

Coastline Conversation Report

Involvement & Engagement across the Coastline Conversation

November 2025



Summary

The Coastline Conversation Report provides a clear line of sight between Coastline customers, communities, Committees, and the Board, showcasing how customer feedback drives real change. This quarter's engagement has led to financial support, better services, and more opportunities for involvement, with customer voice firmly embedded in decision-making and service improvements. As part of the 'C1' grading, the Regulator of Social Housing (RSH) reflected that it got a high degree of assurance around our customer engagement activities and our compliance with the Transparency, Influence and Accountability Standard.

Key Impacts This Quarter

- 743 customers and 303 community members engaged across 92 events, with 15% of attendees under 35, showing an increase in youth participation.
- £4,925 saved by customers using the Housing Perks app this quarter, with a 54% increase in spending and 49% increase in savings compared to last quarter.
- 18 customers engaged in the relaunch of “Wellbeing Wednesdays” at Trelawny Court, supporting emotional and social wellbeing.
- 229 customers engaged through door-to-door Engagement Days in underrepresented areas, strengthening relationships and updating customer records.
- Summer events and Welcome Days supported 46 customers and 20 under-18s, promoting wellbeing and service awareness.
- Scrutiny reviews and customer consultation led to tangible service improvements, including:
 - Enhanced communication around repairs (e.g., updated SMS service and work completion messages).
 - Simplified and customer-friendly ASB policy.
 - Improved waste and recycling support via collaboration with Cornwall Council.
 - Clearer sustainability communications through updated Home User Guides.
- Neighbourhood Action Days involved 33 customers, 22 community members, and 36 under-18s, removing four van loads of waste and generating 19 referrals for further support.

Recommendations for CEC

- To note the content of the report.
- To provide an update to Customer Voice on progress against the scrutiny recommendations at the next quarterly meeting.

Appendices

- Appendix A- Updated Coastline Conversation offer
- Appendix B - August Activities and Inclusion Team Overview
- Appendix C - Scrutiny Scope - Communications Relating to Complaints



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Have your say

Involvement & Engagement

Using data to track outcomes for customers across the Coastline Conversation

During the reporting period, Coastline Conversation activities reached a wide audience through **92 events**, engaging:

- **743** customers
- **303** community members
- **64** individuals under 18

Analysis of attendance data from this quarter indicates that 15% of event participants were under the age of 35, reflecting a notable increase in engagement among younger demographics. Informed by this data and insights gathered through customer consultations, we have refined and updated the Coastline Conversation offer to better align with evolving customer needs and preferences. Please refer to *Appendix A* for a detailed overview of these updates.

Housing Perks



Everyday savings for customers

Initiated in response to the cost-of-living crisis and to recognise time donated by involved customers and volunteers, the Housing Perks app is being used by an increasing number of customers and volunteers.

£320 in vouchers has been allocated in prize draws and incentives through the Housing Perks app this quarter.

	Total	Increase this quarter
Customer sign-ups	793	+92 / +13%
Orders	1,543	+475 / +44%
Total Spent	£92,137	+£32,274 / +54%
Total saved	£4,925	+£1,616 / +49%

"We used our Housing Perks discounts in Ikea and Argos as we have been redecorated and we managed to save £180, it is brilliant, and I recommend it to anyone that can access it."

- Coastline Customer from Mullion



Community Connections

Support and signposting for Coastline customers and communities

Involvement & Engagement Coordinators have provided direct support and signposting at Community Larders and Food Banks across Coastline communities, reaching:

- **20** customers
- **167** community members
- **6** individuals under 18

Of those supported, **11%** of customers were under 35, reflecting engagement with younger age groups. Additionally, **64** referrals were made for further advice and support, helping individuals access wider services and resources.

Supporting Access to Housing Options

A community member expressed uncertainty about signing up for Homechoice and wanted to speak with someone directly. We provided a direct contact number and guided them through the registration process, including how to accurately log their current situation and needs. This ensured they could access the correct banding and make informed decisions about their housing options.

