

Activities and Inclusion Annual Statement 2021-2022



Coastline

Great Homes, Great Services, Great People



Coastline's 2021 – 2025 Plan

Activities and Inclusion in the Homeless Service

Coastline staff, Volunteers and Partner Volunteers deliver activities and create opportunities for inclusion for the people who use the Homeless Service including Crisis Accommodation; Supported Accommodation; the Outreach Service and Tarn West Families. We promote and facilitate our external partners to deliver events, workshops, activities and training.

The activities and opportunities for inclusion are informed by the **5 Ways to Wellbeing;**

- Connect;**
- Be Active;**
- Give;**
- Keep Learning;**
- Take Notice.**

This is because research shows implementing these 5 strategies into your life will improve your mental health and wellbeing (neweconomics.org).

The people who use the Homeless Service have support needs which include; complex mental health; alcohol and/or drug dependency; offending behaviours and other complex needs such as learning disabilities; physical health and care needs. Consequently it is crucial for people utilising our service to access the menu of activities and opportunities for inclusion we have on offer, in addition to their key worker support. We know a range of activities enhances people's ability to improve their wellbeing and mental health, which enables them to move on in a sustainable and positive way to safe accommodation.



Investing in our communities so people can feel safe, can have a sense of pride in where they live, and can have a place to call home



We will work to improve the health and wellbeing of people in our homes and communities, and we will provide support for them to develop their skills so they are better able to overcome barriers in their own lives



We will work collaboratively, across the Coastline family, and with our partners and stakeholders, in Cornwall, to ensure our collective resources are maximised



We will be a great place to work and volunteer, an organisation that people want to be part of, respected for what we do and how we do it



The activities and inclusion offer will be shaped by the people in our homes and communities using a co-production approach

In line with Coastline's Plan our aims within the Activities and Inclusion team are:



The Activities and Inclusion offer will be co-produced by the people that use the service.



We will provide pathways for progression via education, employment and wellbeing opportunities so people can develop the skills and coping strategies needed to move on sustainably and positively from the service.



We will work creatively with people to break down barriers and find solutions to ensure the activities are inclusive of people's support needs.



We will build and maintain partnerships with other organisations to enhance our activities and inclusion offer.

Our Approach

Psychologically Informed Environment



The activities and opportunities for inclusion are delivered using a Psychologically Informed Environment framework. This means we take into account every person's unique needs and past experiences. This enables us to ensure the psychological and physical safety of the people we support, in turn empowering them to achieve their full potential. We do this by using the following strategies:

Trauma Informed Care

We acknowledge that people who access the service often have experiences of trauma. We work in a way which meets their emotional and psychological needs ensuring we do not re-traumatise them. For example a person wanted to attend a Coastline course but was unable to due to previous traumas. We did not want their past traumas to affect their present, so we found a new venue which removed the risk of re-traumatisation. The person was able to access the course enabling them to continue on their journey to improve their life.

Asset Based Approach

When a person is interested in getting involved in an activity, we explore what their strengths are, and find out what motivates them to build resilience. This helps the person to build their self-esteem so they can take the steps necessary to develop their confidence by accessing activities, and to learn coping strategies that further enhance their chances of being successful in moving forward with their lives.

79% of people said they increased their self-confidence by attending a Coastline activity

Person Centred Approach

We use a person centred approach by tailoring how we work with people so they have choice and control in how their needs can be met and ensure activities are accessible to all. This allows early intervention strategies to be collaboratively created with the person to address any barriers for attending activities and find creative solutions.

Co-Production

The activities and opportunities for inclusion are delivered in the interests of the people who use the service as they are co-produced with them. We use face to face focus groups; the Annual Activity Feedback Form; the Individual Activity Feedback Form and on-going conversations so we can be flexible and adaptive to current needs. These methods have informed the statistics and outcomes for the Annual Statement.

100% of people said they would recommend Coastline organised activities to others.

