

Cirencester Engagement Plan 2026-28: Summary



What the plan means for you

The Cirencester Engagement Plan 2026-28 explains:

- How we are supporting former Cirencester Housing customers
- How our £10,000 Cirencester Legacy Fund is being used; and
- How you can get involved in your community.

It is based on feedback from customers and local staff, and focuses on improving neighbourhoods, and supporting and bringing people together.

You can read the full plan at:
www.cottsway.co.uk/cirencester

Your Neighbourhood Housing Officers

Cottsway manages 176 former Cirencester Housing homes. These are in:

- Bibury
- Cirencester
- Cricklade
- North Cerney
- Southrop

Your Neighbourhood Housing Officers are:

- Emma Walker (most areas)
- Liz Frost (Cricklade)

They can help with tenancy issues, neighbourhood concerns or anything affecting your home or community.

Call us on 01993 890000 if you need support.

The Cirencester Legacy Fund

As part of the transfer to Cottsway, £10,000 was set aside for local projects chosen by customers.

Following a survey, priorities include:

- Community clear-up days
- Improving green spaces
- Community events and trips
- Other local improvement ideas.

A Legacy Fund Customer Panel now meets monthly to decide how the money is spent. If you would like to join, email: communities@cottsway.co.uk

What we've already done

In 2025 we:

- Held two community clear-up days
- Supported a community fundraising event
- Started work on ideas such as defibrillators and water butts
- Delivered some improvements using existing budgets.

Looking ahead

Over the next two years we will:

- Review and improve communal areas
- Check land ownership, maintenance and service charges
- Explore options to help with parking
- Consider small environmental improvements (bin stores, cycle racks, wildlife planting)
- Organise day trips and community activities.

We welcome your ideas.

How we can support you

We can help with:

- Anti-social behaviour (including a 24-hour hotline)
- Tenancy support and rent advice
- Referrals to food banks
- Domestic abuse support
- Setting up residents' groups
- IT equipment loans and digital skills support
- Free coaching and mentoring.

If you're worried about rent or debt, please contact us early - we are here to help.

Community Fund - extra funding available

Separate from the Legacy Fund, Cottsway provides £30,000 each year for community and personal development projects.

Funding ranges from £250 for individual learning to £5,000 for environmental projects.

Customers help decide which projects receive funding.

Find out more at: www.cottsway.co.uk/fund

Get involved

You can:

- Join our [mailing list](#)
- Join our customer-only [Facebook group](#)
- Access free training through [Tpas](#)

You can be involved as much or as little as you choose.

Useful contacts

Cirencester Town Council

www.cirencester.gov.uk

01285 655646

info@cirencester.gov.uk

Cotswold District Council

www.cotswold.gov.uk

01285 623000

customer.services@cotswold.gov.uk

Gloucestershire County Council

www.gloucestershire.gov.uk

01452 425000

Working together

We are committed to listening, supporting you and improving neighbourhoods across Cirencester and surrounding villages.

If you have ideas, concerns or would like to get involved, please get in touch.

- 01993 890000
- contact@cottsway.co.uk
- www.cottsway.co.uk

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