Addressing Financial Vulnerability and Preventing Escalation

A customer shared concerns about council tax arrears and the risk of court action. We signposted them to Cornwall Council and recommended the Household Crisis Fund. A case was created, and the Tenancy Sustainment Team was engaged to follow up with tailored support. This proactive intervention helped the customer explore financial assistance and avoid further escalation.



Summer Events with the Community Health and Wellbeing Team

Together for wellbeing in Coastline communities

The Community Investment Team collaborated with Community Health and Wellbeing Workers at summer events held in Coronation Avenue, Pengegon Parc, Bospowis Flats, and Gwelmor. These gatherings encouraged neighbours to connect in their shared green spaces, enjoy refreshments, and engage in a relaxed, welcoming environment.

The Community Investment Team provided:

- Support and signposting
- Promotion of the Housing Perks app
- Assistance with Southwest Water referrals
- Updating customer EDI and vulnerability information
- Responses to repair queries and general customer questions

Across these events, we engaged with **30** customers and **18** under 18s, helping to strengthen community ties and raise awareness of available support services.

“Before today I never seen my neighbours more than a hello in passing, this has been a great opportunity for us all to get to know each other properly.”

- Coastline Customer at Bospowis



Catch up with Coastline

Listening, Acting, Improving - Together

During the summer and autumn CUWC events, Coastline engaged with **90** customers and **43** community members, responding directly to concerns raised.

At Trelawny Court, customers highlighted issues with the existing bin store. Coastline took this feedback on board, and by the next CUWC, a letter was sent to all residents confirming that a brand-new bin store was being constructed, demonstrating our commitment to listening and acting.

Engagement Days

Bringing Coastline to Your Doorstep - Listening, Supporting, Celebrating

To strengthen relationships with customers we don't often see, the Community Investment Team has launched Engagement Days in areas of underrepresentation. These door-to-door visits provide valuable face-to-face contact, allowing us to:

- Share updates on Housing Perks, repairs, wellbeing support, and training opportunities
- Promote grants, volunteering roles, and celebrate local achievements such as the CATH and Garden Awards
- Support Coastline's Making Every Contact Count initiative by updating customer records with contact details, equality, diversity, inclusion, and vulnerability information
- Make **29** referrals for things such as repairs support, occupational therapy and support with the My Coastline App

So far, the team has visited **420** households and spoken with **229** customers across **7** locations, with feedback highlighting the positive impact of this direct engagement.

"I have lived here for 6 years, and I feel like I never see anyone from Coastline, this is a real positive difference."

- Coastline customer in Launceston

Welcome Events

Connecting Communities from Day One

In October, Coastline's Community Investment Team hosted a Welcome Event at Trebarvah Court in Constantine, engaging **16** customers, **2** community members, and **2** under 18s.

Joined by colleagues from Development, Tenancy, and Income, the team door-knocked to offer tailored support, including help setting up electricity providers, identifying seven repair issues with photos taken and sent to contractors, and connecting a customer with Household Crisis Fund support. The event strengthened community connections from day one and was well received by residents.



Make a difference

Volunteer Scheme

Building skills, creating opportunities

Volunteer Co-Ordinator Introduction

Hi, I'm XXX, the new Volunteer Co-Ordinator at Coastline. I joined nearly four months ago, bringing experience from five years at the British Red Cross, where I worked primarily in internal communications. A secondment during the COVID-19 vaccine rollout as a volunteer coordinator, sparked my passion and got me interested in this as a career path.

Since joining Coastline, I've led an initiative aimed at enhancing wellbeing and reducing social isolation within our Housing for Older People schemes. This included launching a volunteer-led "Wellbeing Wednesday" at Trelawny Court, a weekly coffee morning featuring activities like darts, knitting, chair yoga, and more. Initiated after customer feedback, there have been 18 customer visits across three sessions so far. These sessions have been incredibly rewarding, allowing me to collaborate closely with both volunteers and customers to tailor events that truly meet their needs. We're excited to expand this initiative across all our HFOP schemes in the near future who would benefit from the initiative.

