#) has strengthened consistency across our engagement work, improved visibility of customer insight within governance, and ensured customer voice continues to shape decision-making at every level.



Customer Voice at the Centre of Board Assurance

The Community Investment Team presented the 2024-2025 annual reports to customers to the Coastline Board, providing an overview of how customer voice is captured and acted upon. The session strengthened Board understanding of our engagement framework, with members welcoming the refreshed format and noting that it clearly demonstrates our aims, impact and outcomes.



Customer Experience Committee

This committee is part of our governance structure. It includes customers who are recruited to work with Coastline colleagues to monitor key services, and keep an overview of how we're meeting our commitments to customers.

Our customer members are:

Edward Chapman

Kelly Kemp

Molly Gaunt

They are all passionate about representing the voice of Coastline customers and communities and bring a wealth of talent and experience to their roles.

Find out more about our CEC [here](#)



“ My favourite experience as an involved customer is as chair of Customer Voice. It’s great to be able to meet with people and discuss issues that are important and can help other customers.

The scrutinies we do as involved customers impact all customers. One has been the way Coastline communicates through the complaints process. This will make things so much easier to understand and be more customer focused on its approach. Being an involved customer matters to me, because it gives the customer a voice. A collaboration, working together to ensure Coastline is the best landlord.

Being an involved customer can be immensely fulfilling, knowing that your views are listened to by Coastline. It also gives you a chance to meet other people who care about living within a Coastline community. You can get involved in many ways and it helps with your own wellbeing and mental health. I’ve been an involved customer for over ten years and I’m still loving it. ”

Steve - Customer Voice Chair



Complaints Mentors

Coastline introduced Customer Complaints Mentors to support customers throughout their complaint journey. These trained mentors offer clear guidance on the process, provide a listening ear, and help customers feel confident every step of the way.

Over the past year, we have reviewed the Complaints Mentor offer with both customers and the Customer Feedback Team. Together, we identified ways to strengthen awareness and increase uptake. As a result, we’ve created a new promotional video and flyer to better promote the support available.

“ I joined as an Involved Customer as I was searching for something meaningful to do with my time. I have found the experience to be a journey of sorts, from working within a great team, to reaching out to customers and helping Coastline be the best they can be, by being involved with the scrutiny process and aiming to bring change where it’s needed.

It’s been an absolute joy so far, I really enjoy giving time, doing something proactive and achieving goals. Personally, it’s helped me grow, develop skills and learn a lot about housing. I’ve found like-minded people who really want the best for all tenants.

To me Coastline is at the forefront, leading the way with having involved customers but setting high and achievable standards for themselves.

I am proud to be considered one of the team. We get great support and feedback and if we have any concerns there is always someone to turn to for help or advice. ”

Dawn- Community Collaboration Group Lead

Service area	We're listening...	And acting-
Leasehold & Shared Owner Service Charge Events	Leaseholders felt they needed clearer service charge explanations and more transparency	Held dedicated engagement events across 8 locations, plus issued follow-up surveys to shape future improvements. These sessions will now be bi-annual, taking into account the mid-year and end of year rent and service charge letters to customers.
Engagement Days- Door-to-door outreach	Customers said they valued personal contact and Coastline visibility in communities and wanted Coastline to reach people who don't usually engage.	Introduced Engagement Days: visited 382 households across 14 areas, made 72 Referrals for further support and strengthened relationships in underrepresented communities.
Policy shaping via Community Collaboration	<ul style="list-style-type: none"> - Sustainability Welcome Packs- Asked for simpler language + more practical tips. - Electric Vehicle Policy- Requested clarity on accessibility & safety. - Disposals policy- Requested clearer communication & transparency. 	<ul style="list-style-type: none"> - Simplifying wording, adding clearer heating system guidance, tailoring packs by area, sharing digital versions. - Revising disability-related wording; adding a customer guide; exploring EV options for flats. - Publishing the Ethical Sales Statement & improving social media messaging.
Repairs – unavoidable delay comms	Asked for improved, timely, and clearer communication when delays happen.	Reviewed SMS texts ensured Contact & Advice Team include both contact options when raising repairs and updated the "work completed" message; actions tracked to completion.
Scrutiny- Desk top reviews	You liked the TPAS example but wanted it tailored to Coastline	Co-created a tailored core-question document from your feedback for use in scrutiny reviews.
Community Connections Sessions	Customers valued Coastline presence at Food Banks and Community Larders, but engagement was becoming repetitive (same individuals) and wasn't reaching a broad range of customers	Shifting the engagement approach from Community Connections to door-knocking on Engagement Days to reach a wider, more representative group of customers.
Catch Up with Coastline events	Customers said they appreciated direct access to staff and quick resolutions, and wanted more frequent, visible Coastline presence.	Held 29 Events across 7 locations involving 176 customers, using real-time conversations to inform upcoming improvements and future sessions.
Inter-generational Activities Rhyme Time with Redruth Library at Miners Court	Residents expressed how much intergenerational interaction improves wellbeing and reduces loneliness	Hosted a Rhyme Time visit involving children and residents; residents reported reduced isolation and emotional uplift.



