



Borough of Tamworth

Marmion House,
Lichfield Street, Tamworth,
Staffordshire B79 7BZ.

Enquiries: 01827 709 709
Facsimile: 01827 709 271

HEALTH AND WELLBEING SCRUTINY COMMITTEE

3 February 2025

Dear Councillor

A Meeting of the Health and Wellbeing Scrutiny Committee will be held in **Town Hall, Market Street, Tamworth on Tuesday, 11th February, 2025 at 6.00 pm.** Members of the Committee are requested to attend.

Yours faithfully

A handwritten signature in black ink, appearing to read 'S. C. V.'.

Chief Executive

A G E N D A

NON CONFIDENTIAL

- 1 Apologies for Absence
- 2 Minutes of the Previous Meeting (Pages 5 - 8)
- 3 Declarations of Interest

To receive any declarations of Members' interests (personal and/or personal and prejudicial) in any matters which are to be considered at this meeting.

When Members are declaring a personal interest or personal and prejudicial interest in respect of which they have dispensation, they should specify the nature of such interest. Members should leave the room if they have a personal and prejudicial interest in respect of which they do not have a dispensation.

4 Update from the Chair

5 Responses to Reports of the Health & Wellbeing Scrutiny Committee

(Update on responses to the Reports of the Health & Wellbeing Scrutiny Committee)

6 Consideration of matters referred to the Health & Wellbeing Scrutiny Committee from Cabinet or Council

(Discussion item)

7 Update on health related matters considered by Staffordshire County Council

(To receive the Digest from Staffordshire County Council's Health and Care Overview and Scrutiny Committee and an update from County Councillor J Jones)

8 Update on Housing Damp & Mould (Pages 9 - 26)

(Report of the Assistant Director, Assets)

9 Working Group Updates

To provide any update on any working groups

10 Health & Wellbeing Scrutiny Work Plan (Pages 27 - 32)

(Discussion Item - To review the Health & Wellbeing Scrutiny Committee Work Plan)

11 Forward Plan

(Discussion item – link to the Forward Plan attached)

[Browse plans - Cabinet, 2024 :: Tamworth Borough Council](#)

Access arrangements

If you have any particular access requirements when attending the meeting, please contact Democratic Services on 01827 709267 or e-mail democratic-services@tamworth.gov.uk. We can then endeavour to ensure that any particular requirements you may have are catered for.

Filming of Meetings

The public part of this meeting may be filmed and broadcast. Please refer to the Council's Protocol on Filming, Videoing, Photography and Audio Recording at Council meetings which can be found [here](#) for further information.

If a member of the public is particularly concerned about being filmed, please contact a member of Democratic Services before selecting a seat.

FAQs

For further information about the Council's Committee arrangements please see the FAQ page [here](#)

To Councillors: C Bain, M Bailey, R Claymore, S Doyle, H Hadley, P Pallett, N Statham, P Turner and A Wells

This page is intentionally left blank



**MINUTES OF A MEETING OF THE
HEALTH AND WELLBEING SCRUTINY
COMMITTEE
HELD ON 27th NOVEMBER 2024**

PRESENT: Councillor C Bain (Chair), Councillors R Claymore, M Couchman, S Doyle, H Hadley, P Pallett and A Wells

CABINET: Councillor Sarah Daniels

GUEST: Lee Bates, Community Together CIC

The following officers were present: Joanne Sands (Assistant Director Partnerships), Leanne Costello (Senior Scrutiny and Democratic Services Officer), Laura Sandland (Democratic and Executive Support Officer) and Michelle Kiernan (Democratic Services Assistant)

39 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor M Bailey.

Apologies for absence were received from Councillor N Statham and Councillor M Couchman attended as a substitute.

40 MINUTES OF THE PREVIOUS MEETING

The minutes of the previous meeting held on 24th October 2024 were approved as a correct record.

(Moved by Councillor R Claymore and seconded by Councillor S Doyle)

41 DECLARATIONS OF INTEREST

There were none.

42 UPDATE FROM THE CHAIR

The Chair updated the Committee that he had had a constructive meeting with Jo Sands around the role of the Committee within the Borough.

43 RESPONSES TO REPORTS OF THE HEALTH & WELLBEING SCRUTINY COMMITTEE

There were none.

44 CONSIDERATION OF MATTERS REFERRED TO THE HEALTH & WELLBEING SCRUTINY COMMITTEE FROM CABINET OR COUNCIL

There were none.

45 UPDATE ON HEALTH RELATED MATTERS CONSIDERED BY STAFFORDSHIRE COUNTY COUNCIL

The Chair confirmed that there was no digest circulated ahead of the meeting and noted that County Councillor J Jones was absent.

The Chair confirmed that he had attended the most recent meeting of the Health and care Overview and Scrutiny Committee at County where he had highlighted Community Mental Health, General Practise and Dentistry and Tamworth and they are all on the future work plan of the Committee.

46 UPDATE ON HOUSING DAMP & MOULD

The Chair confirmed that the expected report was not ready and would be deferred to the next meeting but Officers have offered a briefing session on this matter with the Committee and the Chair invited all Members to attend.

47 IMPACT OF CHANGES TO WINTER FUEL ALLOWANCE/PENSION CREDIT

The Chair welcomed the Assistant Director, Partnerships who introduced Lee Bates from the Community Together CIC who would be provided a presentation on behalf of partners on what the Council are doing with their Partners around the impact of the winter fuel allowance changes and getting residents to apply for Pension credit before handing over to Lee Bates who talked through the presentation confirming that today was Fuel Poverty awareness day. That Tamworth were very good at partnership working and that those partners have been encouraging people to claim Pension Credit to be eligible for the Winter Fuel Allowance.

It was confirmed that the deadline for claiming Pension credit was the 21st December in order to get this year's Winter Fuel Allowance payment highlighting the following information.

The Committee made the following comments/observations and asked the following questions:

1. Whether you still had to apply for the Winter Fuel Allowance if you were receiving Pension credit?

It was confirmed that a form had to be completed but that the CIC could assist with as well as applying for other benefits that you may be entitled to if you are entitled to Pension Credit such as Council Tax Reduction.