Alongside this we have been focusing on increasing volunteer numbers with the aim of 25 to 30 additional volunteers donating their time annually. I'm so pleased with what we have achieved in the short time I have been here, and I'm really excited to continue working with the volunteers and the community investment team.



Volunteers Week

National Volunteers Week took place from the 2 to 8 June 2025. As in previous years, we use this week to recognise and celebrate our volunteers alongside colleagues and customers. This includes in-person events across our sites such as an Afternoon Tea at Miners Court, a Buffet Lunch at Coastline House and a BBQ at Chi Winder. This follows volunteer feedback that they enjoyed celebrating across different venues last year.

These proved popular once again, with over 70 customers and volunteers attending.

"Many thanks for this afternoon's event, the bag of goodies, the card & the big Coastline bag itself. An enjoyable time & meeting several members of the volunteers at the Day Centre, including XXX."

- Coastline Volunteer

As well as in-person events, we also celebrated our amazing volunteer team on social media throughout the week with high engagement from followers. As a result, we had **2** expressions of interest in volunteer roles.

Growing Together: A Joint Garden Project with Homeless Service & Miners Court Volunteers

During Volunteers Week, garden volunteers from Miners Court and the Homeless Service met for the first time, sparking a shared vision to enhance the communal garden at Miners Court.

Together, they proposed:

- Two new raised beds for accessible use by day centre customers and residents, promoting outdoor wellbeing.
- A floral tribute, transforming an overgrown bank into a colourful display shaped as 'M' and 'C'.

With enthusiastic support from residents, the project launched in July and August. Homeless Service volunteers brought hands-on skills in construction, while Miners Court volunteers contributed gardening expertise. Activities were inclusive and adapted to all abilities, from digging and planting to decorating.

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

- Day Centre Customer

"Getting involved in the garden is better than twiddling my thumbs and watching TV at home. It's good to be able to share my skills, they were pleasantly surprised how quick I cut the wood!"

- Homeless Service Garden Volunteer

The revitalised garden now stands as a symbol of unity, wellbeing, and collaboration. Thanks go out to the Coastline Services team and our generous donors. Due to their support and the dedication of our volunteers, something truly special has grown.

- **EEM** – £274 for materials
- **Chris Sedgeman Scaffolding** – Scaffolding boards
- **Kevin Hawke Greenfingers** – Topsoil donation



Young Coastline Volunteers Continue to Make a Difference

Throughout 2025, young volunteers XXX, XXX, XXX, XXX, and XXX have continued to support Coastline during school and college holidays. Their contributions across day centres, community events, and general support have been invaluable.

We are pleased to report that XXX has secured an apprenticeship at Miners Court, and XXX has taken on a weekend role in the kitchen. These outcomes demonstrate the value of volunteering in providing young people with meaningful experience and pathways into employment.



Volunteer Scheme Growth Update

During the 2021-25 Coastline Plan period, Coastline's Volunteer Scheme reached full capacity in terms of the number of volunteers it could support. This was based on the available staffing resources at the time (a full-time Volunteer Manager and Volunteer & Partner Worker) and allocated volunteer budget. To expand the volunteer base while continuing to meet Investing in Volunteers (IiV) standards, the Board recognised that additional resources would be required.

The Volunteer Scheme Growth Plan outlines the objectives and strategies the team will use to achieve this expansion.