Polly - Activities and Engagement Worker

"I am passionate about supporting people to discover their self-worth and achieve their aspirations. I never want someone's support need to be a barrier for them to access opportunities that will enhance their lives. This is why I enjoy getting to know people on their terms to build a rapport and find out what they need from me. I will work alongside a person for however long it takes and I will be as creative as possible to make sure the activities and inclusion opportunities are accessible to everyone in the service."



Our Activities and Pathways for Progression



143 activities were delivered



284 attendances to the activities



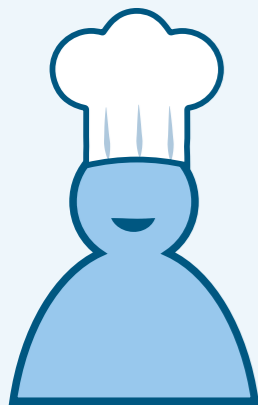
14 people who moved into their own homes benefited from attending these activities

These are the 5 Ways to Wellbeing.

This is how many people the activities helped to:

1. Connect with others – **92%**
2. Learn new things – **89%**
3. Give to one another – **82%**
4. Be active – **89%**
5. Take Notice – **91%**

Coastline Essential Skills Cooking Course



4 people have been able to make their food budget go further and prepare tastier meals by completing the Coastline Essential Skills Cooking course.



8 people have gained a Level 2 in Food Safety and Hygiene

The Coastline Essentials Skills Cooking course was co-produced last year by Peter, Life Skills Volunteer and Polly, using Peter's knowledge as a trained chef. The course can be completed at the pace the participant needs. On completion everyone receives a certificate and a food voucher to further their new found cooking skills. Two people who completed the course, have gone on to become Partner Programme Life Skills volunteers, and are now successfully leading a cooking workshop together.



Event catering prepared by Partners



4 people have gained lifesaving skills by completing a First Aid Workshop.

Explore Cornwall Walks

24.3 Miles of the South West Coast Path has been walked



Sam Wortley – Partner Programme and Volunteer Worker

“Our Partner Programme enables residents to get involved and put their time and skills into volunteering within the Homeless Service. The Cooking Partners did a review of the cooking course, to make sure the course was being delivered in a way that utilised the assets based approach. The Partners have raised the standard of the course by adding a specific hygiene element with a high emphasis on keeping the kitchen clean and tidy, making sure the washing up is done and surfaces are cleaned after use.”



23 certificates have been awarded for accredited E-Learning

Gardening Project

We have a gardening project, which grows food for the Cooking Workshops, allowing people to learn about the whole process from the seed to the plate. The allotments also provide a space to build palette furniture and learn DIY skills. These were great through Covid lockdowns in providing supplies people may have needed, and included an activity we could continue safely.

Allotment



Before

After

Camborne Garden Project



Chi Winder Garden



Wellbeing Course

Denise is one of our wellbeing volunteers, who runs a regular 6 week Wellbeing Course and 121 mentoring. Every Wellbeing Course is different as it is shaped by what the group expresses they may need at the time. It offers a supportive space to share issues, give peer support, and come up with solutions so people can live the life they want.

Some of the topics covered have included confidence building, how to deal with frustration and connecting with your community. A person who attended became a Gardening Partner and linked up with Positive People to do job searches. They now have a job and their own home.

One participant said:

"it offered me a different way of looking at things".



