

Housing, Homelessness and Fair Work Committee

10.00am, Tuesday, 3 October 2023

Damp, mould and condensation in Council homes update

Executive/Routine
Wards

Routine
All

1. Recommendations

- 1.1 It is recommended that Housing, Homelessness and Fair Work Committee notes:
 - 1.1.1 The update on the progress made with the actions in the Dampness, Preservation and Mould Service Improvement Plan;
 - 1.1.2 That a further update will be provided to Committee in six months.

Paul Lawrence

Executive Director of Place

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Damp, mould and condensation in Council homes update

2. Executive Summary

- 2.1 This report provides an update on the progress made to date in implementing the actions in the Dampness and Mould Service Improvement Plan and sets out the current operational performance in dealing with reports of damp and mould in Council tenants' homes.

3. Background

- 3.1 At its meeting on 9 May 2023 Committee considered a report ([Damp, mould and condensation in Council homes update](#)) setting out an improvement plan on how the Council deals with reports of damp, mould and condensation in Council tenancies.
- 3.2 Committee approved the recommendations in the report and the addendum from the SNP and Green Groups ([Motions and Amendments Agenda Supplement for Housing Homelessness and Fair Work committee 9th May 2023](#)).
- 3.3 This report provides an update on the status of the actions in the improvement plan (Appendix 1), an operational performance update for the period April 2023 to July 2023 (Appendix 2) and a heatmap showing dampness surveys for the same period as requested in the above SNP Group addendum (Appendix 3).
- 3.4 The report also provides an update on progress of recruitment to the new dampness team and the in-housing of preservation surveys and responds to point 1.4 in the SNP addendum ([Motions and Amendments Agenda Supplement for Housing Homelessness and Fair Work committee 9th May 2023](#)) to the May Committee report requesting an analysis of the practicalities of offering tenants who receive a decant the option to remain in the decant on a permanent basis.
- 3.5 There is a separate report on the agenda for this Committee that responds to points 1.5.1 to 1.5.3 in the SNP Group addendum regarding benchmarking.

4. Main report

- 4.1 Since May's Committee, progress has been made in actions set out in the improvement plan. At the end of September 2023, 62% of the 53 actions were completed. 15 actions are marked as "red" due to being partially complete or the initial estimated completion dates being missed. This is mainly due to the delay in recruiting to the new dampness team. Revised estimated dates have been provided. By December 2023, the aim is to complete 88% of actions and have 100% completion of all improvement plan actions by May 2024.
- 4.2 Some key highlights of progress made in the improvement plan to date are:
- 4.2.1 Dampness sensors have been installed in 499 homes. The data is being reviewed and discussions are on-going on what communication trigger points are to be implemented to ensure any homes with potential signs of dampness are investigated at an early stage and action taken if needed. A review will take place in early 2024 with recommendations developed on any further roll out. A map showing where sensors are installed, and the alerts being notified by those are attached (Appendix 4);
 - 4.2.2 An information pack for tenants has been developed providing information, advice and contacts. This is being tested with tenants through a focus group and with ETF to check the tone and content before publication;
 - 4.2.3 Better monitoring and tenant communication is now in place. Letters are sent to tenants informing them of the lead officer's contact number and the outcome of the survey where applicable; this includes timescales for repairs and remedial works required;
 - 4.2.4 Survey waiting times have reduced from between four and five weeks in June 2023 to between two to three weeks in July 2023. Demand for surveys has more than doubled since April 2023. An overview of this is provided (Appendix 2). Two additional contractors are now on board to provide extra capacity. These contractors will also complete repairs which will reduce the time taken to rectify dampness issues and lead to a reduction in "repair delayed" complaints; and
 - 4.2.5 Weekly early intervention meetings with dampness Team Leaders and Housing Officers take place to review new cases, discuss any vulnerabilities and make informed decisions as to the best course of action for tenants in each individual case, including decant where necessary.
- 4.3 The improvement plan has been reviewed and completion dates for overdue actions have been revised and are shown in the updated improvement plan (Appendix 1).
- 4.4 Additional posts within the dampness team were approved and recruitment to these posts are at various stages. A new Dampness Manager is in post along with one of two Team Leaders; recruitment for a second Team Leader failed and will be re-advertised.