Increase volunteer numbers by an additional 10-15 volunteers by end of year 1 – **on track**

Current Volunteer Figures (30 Sept)	
Active Volunteers	50
DBS Checks/ Induction in Progress	4
Expression of Interests	7

Annual Volunteer Figure Comparison		
	2024 (Jan to Dec)	2025 (Jan to 30 Sept)
Total no. of people who have volunteered their time	76	78
Total no. of volunteers who have gained employment	8	9 + 1 started own business

Quarterly Social Value of Volunteer Scheme figure:

- Quarter 1 = £99,762
- Quarter 2 = £99,215

Neighbourhood Action Days

Working with customers to remove unwanted items

This year, **7** Neighbourhood Action Days were planned, with **3** held this quarter to improve shared spaces and build community pride. Coastline teams worked with **91** participants, including customers, community members, and under-18s, to remove **4** van loads of unwanted items.

Volunteers from Stephens & Scown joined us, alongside support from Southwest Water, National Literacy Trust, Community Energy Plus, Devon & Cornwall Police, and Cornwall Fire Service. As a result, 19 referrals were made to relevant support teams, ensuring tailored follow-up for customers.



Community Collaboration

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

Launched in May following consultation with Customer Voice and Involved Customers, these monthly workshop-style sessions replaced some individual meetings to improve engagement and reduce time barriers.

Held mid-week at varied times, each session covers customer-impacting themes, policy reviews, and includes a prize draw to boost participation.

This quarter, **2** sessions were attended by **16** customers and **1** community member. Feedback gathered is reflected in final documents to ensure customer priorities are addressed.

Information and Communication

We asked... *what matters most to you when it comes to communication from Coastline?*

You said... *Customers living in properties with communal areas weren't being informed when repairs were due to take place. This led to unexpected noise, dust, or wet paint without any warning.*

We listened, together we... *Introduced communal works cards, co-designed with customers, which are now delivered to customers' doors before any communal work begins. These cards are hand-delivered by Facilities Management Assistants (FMAs) and clearly outline what work is happening and when.*

The impact...

- *Customers are now better informed and prepared for upcoming work.*
- *Reduced disruption and improved trust through proactive communication.*
- *A more respectful and transparent approach to maintaining shared spaces.*

Anti-Social Behaviour (ASB) Policy

We asked... *What do you think about Coastline's current ASB policy and how it addresses anti-social behaviour?*

You said... *the policy felt too long and procedural. The language wasn't customer-friendly, making it hard to understand how to report ASB or what to expect from the process.*

We listened, together we... *revised the ASB policy based on your feedback to make it clearer, more concise, and easier to navigate. The updated version uses plain language and outlines the steps for reporting and resolving ASB in a way that's accessible to all customers, with a suite of procedures for internal use being developed.*

The impact...

- *Customers now have a simplified and more user-friendly policy that supports quicker understanding.*
- *Improved confidence in knowing how to report ASB and what support is available.*
- *A stronger sense of safety and transparency in how Coastline responds to ASB concerns.*
- *A future consultation planned to create an easy read document with customers*

Waste & Recycling

You said... *Customers were unsure how to use the new system, and some households lacked the right bins. Shared bin areas were also a concern.*

We listened, together we... *partnered with Cornwall Council's Waste & Recycling Team to deliver direct support to customers.*

This included:

- *Attending multiple summer events, consultation sessions and door-knocking to provide face-to-face guidance on using the new system.*
- *Supporting households in need of extra bins, ensuring they receive what they need.*
- *Resolving issues in communal bin areas, improving clarity and access for residents.*
- *FMA's now have direct contact with the Waste & Recycling Team, enabling them to quickly order additional bins where needed.*
- *Weekly inspections of every communal bin store by FMA's ensure cleanliness, safety, and functionality, giving customers confidence that their waste areas are well-managed.*
- *Clear communication: We sent letters to residents in blocks explaining our actions and partnership with the Council.*

The impact...

- *Customers received tailored support and timely solutions.*
- *No negative feedback was received in TSM surveys regarding bin stores.*
- *Residents feel more informed and supported, even though this wasn't Coastline's bin scheme.*
- *We've built stronger relationships with customers through proactive communication and visible action.*

Environment & sustainability

We asked... *what environmental issues matter most to you in your community? How can Coastline do more to promote sustainability?*

You said... *there's a need for clearer communication around retrofit projects and the new technologies being introduced into homes.*

We listened, together we... *Reviewed and updated the Home User Guide based on your feedback.*

- *We've added easy-to-follow how-to guides for heating systems and solar panels to help customers understand and use these technologies confidently.*
- *We're also planning to share this updated guide at the November Community Collaboration Session, where we'll ensure the information is clear, accessible, and customer friendly.*

The impact...