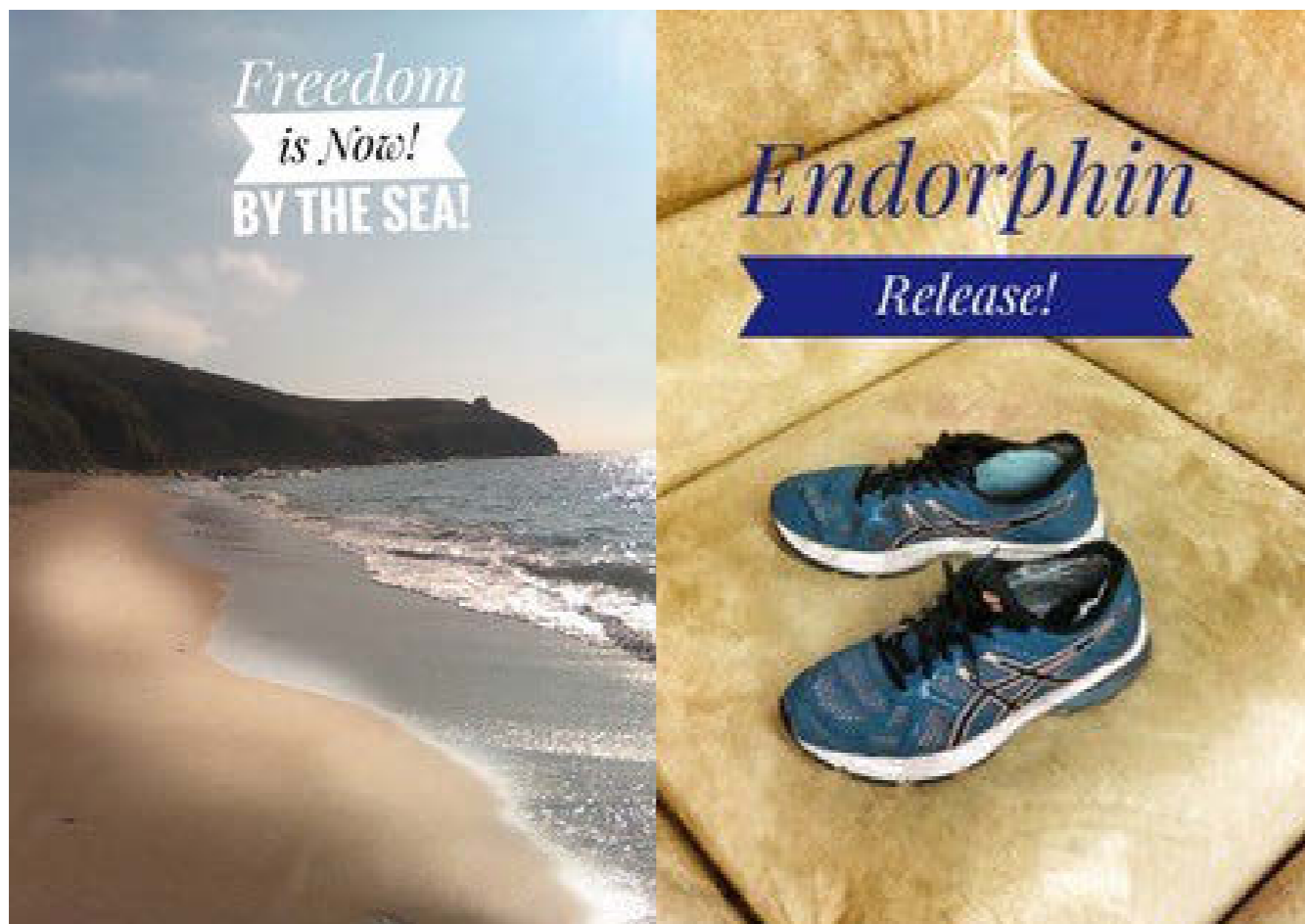
Volunteers and Partners play a crucial role in successful delivery of activities. Other activities volunteers have been involved in include Tim on the Explore Cornwall Walks; Jamie doing the Garden Projects; Molly running an Art Group and Peter running the Cooking Workshops.



Sam Wortley – Partner Programme and Volunteer Worker

"Our volunteers are central to ensuring Coastline are delivering a diverse range of activities. Each volunteer role is tailored to suit the individual, taking into account their personal skills and interests. Many of the activities we are able to run have been created and co-produced, relying on the skill set and knowledge that individuals bring to the table and wish to share with others."

"It is hoped in the course of people volunteering with us, that they will continue to develop the existing skills they have, as well as learning new ones. We also want people to take advantage of all the training opportunities we offer for their own development, and to gain a well-deserved sense of personal achievement."



Kevin's photography

Kevin's Story

"When I first came to Chi Winder, I didn't mix much and didn't get involved in any of the weekly activities, but after talking to some people who were involved in the available activities, I decided to give them a go. I started volunteering at the allotment every Wednesday as a Gardening Partner and from the first day I was hooked. During all my time at Chi Winder, which was at least 14 months, I haven't missed many allotment days. It was great for getting out of Chi, and it was beneficial in many ways. It's very social and it makes it much easier to talk with people outdoors while taking part in whatever you feel you can contribute. I'd recommend taking part in the Allotment to anyone.

