



Annual Report 2021-22

This has been another busy year of meetings, training and scrutiny reviews. As a group of three Cottsway customers, we meet every two weeks with Cottsway staff to progress our activities and plan our projects. Every three months we also meet with Cottsway Board members and senior staff to share information and look at wider issues and find they are very supportive of our work.

In addition, we also attend regular meetings with Cottsway managers to review performance, levels of customer satisfaction and how Cottsway are learning from complaints. This helps us identify service areas in need of improvement.

We feel that working alongside Cottsway's staff members is an important part of our role. It's crucial for our scrutiny reviews to fully understand first-hand key information that will increase our knowledge. We are of course a 'critical friend' and therefore building positive relationships is a necessity.

Due to the challenges of Covid restrictions, we've been unable to meet face-to-face with other Scrutiny groups over the last year but we haven't let this get in the way of continuing our networking with other scrutineers. Members of our group have continued to attend virtual Tpas scrutiny club meetings and many of their training sessions and conferences.

We believe sharing good practice and learning new skills play a key role in delivering the best service possible both for our fellow customers and Cottsway.

LATEST ACHIEVEMENTS



Empty Homes Standard review

We recently reviewed Cottsway's Empty Homes Standard to see how it compares to that of other organisations. We enjoyed meeting with Cottsway's repairs teams and other members of staff on visits to various empty properties.

Understanding more about the work carried out on empty properties was extremely interesting and has helped shape our recommendations with more confidence.

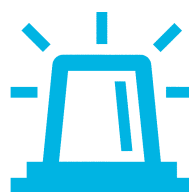
You can read a summary of our report online at:

- www.cottsway.co.uk/getinvolved

Anti-social behaviour (ASB) - service changes

We are both pleased and proud of the changes our ASB review produced. Some of our recommendations can already be seen in action on Cottsway's website where it is now easier for customers to report ASB and to understand the ASB process.

As a group of customers working together to help make positive change it is extremely rewarding to see the hard work bring about improvements to Cottsway's services. We continue to monitor progress with the recommendations we made in our ASB report.



Tenant Satisfaction Measures (TSM)



We also enjoyed taking part in the Regulator of Social Housing's consultation on the new Tenant Satisfaction Measures (TSM's). These will

bring about a big change across the housing sector next year as social landlords will be required to publish comparable information on their performance, including customer satisfaction and key safety measures. This will help us all better understand how well our landlords' really are performing.

We reviewed Cottsway's Together with Tenants self-assessment and noted that progress has been made, for example customer care training for all staff. This is now included in the induction for all new members of staff as well. Changes have also been made over the last year to the Cottsway website and customer portal, which is now more user-friendly.

Recruitment

Our group consists of three dedicated members, and we plan to begin a recruitment campaign for additional members in the Summer.



If you are interested in joining the group to help make positive changes for Cottsway customers, as well as making new friends and learning new skills, please get in touch. Support, expenses and a laptop are provided. If time is a constraint we would still very much value your help from time-to-time.

For more details about what's involved, see:

- www.cottsway.co.uk/scrutinygroup

Alternatively you can message us via:

- scrutinygroup@cottsway.co.uk
- www.facebook.com/CottswayScrutinyGroup

Looking ahead to 2022-23

We will continue to meet regularly as a group and with Cottsway staff and to improve our own skills and knowledge through training, workshops and networking with other scrutiny groups. We'll also continue to monitor performance and identify other service areas to review. We're currently reviewing satisfaction with the communal repairs service and will report on that in early summer.



How you can help or 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