- 4.5 The recruitment for the remainder of the team is underway. This includes Housing Officers, additional Preservation Surveyors, several trade operative roles and four labourers who will provide a quick response service when tenants report concerns of mould in their home.

Decants for tenants

- 4.7 When it is necessary to offer a decant property due to the impact of damp or mould on the household or to allow work to be undertaken, this is normally intended to be a temporary arrangement. Officers are sensitive to the often-changing needs of tenants and have discretion to offer a permanent move unless there were specific circumstances to prevent that. Examples include permanently placing a family in a severely overcrowded position or letting a property that had been significantly adapted for disabilities to a person or family without this specific need. Requests are considered on a case-by-case basis if tenants express a desire to make the move permanent.

Operational performance

- 4.6 Performance Information for 2023/2024, covering the four-month period 1 April 2023 to 31 July 2023, is attached (Appendix 2). This shows level of demand, trends, performance on time taken to complete survey and works, split by ward.
- 4.7 Analysis of complaint numbers, trends, most common reasons for complaints from April to July 2023 are attached (Appendix 5).

Strategy for prioritisation of investment

- 4.8 Low-rise stock condition surveys once completed and integrated into NEC (new name for Northgate IT Housing Management platform) will help validate investment areas.
- 4.9 High-rise structural surveys will determine which blocks are prioritised over others for investment. For design commissions for high blocks, known damp and mould cases will be passed to the design team to check for commonalities between cases to help inform the wider design solution.
- 4.10 Stock condition surveys alone will not effectively determine serious damp and mould as causes can be varied and not necessarily identifiable in the context of an external condition survey assessment. When larger clusters of damp and mould cases in particular areas/estates have been identified, these will be prioritised separately for investment out with the core strategic investment approach.
- 4.11 Certain areas where damp and mould cases or stock condition information have identified action required may sit completely out with the 20% most deprived areas and are thus scheduled for investment some years into the future. In these cases, it is acknowledged that these properties cannot wait for the larger strategic programme and need to be prioritised for intervention separately.
- 4.12 The capital programme team is now working closely with Preservation Surveyors to create a process for capturing these larger clusters of damp and mould cases and ensuring they are programmed for works alongside existing investment priorities.

5. Next Steps

- 5.1 Work will continue to progress the remaining outstanding actions set out in the Dampness, Preservation and Mould Improvement Plan.
- 5.2 A further update will be provided to Committee in 6 months.

6. Financial impact

- 6.1 The business case approved to increase the dampness team, includes 25 new posts at a cost of circa £ 1,240,203.
- 6.2 It is anticipated that with the installation of damp sensors and earlier intervention, there will be a reduction in the cost of remedial work to carry out repairs.
- 6.3 There is no income or savings linked to the improvement plan.
- 6.4 External funding - the European Regional Dev Fund (ERDF) contributed 40% towards the cost of the overall Smart City Programme of which the damp sensor pilot is a part, and the Council paid 60%.
- 6.5 No other financing options have been considered.
- 6.6 Financial risk will be continued to be monitored and any risk identified will be reported within the next update.

7. Equality and Poverty Impact

- 7.1 Refer to the Integrated Impact Assessment (IIA) attached (Appendix 6).
- 7.2 Individual assessments are undertaken at the point of reporting identifying any health concerns or vulnerabilities in the household, including consideration of whether there are young children in the property. This information is used to identify cases which require priority action or where urgent decants should be explored with the household.
- 7.3 Where appropriate, Officers make referrals to Changeworks and other advice services to ensure that tenants can access informed and objective advice and information.

8. Climate and Nature Emergency Implications

- 8.1 New products suitable for use on walls and wall coverings will help to increase the thermal efficiency of tenants' homes.
- 8.2 The current strategic investment approach for low rise blocks is to target investment in areas that fall within the 20% most deprived areas as per the Scottish Index of Multiple Deprivation (SIMD) in line with a climate justice approach. By prioritising investment in the most deprived and socially disadvantaged areas, retrofit

interventions will help target those most at risk of fuel poverty and properties most in need of investment due to their poor condition both in terms of fabric and energy performance.