Then there's Thursday's Explore Cornwall Walks. I'm glad I also got involved in this activity, it's so interesting, and we almost always go somewhere new. I've seen so much, places I wouldn't have seen otherwise. Every Thursday is a welcome adventure, seeing and experiencing the many amazing sights of Cornwall. And it's not just the sights, it's the social part also. And I must add, we always stop for a tea or coffee, or sometimes, ice creams and milkshakes and this is always very welcome, and one of the best parts of whatever journey we happen to be on at the time. Getting involved is very rewarding, and makes your time at Chi Winder much better and it goes faster. So I'd recommend getting involved in whatever you happen to be interested in, while you're staying at Chi Winder."

Polly

"Kevin came to Coastline after he lost his job and accommodation due to Covid. His son had just been born in the Philippines, where Kevin lives for 6 months of every year, and he was unable to meet him.

Throughout Kevin's time with Coastline he has: won the Coastline Homeless Service Christmas Card Competition 2021; used his artistic talents to hand draw colouring pages as a thank you for the fundraising the children did at Rosemellin School; work alongside our Activities and Inclusion team in a collaborative way; Take part in a range of activities on offer.



This has resulted in: Kevin having a broader support network to help him navigate his housing pathway; exercise which has helped him keep fit and better manage the stresses of being away from his family; send colouring pages to his two small children in the Philippines, enabling him to do something special for his family; move from Crisis Accommodation into Supported Accommodation, and he is now in the process of moving into his own home.

Kevin is currently making plans to meet his two year old son for the first time, gain employment and visit the Philippines. I admire greatly all that Kevin has achieved while at Coastline and have no doubt he will continue to accomplish all that he sets out to do in his future."

Mafe, Kevin's partner

Mafe said that she is very proud of everything Kevin has achieved in the Philippines and in the UK while he has been with Coastline. Mafe said even though Kevin lost his employment he still sent money back every month for his family so they were able to get a new roof on their house to make it liveable.

Maximising Opportunities through Partnerships

Coastline values building and maintaining partnerships with a range of local organisations to maximise the opportunities for the people in the service, so they can benefit from more specialist learning, employment, health and well-being activities.

By doing this we promote social inclusion and community engagement which enables people to integrate more sustainably when they move on from the service.

Building Futures Project

Since October 2021 the Homeless Service has collaborated with the Community Investment Team to deliver the Building Futures Project. Using a focus group the project was co-produced by people who use the service, leading it to better suit the needs of those who use it. From their suggestions the referral paperwork process was removed leading to the project being quicker and simpler to access.

Focusing on person-centred, trauma-informed support, we are enabling participants to identify the areas they want to make changes to in their lives, and to take steps towards education, employment or training. A key aspect of the support provision is working with participants on building confidence, gaining new skills, and undertaking training. Aspects such as transport, caring responsibilities, access to food and clothing, and safe housing are all considered in order that participants have support to make sustainable changes at an achievable pace.

So far 14 people have been referred to the project for sign up. Some are completing Maths and English qualifications, CSCS cards and online training. Some have accessed CV and interview support or assistance with University applications.



**we are
withyou**

We Are With You

The Activities and Inclusion Team collaborate with Jo, Coastline Substances Support Co-ordinator, to facilitate the regular Blood Borne Virus multi-agency health days. This enhances our current partnership with We Are With You and builds new ones.



