

## Appendix CSC Action Plan November 2021 Update

CSC Action	Update
<p>1. Provide update to CSC on progress</p>	<ul style="list-style-type: none"> <li>• Update as at 17<sup>th</sup> November 2021 to be read in conjunction with full report and Project Plan.</li> </ul>
<p>2. That officers who come into contact with people who report damp, mould and condensation all undergo adequate training to mitigate some of the previous inappropriate initial responses to tenants.</p>	<ul style="list-style-type: none"> <li>• Awareness session at H&amp;I away day.</li> <li>• Customer Service training for all staff</li> <li>• Specialist training for D&amp;C team</li> <li>• Updates at team meetings</li> <li>• Continued CPD including session on disrepair</li> </ul> <p><b>November 2021 review update:</b> In-House Training in use of some of the more technical equipment (Speedy Moisture Test etc.) to be conducted on a VOID property as soon as a suitable one is available. Actioned 29 August 2021</p> <p>One Surveyor attended a 3 day specialist training Mid-June.</p> <p>Investment Programme Manager has connected with the British Damage Management Association and signed up for some free courses with the intention that we look to bring some best practice principles into the team. BS 12999. This is focussed on working with the families experiencing damp and mould. The Project Support Team and Estates and Tenancy Management Team are working with the D &amp; M Team to liaise with tenants particularly where access is an issue or where there are concerns about the work we propose.</p> <p>The team has specialist equipment – Damp meters, laser thermometers etc. The team are currently reviewing the</p>

## Appendix CSC Action Plan November 2021 Update

	<p>equipment and will be ordering additional tools such as Anemometers to accurately check the performance of fans etc.</p> <p>November update: We now have 1 thermal imaging camera used on Disrepair and complex cases by the Principal Surveyor while the Building Surveyors have new damp meters with in-built thermal imaging cameras. Anemometers are on order and will enable the surveyors to more accurately determine the effectiveness of fans in kitchen and bathroom locations. In addition, the team have access to Data Loggers</p>
<p>3. As part of a communications strategy to promote the new damp and condensation strategy, officers should invite tenants to come forward with current and historical cases</p>	<p><b>2021 review update:</b> Project Support Team have reviewed a number of cases where residents have reported 3 or more incidents of damp and mould so that these can be reviewed and if necessary revisited and any work project managed to a successful conclusion. The team have identified approximately 90 cases of which the first 30 or so have been worked through and have either had work carried out or are being actively case managed.</p>
<p>4. That the issue of damp and mould be included in housing matters events publicising how tenants can mitigate the effects of damp and mould in their properties, this should be linked to a Communications campaign with appropriate information and reporting on the web site.</p>	<p><b>2021 review update:</b></p> <ul style="list-style-type: none"> <li>• New D&amp;C leaflet, website content, animations and social media content to be agreed in consultation with CSC.</li> <li>• As per attachments to the CSC report the draft animation and D &amp; C leaflet await comments from the Committee.</li> </ul>
<p>5. That officers all work to an agreed timeframe for responding to reports of damp and mould from the initial response and for a realistic timeframe for resolving these issues.</p>	<ul style="list-style-type: none"> <li>• New process includes specific timeline agreed with CSC.</li> <li>• The 3 week response time to carry out the initial inspection and the 6 month target date to resolve the issue is now embedded in the delivery process.</li> </ul> <p><b>2021 review update:</b></p> <ul style="list-style-type: none"> <li>• Case backlog following Covid restrictions needs to be</li> </ul>

## Appendix CSC Action Plan November 2021 Update

	<p>dealt with. Backlog has now been cleared.</p> <ul style="list-style-type: none"> <li>• The system for tracking progress needs further work and investment in IT system to support this. This is still a live project. The tracker has had improvements with additional categories. Surveyors are now responsible for ensuring updates are processed.</li> <li>• Discussions with Housing IT support the Investment Programme Managers view that the Corporate IT system can replace the tracker freeing up resource for more tenant interaction – telephone post inspections etc. Still a live project. Process Map being revisited in advance of Northgate upgrade.</li> <li>• The team are looking to triage cases and record them on Northgate as either Minor, Moderate or Major. This has yet to happen as this links in with the Northgate upgrade.</li> </ul>
<p>6. That through the HRA Budget process appropriate levels of resources is allocated to invest in repairs to alleviate cases of damp and mould. Specific housing blocks that officers are aware that suffer from structural defaults and cause these conditions, are systematically worked on to alleviate the problems, with particular emphasis during the void process. This would avoid subsequent complaints issues.</p>	<ul style="list-style-type: none"> <li>• Specific budget for D&amp;C has been allocated (previously no budget) of £250k with a growth of a further £100k being requested through HRS business plan refresh.</li> <li>• Allocation of cyclical maintenance budget to clear a backlog of gutter clearances and other preventative maintenance.</li> </ul> <p><b>2021 review update:</b></p> <ul style="list-style-type: none"> <li>• Team looking to introduce a servicing contract for some of the more specialist condensation control ventilation systems. The Investment Programme Manager has been in discussion with Fusion 21 which has identified 4 companies interested in providing this service. The IMP has to produce a specification of our requirements and has identified an internal staff member who may be able to assist in this endeavour</li> <li>• Team about to engage a specialist mould treatment</li> </ul>