9. Risk, policy, compliance, governance and community impact

- 9.1 Edinburgh Tenants' Federation (ETF) and Tenant Information Service (TiS) are being consulted to review the current dampness process and template used by tenants to report concerns about damp, mould or condensation. In addition, focus groups are planned for tenants in each housing locality to discuss previous issues as per plan actions 3.2.2, 5.2 and 6.2.2.
- 9.2 The dampness improvement plan is logged on the current Housing Operations Risk action plan against Risk ID 4.9.
- 9.3 The recommendations in the report do not impact on an existing policy of the Council.
- 9.4 The improvement plan takes into account the health, safety and welfare of tenants and aims to adopt a zero-tolerance approach to damp and mould going forward which will ensure positive impacts on tenants' health and wellbeing.

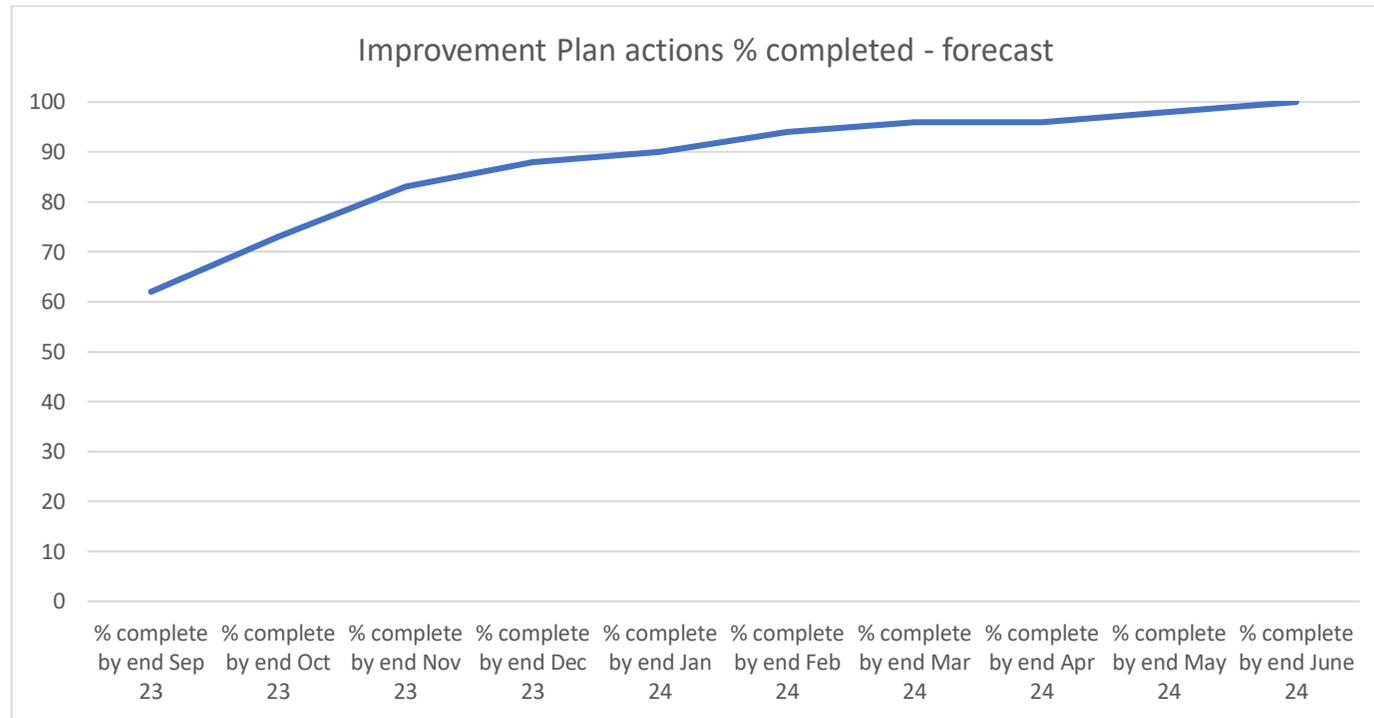
10. Background reading/external references

- 10.1 [Housing, Homelessness and Fair Work Committee 9 May 2023 report – Damp, mould and condensation in Council homes update](#)