2. Whether there were any plans to drop in to Places of Welcome to talk to people rather than them coming to the CIC?

It was confirmed that the check and claim session were mobile and that this suggestion would be taken on board.

3. Whether all Council properties contained efficient central heating.

The Officer was unable to answer this question but agreed to provide a written response.

4. The Committee acknowledged that there could be a number of causes for food insecurities including poverty/cost-of-living crisis, food supplies chains, but that this can lead to residents buying cheaper rather than healthy food leading to obesity and other health related conditions and whether the Council has a food champion and if not whether this was something that the Council should consider. A recommendation was made around this.

The Officer confirmed that there was work being done on Health Inequalities in this area by the Integrated Care Board and some funding was expected in this area. It was also confirmed that the Local authority was keen to look at food nutrition and cooking sessions had been run with tenants to educate them that you can cook in a healthy way for a reasonable cost.

5. Whether there were figures on how many people who were entitled to but were not claiming Pension Credit?

It was confirmed that the data suggested that there were approximately 3444 pensioners that could apply for Pension Credit in Tamworth and 1600 claim pension credit (This was taken from ONS data).

The Committee acknowledged that for some there was a stigma around claiming benefits.

6. The Committee highlighted that it would be useful to look at the voluntary sector to ensure that work is not being duplicated, perhaps through an audit of the provision of the services that is in place.

7. Whether there could be a place on the website where people could find details of the community groups and whether this could be easy to get too as it was highlighted that the website could be difficult to navigate?

It was confirmed that the Council were steering away from maintaining a database as the CIC have the community directory and Staffordshire Connects hold lots of information, however they would like to look into a landing page with the Strategic partnership.

It was confirmed that the CIC had also created some bespoke directories with UKSPF funding for areas such as Mental Health support and services, Dementia, Long term Health Conditions and Social Activities.

It was clarified that lots of those were funded groups but the impact of smaller groups was really important.

The Committee resolve to Recommend to Cabinet:

1. The appointment of a food champion to work with the

Portfolio Holder to look at the food insecurities data and promote food security across Tamworth.

(Moved by Councillor C Bain and seconded by Councillor M Couchman)

48 WORKING GROUP UPDATES

There were none.

49 FORWARD PLAN

There were no new items identified from the Forward plan.

50 HEALTH & WELLBEING SCRUTINY WORK PLAN

The Committee highlight that they would like to see the following items added to the work plan for future meetings and that Work Planning Proposal forms would be completed –

- Community mental health provision within the borough.
- An audit of services available across Tamworth including the voluntary, community and faith sector.

Chair

Tuesday, 11th February 2025

Report of the Assistant Director, Assets

Update on Housing Damp & Mould

Exempt Information

Not exempt.

Purpose

This report provides an update on the Council's approach to Damp & Mould in housing properties

Recommendations

It is recommended that:

1. Committee notes the contents of this report which has been provided as an update only.

Executive Summary

The main purpose of this report is to provide Committee with an update on the current position, policy and processes relating to Damp & Mould in council housing properties.

Since the last update to this committee a new Damp & Mould Policy has been implemented, this builds on the process map and document that was presented at a previous meeting of the committee. The Damp & Mould Policy can be found at Appendix 1. The policy sets out the Council's approach to addressing damp and mould in its housing properties. This policy builds on the work that was previously done to map out the processes of recording and actioning damp and mould in properties.

To assist in the monitoring of damp and mould cases and for the purposes of recording progress of cases a weekly report is produced that sets out all open cases of damp and mould, these are reviewed with the contractor and progress monitored. A redacted copy of a report can be found at Appendix 2.

As set out in the previous report to this committee our customer services team carry out monthly follow-on calls to tenants where damp and mould cases have been reported and actions taken, this feedback helps to determine whether the interventions have had the desired effect.

As part of our work with the Regulator for Social Housing we are now reporting on Damp and Mould cases along with the progress of these cases. Damp and Mould is one of the areas that are of interest to the Regulator and is something that they are likely to continue taking an interest in.

Work continues to monitor trend data, however as set out in a previous report there are no particular area or architype trends that are apparent and family homes with multiple occupants appear to be more prone to experiencing damp and mould.

Stock Condition Survey work continues across the housing stock, this work is due to be completed before the end of the financial year. To date there have been 51 reports of Damp & Mould from circa. 2000 surveys, of these 5 were considered to be severe, 14 moderate and 32 slight. All are reported as and when identified and are dealt with through the repairs process in line with the Damp & Mould Policy.

There has been previous discussion around recording health data, at present we rely on tenants reporting issues with Damp & Mould to report on any health issues that may be impacted by Damp & Mould. Consideration is to be given as to whether the question of health should be asked of tenants reporting damp and mould, this will include how data is used in line with GDPR.

All of our own staff and key staff working for our contractors have had damp & mould awareness training. More work is needed with the contractors to ensure that a wider pool of staff have basic awareness training. It is recognised that from time to time more specialist knowledge will be required and to that end the Council has access to specialist damp and mould survey companies.

The area of damp and mould continues to develop, and it recognised that additional resources are likely to be needed both internally and on the works delivery side

Options Considered

None as part of this report which is intended to provide an update only.

Resource Implications

This report is intended to provide an update only and has no direct resourcing implications.

Legal/Risk Implications Background

None specifically arising from this update, key issues were identified as part of the approval process for the Damp & Mould Policy.

Equalities Implications

None arising from this report. A separate Impact Assessment was produced as part of the Damp & Mould Policy.

Environment and Sustainability Implications (including climate change)

None as part of this report which is intended to provide an update only.

Report Author

Paul Weston – Assistant Director Assets

Appendices

Appendix 1 – Damp and Mould Policy

Appendix 2 – Sample weekly report



Housing Damp and Mould Policy

Document Status: Draft/Final

Document Ref: DandM Policy 2024

Originator: Paul Weston

Updated: N/A

Owner: Paul Weston

Version: draft 04.24

Date: June 2024

Approved by Housing and Homelessness Advisory Board

Classification: Public

Document Location

This document is held by Tamworth Borough Council, and the document owner is the Head of Repairs.

Printed documents may be obsolete; an electronic copy will be available on Tamworth Borough Councils Intranet. Please check for current version before using.

