

Appendix B - Mould and Damp Action Plan (September 2023)

1.1 The table below captures only actions in relation to damp and mould

Action	Status	September 23 update
Council housing stock		
Barnet Homes to deliver training on damp and mould to all operational frontline teams that visit residents in properties, including all repairs operatives, gas engineers, housing officers, and resident liaison staff. This will be done to ensure they understand the impact damp and mould can have on residents' health and ensure we are providing compassionate advice as well as promptly and routinely reporting cases to the relevant teams where there is a need to do so.	Complete	Technical and non-technical D&M training provided to all operational frontline teams that visit residents in properties, including all repairs operatives, gas engineers, housing officers, and resident liaison staff. This has also been delivered to the TBG Customer Contact Centre
Barnet Homes to incorporate an assessment of any current respiratory illness present in any household member that may be taken into consideration when assessments are undertaken for decants.	Complete	Implemented a rapid medical assessment to move residents affected by D&M into to TA where specific vulnerability exists
Barnet Homes to re-survey and put together a schedule of works for all properties that displayed 'moderate' damp and mould (assuming money can be allocated from the HRA to do this work)	In progress	We have written to all residents that we were advised by the stock condition surveys that had moderate D&M to provide advice on D&M and request further evidence. They have been sent a dedicated email address and links to a webform to provide further details. These are then triaged, inspected according to priority and remediation works booked in.
Barnet Homes to work with LBB provide additional advice to residents about how to avoid damp and mould and how to deal with 'slight' cases of damp and mould	In progress	LBB have run a campaign on D&M for all Barnet residents. This included resident communications, social media posts, press releases, both internal and external emails and a dedicated area on the website. This ran in Spring 2023 and a follow up campaign is being planned for Autumn/Winter 2023.

Action	Status	September 23 update
		<p>We have written to all residents that we were advised via the stock condition surveys that had slight D&M to provide advice on D&M and request further evidence. They have been sent a dedicated email address and links to a webform to provide further details. These are then triaged, inspected according to priority and remediation works booked in where necessary.</p> <p>Barnet Homes has included information about D&M (how to reduce the chances of damp and mould occurring and how to report D&M to the Healthy Homes Team) in the Spring, Summer and Autumn issues of atHome magazine. A dedicated advice booklet was delivered alongside the Spring issue.</p> <p>Website and social media posts have also been published.</p> <p>Barnet Homes' Healthy Homes Team have held a series of roadshows across the borough in summer 2023, providing support and advice for residents.</p>
Barnet Homes to devise a set of measures to record cases of damp and mould and KPI's to demonstrate performance with dealing with those cases	Complete	A set of KPI's have been developed and we are reporting on these from June 2023
Registered Providers		
As part of the Annual Review of Registered Providers, the council will review and assess Registered Providers to ensure that they are appropriately capturing the rectification of issues relating to housing conditions.	In Progress.	To be completed Q3 2023/24
Private Sector Residential		

Action	Status	September 23 update
Review data recording on data management system to specifically flag service requests linked to Damp and Mould.	completed	New system in place to identify service requests recorded reporting damp and mould
Liaise with the Barnet Group and Public Health to investigate opportunities for closer working in relation to housing disrepair, including Damp and Mould cases.	In progress	Regular meetings, and joint publicity campaigns agreed (see separate section). Discussions ongoing around how closer engagement with medical professionals can be obtained.
Review documents, web pages and advice relating to condensation to ensure that it is appropriately worded	In progress	Information reviewed and updated. Additional review to be undertaken following the publishing of additional advice by the government September 2023
To ensure a comprehensive approach to conditions in the private rented sector and try and reduce the number of homelessness applications due to poor housing conditions including those relating to Damp and Mould, a Housing Enforcement Officer is to be recruited to the Private Sector Housing Team. This should enable tenants applying for rehousing to be prioritised for an inspection and the tenancy maintained where possible. A system will also be put in place to audit Temporary Accommodation to try and ensure that appropriate minimum standards are provided. This will be a pilot post.	In progress	Post funded and recruited to, to pilot a swift inspection of homeless applicants siting property conditions including damp and mould as a reason for homelessness. Discussions ongoing in relation to Temporary Accommodation.
Communications		
Cross sector council campaign raising awareness of the causes of damp and mould and providing advice to residents.	Spring Campaign complete	Additional review to be undertaken following the publishing of additional advice by the government September 2023 September campaign to be implemented.
Cross sector council campaign on damp and mould to link in with the seasonal vaccination programme	In progress	Work is underway to prepare for the campaign which will form part of the Winter Wellness campaign

