



Annual Report 2022-23

It's been a challenging year for our group, we're still meeting mainly online using Teams each fortnight rather than face-to-face as we used to, but moving forward we anticipate returning to our face-to-face meetings on a more regular basis.

We're still a small group but have been fortunate to recruit a new enthusiastic volunteer now bringing us to a team of four. We're still enjoying the learning and challenges membership of the Scrutiny Group offers us and are currently working on our review of Cottsway's approach to managing damp and mould.

We recently sent a survey to some of Cottsway's residents who have reported damp and mould and we are thankful to all who participated.

We look forward to continuing our work, giving residents a voice and improving services for all Cottsway residents in the year ahead.

Vanda White (Chair)
Gill Browning (Member)
KD (Member)
Carole Scott (Member)

LATEST ACHIEVEMENTS

Scrutiny assist

In 2022-23 we launched Scrutiny Assist. This is simply a list of Cottsway customers who sign up to help us on scrutiny reviews. We've been fortunate that some have come forward for this and one is currently helping us with the damp and mould review. We look forward to working alongside them in the year ahead.

Communal repairs

We're proud to have completed a review of the communal repairs service. We looked at other similar sized housing associations to compare their standards to those of Cottsway, carried out a customer survey and interviewed five people to better understand their experiences.



We made ten recommendations for service improvements and are pleased to see the improvements Cottsway has achieved so far. We'll keep monitoring progress with this action plan in the year ahead. You can view the recommendations on Cottsway's website at:

- www.cottsway.co.uk/getinvolved

Together with Tenants



We also completed our latest assessment of how well Cottsway are delivering on their commitment to the National Housing Federation's Together with Tenants' Charter back in December. This is an area we will be revisiting later in 2023.

Update on previous scrutiny reviews

The ASB (anti-social behaviour) report actions are now complete. This review still remains one of our best scrutiny reviews and we're so proud that this piece of work has made such a difference. We continue to be updated from Cottsway on any changes that occur within the ASB service and on the ASB webpage.

Training and development



We continue to receive training and support from an external trainer on IT issues as well as in-house support.

We regularly attend webinars and conferences with the Tenant Participation Advisory Service, known as Tpas, and we keep abreast of current legislation and laws by joining online webinars with the Regulator of Social Housing and the Housing Ombudsman. Some of us have also attended conferences which enabled us to meet up with delegates from many other scrutiny groups from across the country. We're looking forward to attending the next Tpas conference in July.

LOOKING AHEAD TO 2023-24

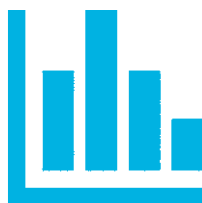
Tenant Satisfaction Measures

In 2021-22 we took part in the Regulator of Social Housing's consultation on the proposed Tenant Satisfaction Measures (TSM) and are pleased to report these have now been finalised and launched. The TSM's will make a big difference when the results are published next year as they will enable all residents of social housing to see how their landlord is performing in comparison to others. You'll find more information and Cottsway's latest results online at:

- www.cottsway.co.uk/TSM

Scrutiny review of damp and mould

This is our current scrutiny review. Our report and recommendations will be published online when completed, due summer 2023.



HOW YOU CAN HELP OR GET INVOLVED

Recruitment

We were so pleased to recruit a new member, Carole Scott, to the group in Autumn 2022, but still have two vacant places on the group.



If you're 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. For more details about what's involved, see:

- www.cottsway.co.uk/scrutinygroup

Scrutiny Assist



If time is a constraint, we'd still very much value your help from time-to-time and you can join our Scrutiny Assist mailing list:

- www.cottsway.co.uk/getinvolved

Social media

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:

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