Revision History

Revision Date	Version Control	Summary of changes

Approvals Creation and Major Change

Name	Title	Approved

Approvals Minor Change and Scheduled Review

Name	Title	Approved

Approval Path

Major Change

Originator

Owner

Housing and Homelessness Advisory Board

CMT

Cabinet

Action

Consultation

Consultation/Approval

Formal Approval

Minor Change

Owner

Housing and Homelessness Advisory Board

Executive Director

Submission

Consultative Group

Delegated Approval

Document Review Plans

This policy/ procedure will be reviewed on a 3 yearly basis unless it has:

- 26 A monetary value included within it, in which case an annual review will be required, and/ or
- 27 A legislative change is required as directed by government.

Distribution

The document will be made available under the Housing section of the main Tamworth Borough Council website and will be linked from the Tenant Portal

Security Classification

This document is to be published and available to the public.

BACKGROUND

The Council recognises the impact that damp, mould and condensation can cause on the health and wellbeing of tenants. Tackling damp and mould when it arises, and preventing issues where possible, is a priority. The aim is to eradicate damp and mould wherever possible.

The Council treats all reports of damp and mould seriously and understands the health implications it may have if left untreated, particularly to some of the most vulnerable members of the community. These health risks include respiratory problems and/or other conditions that impact on the immune system as well as having an impact on the mental health of its tenants.

This policy has been developed to specifically address the problems associated with damp and mould highlighted in the Ombudsman's report, 'Spotlight on Damp and Mould – It's not Lifestyle' and the guidance issued by Government in September 2021. The Council has adopted a zero-tolerance approach to damp and mould, ensuring that work is done to proactively identify and address issues where they may arise, and respond quickly and thoroughly when reports of issues are made.

SCOPE

This Damp and Mould Policy ('the Policy') sets out how Tamworth Borough Council ('the Council') will address and respond to reports of damp and mould in Council properties. Specifically, this policy covers how the council will:

- Work proactively to prevent damp and mould occurring in properties.
- Ensure that any repairs or improvements to properties are cost effective, sustainable and meet affordability objectives, whilst responding to the requirements for decarbonisation
- Implement processes designed to:
 - Ensure a suitable and sufficient response to initial reports of damp or mould.
 - Identify the cause of damp occurring in homes.
 - Order remedial works where required.
 - Provide advice or other assistance to residents.
 - Increase awareness for residents through a range of communications and information on how to manage/prevent condensation in their home.
- Ensure staff and contractors have adequate training and knowledge of the causes of damp and mould and potential solutions (or advice).
- Have relevant and useful performance information reporting to enable us to review damp and mould related repairs, target proactive remedial work and targeted interventions such as information campaigns and website content.
- Comply with legal and regulatory requirements.

This Policy applies to:

- All tenants who rent their homes under a Tamworth Borough Council tenancy agreement or licence.
- All leaseholders where the property defect falls under the Council's responsibility within the terms of their lease.

AIMS AND OBJECTIVES

The key aim of this policy is to raise awareness of the issues surrounding damp and mould for those living in the Council's housing properties and to set out the Council's zero-tolerance approach to addressing and resolving reports of damp and mould in its tenanted and leasehold properties.

The key objectives for the Council are:

- To proactively prevent damp and mould occurring in properties wherever possible.
- To ensure that repairs to alleviate damp (for example work to guttering and drains, replacing tiles etc.) are carried out as quickly and efficiently as possible to minimise impact on the health of the resident and damage to the structure, fixtures and fittings of the property.
- To raise awareness of issues relating to damp and mould, to ensure tenants are able to report concerns easily and in a way that suits them.
- To provide access to information in a variety of formats and access to support to help residents prevent and reduce risks of damp and mould in their homes.
- To ensure that there a number of methods enable residents to easily report damp and mould, and that those reports are investigated in a timely manner.
- To work with residents to reduce the number of complaints and disrepair claims regarding damp and mould, and where these occur ensure that they are investigated in a timely manner.
- To ensure all tenants are treated in a fair, respectful, empathetic and consistent way.
- To ensure that accurate records of damp and mould are available and are used to inform any response to tenants further reports.
- To ensure that an assessment of the likelihood of damp and mould occurring in a property is assessed as part of the void works and lettable standard.

STRATEGIC CONTEXT

This Policy and its delivery is compatible with the following Council policies and documents:
Tenancy Agreement – a contract between a tenant and the Council setting out the legal terms and conditions of the tenancy.

- Repairs and Investment Policy – sets out how the Council will provide a repairs service to tenants. The policy also sets out the tenants' responsibilities for maintaining their home.
- Compensation Policy – sets out the conditions where the Council may consider making a monetary payment as a gesture of goodwill where service delivery failings cause exceptional inconvenience, stress or disturbance.
- The Council's Compliments, Comments & Complaints Procedure
- Lettable standard - sets out the minimum standard properties will meet when they are let to new tenants including the identification of matters likely to lead to damp and mould.
- This Policy and its delivery is also compatible with the following legislation:
- Landlord and Tenant Act 1985, Section 11 – requires the landlord to keep the property in good repair. The Council will respond to and fix repairs which are required to address damp and mould.
- Housing Act 2004, Housing Health and Safety Rating System (HHSRS) – sets out the system used by local authorities to assess the condition of its stock and to ensure its housing meets the Decent Homes Standard.
- Decent Homes Standard – as published by the Government.
- Housing Act 2004, Part 1 – requires the local authority to take into account the impact of health and safety hazards in housing on vulnerable occupants, including children, when deciding on the action to be taken by landlords to improve conditions.

- Environmental Protection Act 1990 – states that when the condition of a property causes someone to become ill or a sick person to deteriorate, the courts will normally be satisfied that it is prejudicial to health. Damp and mould are defects which are considered prejudicial to health.
- Defective Premises Act 1972 – sets out the duty of care to carry out repairs, ensuring that all individuals who could be affected by relevant defects are reasonably safe from personal injury or damage to their property resulting from defects.
- Safety and Quality Standard (part of the Regulator of Social Housing Consumer Standards) – requires registered providers to provide a cost-effective repairs and maintenance service and meet all applicable statutory requirements that provide for the health and safety of all occupants.
- Homes (Fitness for Human Habitation) Act 2018 – includes a requirement for residential rented accommodation is provided and maintained in a state of fitness for human habitation; and for connected purposes.
- Children Act 2004, Section 11 – sets out the duty to have regard to the need to safeguard and promote the welfare of children.
- Social Housing Regulation Act 2023 (including Awaab's Law) – the safety and quality elements set out the Landlords obligations in relation to providing a safe home which includes specific obligations relating to damp and mould.

