



Myth Busting - Customer Voice Group

How much time do I need to commit?

It depends on how much time you have to give. You can get involved from as little as 1 hour per week to more if you have the extra time to donate. It is completely up to you!

Can I assist from home?

Yes! You can get involved from the comfort of your own home, there are number of different ways you can contribute as detailed below.

What can I get involved in?

As a Customer Voice member you can get involved with:

- Scrutiny - Analysing Coastline's performance data and examining those areas that may require improvements. You'll be involved in making recommendations to the Customer Service Forum, which has Coastline customer and Board membership.
- Mystery Shopping – Completing mystery shopping tasks to check Coastline are delivering great customer service. Tasks may be completed via phone, digitally or in person. We'll update you on how your feedback helps to improve services.
- Community Champion – Become a champion for your Coastline neighbourhood, obtaining feedback from customers in your area and feeding this back to Coastline and vice versa. You are the expert in your local area, so your ideas and input is vital!
- Community events – Assist with events out in Coastline Communities to consult with customers and obtain wider customer views. We can attend existing events, or work with you to set one up.
- Coastline Conversation – Access our new online platform, where we will regularly ask you to complete polls/surveys and start or contribute to forums on various Coastline topics with the aim of gaining your opinions/feedback. It's a great way to connect with Coastline customers from communities across Cornwall. **Plus you could win a prize in our monthly draw.**

Do I have to attend meetings?

Customer Voice meetings are held on a bi-monthly basis via Zoom.

If you are unable to attend due to time commitments, that's ok! We just ask that you keep linked in with the group via our online platform - the Coastline Conversation, or via the Community Investment Team. Sub-groups will form to address issues, such as doing scrutiny reviews of service areas, and you may wish to meet in person to do this. These sub-groups will enable members to get to know one another, as well as work collaboratively to make recommendations.



What are the benefits to getting involved?

- Getting your voice heard, helping to shape and improve services
- Opportunity to win shopping vouchers
- Earn Time Credits to spend at local attractions (Merlin Cinemas, Roller Rink, Better Leisure Centres and much, much more)
- Training Opportunities
- Meet new people
- Build confidence
- Gain skills to put on your CV
- Make sure that Coastline is the best landlord we can be