

Homes and Health

Health and Wellbeing Board

28th September 2023

Health, Wellbeing and Housing

- Poorly-designed homes contribute to poor physical and mental health.
- For example, damp, cold, mouldy and overcrowded housing conditions are associated with respiratory infections, tuberculosis transmission, worse asthma and poorer mental health. Inadequate household heating is also strongly associated with excess winter deaths.
- People living in poor quality homes are twice as likely to have poor general health than people who do not (11% of people compared to 22%).
- Poor quality homes increase the likelihood of respiratory, cardiovascular, and communicable diseases, along with the risk of mortality

Today we will cover

Why (and how) Housing matters for people's health

What we are doing now

- Tackling Damp and Mould
- Homelessness Health Action Plan

What we are planning for the future

- Future Delivery of the Housing Strategy, Homelessness and Rough Sleeping Strategy

Homes as a foundation for good health

- Decent, well-maintained and safe homes support physical and mental health
- Ensuring people have good housing can help to delay or reduce a person's need for health and care services in the future and help them retain their independence, health and wellbeing for longer
- Estimated cost of poor housing to NHS is £1.4 billion per year
- Tackling substandard housing helps tackle health inequality

What do we mean by 'healthy homes' ?



Healthy Homes Principles



Fire safety

All new homes must be safe in relation to the risk of fire



Inclusive, accessible and adaptable

All new homes and their surroundings must be designed to be inclusive, accessible, and adaptable to suit the needs of all



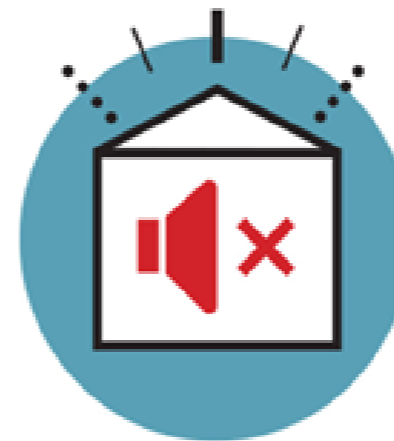
Access to amenities and transport

All new homes should be built within places that prioritise and provide access to sustainable transport and walkable services, including green infrastructure and play space



Safety from crime

All new homes must be built to design out crime and be secure



Limit light and noise pollution

All new homes must be free from unacceptable and intrusive noise and light pollution

To find out more about the Campaign for Healthy Homes please visit:
www.tcpa.org.uk/collection/campaign-for-healthy-homes/



Liveable space

All new homes must have, as a minimum, the liveable space required to meet the needs of people over their whole lifetime, including adequate internal and external storage space



Access to natural light

All new homes must have access to natural light in all main living areas and bedrooms



Climate resilient

All new homes must demonstrate how they will be resilient to a changing climate over their full life time



Reductions in carbon emissions

All new homes must secure radical reductions in carbon emissions in line with the provisions of the Climate Change Act 2008



Thermal comfort

All new homes must be designed to provide year-round thermal comfort for inhabitants



Prevent air pollution

All new homes must minimise and not contribute to unsafe or illegal levels of indoor or ambient air pollution

To find out more about the Campaign for Healthy Homes please visit:
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Area of focus: Damp and Mould

- Cross Council working group set up
- Damp and Mould campaign and information
- Barnet Homes Healthy Homes Team
- Work with the Private Rented Sector and RSLs

Barnet Homes Healthy Homes Team

- Identified £2.2m of funding per annum over the next 4 years to deliver Damp & Mould (D&M) works
- Established Healthy Homes Team (HHT) in March 2023 to deal with D&M in LBB stock
- Created stand alone Barnet Homes D&M Policy
- Recruited team – Manager, surveyors, resident liaison officer and admin
- Procured specialist contractors awarded through competitive tender
- Configured IT systems to monitor and manage workflows and established KPI's
- Delivered both technical and non-technical training to all front-line staff
- Delivered resident awareness campaigns via multiple channels - leaflets, letters and website
- Set up multiple comms channels for residents to report – dedicated HHT email address, webforms, surveys, roadshows
- Established a rapid medical assessment to allow provision of Temporary Accommodation for those identified as 'at risk'
- Completed stock condition surveys for 100% of council homes and commenced work on properties identified as having D&M present

Healthy Homes Team summer road shows

For Barnet Homes and Opendoor Homes tenants and leaseholders



Our Healthy Homes Team will be here to support you if you have damp or mould in your home. If you can, please bring photos so that we can address the issues as quickly as possible.

