

Customer Voice Report

Providing a clear line of sight
between Coastline Customers,
communities and the Board

JUNE 2024



Customer
Voice

Summary

Recommendations

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

Appendices

Appendix A – Community Investment Impact Assessment

Appendix B – Blue Flame scrutiny review updates

Appendix C – Representativeness & diversity of involvement and engagement scrutiny review updates

Appendix D – Gestures of Goodwill scrutiny review updates

Stay informed and have your say

- Tenant Satisfaction Measures Survey
- Social Housing Decarbonisation Fund
- Quarterly customer coffee mornings
- Housing Perks

Get involved and make an impact

- Young Volunteer
- Co-production with the Homeless Service
- Community Days
- Neighbourhood Action Day
- Community Impact Funding
- Volunteers' Week
- Customer Group updates
- Opportunities to join community activities

Help us decide

- Customer Voice update
- Scrutiny review plans and updates
- Community Investment Impact Assessment

Stay informed and have your say

Tenant Satisfaction Measures

Coastline's annual Tenant Satisfaction Measure survey, run by Acuity, went live this quarter. Digital surveys were issued on 14th May, with the 150 response target exceeded. Telephone surveys followed, with 850 of the target of circa 1440 achieved by 30th May; the telephone phase is due to end on 15th June.



Any alerts received are being responded to proactively by relevant teams, such as reports of damp and mould, repairs, or anti-social behaviour.

Customers can also have their say via transactional surveys.

- Repairs transactional survey – Acuity will be running phone surveys on responsive repairs satisfaction one month in every quarter, starting in June. Results will be monitored via the usual KPI reporting processes.
- Four year satisfaction survey – an action arising from the TSM improvement plan – went live for customers from mid-May, and will be monitored via the usual KPI monitoring process. The equivalent for Shared Owners is currently being worked on.

Once the survey responses are finalised by Acuity, customers will be invited to attend workshops to contribute to the improvement action plans.

[Annual satisfaction survey - Coastline Housing](#)

Taking customers' views into account in decision making about how services are provided

Social Housing Decarbonisation Fund project

To help improve the energy efficiency of Coastline's homes and meet the government targets to reduce carbon emissions, Coastline has identified up to 151 homes for potential inclusion within this programme part funded through the Social Housing Decarbonisation Fund (SHDF).

This project aims to help our customers keep warm in their home, reduce energy use and costs, and improve the environmental impact of Coastline's homes.

The first step in this vital programme is for Coastline to undertake a full property assessment; to do this we have partnered up with external consultants, Taylor Lewis who will be managing the delivery of the project on our behalf.



The assessment of these home will specifically look at:

- the heating system & levels of insulation in the home
- air circulation, windows, doors and any areas of draughts/cold spots
- occupancy and how the home is used
- other areas that may impact how warm the home is and energy use

To date, our Project Lead Taylor Lewis, and contractors, along with our Customer Liaison Coordinators at Coastline, have surveyed 92.7% of the 151 properties in Mullion, St. Keverne, Lanner, St. Day, Constantine, Mawnan Smith, Mawgan, Ruan Minor, Porthleven and Germoe.



The project has recently changed from a heating-led project to a more “fabric-first” approach and it also proposes to use solar PV where possible to help reduce overall energy costs for customers. It will be more expensive and less homes will be improved but the outcome for customers will be much better.

A Project Change Request (PCR) will be compiled by Taylor Lewis to reflect the proposed retrofit measure changes to initially cover the initial delivery phase of the project comprising 43 properties at Mullion to the grant funders and once approved a second PCR to cover the remaining properties will be submitted.

The first phase of the project will commence in Mullion, with the properties there currently having further technical surveys and measurements for a range of improvement measures including heating upgrades, insulation, windows/doors and solar PV.

Keeping customers informed about repairs, maintenance and planned improvements to their homes with clear and timely communication

Quarterly Coffee Mornings/Afternoons

Trelawny Court, Veor House & Hens Horn Court

Aim/ Focus

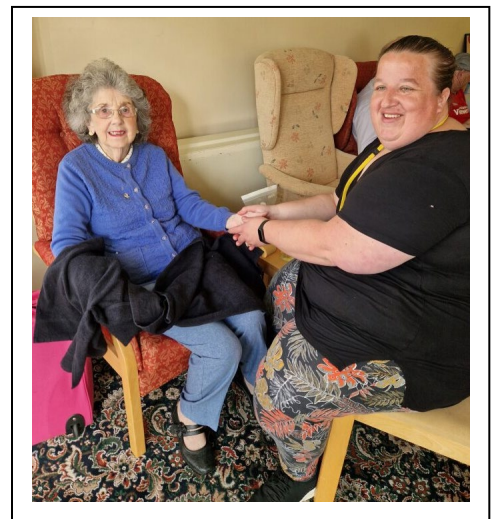
- To reduce social isolation and increase social cohesion within our schemes for older persons.
- Introduce customers to current CIT volunteers; gain feedback on the planned introduction of Community Volunteers from Summer 2024 and what types of activities customers would like.
- Identify/ prioritise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

Attendance

- **Trelawny Court** – 14 customers
- **Veor** – 11 customers
- **Hens Horn** – cancelled due to a clash with Blue Flame requiring access to flats on same date/time. Coffee morning re-arranged for 3rd July 2024.