11. Appendices

- 11.1 Appendix 1 – Dampness and Mould Service Improvement Plan
- 11.2 Appendix 2 – Performance information on dampness surveys 1 April to 30 July 2023
- 11.3 Appendix 3 – Heatmap showing dampness surveys across Edinburgh April to July 2023
- 11.4 Appendix 4 – Dampness sensor installation and alerts
- 11.5 Appendix 5 – Complaints analysis for April to July 2023
- 11.6 Appendix 6 - Dampness Integrated Impact Assessment

Appendix 1 – Dampness and mould Service Improvement Plan



RAG status key		Number of actions	% of total
Red - overdue	R	15	28%
Amber - at risk	A	1	2%
Green - on track	G	4	8%
Blue - not started	B	0	0%
Black - complete	BK	33	62%
Totals		53	100%

1. ASSURANCE

	Action	Start Date	Initial estimated completion date	Revised estimated completion date	Actual Completion Date	Comments	RAG Status
1.1	Agree all roles, responsibilities and document within operating procedure	22/02/23	28/06/23	29/02/24		Once all resources in place, roles and responsibilities will be agreed.	R
1.2	Set up quality standards and checkpoints for the process	01/04/23	30/05/23		20/07/23		Bk
1.3	Set up quality assurance on a quarterly / annual basis, in addition to current Compliance audits	01/06/23	01/09/23		01/09/23		Bk
1.4	Implement a risk based and informed interim process using early intervention approach to include: <ul style="list-style-type: none"> connections with other services (Housing Officers/Changeworks/Advice Shop) following up on each new case with tenants dealing with repeat cases of dampness and mould in the same property dealing with condensation levels where no dampness or mould is detected Incorporation of site visits to assess tenant concerns and subcontractor quality of works 	22/02/23	30/05/23	31/10/23		3 rd and 5 th points only are outstanding.	R
1.5	Agree and recruit dedicated, competent resources for damp, mould and condensation to meet demand	01/03/23	01/07/23	29/02/24		Manager + 1 Team Leader in post. 3 Surveyor posts advertised. Labourer interviews completed.	R

2. TAKING A PROFESSIONAL APPROACH

	Action	Start Date	Estimated completion date	Revised estimated completion date	Actual Completion Date	Comments	RAG Status
2.1	Research best practice for social landlord property management to dampness, mould and condensation	27/02/23	30/06/23		13/06/23		Bk
2.2	Establish links with NHS and Environmental Health to ensure appropriate guidance is available for officers to support decision making	23/02/23	12/06/23		16/08/23		Bk
2.3	Review Housing Ombudsman's report to confirm CEC process takes account of recommendations and incorporate ALACHO masterclass themes from for managing dampness, mould and condensation to become best practice	03/03/23	30/04/23		28/04/23		Bk
2.4	Include early intervention step within the process immediately	22/02/23	04/04/23		20/03/23		Bk
2.5	Review and amend process according to research and best practice	03/03/23	30/06/23	30/11/23		All information now available to allow this to proceed.	R

3. IDENTIFYING THE PROBLEM

	Action	Start Date	Estimated completion date	Revised estimated completion date	Actual Completion Date	Comments	RAG Status
3.1	BEING PROACTIVE						
3.1.1	Take action to improve speed of initial response when dampness is reported: <ul style="list-style-type: none"> Procure more contractors Review internal surveyor capacity – different way of working, reduce checks Review Contractor performance and take appropriate action of not meeting KPI's 	20/02/23 22/03/23 20/02/23	30/05/23 30/05/23 30/05/23		14/06/23 14/06/23 14/06/23		Bk
3.1.2	Develop system to include and record dampness visual inspections within homes when operatives/Housing Officers make home visits	19/06/23	04/09/23		11/09/23	System implemented - roll out to teams ongoing.	Bk