Laura – Building Futures Navigator

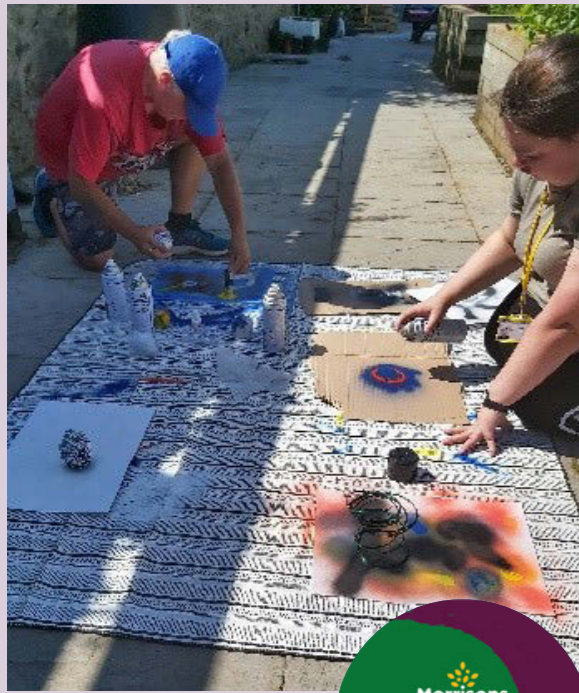
"I am really enjoying having the ability to work in a person-centred way, we are tailoring our Building Futures offer to best fit the priorities of people accessing the services here, through holding workshops in areas like CV writing and how working might impact Universal Credit and Housing Benefits within supported and crisis accommodation."

Participant quotes from work placements

"I worry that I waste people's time but here I understand that my words are valued and important."

"I enjoyed meeting the team and feel more confident to go back to work after my first day of my work experience placement."





Morrison's Community Champion

Molly was the Morrison's Community Champion volunteer and kindly donated items to enhance special occasions for the people in the service such as pumpkins for Halloween and Christmas decorations. She also had a degree in Graphic Design and ran a weekly art group.



make it better

Make It Better

Make It Better ran a series of workshops teaching digital photography skills focused on enhancing wellbeing. See Kevin's excellent photographs throughout the Annual Statement which he created using the skills he learnt at the workshops.



Smartline and Switch

Smartline and Switch ran digital inclusion and tablet workshops.



"I learnt a lot of new things and had the opportunity to do more after the course. I started volunteering with Gavin from Switch teaching others how to use computers."

citizens advice

Cornwall

Citizens Advice

Citizens Advice and Coastline collaborated to create tailor made Pre-Tenancy Training for people who have experienced homelessness. This has made the training more accessible as one person identified that it caused them anxiety to attend groups so they were supported to complete it online.



Rethink Mental Illness

The Homeless Vulnerability Liaison Service is based at Chi Winder and offers 1:2:1 psychological support by mental health practitioners and a Health and Wellbeing Recovery Worker from Rethink Mental Illness.



heartlands

Heartlands and All Saints Community Centre

All Saints Community Centre provided the venue for our Wellbeing Group. We have also partnered with them to do community litter picks, at places such as Heartlands, which will enhance the impact we have on improving the local environment.



Matty's Story

"I was drinking to oblivion and didn't have time for anyone or anything else. I had been in the homeless system for 18 months including a stint in prison and I finally realised that I needed to change the things I was doing to change my life. When I came out of detox I was ready, determined and wanted to move into Move On Accommodation. I started turning up to appointments with We Are With You, my Key Worker, Probation and a Health and Wellbeing Coach. I put the work and the effort in.

Having things to do such as going to the allotments and doing the walks are a gift. The walks are not only a jolly but an opportunity to get away from the accommodation, see Cornwall and chat freely. It keeps me busy, gives me a sense of self-worth and achievement. I am enjoying myself, meeting new people and making friends. At the allotments you can do as much or as little as you want. No pressure but always doing something worthwhile. I'm looking forward to learning growing tips that I can take on into my own place which I am getting the keys for this week.

Polly and Sam have been supportive from the beginning of my stay in Chi Winder and were there when I was ready to get involved. It helped knowing that coming out of detox I would have activities and support. Speaking in Chi Winder can feel like school and very formal. Going outside and walking feels more relaxed and therefore I am more open. As the activities with Polly and Sam are not appointments that I have to keep it brings a different dynamic and I can be freer and I can be me.

