

Volunteer Stories

Wendy James

Wendy's journey as an involved customer first started when she attended a Coastline Away Day at Paradise Park in 2015. This is where she met Jackie, a former member of the Community Investment Team who explained the range of opportunities that she could volunteer her time to get involved with. Wendy explains that she was interested from the start!

'At the time I was nursing a very sick husband and was a hidden carer, almost house bound due to my caring responsibilities. When Jackie explained how I could get involved I saw it as a much needed respite from my role as a carer and an opportunity to get out of the house to meet people while making a difference.

I ended up signing up for every involvement group there was!'

- Wendy

After two years of involvement Wendy was head hunted by the Vice Chair of the Customer Scrutiny Committee (CSC) to become a member. This was where Wendy says she found her true strength and felt she could really make a change in the delivery of Coastline's Services. She believes the CSC gave her a new lease of life, making her feel valued and that she still had something to contribute. Not long after becoming a member of the CSC

Wendy's husband sadly passed away. During this difficult time Wendy explains that she was greatly supported by Coastline staff, and that her involvement in the CSC helped her during this time.

Wendy's dedication to the group was recognised in 2017 when she was voted in as Vice Chair of the CSC, and more recently as temporary Chair during a period of transition that has seen the CSC group evolve to become the new online Customer Voice Group. Throughout the process Wendy has helped to support members of the CSC, understanding that the group has to adapt and grow to ensure all customer voices are heard. This change happened to coincide with the start of the COVID-19 pandemic which saw a massive change for the whole country, and a shift to more online services and ways of working. Although this year has been a challenge, the online group has enabled members to meet on a regular basis and it has not deterred Wendy's commitment and dedication to improving service delivery for customers.

"If it wasn't for Wendy I wouldn't be an involved Customer, as I met Wendy on an away day event at Flambards in Helston. Since then we have become good friends and Wendy has guided me and helped me to be where I am today as a volunteer with Coastline. She has been a great inspiration to me on my journey to which I am very grateful." - **Steve Curtis, Customer Voice Volunteer**

"Wendy is a friendly, talented and intelligent Coastline customer. She has committed endless time to providing feedback, scrutinising performance and making recommendations for improvements to services for our customers. It is a pleasure to work alongside her and to be held to account by her! I think Wendy has valued her engagement with Coastline and the friends she has made with colleagues and customers over the years. Even the challenge of shifting to on-line discussions during the Pandemic didn't stop her and it has enabled her to remain positive and not socially isolated.

Thank you Wendy for your commitment and I personally enjoyed meeting your cat this year! "

- Louise Beard, Director of Housing, Assets & Communities.