Staff from Barnet Homes and Opendoor Homes will be there to help you with any housing-related issues.

Come and speak to BOOST about work, training and benefits support.

**Barnet
Homes**

**Opendoor
Homes**

**The Barnet
Group**

BOOST

Barnet Homes Healthy Homes Team

2023/24 Figures

Total properties with active D&M case currently **532**

(6% of total stock)

- HHT Inspections issued **705**
- HHT Inspections completed **455**
- HHT Inspections in progress **250**

- D&M works instructed **912**
- Works completed **599**
- Works in progress **313**

Private Sector housing (PSH)

- Pilot set up between PSH and Barnet Homes to fast track homeless applicants in poor housing
- Looking at closer working with Barnet Homes in relation to Temporary Accommodation
- Additional training completed by enforcement officers and refresher training to be completed in the Autumn
- Since October 2022 most houses in multiple occupation (HMOs) in the borough require licences with linked conditions relating to property improvement and management
- New data recording system in place for Damp and Mould cases
- Looking at using a house condition survey to enable more targeted work/policies in relation to property conditions, fuel poverty etc
- Pilot being considered for use of hygrometers to support the current enforcement investigations

Registered Providers of Social Housing

Network Homes

- Damp and Mould Leaflet
- “Recite me facility” and Damp and Mould section on website
- Damp and Mould specialist team with an action plan that is reviewed weekly

Peabody

- Dedicated Damp, Mould & Condensation team and supply chain.
- Robust case management, proactive reviews and audits
- Winter Warmers, Energy Advice Service and other support/initiatives
- End to end review of processes around disrepair, decants, and damp and mould cases.
- Locality Model: Reduced patch sizes and a culture that focuses on connecting with residents on a local level and building strong local knowledge

Registered Providers of Social Housing

Notting Hill Genesis

- New policy and leaflet, and related procedures developed in conjunction with a resident damp and mould task group
- New internal damp and mould group who are monitoring cases
- Training for housing officers to better equip them to identify issues, and support residents

L&Q

- Developed a predictive AI model that uses data to predict with 80% accuracy whether a property is potentially at risk of a disrepair claim or complaint being raised.
- Reviewed and updated processes
- Updated website to provide guidance and tips

Registered Providers of Social Housing

Metropolitan Thames Valley Housing

- Created a new £1.5m fund specifically to address damp and mould
- Implemented a new policy where cases are assigned to a named member of the team, to provide oversight and ensure that the issue is resolved
- Recruited a new Senior Surveyor dedicated to damp and mould case management
- Training for officers, suppliers, or contractors who visit homes on how to identify and raise issues with damp and mould
- Invested in new diagnostic kit to agree plans of action with residents,
- New communications materials to support residents affected

Public Campaign

- Launched 17 April 2023, and initially ran for two weeks online, and in Barnet First (delivered to every household)
- Aimed at raising awareness and helping residents to keep their homes healthy and free from damp, mould, and condensation
- Since campaign was launched, advice page have been viewed 594 times, with onward contact to various providers (depending on tenure type)
- Autumn campaign is coming up

www.barnet.gov.uk/mouldanddamp



Future Opportunities

- More joined up working with health care providers to enable targeted intervention where poor housing conditions are likely to be a contributory factor of ill health
- Review and roll-out of Government recommendations 'Understanding and addressing the health risks of damp and mould in the home'
- Working towards Net Zero will have a positive impact in relation to energy efficiency

Area of focus: Homelessness Health Action Plan

Homeless Health Workplan (1)

