

## Appendix B - Draft Damp and Mould Action Plan December 2022

| Source/Requirement                      | Action  | Timescale    |
|---|---|--------------|
| Damp and Mould Task Group               | To establish joint staff and tenant task group that will progress actions and report through to EMT/SMT and Customer Services Committee   | January 2023 |
| Tenants Scrutiny Report Recommendations | <p>Action Plan to be reviewed and refreshed</p> <p>Actions Required: <i>(included within the actions but summarised below):</i></p> <ul style="list-style-type: none"> <li>• <i>Training &amp; Education Plan for both staff &amp; tenants</i></li> <li>• <i>Develop the website (videos / best practice)</i></li> <li>• <i>Damp Leaflet review – 100% distribution with hydrometer</i></li> <li>• <i>Social media campaign</i></li> <li>• <i>Set up a Task &amp; Finish Group with TVP representation</i></li> <li>• <i>Explore properties that have had no repair visits in a 12-month period</i></li> <li>• <i>Cultural – empathy of staff</i></li> <li>• <i>Better use of data – trend analysis / GIS mapping for focussed inspections and investment</i></li> <li>• <i>Review communication letters re outstanding works</i></li> <li>• <i>Continue to undertake journey maps and implement service improvements</i></li> <li>• <i>Explore 100% post surveys &amp; identified inspections</i></li> <li>• <i>Visit neighbouring properties where damp is identified</i></li> <li>• <i>Ensure reports of DMC are not closed on the system and are accessed and actioned</i></li> <li>• <i>Utilise external experts</i></li> <li>• <i>Implementation of NEC System</i></li> </ul> | Completed    |

| Source/Requirement                                 | Action   | Timescale  |
|--|--|--|
| Housing Ombudsman Letter 29 <sup>th</sup> Nov 2022 | <p>Actions Required:</p> <ul style="list-style-type: none"> <li>• What is our approach to damp and mould? See Policy &amp; Procedure</li> <li>• Update self assessment against 26 recommendations</li> <li>• Develop new policy – zero tolerance of damp and mould and culture &amp; proactive approach</li> <li>• Pre action protocol followed - confirm</li> <li>• Approach to access &amp; putting things right - part of policy and procedure</li> </ul>   | <p>November 2022</p> <p>Completed</p>  |
| Regulator of Social Housing Letter                 | <p>Response required to 4 requests: -</p> <ol style="list-style-type: none"> <li>1. Approach to assessing the extent of damp and mould issues, incl how assess prevalence of Cat 1 &amp; 2 hazards</li> <li>2. Most recent assessment of the extend of damp &amp; mould hazards in homes (incl Cat 1 &amp; 2 hazards)</li> <li>3. Action being taken to remedy any issues and hazards (and meet Decent Homes Standard)</li> <li>4. How ensure individual damp &amp; mould cases are identified and dealt with promptly and effectively when raised by tenants</li> </ol> | <p>Meet with BMBC 6<sup>th</sup> December</p> <p>Response to Regulator by 19<sup>th</sup> December</p> |
| 1. Reactive Reporting and Inspection               | <p>Contact Centre - Need to amend scripts and provide training for contact centre staff</p> <p>Proactive Inspection regime – reminder to all staff what to look for and who to report to – Team Brief December 2022</p> <p>Priority focus inspections – most vulnerable incl capped off homes</p>  |  |

| Source/Requirement                      | Action   | Timescale  |
|---|--|--|
|   | <p>Review need for specialist damp and mould team of inspectors and operatives/Qest</p> <p>New email address to report damp and mould issues to - launched 5/12/22 in Team Brief</p> <p>Identification of similar properties with potential issues – GIS mapping/data analysis</p> <p>Introduce new timescales for damp and mould potential Cat 1 &amp; 2 hazards removal – 7 day moving to 24 hour &amp; ensure no jobs are closed down in SAP (periodic checks &amp; balances exercise)</p> <p>Policy and Procedure for damp and mould to be re written, zero tolerance proactive approach</p> | <p>Implemented 7 day from 28<sup>th</sup> November 2022</p> <p>January 2023</p>        |
| 2. Training                             | <p>Information for all staff to be provided and specialist training for frontline staff</p> <p>Training and advice to be provided for tenants</p>  |  |
| 3. Proactive Approach to Damp and Mould | <p>Accelerate the stock condition surveys to better understand stock</p> <p>MOT health check - during annual heating visit (gas/solid fuel of communal heating)</p> <p>EPC C programme – driven by data and maximising external funding (SHDF) – profile works required over next 6 years and investment (£60 mil)</p>   | <p>Complete by 31/3/24</p> <p>Introduce in 2023</p> <p>Ongoing SHDF scheme 2022-24</p> |

| Source/Requirement         | Action  | Timescale   |
|----------------------------|---|---|
|                            | <p>Review Barnsley Homes Standard - windows, doors, insulation, pointing and roofs</p> <p>Implement new Disrepair Policy &amp; Procedure</p> <p>Implement new Decant Policy &amp; Procedure</p>   |   |
| 4. Communication           | <p>Reporting of Damp and Mould – introduce e-form to collate and prioritise</p> <p>Website New Tenants Campaign – STAR</p> <p>Tenant Letters – will include STAR information</p> <p>Information for staff in Team Brief w/c 6<sup>th</sup> December &amp; new email address for reporting</p> <p>Briefing notes for BMBC staff, members &amp; Health colleagues</p> <p>Review letters for works in the 'Rolling Programme' and share with Tenants Voice Panel</p> | <p>Launches 5<sup>th</sup> December 2022</p> <p>5<sup>th</sup> December 2022</p> <p>w/c 12<sup>th</sup> December 2022</p> |
| 5. Regulation & Governance | <p>Report to Berneslai Homes Board</p> <p>Response to Regulator</p> <p>Provide Updates to BMBC at Operational ALMO meetings</p> <p>Updates as part of Compliance reporting to EMT/Board</p>   | <p>8<sup>th</sup> December 2022</p> <p>w/c 13<sup>th</sup> December 2022</p> <p>Dates set by BMBC</p>                     |

| Source/Requirement    | Action   | Timescale |
|-----------------------|--|-----------|
| 6. Supporting Tenants | <p>Website information to be supplemented by advice in rent letters &amp; any other correspondence</p> <p>Training for tenants to be developed – training plan to be developed with Tenants Voice Panel</p> <p>Ensure tenants are aware of support available - all staff to promote</p> <p>Review Damp &amp; Mould Leaflet with Tenants Voice Panel and consider distribution to all properties along with a temperature/hydrometer</p> <p>Ensure Damp &amp; Mould Leaflet is included in all new tenancy packs</p>                      |           |
| 7. Data & Analysis    | <p>Initial reporting template to be introduced to trigae cases – Qest format to be reviewed and used for all staff to complete</p> <p>Tenant data collection – every contact counts &amp; used to collect updated information, use of 10k email addresses</p> <p>Vulnerability data – review of what information we have and how we can enhance this</p> <p>Link into BMBC vulnerability data</p> <p>100% 12-month Post works surveys and follow up inspections (where required) to be introduced – part of damp and mould procedure</p> |           |