3.2	ENCOURAGE TENANTS TO RAISE CONCERNS						
3.2.1	Review existing template used to capture information at the point of reporting. Review questions asked by Repairs Direct when tenant raises concern to get best outcome	13/03/23	10/05/23		17/05/23		Bk
3.2.2	Carry out workshop with tenants to review the new process to ensure it meets their needs	01/06/23	30/06/23	30/11/23		Workshop session with ETF and Tenant Information Service held 15/09/23. Date for Tenants Focus Group in process of being confirmed.	R
3.3	HOW TO RESPOND						
3.3.1	Review Changeworks contract capacity and KPI's	13/03/23	01/05/23		08/03/23		Bk
3.3.2	Comms team to provide wording/tone guidance for lettering, email and contact points of process	01/12/22	30/04/23		24/04/23		Bk
3.4	FOCUS ON ROOT CAUSE						
3.4.1	Ensure that person carrying out initial inspection has the skills, knowledge and experience to identify root cause of dampness, mould or condensation	03/04/23	24/04/23		17/04/23		Bk
3.4.2	Lettable standard for empty homes to be reviewed to include works which will reduce risk of damp, mould or condensation	04/04/23	30/05/23		25/05/23		Bk
3.5	FOLLOW UP						
3.5.1	Introduce automated system to gather customer satisfaction feedback	01/06/23	01/08/23	01/11/23		CX Feedback system being tested. Links to 6.2.3.	R

4. DATA MANAGEMENT

	Action	Start date	Estimated completion date	Revised estimated completion date	Actual Completion Date	Comments	RAG Status
4.1	RECORD KEEPING						
4.1.1	Develop approach to ensure data is used to inform operational procedures and future investment plans: <ul style="list-style-type: none"> Business as usual and ongoing continuous improvement For future Capital investment and HRA 10/20/30 yr plans 	07/08/23 07/08/23	25/09/23 25/09/23	30/10/23	13/09/23		A
4.1.2	Set up system so stock condition survey data can inform capital programme priority in terms of minimising risk of damp, mould or condensation	04/04/23	01/07/23	30/01/24		Early stock condition survey data being validated prior to upload onto NEC	R
4.1.3	Set up system to track progress of dampness cases	01/02/23	30/04/23		28/04/23		Bk
4.2	SET THE RIGHT TARGETS						
4.2.1	Set KPIs for the new process	01/06/23	01/07/23		30/09/23		Bk
4.2.2	Monthly review of internal resource performance to be set up as BAU	27/02/23	30/05/23		30/09/23		BK
4.2.3	Monthly review of contract management performance to be set up as BAU	27/02/23	30/05/23		30/09/23		BK
4.2.4	Establish weekly triage meeting with all dampness operational and housing teams	13/03/23	26/04/23		13/04/23		Bk
4.2.5	Monthly performance and compliance reporting to be set up – Consider Power BI	03/04/23	24/06/23		30/09/23		Bk

5. COMMUNICATION INTERNALLY/ EXTERNALLY

	Action	Start date	Estimated completion date	Revised estimated completion date	Actual Completion Date	Comments	RAG Status
5.1	Review guidance information for tenants and update including web, posters etc.	24/03/23	16/6/23		14/06/23		Bk

5.2	Analyse self-service usage template to report dampness within the home and set up tenants working groups to establish how it can be improved	03/07/23	21/8/23		18/08/23		Bk
5.3	Develop communications plan to raise awareness with tenants	24/03/23	19/06/23		18/04/2023		Bk
5.4	Set up annual in-house team planning with service managers and dampness team	12/06/23	03/07/23		19/06/2023		Bk
5.5	Improve dampness survey reports including tone and language	10/04/23	10/06/23		30/09/23		Bk

6. RESPONDING TO COMPLAINTS AND DISREPAIR CLAIMS

	Action	Start Date	Estimated Completion Date	Revised estimated completion date	Actual completion date	Comments	RAG Status
6.1	COMPLAINTS						
6.1.2	Resolution Team to review how dampness complaints are managed and make changes if required	15/04/23	15/05/23		16/05/23		Bk
6.2	LEARNING FROM COMPLAINTS						
6.2.1	Resolution Team to analyse what is causing the complaints	03/04/23	17/05/23		26/05/23		Bk
6.2.2	Tenant focus group to find out what we need to do differently / better	05/04/23	30/06/23	30/11/23		Delayed due to extension of contract for external contractor and DPIA being updated. Date for Tenant Focus Group in process of being confirmed.	R
6.2.3	Implement Customer Feedback system to capture customer satisfaction	01/03/23	01/08/23	01/11/23		See 3.5.1	R

7. SKILLS, TRAINING AND COACHING

	Action	Start Date	Estimated Completion Date	Revised estimated completion date	Actual completion date	Comments	RAG Status
7.1	Set up training plan for all for next 12 months, including new products, process, behaviours, customer care	27/03/23	24/06/23	01/12/23		Training plan in development. Support from external bodies being explored.	R