CAUSES OF DAMP

Condensation is defined as moisture which is spread through the air or which collects on a solid substance, typically with detrimental or unpleasant effects. Mould is a natural organic compound that develops in damp conditions and will grow on damp surfaces. This is often noticeable and present in situations where condensation is present.

Everybody produces moisture in their everyday activities, such as cooking and washing. Excess moisture can lead to condensation which can lead to issues of damp and mould if left untreated. Condensation happens when moisture in the air comes into contact with a cold surface, e.g. windows, creating water droplets.

Causes of condensation may be due to:

- Excess moisture– for example, pans do not have lids on when cooking and drying washing inside the property without adequate ventilation
- Lack of ventilation – for example, windows are not opened, trickle vents are closed, extractor fans are not used, furniture is placed too close to external walls
- Inadequate heating resulting in the property repeatedly being below 21 degrees Celsius
- Defective insulation, for example where insulation has become dislodged in lofts
- Insufficient insulation, for example causing cold bridging or causing external walls and ceilings to be cold.
- Overcrowding, for example, insufficient bedrooms for the number of occupants.

Damp also occurs when a fault in the building's basic structure lets in water from outside. This may result in:

- Rising damp – This occurs if there is a problem with the damp proof course and/or damp-proof membrane. This is a barrier built into floors and walls to stop moisture rising through the house from the ground. The usual evidence of rising damp is a 'tide mark' on the walls that shows how high it has risen and is sometimes accompanied with a musty smell.
- Penetrating damp – This occurs if water is coming in through the walls or roof, or through cracks. It can be identified by a discolouration of internal walls or ceilings, the presence of tidemarks, blown or blistered plaster and rusted nails in skirting boards and floor timbers.

Causes of penetrating damp may be due to:

-
- Defective components – for example, external wall doors and windows, roof coverings.
 - Defective or blocked rainwater gutter and pipes.
 - Defective or leaking internal waste pipes, hot and cold water and heating systems.
 - Water ingress through brickwork, leaks or defective design of the structure.
 - Flooding.

COUNCIL RESPONSIBILITIES

The Council will undertake a detailed property inspection at least once every five years as part of its Stock Condition Survey process, these surveys will include a full Housing Health and Safety Ratings System [HHSRS] survey that identifies hazards within a property including hazards relating to damp and mould. Any category 1 & 2 hazards will be dealt with immediately. {annual inspections requirements}

The Council will undertake a full HHSRS survey upon handover of every void property to ensure that the property is free from Category 1 & 2 hazards and to ensure that any issues likely to contribute to occurrences of damp and mould have been addressed prior to a property being occupied by a new tenant.

If repairs are identified as a result of the proactive surveys, these will be ordered in line with the Repairs and Investment Policy.

The information from the planned surveys will inform the planned approach to maintenance and improvement works. Using the data from the surveys the Council will coordinate a range of planned works to help reduce the risk of damp and mould and the likelihood of condensation occurring. This work may include:

- Improving insulation both internally and externally
- Upgrading/installing of mechanical extracts with humidistat control
- Upgrading/installing of wet/dry heating system
- Installing external wall insulation
- Replacing roofs upgrading loft insulation where required and ensuring that roofs have adequate ventilation.
- Replacing windows or doors
- Other energy efficiency improvements.

To facilitate these works, the investment plans for the Housing Revenue Account will prioritise Decent Homes Standard and ensure adequate resources are allocated to Energy Efficiency measures.

The Council will work proactively to offer advice to tenants on recognising, reporting and preventing damp and mould. Information will be provided to all tenants when they sign their tenancy agreement. Tenants will also be able to access information on the website. Further, paper copies of the leaflets will be made available for tenants if they prefer.

In-order-to help vulnerable tenants the Council will maintain a programme of support including advice on benefits, potential savings and referrals into appropriate services, including those providing energy advice and signposting to other available support where appropriate.

To ensure that issues of damp and mould are recognised and addressed as quickly as possible, the Council will deliver a rolling programme of training to staff, within the Council and will ensure that any contractors working in tenants home have suitable training to enable them to identify risks from damp and mould. This training will include information on how to identify damp and mould issues, how to report issues and where tenants can access support. Repairs and Investment staff will receive technical training on how to assess and treat issues.

Where a report about damp and mould is made, the Council will investigate and arrange a prompt repair. The immediate action taken at this stage typically involves having the affected area cleaned and treated with anti-fungal paint. If the cause of the damp and mould is due to

a failed component, for example as a result of perished sealant or leaking pipes, these repairs will be ordered and completed in line with the Repairs and Investment Policy. See Damp & Mould process below.

If the damp and mould issues are serious or recurring, the Council will undertake a survey of the property. The survey may include inspections of adjacent properties or communal areas if required. Once the source of the damp and mould is identified full remedial works are ordered. Where required the Council will commission a specialist contractor to undertake surveys or complete necessary works. All works will be completed in a timescale agreed and shared with the tenant. The Council will make use of historic data to aide in assessing and addressing likely causes of damp and mould.

Where overcrowding is identified as a possible cause of damp and mould the Council will seek to work with the tenant to resolve the overcrowding issue in the most appropriate manner and in line with the prevailing allocations policy.

In some cases, the works required to rectify damp and mould can be significant and disruptive. The tenant may also be vulnerable or at high risk of the negative health impacts of damp and mould. In these cases the Council will work with the tenant to identify suitable alternative accommodation while the works are undertaken. The Council will facilitate any move and will ensure that the tenant is kept fully informed of the programme and progress of works.

In a small number of incidences, when the Council becomes aware of issues in properties, but is not able to gain access to the property to undertake repair then in these instances, the Council will take a proactive stance and seek to gain access by engaging the tenant. Where this fails, legal action will be taken in the form of injunctions to gain access in line with the Tenancy Policy.

