

## APPENDIX

## Damp and Mould – Action Plan

Action	Responsible Person	Target date	Update – as at 27 January 2023
<b><i>Information Returns</i></b>			
Initial response to Secretary of State request on how the Council is prioritising this work	Chief Executive	30 November 2022	Completed
Respond to Regulator of Social Housing survey	Head of Housing	19 December 2022	Completed
Full response to Secretary of State request	Chief Executive	27 January 2023	Completed
<b><i>Council Housing</i></b>			
Review procedure for dealing with damp and mould reports in Council properties	Head of Housing	28 February 2023	Meetings held between Housing and Capital Works. Comments made on existing procedure and how it can be improved, new approaches being trialled.
Review equipment used to test damp, consider other alternatives if identified	Assistant Housing Repairs Manager	28 February 2023	Council already uses protimeters, calcium carbide testing and hygrometer salt analysis equipment. At this time this appears to be appropriate, however external advice will be taken.
Review forms used to capture information during damp and mould surveys, update as required	Assistant Housing Repairs Manager	28 February 2023	Some updates have been made in the interim, and are being trialled. Final version to be agreed and updated for use on tablets by inspectors.
Consider changes to record keeping	Head of Housing	28 February 2023	Initial investigations have shown that

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within housing management system			record keeping could be improved, changes in use of system required
Implement changes to how records are kept on housing management system	Senior Work Planner	31 March 2023	New SOR software, already agreed by Cabinet, will allow better record keeping. Additional records held on spreadsheets in the interim.
Agree protocols for referral of damp and mould issues from Repairs to Capital Works	Head of Housing	31 January 2023	Meetings held between Repairs and Capital Works, agreed protocols will be reflected in new procedure
Review information held on housing management system to identify reports of damp and mould made in the last 5 years	Housing Services and Strategy Manager	6 January 2023	Completed
Proactively contact all tenants that have reported damp and mould in the last 5 years to ask if the issue is resolved or ongoing	Senior Work Planner	28 February 2023	Work has begun to contact tenants
Proactively contact tenants who live in properties that have not been visited within the last year, to ask if experiencing any damp and mould issues	Senior Work Planner	30 April 2023	To begin once previous action completed
Identify any patterns in type of stock affected or type of issue	Housing Services and Strategy Manager	31 March 2023	Work has begun to identify patterns and issues
Review process for void inspections to ensure that all damp and mould issues are identified prior to new tenant moving in	Head of Housing	31 March 2023	Informal changes have been implemented, need to review and make changes to formal process
Consider if any changes are required to Allocations Policy to reflect the circumstances of those living in	Head of Housing	31 March 2023	

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properties with damp and mould			
Review information on website about damp and mould	Housing Services and Strategy Manager	28 February 2023	Initial review of information has been completed and some minor amendments made. Full review to be completed
Update information leaflet on damp and mould	Housing Services and Strategy Manager	28 February 2023	Initial review of information has been completed and some minor amendments made. Full review to be completed
Review capacity to deal promptly with all damp and mould issues	Head of Housing	31 March 2023	To be completed as part of the Repairs Review
Complete damp and mould remediation project at Princes Street and Wellington Street	Head of Asset Management	31 May 2023	42 properties completed
<b>Private Sector</b>			
Promote survey for private tenants to inform the Council of issues in their property	Chief Environmental Health Officer	31 January 2023	Online Survey launched 2 January 2023
Respond to all reports made through survey	Chief Environmental Health Officer and Senior Private Sector Housing Officer	28 February 2023	Where identifiable, contact to private rented tenants has begun.
Identify and implement changes to record keeping, using dedicated system.	Chief Environmental Health Officer and Senior Private Sector Housing Officer	30 April 2023	This information is currently hard to extract (done by individually reviewing each case file) so will explore enhanced record keeping and system reports to enable easier retrieval of information.

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Review capacity of private sector housing team to ensure adequate response, including enforcement where appropriate to issues of damp and mould	Chief Environmental Health Officer and Senior Private Sector Housing Officer	31 March 2023	
<b>Training</b>			
Provide training to members on the issue of damp and mould	Head of Asset Management	31 January 2023	
Arrange refresher training for inspectors on the identification of the reasons for damp and mould	Head of Housing	28February 2023	In-house discussions have ensured that inspections are being completed correctly. Formal refresher training will ensure that knowledge remains up to date
Arrange refresher training for private sector housing officers on the enforcement expectations of damp and mould in private rented dwellings, particularly in relation to the Housing, Health and Safety Rating System	Chief Environmental Health Officer and Senior Private Sector Housing Officer	31 March 2023	In house discussions have already taken place but to ensure knowledge remains up to date.
Arrange training for all visiting officers on the identification of damp and mould issues	Head of Housing	31 March 2023	Information, advice and guidance has been shared with employees through briefings and team meeting. Formal training will ensure that all employees can identify issues and know how to report them.
Consider producing BLZ course for all officer, to increase understanding of	Head of Housing	30 April 2023	

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issue			
Review information and scripts used by the Contact Centre, so that calls are dealt with appropriately	Senior Work Planner	28 February 2023	
<b>Other</b>			
Report to GMT on progress of action plan	Head of Housing	30 April 2023	