Feedback/ Observations

- Camborne's Community Health & Wellbeing Workers (CHWW) attended the Trelawny Court coffee morning where they spoke to customers about the 1-2-1 support they can offer, and two referrals were made to this service. CHWW can only work with people living in specific postcodes due to funding restrictions, and therefore they are unable to offer this to other Coastline schemes.
- Based on customer feedback requesting more frequent coffee mornings, the CHWW's have offered to run a monthly coffee morning at Trelawny Court which will include health & wellbeing activities. This was something we were already hoping to introduce with the help of Coastline Volunteers in the summer, and will therefore be a great option to start with. The newly recruited Coastline volunteers will be able to shadow the CHWWs to see how they run these and offer this in alternative schemes such as Veor and Hens Horn.
- Veor Surgery's social prescriber attended the Veor coffee afternoon, and was able to provide some advice/ guidance to customer on what her role involves and how customers can access health & wellbeing services.
- The daughter of a Veor customer has started running a regular bingo session on Thursday afternoons, customers said these have been popular and is a good step towards building more activities at Veor. With the introduction of Activities Volunteers we hope to build on this in the Summer.



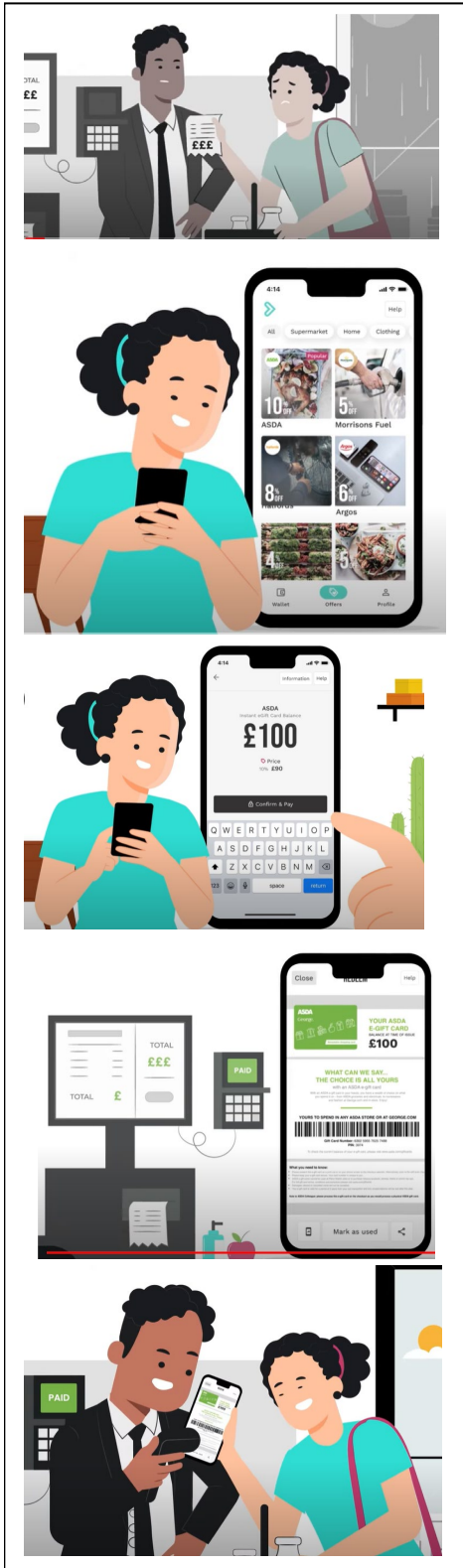


Facts/Figures

- 2 customers were provided with advice/ guidance regarding the Community Impact Fund, resulting in a successful application for garden equipment for the Trelawny Court communal garden - equipment is awaiting delivery.
- 15 customers benefited from the free hand massages on offer.
- 3 customers accessed digital support during the sessions, including help with:
 - Re-applying for their bus pass
 - Advice/ guidance regarding storage of digital photos.
 - Guidance on external storage devices.

Understanding the diverse needs of customers, including those arising from protected characteristics, language barriers & additional support needs

Housing Perks



[Housing Perks App \(youtube.com\)](https://www.youtube.com/watch?v=...)

Coastline have launched Housing Perks, for customers to benefit from savings on everyday essential items. Over 100 customers have signed up in the first few weeks!

How it Works

Housing Perks is a digital solution to the cost of living crisis for housing association tenants. We provide discounts, cashback and free items to tenants with a focus on the everyday essentials. Also, Hardship Plus empowers income officers to send vouchers instantly and enable hardship funds to go further with our hardship top up.

Savings Mobile App

The mobile app is free to use for tenants and gives them access to over 100 national retailers. Tenants typically save £6-£12 per week on their essentials. Over a year those weekly savings add up significantly. For example, a housing association in the West Midlands with a group of 1,200 users has saved over £10,000 in 4 months. The bulk of the savings being on everyday essentials. Discounts range between 4% - 18%.

The discounts available are not available to the general public and we have negotiated special discounts which are only available to housing association tenants. Tenants download the app from the Apple App Store or the Google Play store, they enter a code unique to each housing association and they get access to discounts, cashback and free items instantly. The mobile app enables tenants to use their discount while they're on the go.