- *Customers will have a better understanding of sustainable technologies in their homes.*
- *Improved confidence in using new systems, leading to more efficient energy use.*
- *Stronger engagement through co-designed resources and transparent communication.*

Community Impact Funding

Applications made to benefit customers in their communities

The Community Impact Fund is now accessible to groups that are not formally constituted, to remove this as a barrier and encourage more customers and communities to access the funding. This has resulted in an increase in applications, with **4** new applications this quarter.

Application	Update
Porthleven Community Group	Approved £450 for a bench to complement a flower feature. Installed and maintained by the group, with Coastline Services assisting delivery.
New applications:	
Veor House	Customers purchased rose bushes to enhance the garden.
Miners Court Day Centre	Gardening group funded for compost, Tomarite, and fertiliser to support wellbeing and activity. Supplies delivered.
Copper Close	Joint application for water butts declined due to legionella risk.
Bospowis Flats	Funding approved for a picnic bench to encourage social gatherings and wellbeing. Bench options under review.



Help us decide



Customer Voice

Listening, responding, improving

Customer Voice ensures that customer views are sought, heard, and acted upon. At the meeting this quarter, representatives of the Regulator of Social Housing were present for Coastline's inspection. XXX, Customer Voice Chair led the session, and the Group welcomed CEC Chair, XXX who said:

“CEC noted the Involvement and Engagement document really captures and demonstrates changes and the positive impact on customers. It highlights the work of CV and the changes that changes that customers can make for example through scrutiny where a CV recommendation for a name change for the sustainability fund to Crisis Support fund which was then approved by CEC.”

XXX also encouraged Customer Voice members to attend the next CEC meeting.

Voids Inspectors

Collaborating for excellence

The Voids Inspectors Group met in September to review recent visits and identify areas for improvement. Over the last quarter, **92** voids were offered for inspection, with **20** visits successfully carried out, doubling the number from the previous quarter (10 visits). Notably, some of these inspections were conducted at the **pre-void stage**, giving Inspectors valuable insight into the full voids process.

Key Actions and Updates:

- Checklist Review: We will be reviewing the current inspection checklist to ensure it remains fit for purpose and reflects the evolving needs of the process.
- Process Improvements: We've incorporated the updates shared by XXX and are optimistic that these changes will continue to enhance our approach.

Complaints Mentors

Navigating complaints together

No customers accessed Complaints Mentor support this quarter, so the offer remains under review. Upcoming mentor reviews will assess whether previous improvements were reasonable, timely, and effective in preventing recurrence. A promotional advert is planned to raise awareness of the offer.



Co-Production at the Homeless Service and Miners Court Extra Care Scheme

Building Trust Through Shared Experiences

Homeless Service - Chi Winder Health Day

The Health Day at Chi Winder brought together a range of services including foot care, haircuts, dental support, and various NHS providers to meet the needs of residents. The Community Investment Team (CIT) hosted an interactive activity table featuring a “build the tallest tower” challenge, which served as a gentle icebreaker and encouraged open dialogue. This informal and engaging environment helped foster trust and enabled meaningful conversations around support and signposting. See Appendix C for further details on Activities & Inclusion at the Homeless Service.

Starts at home day at the Homeless Service

Residents responded positively to the carnival-themed event, with games like “hook-a-duck” sparking friendly competition and laughter. While one resident initially questioned the theme as being childish, they were reassured to learn it had been chosen by fellow residents during a meeting. This transparency helped reinforce the value of co-production, and others voiced their appreciation for the theme. One resident discovered the Partner Programme during the event, and Leah will be following up with them directly. Snow cones and face painting were especially well-received, viewed by residents as special treats that added to the festive atmosphere.