7.2	Include dampness, mould and condensation work within the complementary skilling project	01/05/23	04/09/23		11/08/23		BK
7.3	Site visits to be re positioned as part of a Quality Management System	08/05/23	05/07/23	15/01/24		New QMS being sought.	R
7.4	Guidance to be provided on appropriately signposting tenants to other support and advice	13/03/23	17/06/23	31/10/23		Referrals to Changeworks, Income Maximisation and other advice agencies in place. Information gathering in progress for each locality on other local services available. Links to 7.5 + 7.7.	R
7.5	Guidance to be provided on how to recognise and support vulnerable tenants	13/03/23	17/06/23	31/10/23		Reporting pro-forma updated to capture information at point of reporting. Further guidance to be developed on appropriate support and referrals. See 7.4	R
7.6	Organise Coaching for Team Leaders on Contract Management	30/03/23	17/06/23		28/08/23		BK
7.7	Housing Officer coaching/training to assist with spotting potential increased risk of dampness – fuel poverty etc.	27/03/23	30/06/23	31/10/23		Awareness raising training sessions for Housing Officers planned for October.	R
7.8	Up skill Craft Operatives on damp, mould & condensation repairs	01/04/23	01/12/23				G

8. SERVICE INNOVATION AND TECHNOLOGY

	Action	Start Date	Estimated Completion Date	Revised estimated completion date	Actual completion date	Comments	RAG Status
8.1	Smart City – dampness sensor pilot installation	01/02/23	30/06/23		30/06/2023		Bk
8.2	Smart City Pilot evaluate success	01/06/23	28/08/23	31/03/24			G
8.3	Smart City – decision required if pilot is to progress to Business as Usual – Business case written	29/08/23	25/10/23	30/05/24			G

8.4	Automation of dampness survey results into work orders	01/08/23	29/09/23		29/09/23	System available but dependent on CEC security around remote access to NEC	Bk
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9. TAKING A HOLISTIC APPROACH

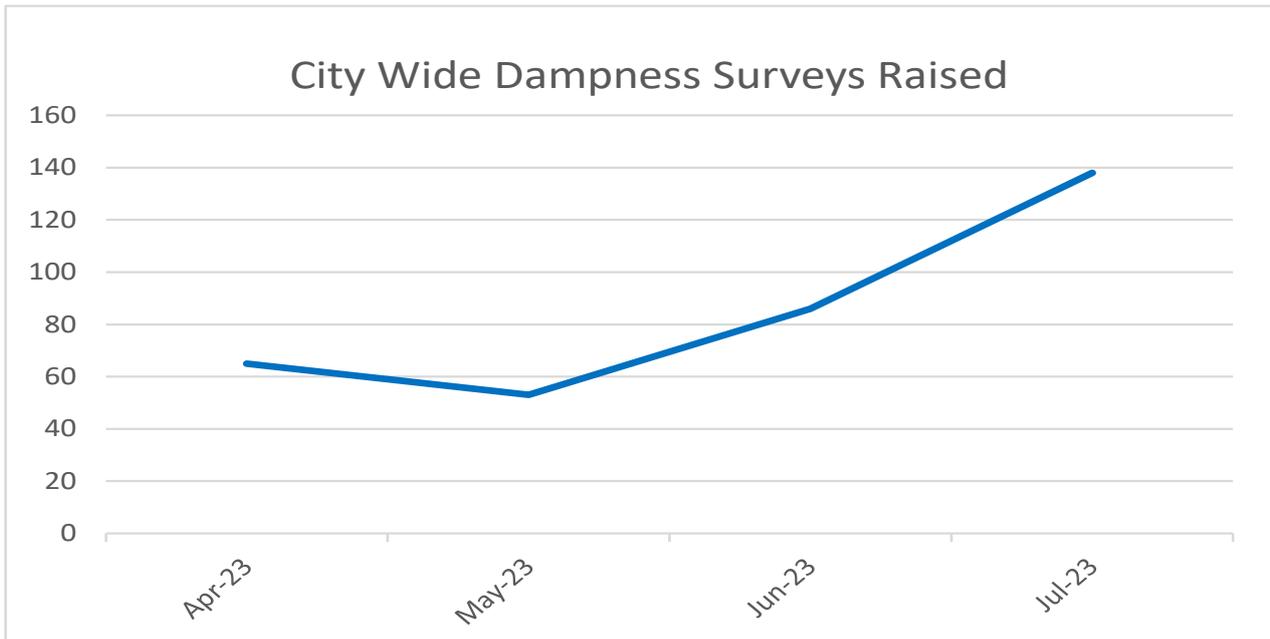
	Action	Start Date	Estimated Completion Date	Revised estimated completion date	Actual completion date	Comments	RAG Status
9.1	Analyse data to establish trends to dampness, property - architectural type, age, location of home and tenancy make up	24/04/23	31/07/23	31/10/23		Stock condition surveys ongoing. Dampness Team working with Building Surveyors to share information on repeat damp or mould cases.	R
9.2	Establish how Stock condition and EESSH data can be incorporated in the dampness process to try and eradicate common dampness issues, particularly in older properties.	29/05/23	28/08/23		13/09/23		Bk
9.3	Include upgrade of ventilation system to all void and capital works where appropriate	30/03/23	30/05/23		13/06/23		Bk