Voids Inspectors

A Customer Void Inspector is a volunteer customer who helps inspect empty re-let (void) properties alongside Coastline's Voids Team, checking the condition of homes, ensuring high standards of re-let quality are met, and giving customer feedback to improve services.

Over the last year, Customer Void Inspectors have continued to make a significant contribution to improving our voids service. Their involvement has strengthened communication, enhanced processes, and ensured customer feedback remains at the heart of service development. Customer Voids Inspectors have carried out 31 visits to re-lets.

“As a Voids Inspector I have found it an immersive role as we get to see how the Voids team plan and carry out their work to give new customers the satisfaction of a bright clean home to move into. This is very much a positive outcome, working with the team to provide a safe, clean home.”

We have worked with the team to improve the working standards, and we all work to the same level having improved the checklist we use when visiting completed properties.”

Sue- Voids Inspector Lead



Operational improvements supporting better outcomes

Further changes made this year to help strengthen the service include:

- Electrical safety checks now being completed in-house
- Updated guidance for flooring, carpet installation, and gifting of carpets
- Introduction of “sure switch” installations during kitchen works

These changes have helped streamline handovers and ensured a more consistent standard across re-let properties.



Enhancements to Voids Checklists

Feedback from inspectors led to a full review and update of the checklists used during void inspections. Improvements include:

- A clearer layout and more user-friendly format.
- Additional comment boxes, including on external areas.
- Space for inspectors to note their view on decoration standards and decisions.
- A more consistent method for recording Inspector feedback internally.

These updates ensure that all comments, positive or constructive, are captured and used to inform ongoing service improvements.



Customer-powered improvements

Coastline's Customer Experience Committee continues to support our customer-led scrutiny programme, enabling customers to review specific services and influence

improvements. Each scrutiny review is supported by Coastline colleagues who provide information, context and facilitation, ensuring customers can complete robust, informed reviews that lead to meaningful outcomes.

Over the last year, we monitored progress against recommendations from scrutiny reviews, covering:

- Gestures of Good Will
- Diversity of Engagement
- Blue Flame Access rates
- Communications relating to repairs
- The OK Each Day service
- Voids & Lettings process

Updates on these recommendations were shared with Customer Voice, ensuring ongoing transparency and accountability.

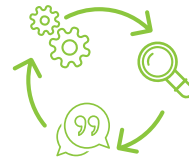
New Scrutiny Reviews launched

Customer Voice initiated several new scrutiny reviews this year, including:

- Anti-social behaviour action plans and risk assessments
- Communications relating to complaints
- Household Crisis Fund
- Housing Perks app
- Communications relating to planned programmes

On completion, each review's recommendations were agreed by the relevant service managers and overseen by the Customer Experience Committee.

These scrutiny reviews continue to play a vital role in ensuring that customer priorities remain central to service delivery. They strengthen Coastline's ability to listen, act and improve, embedding customer voice directly into decision-making and service design.



Scrutiny in Action

Anti-Social Behaviour Action Plans & Risk Assessments



You found:

- Information on ASB was unclear or hard to find.
- Communication needed to be quicker and more consistent.
- Risk assessments and action plans felt overwhelming.
- Support for vulnerable customers was sometimes inconsistent.
- Colleagues needed clearer guidance and more training.
- You wanted more transparency about how ASB is managed.