I have had a few wobbles but instead of beating myself up I accepted them and I got back out. Knowing it won't be plane sailing, it won't happen overnight and I will fail but it's about getting back up by using what I have. It helped with my anxiety as knowing that if you are having a bad day and can't face it the activity will still be there for you when you are ready. Some days I did not feel like going but when I forced myself to I always felt better for it. Sometimes getting fresh air and seeing other people is the best tonic I need. It makes me proud when I have



gone when it was a struggle. I always come back feeling better within myself.

I am proud firstly of just getting involved. I completed the Coastline Essential Skills Cooking Course; attended 1:2:1 Wellbeing Sessions and I have made a bench and a planter at the allotments. I went to the Building Futures Project focus group. It was good to have the opportunity to give feedback about how the project should be run as we are the ones that use and benefit from the service.

I am also proud I became a Gardening Partner and was able to give something back. Even if it's just turning up and keeping to my commitments, which I haven't done for a long time in my addiction.

I would tell anyone to get involved when you are ready, find out what's going on. It definitely does help to move through the system as it shows commitment, that you are living better and that you are ready to move on and take responsibility for yourself."

Polly

"I am so impressed with everything Matty has achieved which has enabled him to move on positively from the service. He will be a sorely missed member of the team but he has left a great legacy with the garden furniture he made and the improvements to the fencing he did at the allotments."

James and Shirley - Matty's parents

"We have noticed that while he has been volunteering it has given Matthew a focus together with an opportunity to usefully occupy his time, while at the same time learning new skills. It has also given him the opportunity to make new friends and show that he is a dependable and reliable person. Taking part in these activities has enabled him to "give something back" to those people and organisations that have supported him, as well as time to reflect on his life; where he is now and what he can achieve in the future."

Jen – Matty's Key Worker

"Matty has made tremendous progress since being in our service, his commitment to his future and the activities he has participated in has been incredible. The activities have encouraged Matty to be more open and honest about his feelings, while allowing him the time to participate in things he is passionate about. It's been wonderful to watch him grow"



Standout Achievements

Borrow a Bike Scheme and the Bike Repair Project

People from the local community donated bikes to the Homeless Service which enabled us to start a Borrow a Bike scheme. The bikes have facilitated people to have free access to transport, exercise opportunities and have fun getting out into the local area.

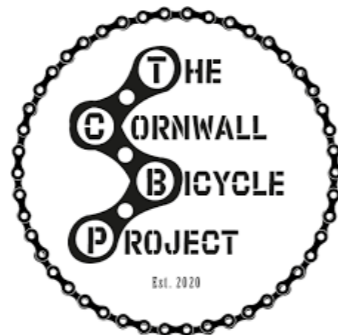
The bikes are maintained at the Bike Repair Project which was co-produced by the Bike Repair Partner. The partner has moved on from the service into the own home now but they have left a great legacy. People come to share their skills, learn new ones and accomplish something for themselves and the service.

Coastline improved the quality of the repairs done on the bikes and elevated the learning opportunities for the people who attended the group by putting on a bike maintenance workshop. Coastline partnered with The Cornwall Bicycle Project who were funded by Active Cornwall to get Revolve Bicycle Works to run a workshop. Those that attended said they learnt a lot and were looking forward to putting it into practice.



Participant's quotes:

"I liked learning how to change break cables and gear cables."



"I liked the way he showed you and chatted to you as you fixed it"

Children's Wellbeing Activity Pack for Tarn West

Polly collaborated with Zena, who is the Tarn West Key Worker, to create a Children's Wellbeing Activity Pack. They joined up with Make It Better CIC (MITBER) who use art to enhance wellbeing and inclusion in communities. Items included a memory bracelet kit, a sunflower growing kit, worry monsters and much more. Every item in the pack was connected to one of the Five Ways to Wellbeing and an explanation was given to how it would benefit the child. The packs gave the whole family opportunities to connect together and have fun over the Easter holiday including MITBER's make your own Easter bunny kit using a chocolate egg.



Tracks of Your Years

"I would definitely recommend listening, so great info and wicked tunes!" **Jen - Key Worker**



Fundamental Cornwall taught digital sound recording techniques and podcasting skills to enable people to tell their life story through music.