The Community Investment Team are creating promotional videos for Facebook and Tiktok, to maximise customer uptake.

Get involved and make an impact

Young Volunteer!

XXX recently finished a volunteer placement with Coastline over the school holidays as part of his Silver Duke of Edinburgh (D of E) Award. XXX has been helping out with the running of activities in our Extra Care Day Centre at Miners Court and customers cannot sing his praises enough.



"XXX interacts so well with the Day Centre customers. He isn't scared to get stuck in and do tasks asked of him." Day Centre Colleague

"XXX has been brilliant! Right on the money! He's not lazy, gets involved in the activities and we would love to keep him as a volunteer. We have a right laugh all together." Miners Day Centre Customer

"He helped with the cooking of Easter biscuits last week and was really helpful." Miners Day Centre Customer

"He is so nice and polite. He will see things that need doing and will do them off his own back without anyone asking." Miners Day Centre Customer

"XXX is very efficient and gets on with doing things quickly. I only have to ask and he will be on the case!" Miners Day Centre Customer

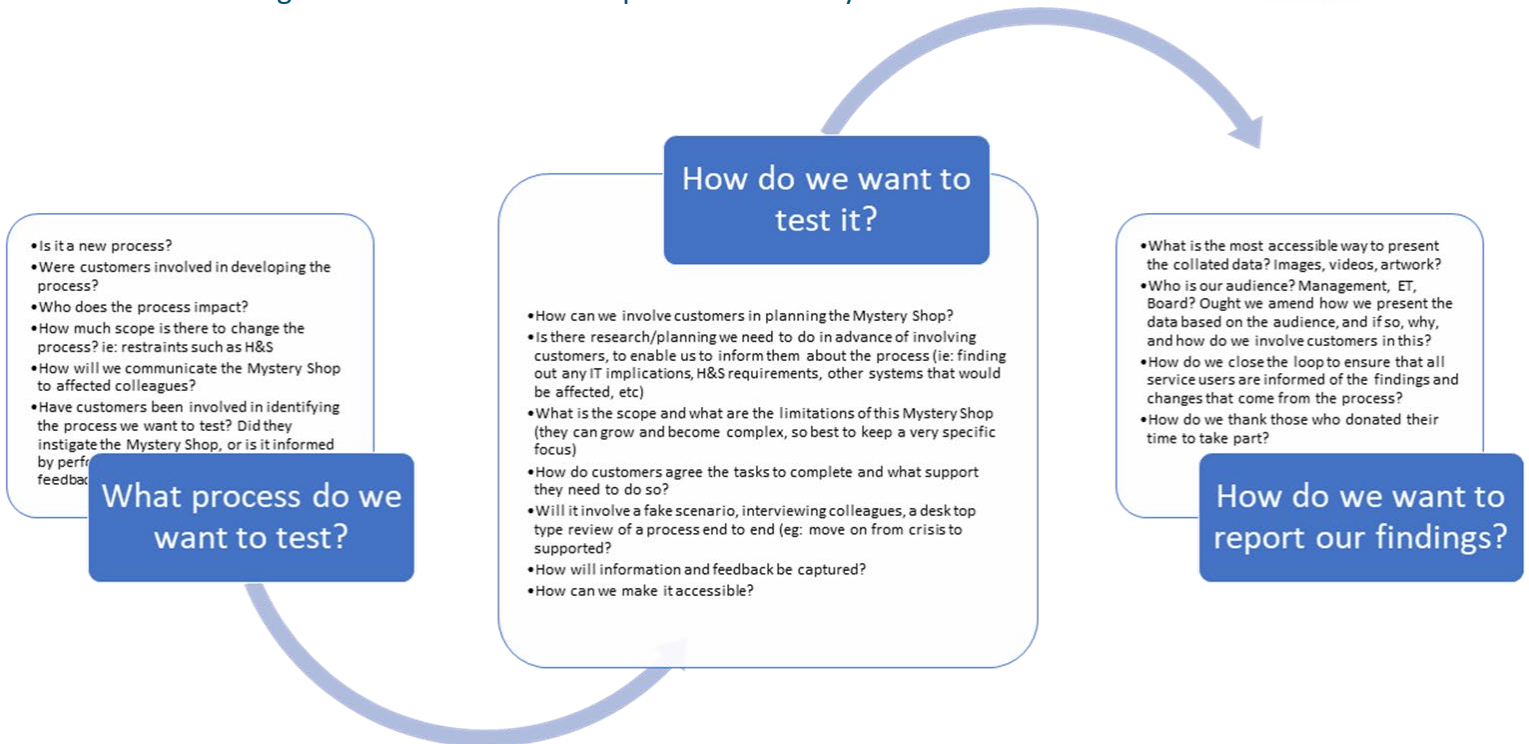
"XXX has been a great addition to the Day Centre team! He has built positive working relationships with colleagues and customers, has not been afraid to get involved in the activities or tasks delegated to him and has been reliable in regards to his attendance. I reiterate the sentiments of customers in saying that we hope XXX decides to stay as a volunteer with Miners Court throughout the Summer Holidays as he will be missed when he leaves." Volunteer Manager

A 2024 Investing in Volunteers accreditation action plan target is to increase diversity in volunteering, and young volunteers contribute to achieving this goal.

