

Identified Action	Tasks	Update on Actions	Additional actions and completion dates	Lead Officer
Data collection and responses to DLUHC	Submission of required data	Information submitted by deadline of 27 th January 2023 Ongoing review of cases management system to ensure adequate data is being recorded for future data collection exercises.	Completed	
Responses to cases of damp and mould in the private rented sector.	Officer Competency: Review the competency assessment of all council staff undertaking inspections and assessment of mould and damp within properties. If required, the competency assessment will be updated, and a training programme will be implemented.	A review of the competency of staff undertaking damp and mould investigations has been carried out. Senior Environmental Health Officers lead on the complex cases. Competency frameworks have been reviewed and the team are currently undergoing a process of updating the framework. Immediate assessments have enabled us to ensure only those officers with sufficient knowledge and experience are dealing with the higher risk cases.	Completed Competency Framework completion April 24	Environmental Health Manager (Housing and Health)

<p>Responses to cases of damp and mould in the private rented sector.</p>	<p>Consistency/Training: Review damp and mould cases to assess whether a consistent approach has been undertaken.</p> <p>Liaise with other Hertfordshire Authority to consider the option of a cross authority consistency exercise.</p>	<p>Consistency training regarding the investigation process and outcomes regarding cases of damp/ mould/excess cold cases has been undertaken by members of the team. External training and update seminars have also been available for officers to attend.</p> <p>The team are also working with other Herts and Beds Authorities to discuss cases and ensure cross-authority consistency.</p>	<p>Initial training needs addressed but this is an on- going action.</p> <p>Training needs assessed at 121s, annual review and in response to new legislation or new procedures/policies.</p>	<p>Env Health Managers</p>
<p>Responses to cases of damp and mould across all tenure</p>	<p>Review the working relationships with key local housing providers and ensure that a clear process for dealing with damp and mould cases is in place and followed.</p>	<p>A new referral process has been developed and introduced for housing standards cases that relate to properties owned/managed by our largest housing provider in Watford. Regular meetings have also been established to further develop our working relationships and to discuss any contentious cases.</p>	<p>Completed</p>	

<p>Responses to cases of damp and mould across all tenure</p>	<p>Review our internal working relationships between Housing Teams and Environmental Health to ensure all cases related to damp and mould are dealt with as quickly as possible Identify further options to support residents who are living in properties prone to damp and mould.</p> <p>Review contractual arrangements with the Housing Associations and partners contracted to manage and support residents in council owned temporary accommodation. The review will ensure expectations for responses in relation to damp and mould are clear, and that reporting to WBC is undertaken.</p>	<p>Several operational processes between the teams have been reviewed and where necessary changes have been introduced to ensure all cases related to damp and mould are dealt with as quickly as possible. The teams will continue to develop these processes to identify other opportunities to help support residents.</p> <p>Meetings have taken place between the Environmental Health team and representatives from Citizen Advice and our local Community Navigators to agree how best to deal with referrals to ensure cases relating to housing standards can be dealt with as efficiently and effectively as possible.</p> <p>A review of the contractual arrangements with the trust regarding the management of properties where the residents are in Council owned temporary accommodation has been undertaken to ensure cases that relate to damp and mould are dealt with within the agreed SLA.</p>	<p>Reviewed at Housing Consistency meetings and Technical meetings.</p> <p>Completed</p>	<p>Environmental Health Manager (Housing and Health)</p>
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<p>Proactive approach to raising awareness of damp and mould, and the support available to residents and landlords.</p>	<p>Public Information: Review and if necessary, update the information on the WBC website that relates to damp, mould and condensation in domestic properties.</p> <p>Review the information provided to residents in respect of grants or other relevant schemes that can assist in improving the energy efficiency of their properties.</p>	<p>A new damp and mould leaflet has now been produced and website updated. Printed versions are available.</p> <p>Continue to review the information provided to residents in respect of grants or other relevant schemes that can assist in improving the energy efficiency of their properties.</p> <p>Referrals undertaken to organisations such as Better Housing, better health to help support residents further.</p>	<p>Completed</p> <p>Review quarterly.</p>	<p>Environmental Health Manager (Housing and Health)</p>
<p>Prioritisation of enforcement of housing standards</p>	<p>Review the prioritisation process for dealing with cases of this nature and introduce new procedures if necessary.</p>	<p>The process for dealing with requests for service have been reviewed and amended. A “triage” process to determine the priority of the case has been introduced. Advice may also be provided at this time to the residents. Visits will then be undertaken, the time scales of visits will depend on outcome</p>	<p>Completed</p>	

<p>across all tenures.</p>	<p>Review the enforcement approach of dealing with damp and mould cases affecting properties within the borough. If necessary, new procedures will be implemented.</p>	<p>of the triage process, which will vary from the same day to 7 working days.</p> <p>The consistency exercises undertaken by the team also covered the various enforcement options available to the officers to ensure the most appropriate course of action was taken.</p> <p>We need to review the use of financial penalties to ensure these are used as an enforcement tool. Our current compliance policy is suitable but if new legislation is introduced this will be reviewed and make any necessary amendments.</p>	<p>Completed</p> <p>Deadline June 24</p>	<p>Environmental Health Manager (Housing and Health)</p>
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