## Appendix CSC Action Plan November 2021 Update

	<p>company through a framework agreement giving cost certainty and speeding up the work ordering process. QEST started working for us in August and has to date carried out 39 jobs. Quality is good and the work is guaranteed for 2 years. QEST are responding to SBC feedback and extending their service to include a selection of paint colours as well as a wallpapering service for those residents who already have wallpaper but which in treating the mould has to be removed and destroyed. The IPM is conscious that residents should be put back to at least the level of decorative order that they enjoyed prior to the treatment.</p> <ul style="list-style-type: none"> <li>• Team exploring further frameworks for: Damp proofing, Decoration (post works) and Ventilation specialists. As above decoration no longer require and ventilation being worked on. Damp proofing probably not required as volumes do not warrant a procurement exercise.</li> <li>• Team anticipate a further £250K may be required however, some work the team will undertake would normally fall to the Repairs Team however, the team are conscious of the need to manage the customer experience and so wherever possible will manage all associated work. The team have been given an additional £50,000 and are awaiting a further £150,000 to support the service in its delivery. The team have embraced a can-do attitude, owning the problem where there is a damp or mould issue. However, it should be noted that the team have noticed an increase in reports of damp and mould that have only repair elements i.e. no damp or mould exists or where the damp is wholly resolvable through a a good quality repair and no intervention from the D &amp; M team is necessary.</li> </ul>
<p>7. That officers record the problems and state the process</p>	<ul style="list-style-type: none"> <li>• Following every initial site visit the Surveyors record</li> </ul>

## Appendix CSC Action Plan November 2021 Update

<p>of repair following the first visit and identify the cause rather than the symptom to be addressed.</p>	<p>their findings and the actions required to rectify the cause of the problem.</p> <p><b>2021 review update:</b></p> <ul style="list-style-type: none"> <li>• The reports are too lengthy so we have designed a new report which will be quicker to complete while capturing all the vital information. This is currently undergoing testing and if successful may be possible to load onto a tablet or laptop for completion in the field. This is a prelude to RAPID. The new report format is working well (only one Surveyor is using this) and is shortly to be tried on a tablet.</li> <li>• RAPID will enable staff to complete surveys and add photos and upload direct into the system.</li> </ul>
<p>8. That officers establish a tangible system of recording data which illustrates the priority/severity of each case.</p>	<ul style="list-style-type: none"> <li>• Tracker has been put in place to monitor and cases are allocated priority following completed surveys.</li> </ul> <p><b>2021 review update:</b></p> <ul style="list-style-type: none"> <li>• Tracker to be replaced with better use of the Corporate Housing Database once the new upgrade is rolled out.</li> <li>• A suite of desired KPI's is being developed and shared with the Housing IT team so that the correct fields can be built as part of the Northgate upgrade. This is outstanding and will follow the Process Map review.</li> </ul>
<p>9. We recommend that a system of allocating serial number/case number/ customer/property unique number reference be used to record first time complaints to avoid follow up complaints being logged individually and to avoid customer/tenants having to re-explain case/issue.</p>	<ul style="list-style-type: none"> <li>• Tracker has been put in place to monitor cases including reference numbers and UPRN's</li> </ul> <p><b>2021 review update:</b></p> <ul style="list-style-type: none"> <li>• Tracker system is a short term measure that needs to be urgently replaced with a more robust system to</li> </ul>

## Appendix CSC Action Plan November 2021 Update

	<p>monitor and report progress.</p> <ul style="list-style-type: none"> <li>• Work is underway to set up and use Northgate to do this and this is seen as a key focus to improve the service.</li> </ul>
<p>10. That the housing department recognises the impact of damp and mould on people with respiratory conditions, particularly those with young children and the elderly, and this be considered as part of the planned forthcoming Housing Allocation Policy review.</p>	<ul style="list-style-type: none"> <li>• Wherever possible it is the intention that the damp and mould problem will be resolved. However if this is not possible then the case can be referred to the Housing Panel for review and consideration seeking the Independent medical advisors advise. The team are due to present their first Housing Panel case on 24 November. The property is a severely overcrowded 1<sup>st</sup> floor, 2 bedroom flat with 2 adults, 4 children (2 boys and 2 girls) plus older children from the father's previous relationship who visit at weekends. There is insufficient room to carry out a full inspection nor is it possible to carry out any intervention given the amount of possessions.</li> <li>• There is a priority / severity rating system in place that recognises the impact of damp and mould on people with respiratory problems, the young and elderly. This will be refined to consider how the timescales can differ for high priority cases. This requires the new severity rating system mentioned above i.e. minor, moderate and major. This is still outstanding but very much on the agenda especially now that we have cleared the backlog and have more contractors available.</li> </ul> <p><b>2021 review update:</b></p> <ul style="list-style-type: none"> <li>• The team work closely with the Support Team and Estates and Tenancy Management for no access issues and general tenant liaison/relationship building.</li> </ul>

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