Co-production with the Homeless Service

The Community Investment Team (CITs) attended a Homeless Service co-production meeting to share best practice and collaborate with customers about approaches to scrutinising services.

The group considered both Mystery Shopping and in-depth scrutiny reviews as methods of making recommendations for improvements. They were shown a



suggested approach by CITs:

The group suggested the following topics for scrutiny focus:

- **Repairs process – specifically around ensuring a job has been completed once a Coastline colleague has attended**
- **Communication to clients around access to property**
- **Property standards – Health & Safety/ deep cleans/ the voids process**
- **Communication relating to the lock change process**
- **Key Worker contact procedure**
- **House meetings – review of validity – who benefits from them and how they could be improved.**

Homeless Service and Community Investment colleagues will continue to work together to support customers accessing the service to undertake service reviews, and to make recommendations to the CEC via Customer Voice.

Community Days

Rew an Denva; Fordh Aventurous; Garth Resker Soth - Camborne

Aim

- To engage the local community and promote involvement with Coastline.
- To have a presence in the community, and litter pick to demonstrate the upkeep of shared spaces

Attendance

- Members of the Community Investment and Tenancy Management teams
- Councilor XXX from Camborne Town Council
- XXX from the National Literacy Trust

Outcomes

- Customers were pleased to give direct feedback about some of the issues with the bin store and felt that the litter pick was a good way to tackle this.
- Two customers joined in with the litter picking activity.
- XXX gave out free books to local children.



TR26 2FR + Joannies Avenue, Rosewall Close and Great Carbona Close - St Ives

Aim

- To connect with the local community and promote involvement and engagement
- To enable Coastline volunteers to promote the Volunteer Scheme in community settings, demonstrating the provision of a wide range of opportunities to get involved

Attendance

Community Investment Team members attended with a Coastline volunteer, with a view to finding out what future engagement opportunities would appeal to customers living at a distance from Coastline House

Outcomes

- 2 bags of rubbish collected
- 20 customers answered their doors and spoke to the team
- Everyone spoken to was really happy with the area, with Coastline, and with their houses!



A customer told us:

"I've lived here for 15 years and laddered through the Shared Ownership scheme so now own 100% of my home. I love my house and feel luck to live here. It's a good estate and there are never any problems, apart from one issue with someone locally feeding the seagulls!"

One couple told us:

"We've just moved in, and

Coastline have been great and have made the process so easy!"

A customer told us: "It is great to see that Coastline are getting out and about to meet customers."

One couple told us:

"We've just moved in, and Coastline have been great and have made the process so easy!"

Coastline Volunteer,

XXX, said: "It is nice to hear people so happy with where they live."

Boundary Road, Spray Road & Hoopers View - Bodmin

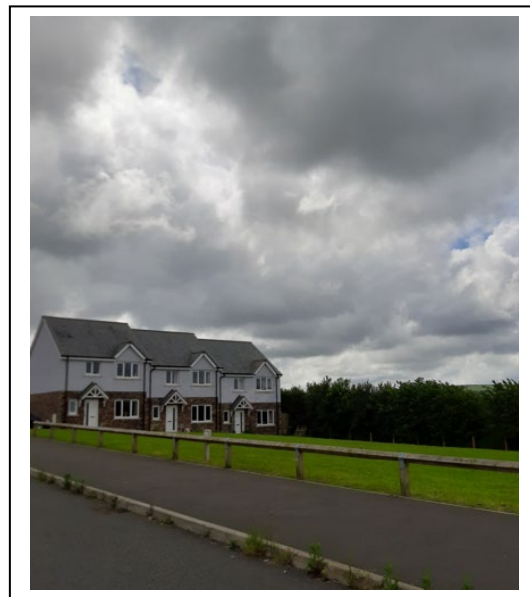
The Community Investment Team visited Coastline customers in Bodmin to do a litter pick, and find out more about local priorities and interest in getting involved.

There was no rubbish, which was great news! The team gave out 32 giveaway packs to children and went door knocking, spoke with approximately 40 households.

Community Navigator, XXX said:

"Overall people that we spoke to were very happy with the estate and their homes although the issue of bins/bin day and rubbish flying around was raised a lot. However, there was no actual rubbish for us to collect today so we were surprised people had said this, it was the cleanest area we have been to!"

Customers were advised to contact Cornwall Council about issues with bin collection days. The team also spoke with customers about reporting repairs, the cutting of communal grass and ASB.



Pengegon – Camborne

The Community Investment Team partnered with local agencies to run a Community Day in Pengegon.



Aim

- Promote the newly launched Community Health and Wellbeing Worker project that Coastline are partnering with
- Provide information, advice and guidance to Coastline customers
- Demonstrate the importance of collective community presence

Attendance

- Community Investment Team members
- Facilities Management Assistants
- Income Team members
- Community Health and Wellbeing Workers
- Camborne Town Councilors
- Healthy Cornwall
- Seetec Pluss
- Transformation CPR
- Treverbyn Hall
- National Literacy Trust
- Board members XXX and XXX



Outcomes

- The Community Investment Team:
 - handed out 61 gift packs to children in the area
 - spoke to Camborne Town Councilors about current CITs projects
 - gave four people direct information about how to Get Involved
 - spoke to six customers about tenancy and facilities issues
 - provided food from Community Larders, which was gratefully received with four crates taken by the end of the day
- The Facilities Management Assistants helped out and promoted their new roles
- The Income Team talked to customers about Universal Credit concerns and support offers.