This policy will be reviewed with the Tenants Consultative Group with actions and progress being reported to the Housing and Homelessness Advisory Board. The policy will be updated to take account of new and emerging issues, good practice and legislative changes.

TENANT RESPONSIBILITIES

The responsibilities of tenants are set out in the Tenancy Agreement and include the requirement to:

- report any repairs that the Council is responsible for as soon as possible.
- give the Council, or its contractors, access to the property, provided a minimum of 24 hours' prior written notice has been given, in order to do the following:
 - inspect or survey, for any reason, the property or an adjoining property
 - carry out any repairs, servicing, treatment, modernisation, replacement or Improvement works; or safety inspections,
 - deal with any other matter for which the Council is responsible including inspecting the condition of the property and to ascertain who is living there.

Whilst the above requirements for tenants are set out specifically in the Tenancy Agreement, there are small, practical actions tenants can take to prevent and reduce any conditions that can lead to condensation, damp and mould. These include (and are set out in the information leaflets supplied):

- Managing humidity levels in the home and maintaining these at a healthy level. This can be achieved by keeping levels of moisture to a minimum, for example, covering pans when cooking, drying washing outside and keeping the kitchen or bathroom door closed when cooking or bathing.
- Adequately heating rooms – ideally between 18 and 21 degrees celsius.

-
- Keeping the property well ventilated, for example, opening windows when cooking or bathing, turning on and ensuring that the extractor fan is working, keeping trickle vents in windows open, and allowing air to circulate around furniture.
 - Informing the Council if their household circumstances change, particularly if someone moves into the property.

Where damp and mould has been identified in a property the Council's trained technical staff will provide room by room advice and guidance on how to reduce the risks associated with mould growth. Tenants should endeavour to follow all advice and guidance issued by the Council on managing and controlling damp, mould and condensation. Tenants will also be provided with relevant information on using heating and ventilation system efficiently.

Leaseholders have different obligations with regards to maintaining their homes and should refer to their individual lease for more guidance. However, the Council will always provide relevant guidance and advice where possible and the advice contained within the Damp and Mould leaflet remains relevant.

HOW TO REPORT DAMP AND MOULD

Signs of either of damp and / or mould may be reported via the repairs call centre on 0800 183 0044 by email at repairs@tamworth.gov.uk or through the MyHousing account in the tenant portal.

COMPLAINTS

The Council actively encourages all customer feedback about its services, and uses complaints, comments and compliments to review and improve its services.

A complaint is an expression of dissatisfaction however made, about the standard of service, actions or lack of action by the council, its own staff or those acting on its behalf (contractors), affecting an individual resident or group of residents.

If a customer is dissatisfied with a service that has been provided, they can make contact via:-

- Complete a Comments, Compliments and Complaints form via our MyTamworth customer portal.
- Telephone 01827 709709.
- Email tellus@tamworth.gov.uk
- Write to us at Marmion House, Lichfield Street, Tamworth, Staffordshire, B79 7BZ.
- Ask any member of staff to assist.

The customer has the right to challenge the response to their complaint via the appeals process. Further information on how the Council processes its complaints can be found in the compliments, comments & complaints policy.

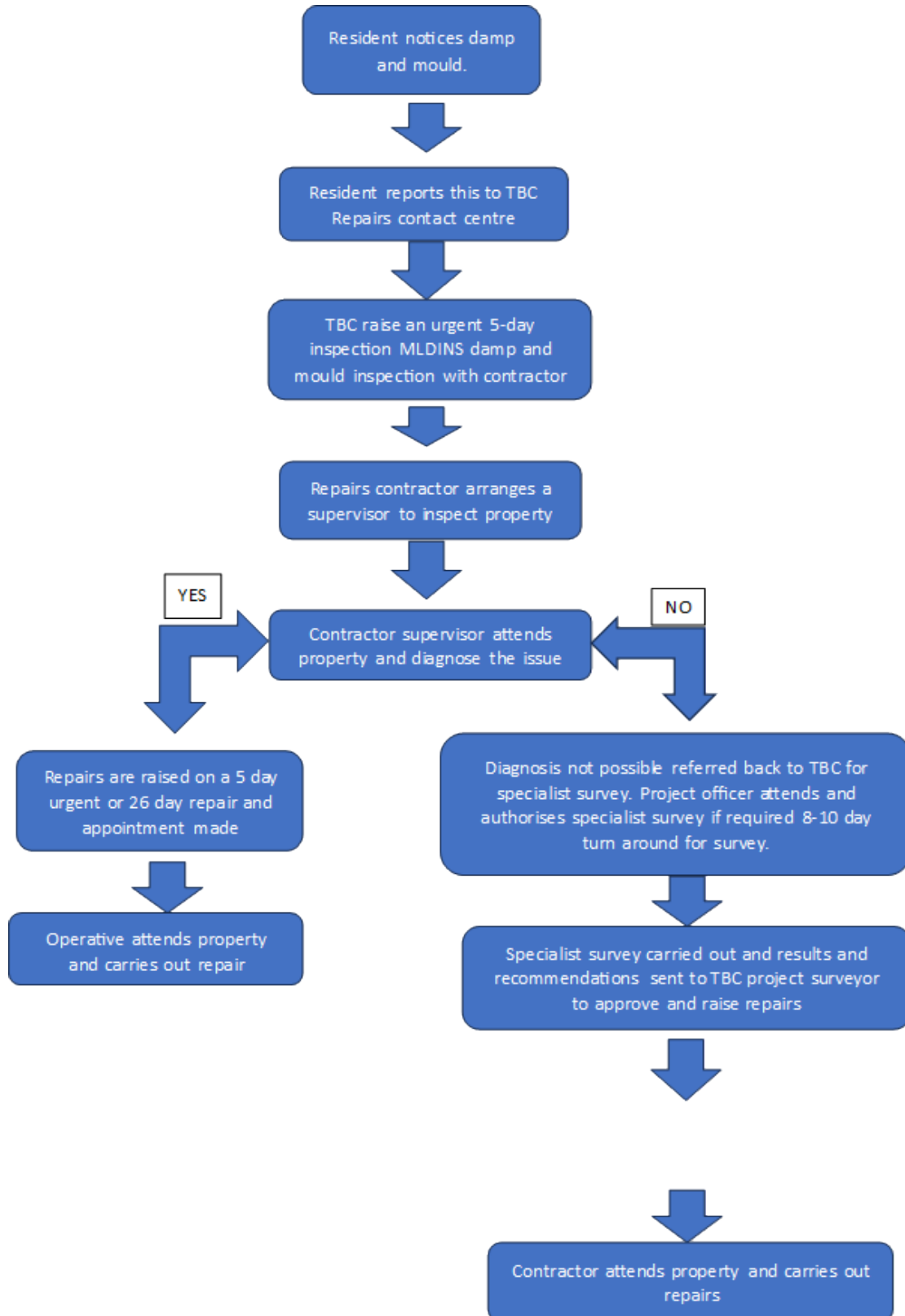
The Council will never unreasonably refuse to escalate a complaint through all stages of the Complaints procedure. If a complaint is refused escalation, the Council will explain the clear and valid reasons for taking that course of action and also set out the customers' right to take this decision to the Housing Ombudsman.