Miners Court Summer Fete

The Summer Fete at Miners Court was a lively and inclusive celebration, featuring performances from Troon Line Dancing, Stevie D, and the Supreme Star Majorettes. With music, dancing, stalls, and shared laughter, the event showcased the power of co-produced activities to build community spirit and create joyful, lasting memories.

Miners Minders meetings

Miners Minders were briefed on the new 5-Year Plan. Feedback was overwhelmingly positive, with residents highlighting the importance of addressing the housing crisis and expressing strong support for the development of more Extra Care schemes like Miners Court. In response to feedback from Befriending Volunteers, Mental Health Awareness Training has been arranged for all volunteers at Miners Court to better support vulnerable residents. *Training is scheduled for 01.10.2025*

Scrutiny Reviews

Your Feedback, Our Focus

Providing customers with accessible information about landlord services, and how customers' views are implemented to make improvements.



An update on current, customer led scrutiny reviews:

Review	Brief scope	Status	Update	Business lead(s)
Communication Relating to Repairs Scrutiny Review	This follows the completion of the Repairs Review and affords customers the opportunity to test new processes which were embedded. Customer Voice members were particularly keen to look into communication relating to unavoidable delays	The review commenced January 2025 and was completed in March 2025	All actions are complete as of November 2025. Service improvements include enhanced communication around repairs (e.g., updated SMS service and work completion messages) and customers being informed if an Operative is delayed.	XXX (Contracts Manager) & Cathy Hadfield (Customer Voice & Experience Manager)
Antisocial Behaviour Action Plan and Risk Assessment Scrutiny Review	A review of end-to-end case processes and management. A specialist provider has completed a prior ASB health check.	The review commenced January 2025 and was completed in May 2025	Following the ASB HealthCheck, an Action Plan for improvements has been worked through. This involved reviewing the Policy, writing procedures to cover all aspects of ASB, evidencing line management reviews of cases, producing standard letters, and raising the profile of ASB cases within the team. This has all been completed; the final step is 3 training sessions which have been organised before the year end.	XXX (Housing Manager)
Sustainability Fund Review	A review of how funding is promoted to customers, how applications are recorded and amounts allocated, and how easy it is for customers to access.	The review commenced in April 2025 and was completed in May 2025	All recommendations have been actioned, with suggested changes to the app expected as part of the My Coastline App review. Service improvements include a name change of the fund, and the policy has been updated.	XXX (Income Manager) & XXX (Tenancy Sustainment Manager)
Complaints-Appendix C-Scrutiny scope	A review of communications relating to complaints, from logging the dissatisfaction to formal complaints handling communications.	The review commenced in July 2025 and will be submitted to CEC by February 2026	The review was due to conclude by November CEC. However, CV have chosen to include a mystery shop as part of the review, so will conclude their review by February 26 CEC.	XXX (Head of Governance, Risk and Assurance)
OK Each Day Deep Dive Review	The aim of this review will be for customers to play an active role	The review after initial consultation,	A report recommending a new approach to ensuring customers in Housing for	XXX



	in exploring alternative provisions for vulnerable customers	commenced in June and will be completed by November 2025	Older People are managing their home independently will be going to CEC for consideration	(Head of Housing Services)
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Further Scrutiny Reviews planned for 2025/2026:

Review	Brief Scope	Due to CEC	Business lead(s)
Housing Perks App Mystery Shop	Following a request from the Customer Voice group, a review of the app's accessibility for customers will be undertaken, alongside a cost-benefit analysis to evaluate the app. An options appraisal will be completed to look at potential alternatives.	Feb 2026	XXX (Head of Housing Services)
Communication Relating to Planned programmes	Relating to communication during planned programmes, this review will scrutinise current communications throughout the process.	Feb 2026	XXX (Head of Property Investment)

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