Healthy Cornwall said- “Thanks so much for including us today, it was lovely to meet all of the providers and play games with the children. Looking forward to many more events this Summer and beyond.”

Seetec Pluss- spoke with two people about employment and training options.



Transformation CPR said- “Thank you so very much again for inviting us to the Pengegon Community event and for making us so welcome. It was a good day and although not many people and/or children around but for those that were there, it made a real difference. I see it as small but significant steps to building the strong links with the community and also with your organisation as well as Healthy Cornwall and the Literacy Trust as well. Several people enjoyed XXX’s Nordic braiding. The resources that Healthy Cornwall brought along were fantastic and got the kids interested and being very active. The planting of seeds was also utilised and enjoyed. The spare chairs that we had there were used later in the day by parents, who had a chat with lots of us and we were able to explain our service to them.”

XXX from **Treverbyn Hall** had some phones for young people to learn how to take them apart and put them back together again! He runs a repair café.

Camborne Town Council- “It was a really helpful opportunity to speak to the other community organisations, we spoke to 5 different members of the public about our projects and the library service.” They have had £17 million in funding for various projects around town!



XXX- Head of the **Community Health and Wellbeing Workers** project for Volunteer Cornwall- “It was so great to be part of it. Such a lovely bit of collaborative working going on with you guys, Healthy Cornwall and the CHWW’s. Really looking forward to more of it.”

XXX from **The National Literacy Trust** said- “Thanks for inviting us to such a great event. It is such a privilege for the National Literacy Trust in Cornwall to work in the heart of our target communities. Yesterday we gifted 40 books to residents who attended and we had a great conversation with two young mums of Early Years children. They didn't know about our work but have followed us on Facebook and now know how to access our ongoing support. My high spot was talking to an 8 year old who told me that she didn't like reading. After I'd read her 2 chapters of BFG by Roald Dahl she said she loved the book and took a free copy home.”



XXX from **Devon and Cornwall Police** said- “We engaged with all stalls at the event and the new Mayor and members of the public, including signposting 2 teenagers to our Police cadets.”



Working with partner agencies enables us to maximise the support we can offer to customers within their own communities.

Neighbourhood Action Day

Morab Road, Manor Road, Pengwarras Road– Camborne

Aim

To promote responsible neighbourhood management, by spending time with customers in their communities, facilitating the removal of bulky waste items, addressing customer queries.

Attendance

- Tenancy Management Team
- Community Investment Team
- Income Management Team
- Senior Leadership Team
- Services Teams
- Volunteer Cornwall's Health & Wellbeing Workers
- The National Literacy Trust
- Cornwall Council's Community Link Officer
- Police Community Support Officers
- Community Energy Plus

Outcomes

- The Tenancy Management Team spoke to customers about tenancy related queries, and did a walkabout with local PCSOs, to build community connections.
- The Income Management Team's Welfare Reform Officer and the Housing Manager went door knocking to talk about any financial concerns customers may have, and share useful information about support that is available.
- The Community Investment Team did a litter pick, went door knocking with Community Energy Plus, and promoted getting involved with Coastline. Goody bags to keep children entertained in the rainy holidays were given out.
- The Health & Wellbeing Workers promoted their project offering 1:1 support.
- The National Literacy Trust talked to families about reading, and gave out free books.
- The Services Team removed four van loads of items that customers removed from their gardens.



Working co-operatively with customers, and relevant organisations to contribute to the upkeep and safety of shared spaces

Community Impact Funding

Customer Voice agreed to expand the eligibility criteria to groups of non-customers, providing they can evidence the direct, positive impact that their proposed activity or initiative would have on Coastline customers and communities. This came as a result of applications being made from groups who did not have Coastline customer membership, such as The Troon Players, but whose work has been beneficial to Coastline customers. The Community Investment Team are working with the Governance Team to ensure that appropriate protocols are in place to issue the funds.



Book swap scheme!

An application has been made by a National Literacy Trust volunteer, who would like to set up a book swap scheme. She is an Ocean Housing customer, but lives in an area which is predominantly Coastline housing. Passionate about early years reading, and the benefit to families of sharing a love of books, she has requested funding to set up a book swap box, where local Coastline customers can access free books. Her proposal is being supported by The National Literacy Trust, who can help with the provision of books, and her funding request relates to materials for the box itself.

Reviewing her application, Customer Voice members told us:

I think that the Community Impact Funding request is a fantastic idea and all for it. The more we can encourage young kids to learn to love reading the better. There is one question I have around learning as a family, what input is exactly done participating that? Goes back to my old question around adults being able to read - if a child is given a book and gets negative response at home this could be a hindrance and I'm aware that there may not be much that could be done to deter this. However, it could be a good opportunity as to looking into the child's family life. Going very deep here and maybe it's not necessary. I also think it is a fantastic start as a trial in the area and hopefully start these little libraries around the County, which as stated opens the door to book clubs also not only for kids but adults as well. I'm all for this, anything positive in the Community has five stars from me.

I am in favour of granting the money as it is a great idea. However, I have two concerns

1. There is not a great deal of information given on the day-to-day management of the books/location, and
2. How will they ensure the books are not vandalised or taken when no one is monitoring them?