MONITORING AND REVIEW

The Council will continue to monitor the number of damp, mould and condensation related complaints received and number of repairs carried out to fix the issues that are causing damp and mould. Information on volume and performance relating to damp and mould will be reported to the Housing & Homelessness Advisory Board on a regular basis.

This policy will be reviewed every three years, or sooner, in the event of major legislative or operational changes.

PROCESS MAP



EQUALITIES, DIVERSITY AND ENVIRONMENTAL

See Community Impact Assessment

Job Number	Address Line 2	Job Description
1683416	Glascote	INSPECT DAMP & MOULD IN outhouse AREA FROM KITCHEN
1684400	Belgrave	Reboard & Reskim ceiling in bathroom & Mould Wash under sink and sho
1685013	Stonydelph	RECALL 1667688 repair/insp roof for leaks as mould inside property
1686209	Amington	DISREPAIR WORK for damp & mould to gutters brickwo brickwork and s
1688444	Belgrave	RECALL 1677030 RENEW KITCHEN UNITS FOLLOWING MOULD WAS
1690815	Glascote	REPAIR BACK CLADDING ROTTEN CAUSING MOULD TOO
1691327	Bolehall	INSP PROPERTY FOR MOULD & DAMP
1691373	Wilnecote	HACK OFF & REPLASTER MOULD RIDDEN PLASTER IN BEDROOMS
1691583	Tamworth Staffs	Damp and mould wash treatment needed to hallway ceiling and living roo
1692467	Stonydelph	1st floor treat mould 2 coats of whitejohnstons stop mould to all ceiling
1692592	Stonydelph	Window vent to be installed in front bedroom and carry out mould wash tr
1692635	Leyfields	RECALL 1678427 ROOF LEAKING CAUSING DAMP PATCHES TO CE
1692836	Hockley	Damp mould and wash treatment incl stopmould paint to front bedroom &
1692998	Stonydelph	Disrepair works Treat mould to window reveal see notes
1693057	Tamworth Staffs	Roof inspection and loft inspection needed water marks and mould when
1693155	Stonydelph	Hack off and re skim area kitchen/diner Mould wash bathroom and hallwa
1693593	Stonydelph	Scrape ceiling and walls mould paint and wash remove kitchen unit and r
1693734	Glascote	Hack off damaged plasterwork in lounge and bedroom reskim & bond Dar
1693740	Bolehall	Hack off 4 meters of plaster rebond & plaster Damp and Mouldwash incl s
1693759	Dosthill	REPAIR LEAKING ROOF CAUSING DAMP IN THE BEDROOM
1693774	Amington	REPAIR CEILING IN BACK BEDROOM, BOWED AND DAMP FOLLOWI
1693832	Glascote	Damp and mould wash to UPVC at Rear, door, windows and panel & 2 x
1693849	Fazeley	Damp And Mould wash incl stopmould paint to hallway areas and meter c
1693918	Tamworth Staffs	DAMP AND MOULD CLEAN AND PAINT TO WC AND KITCHEN UNITS
1693927	Belgrave	Inspect damp & mould throughout throughout the property
1693940	Leyfields	RECALL 1680827 GUTTERING STILL LEAKING CAUSING DAM DAMP
1693960	Glascote	Damp and Mould wash incl stopmould paint to bathroom, hallway ceiling &
1694021	Gillway	OVERFLOW PIPE CONTINUALLY LEAKING CAUSING DAMP ON OUT.
1694040	Stonydelph	Damp and Mould wash incl stop mould paint after 1pm as per Dan Barlow
1694091	Gillway	INSPECT DAMP AND MOULD IN WET ROOM
1694321	Glascote	RECALL 1692276 DAMP AND MOULD WASH TO BATHROOM AND BE
1694348	Glascote	Board ceiling to upstairs bathroom cupboard Damp & mould wash incl sto
1694368	Glascote	REPAIR FLOORING IN BATHROOM, NO TILES. JUST BASE. GETS VE
1694405	Fazeley	INSPECT DAMP & MOULD INTO PROPERTY FOLLOWING LEAK FROI
1694580	Stonydelph	INSPECT DAMP AND MOULD IN BEDROOM
1694594	Amington	INSPECT DAMP AND MOULD THROUGHOUT PROPERTY AS HAS CC
1694703	Fazeley	Inspect damp and mould throughout the property