10. ENERGY EFFICIENT BUILDING SAFETY WORK

	Action	Start Date	Estimated Completion Date	Revised estimated completion date	Actual completion date	Comments	RAG Status
10.1	Agree process for homes with low EPC ratings	01/05/23	15/06/23		15/06/23		Bk
10.2	Whole House Retrofit pilot programme to be delivered	03/04/23	30/06/24				G

Appendix 2 - Dampness performance information – Apr 2023 to July 2023

Table 1: Surveys raised by month



Month	Apr-23	May-23	Jun-23	Jul-23	Total
City Wide Surveys Raised	65	53	86	138	342

Table 2: Surveys raised and completed by locality

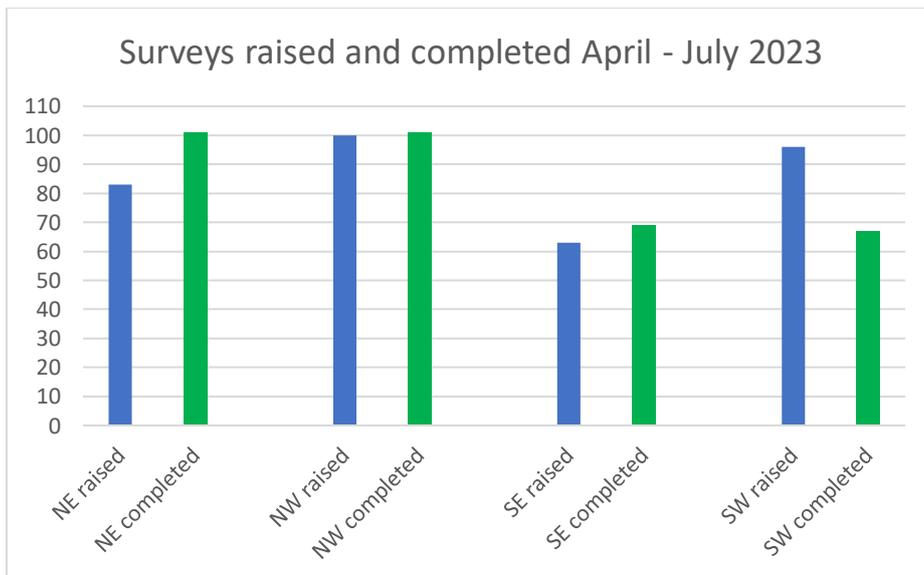
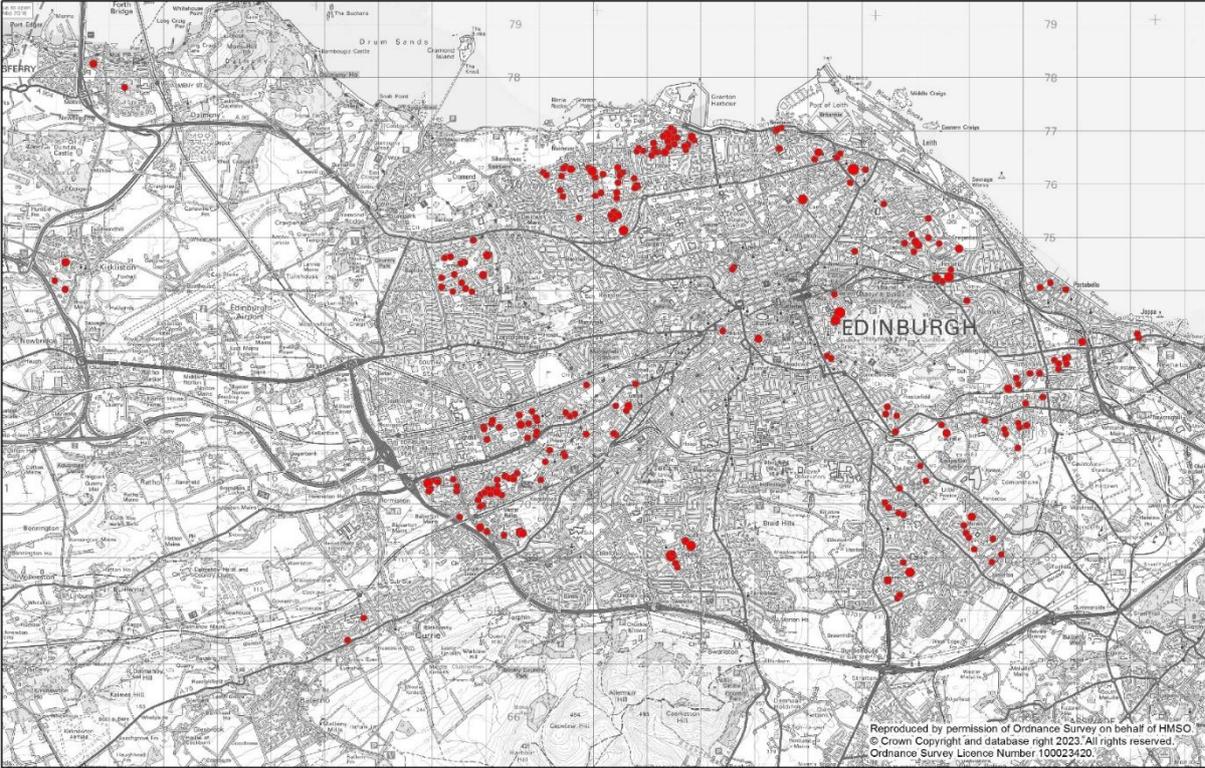


