

APPENDIX 1

Damp and Mould – Action Plan

Action	Responsible Person	Target date	Update – as at August 2023
Information Returns			
Initial response to Secretary of State request on how the Council is prioritising this work	Chief Executive	30 November 2022	Completed. Response sent.
Respond to Regulator of Social Housing survey	Head of Housing	19 December 2022	Completed. Response sent.
Full response to Secretary of State request	Chief Executive	27 January 2023	Completed. Response sent.
Council Housing			
Review procedure for dealing with damp and mould reports in Council properties	Head of Housing	28 February 2023	Completed. New procedure implemented in February 2023. New Repairs and Compliance Manager to complete further review in August 2023 to ensure that procedure is being correctly followed and consider any improvements required.
Review equipment used to test damp, consider other alternatives if identified	Assistant Housing Repairs Manager	28 February 2023	Completed. Internal review and external advice from Baggaley and Jenkins, damp specialists, confirms that use of protimeters, calcium carbide testing and hygrometer salt analysis equipment is appropriate.
Review forms used to capture information during damp and mould surveys, update as required	Assistant Housing Repairs Manager	28 February 2023	Completed. New forms added to tablets. Site Audit Pro being added to all new devices.
Consider changes to record keeping	Head of Housing	28 February 2023	Completed. Changes have been

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within housing management system			considered and initial investigations have shown that record keeping could be improved.
Implement changes to how records are kept on housing management system	Senior Work Planner	31 March 2023	Completed. Better record keeping has been implemented, including how inspection are recorded and saved. New Housing Customer Services Manager to complete dip sampling to check that records are being updated as required.
Agree protocols for referral of damp and mould issues from Repairs to Capital Works	Head of Housing	31 January 2023	Completed. Agreed protocols 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. Report to show addresses has been produced.
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	Completed. Properties that raised concerns have been added to inspection list and will follow new agreed procedures.
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	Completed. Properties that raised concerns have been added to inspection list and will follow new agreed procedures.
Identify any patterns in type of stock affected or type of issue	Housing Services and Strategy Manager	31 March 2023	Completed. Findings have been discussed with Repairs and Capital Works.
Review process for void inspections to ensure that all damp and mould issues are identified prior to new tenant moving	Head of Housing	31 March 2023	Completed. New Voids Surveyor ensures that process is followed

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Review information on website about damp and mould	Housing Services and Strategy Manager	28 February 2023	Completed. Initial review of information has been completed and some minor amendments made. Website will continue to be reviewed and updated with information as required.
Update information leaflet on damp and mould	Housing Services and Strategy Manager	28 February 2023	Completed. Leaflet has been updated to make it clearer and update advice given. Repairs are also working on a suite of leaflets for different scenarios
Review capacity to deal promptly with all damp and mould issues	Head of Housing	31 March 2023	Completed. Repairs Review increased the capacity of the team.
Complete damp and mould remediation project at Princes Street and Wellington Street	Head of Asset Management	31 May 2023	In progress. Work still to be completed at 23 properties
Private Sector			
Promote survey for private tenants to inform the Council of issues in their property	Chief Environmental Health Officer	31 January 2023	Completed. Online survey promoted via social media.
Respond to all reports made through survey	Chief Environmental Health Officer and Senior Private Sector Housing Officer	28 February 2023	Completed. Where identifiable, contact has been made. Many responses did not include information to identify the respondent.
Identify and implement changes to record keeping, using dedicated system.	Chief Environmental Health Officer and Senior Private	30 April 2023	In progress. This information is currently hard to extract (done by individually reviewing each case file) so will explore enhanced record

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	Sector Housing Officer		keeping and system reports to enable easier retrieval of information.
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	In progress. Options to increase capacity of team are being considered.
Training			
Provide training to members on the issue of damp and mould	Head of Asset Management	31 January 2023	Completed. Training provided by Interim Head of Asset Management.
Arrange refresher training for inspectors on the identification of the reasons for damp and mould	Head of Housing	28 February 2023	Completed. New Repairs Inspector will also be fully trained through external training company.
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	Completed. In house discussions have taken place 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	Completed. Information, advice and guidance has been shared with employees through briefings and team meeting. Further training to be arranged for later this year.
Consider producing BLZ course for all officers, to increase understanding of issue	Head of Housing	30 April 2023	In progress. A course is not currently available so will need to be written. Head of Housing to work with HR to provide.
Review information and scripts used by	Senior Work	28 February 2023	Completed. Information has been

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the Contact Centre, so that calls are dealt with appropriately	Planner		updated.
<i>Other</i>			
Report to GMT on progress of action plan	Head of Housing	30 April 2023	Completed. This action was delayed, but report was submitted July 2023.