



Annual Report 2020/21

It's been a busy and very different year. Learning new ways of meeting, communicating and training has at times been both challenging and interesting.

Last year we began as a group of four but sadly for us one member left the group. He has gone on to pursue new opportunities in his life and we wish him well.

We are proud to have completed the ASB Scrutiny Review and are pleased to have received positive feedback from Cottsway, Board members and residents that have commented.

Tpas (Tenants Participation Advisory Service) have continued to offer training opportunities and online seminars. This has enabled us to continue to be involved and informed on other resident groups activities as well as offering networking between members.

We have a busy year ahead and are currently working with some of Cottsway staff members to 'sense-check' the Together with Tenants self-assessment. This will be published on the Together with Tenants page on Cottsway's website when completed.

Our recruitment drive will begin w/c 22 February and we are keen to fill up to four vacant positions in the group. If you or anyone you know who currently lives in a Cottsway property would be interested in joining a small friendly group of residents, please do contact us. This is an opportunity for you, as residents to be involved in decision making within Cottsway for the services they provide.

ACHIEVEMENTS

ASB Scrutiny Review

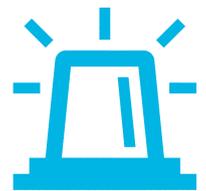
A big achievement this year has been the completion of our review of Cottsway's anti-social behaviour (ASB) service. We could see that customer satisfaction among people who have accessed the service was sometimes quite low and we want all Cottsway's customers to feel safe and secure in their homes and hope this scrutiny review will go some way to helping Cottsway to deliver an improved service.

Tackling ASB effectively is particularly important as it not only impacts on an individual's mental health and well-being but on whole families and communities. This is our first scrutiny since we re-launched, and we are extremely proud that we have managed to achieve this with such a small team and all online during what has been a particularly difficult and challenging year for us all.



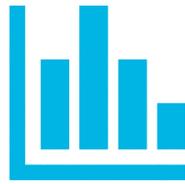
Attending Customer Insight Group meetings

Two members of the group, including our Chair Vanda, join the regular Customer Insight Group meeting with Cottsway staff. At these meetings we review performance data and customer feedback from across the organisation to help us monitor standards and identify areas for improvement. Being full members of this group is really important as it means we see all the same information as the staff and can make a real contribution as customers who receive the services.



Consulting on and publishing performance information

We wanted to find out what performance information other Cottsway customers were interested in seeing so carried out a poll on Facebook to gather their views. The result is a dashboard of six indicators that are published on Cottsway's website every three months so you can see how Cottsway are performing. Visit:



- www.cottsway.co.uk/satisfaction

Meeting with our Board Champions

Every three months the Chair and one group member meet with two of Cottsway's Board Members, the Director of Operations and the Head of Housing. We keep them updated on our activities and learn more about operational issues and the Board's priorities.



Attending training and conferences

Keeping up to date with issues in the housing sector and developing our skills and confidence is really important for us so we regularly attend training, workshops and conferences. They're also a great opportunity to meet (virtually) with other involved tenants and scrutiny groups. Many of these opportunities are free as they have all been delivered online this year but where there is a cost this is met by Cottsway from our dedicated training budget.



Reviewing the Group's terms and conditions

We worked closely with Cottsway and their solicitor to ensure that our terms of engagement meet all the latest legal requirements. We've signed a new Freelance Agreement that clearly sets out our relationship, terms and conditions.



Social media

Before the first lockdown we had started offering monthly live chats but have found this more difficult to achieve since then. However, we do update our page with our activities so please do follow us at:



- www.facebook.com/CottswayScrutinyGroup

Recruitment

We're finally in a position to recruit new members to the group and are aiming to have this complete by the end of March 2021. For more information see:



- www.cottsway.co.uk/scrutinygroup

Looking ahead to 2021/22

We're hoping to increase the number of reviews we can complete once our new group members are on board and have completed their inductions. Our aim is to complete at least two scrutiny reviews in 2021/22 and to continue reviewing Cottsway's performance to identify where services can be improved. We'll also be busy working with Cottsway to deliver on the new Social Housing White Paper 'The Charter for Social Housing Residents' and the commitments made in the Together with Tenants Charter.



How you can help/get involved

Follow us on Facebook where we will keep you updated on our activities:

- www.facebook.com/CottswayScrutinyGroup

You can also join Cottsway's closed Facebook group where we hope to start more conversations in the year ahead:

- [Communities@Cottsway](https://www.facebook.com/Communities@Cottsway)

Alternatively, if you'd be happy to be contacted by our group from time to time to give us your views, please get in touch:

- www.cottsway.co.uk/contact