I would not like to think of the money being given if they cannot guarantee the safety of the location or the books.

Having read this application I have several reservations, I'm impressed with idea but feel we are a last resort following refusal by Ocean Housing the main Housing provider in that area, As a gesture of support to encourage the idea I feel Coastline could perhaps donate £200.

With reference my previous email I have since obtained more information regarding the request for funding and now understand that the area concerned has nearly all Coastline properties therefore, I will revise the amount to be given to the full £500 as it will be encouraging newer involvement.

Once the applicant has responded to the queries, Customer Voice members will be updated. We will also work to encourage more detail in future applications, as some items raised were discussed with the team in advance of the application being made.

Green Fingers!

Customers at Trelawny Court have taken advantage of Coastline's 'Small Change, Big Impact' fund of £50, to secure themselves a garden fork, in readiness for a spring of making improvements to their shared outside space.

Volunteers' Week

June 1st – 7th is an annual opportunity to recognise, celebrate and thank our incredible volunteers for all they contribute to Coastline communities, our customers, and society more widely.

This year has seen a range of celebration events, hosted at each of our volunteering sites:

Miners Court

Volunteers at Miners Court include:

- Miners Minds – 10 customers who live at the scheme
- Garden Volunteer x 1
- Day Centre Volunteers x 5
- Befriending Volunteers x 4

Current vacancies include the Activities Volunteer and Laundry Volunteer

Coastline House

Volunteers at Coastline House include:

- Digital Buddy Volunteer
- Community Investment Volunteers
- Customer Voice volunteers x 15
- Young Volunteer opportunities
- Complaint Mentors x 4
- Void Inspectors x 6
- Development and Sales Volunteer

Potential future volunteer roles include a Customer Access Admin role and Community Activities Volunteers for Housing for Older Persons

Chi Winder

Homeless Service volunteers include:

- Partner Programme Volunteers – 10 customers who access the service, and whose roles include:
 - Activities, garden project, fishing sessions, course coordinator/facilitator
- Hairdressing Volunteer
- Garden Project Volunteers x2
- Wellbeing Volunteers x 4

The Tarn West Volunteer role is currently vacant.



Celebrations!

Volunteers were welcomed to events hosted at the site they regularly volunteer at, as well as an event at Coastline House, where all volunteers could come together, and spend time feeling valued for the time and skills they dedicate to improving the lives and communities of Coastline customers.

Coastline have also promoted vacant volunteer positions via The Big Help Out, which is a scheme that aims to raise awareness of volunteering and provide opportunities for people to make a difference in their communities.



[The Big Help Out | Home](#)

XXX's Story

What does your volunteer role involve?

I assist the Development and Sales teams with a range of tasks such as:- attending site visits, assisting with the defect process, ensuring works are completed and gaining customer feedback.



Why did you decide to become a Coastline volunteer?

My family and I came to the UK in 2023 from Sudan, where I am a qualified architect. I'm currently unable to work while I wait for my work permit, but am very keen to utilise my skills and experience through volunteering while I wait. I first approached local architects, but volunteering was something they could not help with. I then approached Coastline in late 2023 and they were able to create a volunteer role which links to my skills and experience which I was able to start in 2024.

What do you enjoy about your roles?

For me I've never been a person that stays at home, so to be able to keep busy and do something useful has been really valuable to me. The tasks I am given are always changing and challenge me, I get to learn something new every single day at Coastline, I find the role very exciting, everyone at the development team is very welcoming and helpful, I've also been able to complete additional training courses which have been of great interest to me.

What would you say to someone thinking about volunteering?

I would recommend it to any one, you get to learn new skills, meet new people, be part of a team and it's very rewarding.



“Coastline’s approach to celebrating volunteers is really personal – we receive personalized cards in our goody bags, rather than just a generic card, which other organisations give.”

“XXX really listens (in 1:1s and supervisions) and things get done when any issues are raised.”



“I feel supported by XXX (Volunteer Manager) and Coastline.”





**“XXX should get
praise and
recognition for
the work she
does – and she
should sit down
and eat some
lunch!”**



More than a landlord – recognising the positive impact and added value that volunteering has within Coastline communities is celebrated annually at large events, and regularly with smaller acknowledgements of volunteer successes.

Customer Groups

Voids Inspectors

The group met in May to discuss visits undertaken and any improvements that needed to be made to the Voids Inspector process. Key information from the meeting:

- The group are still working with colleagues and each other regarding communication, which they agreed would improve greatly based on actions agreed at the meeting.
- This was the first meeting with the Customer Leads in the role of Chair and taking minutes.
- A new member joined and will undertake the training to complete Voids Inspections moving forwards.
- The Housing Manager is attending the next meeting to discuss the Mutual Exchange process, as the Voids Inspectors are keen to see how this compares, and possible conduct a Mystery Shop



Complaints Mentors

There have been two mentors assigned to complainants in the past quarter.

Complaint Mentors have completed their refresher training, and been given the opportunity to review the new Volunteer Role profile, Policy updates, and Complaint Mentor framework, which was created in response to volunteers' requests for more clarity about the role remit and responsibilities. There remain some outstanding communication issues, such as Mentors not being informed when complaints progress to Stage Two, but this is being resolved by the Governance Team.

