

Report on the Cirencester Engagement Plan survey 2025

In November 2025 we invited all Cottsway customers who live in former Cirencester Housing homes to feedback on our first draft of the Cirencester Engagement Plan. We sent a survey by email to everyone we hold an email address for and posted hard copies of the survey, with a reply-paid envelope, to everyone else. We received 25 responses from the 198 surveys we sent out - 23 online and two in the post. This is a response rate of 13% - thank you to everyone who took the time to share their views.

This report sets out the results of the survey.

What we asked

Question 1 asked customers to rank the importance of each of the following actions and the results are shown below.

Action	Important	Not important	Neither	Rank
Tackling anti-social behaviour ASB	84%	8%	8%	=1
Keeping neighbourhoods clean and tidy	84%	4%	12%	=1
Maintaining green space and encouraging wildlife	80%	4%	16%	3
Improve facilities in blocks of flats	56%	20%	24%	4
Food bank referrals	60%	8%	32%	5
Supporting and promoting local events and activities	52%	20%	28%	6
Borrow a laptop or tablet and access free IT skills support	40%	24%	36%	=7
Setting up a Residents' Association or community group	40%	16%	44%	=7
Coaching and mentoring	36%	32%	32%	9

Comments received for this question include:

- Speaking with parish councils to help fund defibrillators.
- Defibrillator in a signposted area is a good idea. Unfortunately, the logistics of teaching people to use it, or it not being stolen or vandalised, need to be a discussion.
- Some things like trips would be important to other older people in the community.
- The times there has been a skip in Shepherds Way is great for the neighbourhood.

Question 2 asked would you be interested in working with Cottsway to help organise these activities or events as part of the Legacy Fund initiative?

- One person said yes and 24 people said no.

Question 3 asked how well do you feel the Cirencester Engagement Plan meets residents' needs for the Legacy Fund? Please circle the face you think reflects your view on the Engagement Plan.



52%



44%



4%

We received one comment on the Engagement Plan:

"It is a good idea. Perhaps the text is a bit "dense" for anyone not familiar with the routine workings of a housing association. I would like to see the money spent on sustainable ideas, not on ideas that are consumable - but I don't really know what is best for the amount of money available."

Prize draw

Finally, we offered respondents the option of entering a free prize for the chance to win a £25 gift card and 13 people opted in to the prize draw. Congratulations to the winner of the prize draw, Mr NW, Cirencester.

Conclusion

We didn't achieve a great response rate but the feedback we did get was useful. It's clear anti-social behaviour is a concern for former residents of Cirencester Housing and this is something Emma Walker, a Neighbourhood Housing Officer for the area, is focusing on as a priority.

The environment is also a high priority, both in terms of keeping neighbourhoods clean and tidy and maintaining green space and encouraging wildlife. Improving facilities in blocks of flats was also ranked highly. We will work closely with the new Cirencester Legacy Fund Customer Panel to identify improvements in these areas, using existing budgets and the Cirencester Legacy Fund, and will focus on proposals that are sustainable.

The remainder of the actions, including coaching and mentoring, the laptop and tablet loan scheme and food bank referrals, are part of our standard offer to all Cottsway customers and will be available to customers in the former Cirencester Housing homes, please contact us if you'd like more information.

Thanks to everybody who took the time to complete the survey - we have updated the Cirencester Engagement Plan to better reflect your priorities. Read it online: www.cottsway.co.uk/cirencester

We look forward to working with the new Customer Panel to spend the Legacy Fund on what matters to you.

Thank you!

The Communities Team