- Workplan agreed by Barnet Health and Wellbeing Board July 2022
- Aims to improve health inequalities experienced by rough sleepers
- **Successes:**
 - Established the Rough Sleeping Drug And Alcohol Team: the team is working well in partnership with other agencies and delivering enhanced support to people with complex needs, including direct access to residential rehab and detox.
 - 76 rough sleepers have attended at least one of the regular health fairs have been delivered offering health checks (46 people took up), vaccinations (15 people), TB, Hep C and other screening (13 people), smoking cessation, substance misuse advice alongside various other interventions.
 - Multi-disciplinary meetings and joint working agreements in place

**COME ALONG TO OUR
HEALTH FAIR**

When: 10am-2pm
Tuesday 1st November, 2022

Where: Homeless Action in Barnet
36B Woodhouse Road, N12 0RG

- free health check up
- free hot meal and drink
- free haircut
- free vouchers to spend in supermarkets
- free Flu & COVID-19 jabs

Homeless Health Workplan (2)



Grahame Park Estate
Health Fair

5th April 2023

Grahame Park Estate
Old library, The concourse,
Grahame Park NW9 5XA

10am-4pm

OFFERING

- COVID vaccination
- Sainsbury's vouchers
- Free haircuts
- Warm food and drinks
- Ice cream
- Health checks
- TB Van
- Hep C Van
- Smoking cessation

Drug and Alcohol Service
GPDQ
BARNET LONDON BOROUGH

- **Challenges:**

- There have been significant delays in the approval and procurement of the new Homeless Health Locally Commissioned Service (LCS). Improving primary care services for this cohort is critically important to the successful delivery of this workplan
- Funding for improvements to the clinical space at Homeless Action in Barnet (HAB) was approved pre-COVID however works are yet to commence meaning facilities are not fit for provision
- Significant barriers from community organisations to mental health services remain, resulting in poor care co-ordination between services and poor outcomes for residents.

Looking Forward

Looking Forward: Housing Strategy

Similar challenges to the Homelessness and Rough Sleeping Strategy:

- Short supply of social housing in Barnet - sixth smallest in London.
- Increasing homelessness demand post-pandemic.
- Increasingly diverse and complex needs.
- Significant cost of retrofitting, building and fire safety, property condition, etc.
- Growing the PRS sector – and increasing demands on landlords.



Key priorities relating to homes and health

- Work in partnership to drive up standards of living and improve housing-related outcomes for Barnet's residents.
- Deliver more, quality homes of all tenures in the borough supported by the right infrastructure
- Delivering homes that promote independence
- Tackle over and under occupation, and bring empty homes back into use
- Improve the quality of council housing in Barnet and continue to invest in fire and building safety.
- Increase the energy efficiency of our existing homes and work to achieve the council's zero carbon targets
- Introduce a new private tenants' rights charter
- Continue to advise and wherever possible support private landlords to achieve the required standards; taking enforcement action where needed
- Extend property licensing in the borough
- Work towards healthy homes across the borough by tackling fuel poverty, energy efficiency, risk due to damp and mould, and water efficiency.

Looking Forward: Homelessness and Rough Sleeping Strategy

Follows the national guidance – the content and structure have been informed by the Homelessness Code of Guidance.

Significant challenges, including:

- Short supply of social housing in Barnet - sixth smallest in London.
- Contraction of PRS.
- Lack of affordable housing creating tenancy sustainment challenges.
- Increasing homelessness demand post-pandemic.
- Benefit and welfare reforms impact.
- Increasingly diverse and complex needs.



Key priorities relating to homes and health

- Work in partnership to prevent households from becoming homeless and prevent recurring homelessness
- Encourage interventions from public sector partners and community and voluntary sector organisations that have early contact with households at risk of homelessness
- Make advice and information available for residents to access services that may help prevent homelessness
- Continue to improve our use of data to understand how homelessness is affecting particular groups
- Find ways to increase the supply of accommodation
- Identifying support needs and developing personalised housing plans
- provide tailored and flexible support for single people who are at particular risk of becoming homeless