We're listening and acting:

- Reviewed and improved ASB webpages, FAQs and self-help guidance, with clearer signposting.
- Introduced regular social media updates to raise awareness and support reporting.
- Strengthened our approach to identifying and supporting vulnerable customers, using the Vulnerable Customer Policy more consistently.
- Rolled out new ASB training and updated procedures with good-practice examples and customer-friendly language.
- Redesigned risk assessments to be more conversational and easier to complete.
- Built clear communication standards and response expectations into the new ASB policy.
- Updated ASB flow charts and improved the sharing of Community Standard Inspection results.
- Continued wider improvements through our ASB Action Plan, including updated policies, clearer processes and quality assurance checks.



Communications relating to complaints

You found:

- Complaint letters felt too formal, were unclear or lacked empathy.
- The Complaints Policy was hard to follow and too corporate.
- Online information about complaints was confusing or difficult to find.
- Staff confidence and consistency in handling complaints varied.
- Updates were sometimes slow and customers didn't always feel informed.
- Some customers felt anxious or worried about making a complaint.
- Colleagues weren't always sure when dissatisfaction should be treated as a formal complaint.

We're listening and acting:

- Rewrote all complaint letters using plain English and warmer, more supportive language, with clear apologies and clearer next steps.
- Fully refreshed and simplified the Complaints Policy, now called the Customer Feedback (Compliments and Complaints) Policy, supported by a new customer-friendly guide.
- Improved digital access with a redesigned webpage, a clearer email address, and regular social media updates.
- Strengthened staff training, including annual refreshers, real-life scenarios, empathy guidance and clearer triage scripts.
- Ensured all Stage 1 responses are checked for fairness and tone before going to customers, and all Investigating Managers have CRM access for consistency.
- Reinforced expectations for timely updates, making it clear that timeframes are maximums, not targets.
- Added clearer reassurances around confidentiality and housing security to reduce stigma and build trust.
- Introduced a more consistent approach to logging complaints, with Customer Access Teams referring dissatisfaction to Governance & Customer Feedback.
- Continued improvements underway in digital promotion and raising awareness of support such as Complaints Mentors.



Household Crisis Fund

You found:

- The word "sustainability" was confusing and didn't clearly signal financial support.
- Many customers didn't know the fund existed or weren't sure who it was for.
- Information in the policy, forms and webpages was outdated, unclear or hard to find.
- Customers needed clearer signposting to help before reaching crisis point.
- Teams needed better ways to identify repeat requests and offer early support.
- The MyCoastline App and online form were difficult to navigate.
- Newsletter messaging sometimes mixed financial hardship support with higher-cost activity promotions.

We're listening and acting:

- Introduced a clearer, more meaningful name, Household Crisis Fund, and improved website searchability with more visible placement of key information.
- Increased awareness by promoting the fund across more channels, including the website homepage, digital platforms and internal teams working in communities.
- Refreshed the entire Fund Policy, updated outdated sections and aligned it with Coastline's standard policy format. It is now published on the [Our Policies page](#).
- Added clearer signposting to external support (food help, financial advice and council resources) on both the Coastline website and the MyCoastline App.
- Strengthened monitoring of fund requests so repeat applications can be identified earlier and customers receive more targeted support.
- Enhanced digital access by updating how the fund appears in the MyCoastline App, restructuring the online form and including accessibility improvements as part of the wider upgrade.
- Updated newsletters to clearly separate financial-support information from optional activities, highlighting free or low-cost opportunities more prominently.





Housing Perks app

You found:

- The app was difficult to use, savings were limited and many retailers weren't relevant locally.
- The need to preload money, unreliable Wi-Fi and multiple steps made it inaccessible for many customers.
- You wanted simpler, more inclusive support that didn't rely on digital confidence.
- Communication about the app wasn't clear, reminders weren't consistent, and many customers forgot it existed.
- Different teams were using different voucher providers, creating confusion and inconsistency.
- Evidence showed low engagement and unnecessary barriers, despite some customers benefitting.

We're listening and acting:

- Reviewed the value for money of the Housing Perks contract, assessing actual savings, usage and customer experience to see if it still delivers good value.
- Moving towards one single regulated voucher system across Coastline so support is consistent, fair and easier for both customers and colleagues.
- Ending the Housing Perks contract based on customer surveys, mystery shop results, cost-benefit analysis and comparison with better-performing platforms.
- Committing to involving customers in testing any new platform to ensure it is genuinely easier, more accessible and more effective.
- We're exploring alternative regulated voucher platforms that offer fewer steps, no preloading, easier app accessibility, and stronger fraud protection.
- Ensuring any alternative scheme provides multiple ways to receive support, not just through an app, with clearer instructions and better customer reassurance at the checkout.