The recordings are fun, emotional and very personal. The recordings can be listened to by visiting

www.mixcloud.com/Fundamental_CIC_Cornwall/



Worrier to Warrior

Real Combat System delivered a bespoke 2 day workshop specifically focusing on men's mental health, and self-defence of the mind (meditation, strengths based personal story telling), body (self-defence, exercise and mixed martial arts) and soul (breathing techniques and internal voice/inner child work). The facilitators were highly praised by the people that attended for creating a safe space to share their past trauma's, explore strategies of how to overcome fears, and set goals to make this happen. 3 people attended an Alcoholic Anonymous group as a direct result of attending the workshops.

Participant's quotes:

"Positive energy, great trainers, helped me a lot"

"Learning how to self-defend took me out of my comfort zone physically which I loved. Also the group sessions where we shared stories was really powerful. Excellent."



Inclusion in the Community

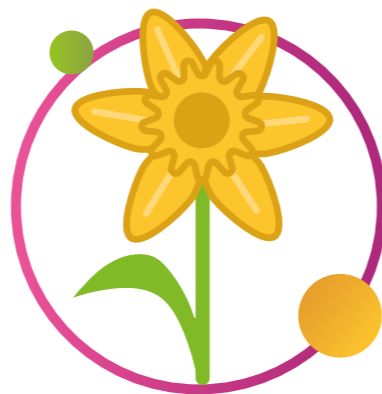
Planting Daffodils to Enhance the Community

People we work with gave their time enhancing the area outside of Chi Winder by planting **150** daffodil bulbs and doing a litter pick.

Adrian Ankers (Coastline Smartline Project Co-ordinator) made sure we received the bulbs that were kindly donated from Tesco in Truro.

Polly said: "It was great to give something back to the community, and some of the guys said taking part has increased their confidence and helped them to be more active."

The Gardening Partner said: *"I liked most getting my hands dirty, getting out and being given the opportunity to connect with others."*



Christmas Kindness

Staff at the Royal Cornwall Hospital in Truro generously donated items so every person at Chi Winder received a Christmas gift and every person in supported accommodation received a Christmas food hamper.

Moreover they provided every family at Tarn West with a Christmas food hamper and individual presents for all the children.

A person living at Tarn West said: *"I feel thought about and included in my community. Everyone has been isolated and it's nice for the children to know that more people are thinking of them than just mum. It makes a massive difference to me to receive these gifts and*

food. It takes stress and worry away. The children really appreciate it. The best thing about Christmas is spending time with my family and making memories."

Staff at the hospital had donated so many items that Andy Butler and Stuart Beckerleg from CSL kindly offered to help collect all the donations in their transit van. The Homeless Service was able to donate the surplus donations to the Coastline Income Team to give out to Vulnerable Customers and to First Light, a domestic abuse charity, further spreading the generosity through the wider community.



Inclusion at Coastline

There have been 16 positive news articles about the Homeless Service in the Waves newsletter



Giving back to Rosemellin School



Children at Rosemellin School in Camborne raised an amazing £223.49 for the Homeless Service. The people in the Homeless Service wanted to show their appreciation and to give something back to the children. Tony, who volunteers as a Gardening Partner and Polly, Activities and Engagement Worker, presented two children who were School Council members with a Coastline Certificate of Appreciation. As a thank you Kevin, who is also a Gardening Partner, and Mollie who volunteered running the Art Group designed colouring pages which were photocopied into over 50 pages for the children to use.

Competitions and Prize Draws

The Activities and Inclusion team in the Homeless Service have created fun and interactive opportunities for customers, staff and the people who use the Homeless Service to get involved in competitions and prize draws. These include the Chilli Growing Competition; the Homeless Christmas Card competition; the Advent Calendar Prize Draw and the Tarn West Children's Christmas Card competition.

Customers at Miner's Court were judges for the Chilli Growing competition and the Tarn West Christmas Card Competition empowering them to have an active role in their Coastline communities.

People from all over Coastline drew prizes for the Homeless Services Advent Calendar enabling them to help spread Christmas cheer and have an opportunity to visit the Homeless Service.