Consultation & Communication Group

The Group meet monthly to review policies, and initiatives with customer-facing impacts. They have recently been consulted by various Coastline colleagues on:

- Customer ventilation document
- Service Charge letters relating to improvements to communal areas in Housing for Older Persons
- Anti-social behaviour flowchart, to show customers how ASB concerns are managed
- Vulnerable Customer Policy
- Annual rent letter content

Ventilation Policy:

"It's ok – simple and easy to read, and the pictures help in telling you what you're going to read about."
"Should there be advice about using paint with damp proofing in it?" – discussion followed about issues with cheaper versions of this paint, and how eggshell allows the walls to breathe.
"Good visual content – even if you weren't good at reading, you could understand it."
"Very impressed with it. Very well done."

Service Charge Letter

"It would be good to have jargon in a block-coloured section, and then an explanation in clear language, so that the legal/jargon is highlighted but it is also accessible."
"Second paragraph is confusing but the fourth paragraph is excellent."
"The fact that Coastline notifies the Council of those who are in receipt of Housing Benefit, so that customers do not have to, is great for vulnerable customers."
Customers also fed back on aspects that could be highlighted or underlined, to improve clarity. Discussion followed about the need for the Service Charge Team to do some more work regarding whether a plain English explanation could invalidate the legal language. An update will be provided at a future meeting.

ASB flowchart:

“Simplicity is good – it’s not too complicated.”

“The language used is very good.”

“It needs to show what happens if a concern raised isn’t agreed to be ASB, as it wouldn’t then progress down the chart.”

There was a discussion about the definition of ASB, what constitutes general communal living noises, and the Good Neighbour Policy. Once updates have been made, the new version of the flowchart will be circulated.

Rent Letter

“The letter said it was an increase of 7.7% but mine wasn’t – would it have been too difficult to say the exact percentage increase?”

“I find it confusing that the insurance is included in the rent and not the service charges.”

The group discussed the complexity of rent setting; how affordable rent is 20% lower than market rates, and service charges are spread equally across surrounding properties; that there is legal content that cannot be amended, but that a Frequently Asked Questions document could be created, to make it more accessible.

When it is time to write the 2025 letters in November, customers’ feedback will be incorporated.

Vulnerable Customer Policy

“Being listened to is the most important thing when it comes to vulnerable customers.”

“It’s about action as well – being listened to but then nothing is done about it means there’s no point in being listened to. Adapting is important.”

“Communication comes before the listening, as communication is the building blocks for being listened to. In person visits are important to allow for listening, as not everyone is competent with technology.”

“Finding out what matters to them not what is the matter with them.”

The group discussed how some vulnerabilities are life long, and others time limited. They also discussed how Coastline, as a small landlord, tend only to deal with the main lead tenant.

Their feedback will be incorporated into the final documents, to ensure that customers’ priorities are reflected in publications.

Development Group

The group have appointed a Lead and are due to meet in June. The focus of their next meeting will be to learn about the process from purchase of land to handover of the new build scheme, which will be presented to them by members of the Development Team. Following this, further site visits will be arranged.

Environmental Action Group

This Group are yet to appoint a Lead. Their current focus is the recruitment of more members, supported by the Volunteer Manager. Whilst the membership grows, their meetings will take place alongside the Development Group meetings, as many themes overlap, so the Development Group meeting will contain an environmental focus.

Outside of the meeting, a Group member also highlighted that the queue facility on the main phonenumber was not accessible, leading the Customer Access Manager to investigate, and conclude: “The customer has to press option 2 whilst waiting in the queue, but there is no messaging in the IVR to advise of this. I am so sorry as I didn’t realise that this had been turned off completely, so please pass on my thanks to the Customer Voice member for flagging this, otherwise I would have never looked into this.”

Customer Voice Group Lead Profiles

Group Leads have created profiles to promote the Groups' aims and increase membership, as well as to highlight how the Groups' work informs decision making and respond to the consumer standards. Examples are below – keep an eye out on social media, where they will be launched soon.



Void Inspectors

Leads: Sue and John



Purpose:
Alongside the Voids team, we attend a 'pre-void' and 'end of void' property visit at least once per quarter. During these visits we provide constructive feedback regarding the void process to colleagues, and complete the end of void checklist to ensure it is of the expected standard. We attend and lead quarterly Customer Void Inspector meetings, where all void inspectors have the opportunity to report back the findings of our visits, identifying any particular trends and improvements with the aim of helping to shape and improve Coastline's services, ensuring high standards of re-lets are met.

This links in with the Tenant Satisfaction Measures:





Development Group

Lead: Elaine and Tammy



Purpose:
As a group we meet with Coastline's Development Team to feedback on new schemes and undertake site visits. Two meetings per year are based at our offices at Coastline House and two are out on Coastline sites.

As a relatively new group we have been consulted on:

- Biodiversity & Green Spaces
- Disabled adaptations

and visited the following sites:

- Nancegollan, Helston
- North Country, Redruth

This links in with the Tenant Satisfaction Measures & Consumer standards:



Looking ahead...

