

Activity/Action	Description	Status	Comments
1. People	Conclude recruitment to vacant and agency filled roles in the Damp and Mould team to ensure a permanent staffing establishment is in place to deliver and embed improvements.	Completed	3 x permanent appointments made with one role covered by agency pending new starter commencing in post.
	Recruit to an additional 1 x FTE Business Support Officer role to ensure robust and up to date performance data is available to demonstrate compliance. This post is to be funded within existing budgets.	Completed	New starter commenced in post in September 2025.
	A programme of HHSRS training delivered for all front-line teams.	Completed 2024/25	
	HHSRS training to be included on induction plan for new starters.	In progress – to be completed by Q4 2025/26	Included on induction checklist for Repairs staff. To be factored into corporate training programme to ensure all relevant staff across the wider housing service receive the training.
	Mandatory refresher training to be provided for all relevant staff at an agreed frequency.	In progress – to be completed by Q4 2025/26	To be included in training matrix for relevant Repairs staff. To be factored into corporate training programme to ensure all relevant staff across the

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			wider housing service receive the training.
2. Processes	Review and update processes to reflect target timescales for completion of: - Inspections - Issuing a report to the tenant - Completing works.	Completed	
	A workshop with relevant staff held on 15 May to identify issues within the current processes and an action plan developed. Follow-up workshops planned to finalise processes and embed change.	Completed	
	No-access process in place across the wider Housing service which has been informed by relevant teams.	Completed	A no-access policy is under development/review led by Housing to ensure meets needs of all service areas.
3. Procurement	Appoint support contractors to carry out specialist damp and mould related works. A report on the procurement of support contractors for Repairs and Voids was presented to	Completed	New contract awarded and contractor mobilised in July 2025.

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	Cabinet for approval in February 2025. The associated contract awards were approved by the Strategic Director (Richard Protheroe) in March 2025 and mobilisation commenced in late May/early June 2025.		
4. Policy	The Damp and Mould Policy has been reviewed and an updated version is available on the website Damp, Condensation and Mould	Completed	
	However, the Policy will be further reviewed to ensure it is consistent with the secondary legislation and associated guidance.	Completed	
	The current Repairs and Maintenance Policy was approved by Cabinet in December 2024. In light of Awaab's Law and in response to some recent Housing Ombudsman Service determinations the Policy has been	Completed Completed	An amended version of the Policy which highlighted the proposed amendments was approved by Cabinet in June 2025.

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	updated to include the following: 1. Definition of a routine repair and where a repair falls outside of that definition the target timescale(s) for completion. 2. Reference to vulnerabilities being reflected in the assessment of the priority to be awarded to a repair.		
5. Performance	In 2024/25 Damp and Mould KPI's were introduced as part of the corporate quarterly performance suite. The KPI's reflected the target timescales expected to be introduced under Awaab's Law at that time.	Completed	The KPI's introduced in 2024/25 have continued to be monitored and reported on during 2025/26 pending guidance being published and will be amended from Q3 onwards to reflect the target timescales introduced by Awaab's Law which are different to those being reported on to date.
	For 2025/26 the KPI definitions and parameters have been reviewed to ensure reporting reflects current performance and is aligned with the prescribed target timescales as set out in the secondary legislation.	Completed	It is proposed to use KPI's and associated definitions provided through the HQN from Q3 onwards of which 4 will be included in the corporate performance suite and others will be included as operational KPI's.

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6. Technology	To enable inspection reports can be provided to tenants within the 3 working day target following an investigation/inspection an app is being utilised as an interim solution.	Completed	
	In the longer term the plan is to have a system-based solution which will enable a case management approach to be more effectively implemented in accordance with the recommendations of the CSC following their scrutiny review of damp and mould.	Estimated completion 2026/27	This is included on the Housing Systems road map which will be implemented once the NEC migration to the Cloud project has been completed and the necessary system upgrades carried out.