1694725	Dosthill	Damp and Mould wash incl stop mould paint to u/s bedroom Replace air
1694730	Bolehall	Front bedroom to left needs damp and mouldwash incl stopmould paint to
1694737	Lichfield Street	Temporary Repair to roof, causing multiple flats to have damp and mould
1694756	Stonydelph	INSPECT DAMP AND MOULD IN THE BEDROOM
1694780	Tamworth Staffs	Repoint Damp course and repoint missing areas front and side see notes
1694904	Fazeley	INSPECT DAMP AND MOULD IN BEDROOM AND BATHROOM
1695187	Gillway	Damp and mould wash incl stopmould paint to areas in bathroom as per [
1695207	Belgrave	INSP PROPERTY FOR DAMP & MOULD THROUGHOUT & LOUNGE A
1695212	Glascote	REPAIR LEAKING GUTTERING AT FRONT AND REAR CAUSING DAM
1695215	Glascote	REPAIR LEAKING FLAT ROOF TO PROPERTY CAUSING DAMP IN TH
1695240	Stonydelph	Damp and mould wash incl stopmould paint to bedroom as per Dan Barlo
1695356	Leyfields	INSPECT DAMP AND MOULD IN LIVING ROOM
1695383	Stonydelph	INSPECT DAMP AND MOULD THROUGHOUT THE PROPERTY INCLU
1695387	Stonydelph	INSP PROPERTY FOR MOULD & DAMP
1695403	Stonydelph	Investigate potential leak in bathroom below flat hevily mould & damp as p
1695406	Stonydelph	Damp and mould wash to all window frames in flat as per e-mail Dan B
1695408	Stonydelph	Repoint damp course along gulley where missing Survey see if soakway :
1695446	Gillway	INSPECT DAMP AND MOULD IN BATHROOM
1695587	Glascote	INSP PROPERTY FOR MOULD & DAMP THROUGHOUT
1695597	Coton Green	INSPECT MOULD- RE-OCCURRING TO BEDROOM
1695600	Gillway	INSPECT DAMP AND MOULD THROUGHOUT PROPERTY ESPECIAL
1695601	Gillway	REPAIR ROOF LEAK ABOVE FRONT BEDROOM - CAUSING DAMP PA
1695612	Gillway	mould wash to front room wall as mould keeps comin back
1695622	Glascote	INSP PROPERTY FOR DAMP & MOULD
1695645	Lichfield Street	INSPECT DAMP AND MOULD IN KITCHEN ABOVE WINDOW
1695708	Gillway	INSPECT DAMP AND MOULD IN BATHROOM, TOILET AND BEDROOM
1695726	Bolehall	INSP BATHROOM FOR DAMP & MOULD
1695771	Tamworth Staffs	INSPECT DAMP AND MOULD IN BEDROOMS AND LOUNGE
1695785	Dosthill	Damp & Mould inspection throughout property
1695802	Stonydelph	INSPECT DAMP AND MOULD THROUGHOUT PROPERTY
1695819	Wilnecote	Renew Bathroom door handle Damp & mould wash incl stop mould paint
1695893	Tamworth Staffs	INSPECT DAMP AND MOULD ON THE WALLS IN THE KITCHEN
1695904	Belgrave	Overhaul Back door & Damp and Mouldwash incl stopmould paint to all b
1695953	Stonydelph	INSPECT DAMP AND MOULD IN BEDROOMS
1695974	Glascote	INSP PROPERTY FOR DAMP & MOULD
72		

Property Class	MLDINS code used	Job Reported Date	Job Overall T	Completed Date
House	MLDINS	10/05/24	17/05/24	15/05/24
House		28/05/24	03/07/24	
House		05/06/24	11/07/24	04/10/24
Flat		24/06/24	30/07/24	
Flat		31/07/24	06/09/24	
House		04/09/24	10/10/24	
House	MLDINS	12/09/24	19/09/24	
Flat		12/09/24	18/10/24	
Flat		16/09/24	22/10/24	
Block		27/09/24	04/11/24	
Flat		30/09/24	05/11/24	
House		30/09/24	05/11/24	
House		02/10/24	07/11/24	
Flat		03/10/24	08/11/24	
House		04/10/24	11/11/24	
House		07/10/24	12/11/24	
Flat		11/10/24	18/11/24	
House		14/10/24	19/11/24	
House		14/10/24	19/11/24	
House		14/10/24	19/11/24	
House		15/10/24	20/11/24	
House		15/10/24	20/11/24	01/11/24
Flat		15/10/24	22/10/24	23/10/24
House		16/10/24	23/10/24	21/10/24
Flat	MLDINS	16/10/24	23/10/24	
Flat		16/10/24	21/11/24	
House		16/10/24	21/11/24	
Flat		17/10/24	22/11/24	
House		17/10/24	22/11/24	
House	MLDINS	17/10/24	24/10/24	24/10/24
Flat		22/10/24	27/11/24	
House		22/10/24	27/11/24	
House		22/10/24	27/11/24	11/11/24
Flat	MLDINS	23/10/24	30/10/24	30/10/24
House	MLDINS	25/10/24	01/11/24	31/10/24
Flat	MLDINS	25/10/24	01/11/24	
Flat	MLDINS	29/10/24	05/11/24	04/11/24

House		29/10/24	04/12/24	
House		29/10/24	04/12/24	
Block		29/10/24	05/11/24	
House	MLDINS	29/10/24	05/11/24	05/11/24
House		29/10/24	04/12/24	
Flat	MLDINS	31/10/24	07/11/24	08/11/24
House		05/11/24	11/12/24	
Flat	MLDINS	05/11/24	12/11/24	
House		05/11/24	11/12/24	
House		05/11/24	11/12/24	
House		05/11/24	11/12/24	
Flat	MLDINS	07/11/24	14/11/24	
House	MLDINS	07/11/24	14/11/24	
House	MLDINS	07/11/24	14/11/24	
Flat		07/11/24	14/11/24	
Flat		07/11/24	13/12/24	
Flat		07/11/24	13/12/24	
House	MLDINS	08/11/24	15/11/24	
House	MLDINS	11/11/24	18/11/24	
House	MLDINS	11/11/24	18/11/24	
House	MLDINS	11/11/24	18/11/24	
House		11/11/24	17/12/24	
Flat		11/11/24	17/12/24	
House	MLDINS	11/11/24	18/11/24	
Flat	MLDINS	11/11/24	18/11/24	
House	MLDINS	12/11/24	19/11/24	
House	MLDINS	12/11/24	19/11/24	
Flat	MLDINS	13/11/24	20/11/24	
Flat	MLDINS	13/11/24	20/11/24	
Flat	MLDINS	13/11/24	20/11/24	
Flat		13/11/24	19/12/24	
House	MLDINS	14/11/24	21/11/24	
House		14/11/24	20/12/24	
House	MLDINS	15/11/24	22/11/24	
House	MLDINS	15/11/24	22/11/24	