These opportunities have enabled greater collaboration across different sections of Coastline and created a more inclusive environment where staff and the people who use the Homeless Service feel part of Coastline as a whole.



Sophie's Kickstart Media Assistant journey.



"This time last year I was a full time mum with no job and barely any qualifications, until I decided I wanted to work for Coastline and the Homeless Service.

In order to do that I joined the Coastline Inspiring Futures course. However, due to national lockdown, the training and work placements were cancelled. In the meantime I did a training course so I could get myself closer to where I wanted to be. Luckily enough I found the Coastline Media Assistant role through the Kickstart scheme with the job centre and was successful in securing the role.

In that time I have: got to know all the staff and residents; collaborated with Polly, and the Coastline Communications Team to design and deliver the Wazzon Winder (menu of activities and newsletter) digitally; completed industry recognised qualifications that were mandatory to fulfil the role; undertaking a qualification in Suicide Prevention; designed and lead digital drop in sessions; collaboratively supported residents at Chi Winder by basing myself at reception.

With all these extra skills and knowledge, I was able to: increase my digital skills; increase my confidence; updated my CV; prove myself; apply for a Key Worker Bank role within Coastline.

I was interviewed and shortly after I found out that I got the role. I was over the moon to find out I got the job and I couldn't thank the staff more for the support they gave me through my journey".

Positive quotes about Coastline activities:

"Breaks up the day and meeting new people"



"Very good"

"That they are offered at all and Coastline wants to expand them"

"No pressure"

"Low commitment levels"

"Relaxed"

"A break from my own mental head space"



"Keeps people busy, happier, emotionally, physically, mentally"

"Great all round"

"Everything outdoors"

"Takes your mind off things"

"Sociable, meet new people"

"Helps to build self-worth and self-confidence"

"Attend whatever your commitment levels are"

"Appreciated"



Leanne – Activities and Inclusion Team Lead

"Our team has had a fantastic year and we continued to strive forwards. We have empowered the people we support to make a positive impact on their lives and we have enhanced their inclusion in the local community. We are all looking forward to continuing with our improvements and next steps, and setting the high standard for ourselves that has seen some incredible outcomes"

Improvements and Next Steps

We have had a fantastic year in the Activities and Inclusion team as can be seen from the figures and stories in this Annual Statement. However, we aim high! We have listened to the feedback from the people in our service and these are the themes that they highlighted:

- Activities to be non-committal to ensure that our offer can be flexible around appointments with other services such as health or employment.
- To expand the offer of qualifications we deliver for improved education and employment opportunities.
- To improve the visibility of the offer from the Activities and Inclusion team within the service
- Ensure facilitators who run activities have experience and knowledge of the activity area.
- Improve opportunities for peer-support to enhance wellbeing and good mental health.
- Use a holistic approach to include personal and physical development/Have more psycho-social/physical activities

To enhance our offer we aim to:


- ★ Increase the number of people attending activities by ensuring key workers discuss the full offer of activities in support sessions and collaboratively attend activities on offer
- ★ Use digital communication methods such as increase subscriptions to the Wazzon Winder email newsletter. Install a TV screen in Chi Winder reception to advertise our activities.
- ★ Expand our partnership working with employment and training providers, in turn increasing the number of people who access and obtain qualifications.
- ★ 23% of people in the service completed the Annual Activity Feedback Form which we aim to increase using collaboration from the key worker and housing management team
- ★ Every person will be given a leaflet containing the activities and inclusion offer when they receive their keys at sign up
- ★ Start a regular fishing trip using the expertise of those who suggested it
- ★ The Homeless Vulnerability Liaison Service and Rethink Mental Health will provide a drop in service with peer-support based at Chi Winder, to offer flexible psychological support for anyone in the service
- ★ In line with feedback, change the name of the partner programme after consultation with IIV, and increase our positive language awareness
- ★ Deliver an internal bitesize PIE/TIC training to all volunteers and internal teams who work with people utilising our service



Coastline

For more information on Coastline, please follow us on Twitter or like our page on Facebook

 search for Coastline Housing

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 www.coastlinehousing.co.uk

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