Communications relating to planned programmes

You found:

- Letters and updates varied between teams, used technical language and didn't always give clear timeframes.
- Communication about scaffolding, noisy works or community-wide projects sometimes came too late or without enough detail.
- MyCoastline App didn't explain planned works clearly or help customers understand when they are due.
- It was confusing to know who to contact about different aspects of planned works.
- Missed appointments were common because reminders were unclear or inconsistent.
- Some customers felt anxious about major works or struggled to prepare their homes.
- Many customers weren't aware of the scale of improvements happening across Coastline.
- Customers wanted reassurance that projects, especially scaffolding, were being monitored properly.

We're listening and acting:

- Creating standard, plain-English communication templates for all stages of planned works, with consistent branding and customer-friendly terminology.
- Introducing earlier, clearer updates about intrusive works using texts, emails, door-notices and contractor-led communication.
- Adding better explanations of the Red/Amber/Green system and clearer indicative time windows.
- Developing a simple organisational chart and a short video to explain which teams do what, with clearer letter sign-offs.
- Bringing in 24-hour pre-visit reminders and allowing customers to choose how they are contacted, alongside awareness-raising on the impact of missed appointments.
- Introducing additional support for vulnerable customers, including help preparing homes and more in-person contact for those who may feel anxious.
- Increasing visibility of improvements by sharing case studies, photos, customer stories and creating new customer handbooks for major programmes.
- Strengthening accountability by allocating a named staff member for scaffolding oversight, ensuring compliance checks, and holding monthly cross-team progress meetings.





2026/2027 commitments to you



Effective handling of complaints

Communication relating to complaints

We are committed to improving our communication with you about how to raise concerns with us and our learning from complaints, including more frequent articles in customer newsletters.



Responsible neighbourhood management

Anti-social behaviour case management

We understand that sensitive, and timely management of anti-social behaviour cases is important to our customers. We have built in processes to review cases regularly, looking at letters and emails which are sent, and ensuring that actions taken to resolve anti-social behaviour fall in line with our policies. Where it is appropriate we will work in partnership with Cornwall Council or the police to resolve the problems which customers encounter.

By maintaining secure and accurate notes, we ensure that customers receive clear, consistent, and reliable support throughout the management of their case, and have confidence to raise their concerns.

OKED alternative provision

Following customer consultation, the OKED service will end on the 30th June 2026. We will continue to work with customers and partners to explore alternative options that are more suitable, sustainable and affordable. This will include reviewing alternative provisions and developing solutions that better meet customers' needs.

Neighbourhood Action Days

We will deliver a series of Neighbourhood Action Days across Coastline communities. These events will involve Coastline teams attending to spend time with customers, as well as partner agencies providing information and guidance on matters that are relevant to customers. We will continue to increase this offer by including our Housing for Older Persons Schemes. Keep an eye open for [Neighbourhood Action Days](#) in your area in 2026.



Respectful and helpful engagement

Cost of living support

We will continue to identify customers who are especially negatively impacted by the cost-of-living crisis and offer support via the Household Crisis fund.

Shared Owner engagement

We will be working to increase engagement with Shared Owners through engagement plans to ensure we involve a wide and diverse range of voices when making service improvements.

Overall satisfaction

We will be running our fourth Tenant Satisfaction Measures (TSM) survey in May and June. We will invite customers to consultation sessions to contribute to the improvement action plan, once the results are in. These actions directly influence service improvements. [Find out more here](#) about how we've delivered changes because of customer feedback.

Your Next Step

We will continue to offer employment and training support to customers and communities, working with partners to create and maintain a wide range of opportunities, develop new pathways into work, and support people to build skills and confidence.

Welcoming you home

We will host welcome events in new schemes to meet you in your communities, offer in person support from Coastline colleagues and foster a sense of community from the start.

Catch up with Coastline

We will continue to host Catch up with Coastline sessions throughout Housing for Older Persons schemes, to offer customers further opportunity to discuss repairs and tenancy issues and to promote opportunities to get involved.