Complete/uninvoiced?	Job Status Description
Complete, not invoiced	JOB CARD ISSUED DD/MM/YY
	JOB CARD ISSUED DD/MM/YY
Complete, not invoiced	JOB CARD ISSUED DD/MM/YY
	JOB CARD ISSUED DD/MM/YY
	JOB CARD ISSUED DD/MM/YY
	JOB CARD ISSUED DD/MM/YY
	JOB CARD ISSUED DD/MM/YY
	JOB CARD ISSUED DD/MM/YY
	JOB CARD ISSUED DD/MM/YY
	JOB CARD ISSUED DD/MM/YY
	JOB CARD ISSUED DD/MM/YY
	JOB CARD ISSUED DD/MM/YY
	JOB CARD ISSUED DD/MM/YY
	JOB CARD ISSUED DD/MM/YY
	JOB CARD ISSUED DD/MM/YY
	JOB CARD ISSUED DD/MM/YY
	JOB CARD ISSUED DD/MM/YY
	JOB CARD ISSUED DD/MM/YY
	JOB CARD ISSUED DD/MM/YY
	JOB CARD ISSUED DD/MM/YY
Complete, not invoiced	JOB CARD ISSUED DD/MM/YY
Complete, not invoiced	JOB CARD ISSUED DD/MM/YY
Complete, not invoiced	JOB CARD ISSUED DD/MM/YY
	JOB CARD ISSUED DD/MM/YY
	JOB CARD ISSUED DD/MM/YY
	JOB CARD ISSUED DD/MM/YY
	JOB CARD ISSUED DD/MM/YY
	JOB CARD ISSUED DD/MM/YY
Complete, not invoiced	JOB CARD ISSUED DD/MM/YY
	JOB CARD ISSUED DD/MM/YY
	JOB CARD ISSUED DD/MM/YY
Complete, not invoiced	JOB CARD ISSUED DD/MM/YY
Complete, not invoiced	JOB CARD ISSUED DD/MM/YY
Complete, not invoiced	JOB CARD ISSUED DD/MM/YY
	JOB CARD ISSUED DD/MM/YY
Complete, not invoiced	JOB CARD ISSUED DD/MM/YY



Tamworth Borough Council
Health and Wellbeing Scrutiny Work Plan
2024 - 2025

To provide effective scrutiny of the achievement of the Council's strategic priorities by scrutinising the performance of the Executive and external providers in securing a safe environment in which local people can reach their full potential and live longer, healthier lives :-

- Statutory Health Obligation
- Leisure
- Voluntary Sector
- Non HRA Housing
- Disability Service
- Social Care
- Elderly and Vulnerable People Services

To undertake such other scrutiny activities relevant to the committee's scope, as may be required in relation to the performance of the Council, governance, financial management and discharge of statutory functions.

Membership: (The Committee shall comprise 9 members of the Council and one co-opted member with voting rights being a member nominated by Staffordshire County Council) :

Chair: Councillor Chris Bain

Committee Members: Councillors M Bailey, R Claymore, S Doyle, H Hadley, P Pallett, N Statham, P Turner, A Wells

County Council Representative: Councillor Jason Jones

Date	Issue	Reason	Lead Officer	Lead Member
11 th February 2025	Damp and Mould	Update report on progress against previous recommendations – deferred at November 24 meeting	Ad Assets	Housing, Homelessness and Planning
20 th March 2025	Tamworth Community Grants and Funding Options 2025 onwards	Officer Request – Pre Cabinet	AD Partnerships	Cooperative Council, Community Partnerships and ASB
20 th March 2025	Honest Conversations Community Cohesion Report and Workplan	Officer Request – Pre Cabinet	AD Partnerships	Cooperative Council, Community Partnerships and ASB
20 th March 2025	Safeguarding Update	Bi-Annual Update	AD, Partnerships	People Services, Leisure and Engagement
TBC	Housing Strategy	Bi-Annual Update	AD, Partnerships	Housing, Homelessness and Planning
TBC	Wellbeing Strategy	Follow on – Last update 28.11.23 To return to committee 2024	AD, Partnerships	People Services, Leisure & Engagement

Items Considered/Recommendations to Cabinet/Further Action

Date of meeting	Item	Action	Cabinet Meeting Date	Response from Cabinet /Any further action
16/07/24	Armed Forces Covenant	Review action plan	NA	Briefing note to be presented at the meeting on the 17 th September 2024
17/09/24	Armed Forces Covenant	Recommendation to cabinet	10/10/24	Recommendations approved by Cabinet
26/11/24	Fuel Poverty/pension Credit	Recommendation to Cabinet	12/12/24	Approved the recommendation from the Health & Wellbeing Committee

Items Considered/No further action

Date of meeting	Item	Action
16/07/24	Disabled Adaptations Policy	Recommendations endorsed
	Disabled Adaptations Service Development Plan	Recommendations endorsed
17/09/24	Housing Strategy update	Recommendations endorsed

24/10/24	Safeguarding Update	Recommendations endorsed
----------	---------------------	--------------------------

Working Groups		
Working Group	Members	Current Work
Disabled Facilities Grants	Cllrs C Bain, M Bailey, S Doyle and H Hadley	

Health and Wellbeing Scrutiny Committee Meetings	
Meeting dates :	11/02/25 20/03/24

This page is intentionally left blank

Scrutiny Work Planning Proposal Form (for inclusion on the workplan)

Title of proposed Scrutiny Item	
Scrutiny Committee making the request:	
Date the Committee agreed to add the item to the Workplan:	
Brief Background (Why has this come to Scrutiny attention? (egs Forward Plan/ Complaints/petition, etc):	
Which Corporate Priority will this scrutiny work help the authority achieve? CORPORATE PLAN 2022-2025 Tamworth Borough Council	
Purpose and scope of the Item (Why do you want to undertake this review? What detail do you want this work to cover?):	
Method of Scrutiny: (Agenda Item/single issue meeting/short scrutiny review See notes):	
Proposed meeting date for Scrutiny (where applicable):	
Intended Outcomes:	
Information requested for inclusion in the Item research and deadlines:	
Who are the stakeholders/ potential invitees? (eg.officers/Cabinet Members/Voluntary Sector/Public etc)	

This page is intentionally left blank