- XXX (Assistant Company Secretary) has offered to provide training to Leads regarding minute taking, which is booked for August.
- Customer Voice will focus on growing Group membership, with a view to appointing a Customer Voice Lead, who will oversee scrutiny reviews.
- Customer Voice will get involved in producing the Community Investment Framework, which was a recommendation from the 'Diversity and Representativeness of Involvement and Engagement' scrutiny review.
- Customer Voice members, who are Group Leads, will contribute updates from their respective Group meetings to inform the CEC report, so future reports will contain direct messages from the Leads.

Providing customers with a wide range of meaningful opportunities to influence and scrutinise Coastline's strategies, policies and services.

Get Involved!

There are lots of community-based activities upcoming, which all Coastline colleagues are invited to attend.

Date & Time:	Activity:	Location:
Wednesday 31st July 2pm – 4pm	Welcome and Community Engagement Event – new scheme, including over 50s flats	Quintrell Downs, Newquay
Thursday 1st August 10am – 2pm	Neighbourhood Action Day	Gwel Mor Stray Park, Penforth, Beacon Fields, Camborne
Thursday 1st August 1:30pm – 3:30pm	Healthy Cornwall Community Event	Strawberry Field, Lanner
Wednesday 7th August 1pm – 3pm	Afternoon Tea Party	Trelawny Court, Camborne
Thursday 8th August 1:30pm – 3:30pm	Healthy Cornwall Community Event	Pengegon, Camborne
Wednesday 14th August 10am – 2pm	Neighbourhood Action Day	Treloweth Road, Tangye Road, Illogan/East Pool
Thursday 15th August 1:30pm – 3:30pm	Healthy Cornwall Community Event	St Meriadoc Park, Camborne
Tuesday 20th August 1pm – 3pm	Afternoon Tea Party	Hens Horn Court
Thursday 22nd August 1:30pm – 3:30pm	Healthy Cornwall Community Event	Hawthorne Close/ Merdoch Close/ Strawberry Fields, Redruth
Tuesday 27th August	Afternoon Tea Party	Veor House, Camborne
Wednesday 28th August 10am – 2pm	Neighbourhood Action Day	Gweal Darras, Mabe
Thursday 29th August 1:30pm – 3:30pm	Healthy Cornwall Community Event	Heartlands, Pool
Tuesday 29th October 1pm-3:30pm	Community Day & Litter Pick	Ellis Meadow Connor Downs, Hayle
Wednesday 30th October 10am – 2pm	Neighbourhood Action Day	Montague Avenue, Tresadernes Road, Morla Lane, Pond Lane, Edmund Road, Redruth

Help us decide

Customer Voice

Monthly meeting

The Group welcomed CEC Chair, XXX, who said that “it was great to see the scrutiny review findings presented at the CEC meeting, and this generated a lot of discussion.”

Customer Voice members were invited to attend the next CEC meeting on 1st July. A pre-meeting was offered to those attending for the first time, to cover what to expect, how the agenda will run, housekeeping, etc, which has proved positive for previous Customer Voice attendees.



Scrutiny review update

- Progress against recommendations for existing scrutiny review recommendations are brought to Customer Voice each meeting by CEC Chair, XXX. The current topics are:
 - The representativeness and diversity of involvement and engagement
 - Blue Flame – communication and access rates
 - Gestures of Goodwill
- New scrutiny review topics and timescales have been agreed:
 - **Communications relating to repairs** – the aim is to run the review from July to September, and to get recommendations and management responses to CEC in November. This follows the completion of the Repairs Review, and will afford customers the opportunity to test new processes which have now embedded. Customer Voice members are particularly keen to look into communication relating to unavoidable delays. Customer Voice members highlighted how positive it has been to meet the Facilities Management Assistants, which they consider to be a great asset.
 - **Satisfaction with Antisocial behaviour handling** – the aim is to run the review from September to December, and get recommendations and management responses to CEC in January. This review follows recommendations from CEC to examine this area based on the 2023 TSM survey results, and the timing will enable customers to compare that data with the 2024 results.
 - **Voids Mystery Shop** – this review will take place in June, and enable customers to look into the customer journey of moving into a re-let. The group will consider the Customer Voice satisfaction survey data, which is largely positive but response rates are low, and speak to customers who haven't responded, as well as to view data which will show whether there is a link between move in, and then appearing on the high caller list, reporting repairs, or raising complaints. Findings will lead to recommendations about any improvements that could be made from the point of Lettings, through to Voids and move in day. The Voids Inspectors are also keen to conduct a Mystery Shop into the Mutual Exchange customer journey as well, later in the year.
 - **OK Each Day deep dive review** – the aim of this review will be for customers to play an active role in exploring alternative provisions for vulnerable customers. It will be scheduled to time appropriately with Work Package progress made by the Tenancy Management Team, later in the year.

Providing customers with accessible information about landlord services and how customers' views are taken into account to make improvements

Community Investment Impact Assessment



In 2023 – 2024, Coastline colleagues and customers worked together to continue to offer a wide range of opportunities to get involve, have a say, and make an impact within Coastline communities. The Impact Assessment is published for customers, colleagues, partners and stakeholders, and reflects the tremendous differences these opportunities make.

It measures and evaluates the effect customer engagement has, shows the improvements made to Coastline's Services, and identifies what has changed as a result of customers getting involved. It also sets out our commitments for 2024 – 2024.

You can see the full Impact Assessment in Appendix A.

Providing customers with information about how Coastline have taken customers' views into account to improve landlord services, information and communication