Expansion of volunteer scheme

We commit to expanding and strengthening our volunteer programme by increasing the number of active volunteers to between 65 - 70, growing wellbeing support across Housing for Older Persons schemes, and developing meaningful new roles that support our most vulnerable customers. Through targeted recruitment and improved use of volunteer and customer data, we will ensure our volunteer base becomes increasingly diverse and representative of our communities.

Customer Voice

We will monitor the delivery of scrutiny review recommendations from 2025 – 2026 for:

- The Household Crisis Fund.
- Communications relating to complaints.
- ASB Action Plans and Risk Assessments.
- Housing Perks Mystery Shop.
- Communication related to planned programmes.

Customer Voice will receive updates about progress against the recommendations via the Customer Scrutiny Committee.

We will support Customer Voice to launch scrutiny reviews of:

- EDI & vulnerability information collection.
- Awaab's Law- damp & mould response.
- Alternative voucher platforms.
- OKED alternative provision.

Community Collaboration and consultation

We will continue the workshop style monthly customer meeting, considering time as an identified barrier to involvement. They will see multiple topics covered in each drop-in style session, open to all customers with participants invited to attend at varied times of day and venue throughout the year to increase accessibility.





Maintaining building safety

Improving the accuracy of our grounds maps

We will continue to improve the accuracy and clarity of our grounds maps so our teams can maintain shared outdoor spaces more effectively. With a dedicated GIS technician in place, we will keep updating and modernising our maps throughout the year, helping us deliver a more consistent and reliable service.

Keeping communal bin stores clean, safe and well-managed

We will continue to improve and maintain communal bin stores, ensuring they remain clean, safe and well managed. We will use the findings from our recent survey programme to deliver further upgrades in the year ahead, working closely with our partners to resolve issues quickly and keep shared spaces to a high standard.

Checking quality through regular post-inspections

We will continue carrying out regular post inspections to ensure our cleaning and grounds maintenance services meet the high standards customers expect. By reviewing a sample of completed work each month and acting quickly on any issues found, we will keep improving quality, consistency and value for money.



Keeping properties in good repair

Planned Programmes Scrutiny actions

As a result of the Planned Programmes Scrutiny, we will improve how we communicate with customers about upcoming works. We will introduce clearer and more consistent communication templates, provide better visibility of planned timescales, and enhance digital updates so customers know what to expect at each stage. We will also increase opportunities for customers to give feedback and make our teams more visible throughout the planned works process.

Programme of events



Neighbourhood Action Days

Neighbourhood Action Days are local events where residents can meet teams and partner organisations in their own community. They offer a chance to ask questions, get advice, share concerns and access support in a friendly, informal setting, while helping to make neighbourhoods safer, cleaner and more connected.



Catch-up with Coastline

These sessions are a great opportunity for customers living in our Housing Schemes to meet teams from across Coastline, share feedback, and connect with the wider community. By coming along, you play an active part in building a better living experience together- your voice helps shape the services and support we provide.

Your voice truly matters. We're here to listen, learn, and make sure your needs are understood and met.



Volunteers' Week

Volunteers' Week is an annual celebration of the incredible contributions made by volunteers across Coastline. It is a time to recognise the positive impact of volunteering on both the community and the volunteers themselves.



Community Collaboration

Our Community Collaboration sessions are your chance to shape the policies and documents that affect your home and services. Your real-life experience and feedback directly influence what our final policies look like, helping us make sure they truly work for customers.

More customers are now guiding the agenda by bringing forward the topics that matter most to them. Coastline teams recognise the value of customer insight, and request time at these sessions so they can share ideas and learn from you.

By taking part, you help us create clearer, fairer and more customer-focused policies.


Would you like to know more about how to get involved or the activities during Volunteers' Week? If you're interested in joining a session, we'd love to welcome you. Email: getinvolved@coastlinehousing.co.uk.

[Check when Coastline will be visiting your community here.](#)

Contact Us

Coastline

Find us on  Facebook,  LinkedIn,  Instagram,  TikTok and  Threads

 01209 200200

 www.coastlinehousing.co.uk

Coastline House, 4 Barncoose Gateway Park, Redruth, Cornwall, TR15 3RQ

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