Table 3: Dampness surveys raised by ward

Locality	Ward	Total no. of CEC homes in ward	Surveys raised - Apr 2023 to July 2023	% of total surveys raised	Surveys completed - Apr 2023 to July 2023	Avg no. of days to complete survey from date survey raised	Avg no. of days to complete dampness works from date works raised
North East	Craigentenny/Duddingston Ward	1,985	29	8.5%	31	23	78
	Leith Walk Ward	330	4	1.2%	7	29	128
	Leith Ward	959	18	5.3%	20	30	56
	Portobello/Craigmillar Ward	1,900	32	9.4%	43	27	53
North East Total		5,174	83	24.3%	101	27	67
North West	Almond Ward	1,542	20	5.8%	24	46	42
	Corstorphine/Murrayfield Ward	168		0.0%	1	49	60
	Drumbrae/Gyle Ward	655	15	4.4%	21	37	50
	Forth Ward	2,504	53	15.5%	47	38	50
	Inverleith Ward	561	12	3.5%	8	47	71
North West Total		5,430	100	29.2%	101	41	48
South East	City Centre Ward	557	18	5.3%	13	21	68
	Liberton/Gilmerton Ward	2,553	37	10.8%	48	29	64
	Morningside	25		0.0%	1	59	40
	Southside/Newington Ward	530	8	2.3%	7	30	40
South East Total		3,665	63	18.4%	69	28	61
South West	Colinton /Fairmilehead	607	15	4.4%	7	31	41
	Fountainbridge/Craiglockhart Ward	367	8	2.3%	8	32	1
	Pentland Hills Ward	2,858	42	12.3%	26	38	44
	Sighthill/Gorgie Ward	2,137	31	9.1%	26	33	51
South West Total		5,969	96	28.1%	67	35	44
TOTAL		20,238	342		338	33	57

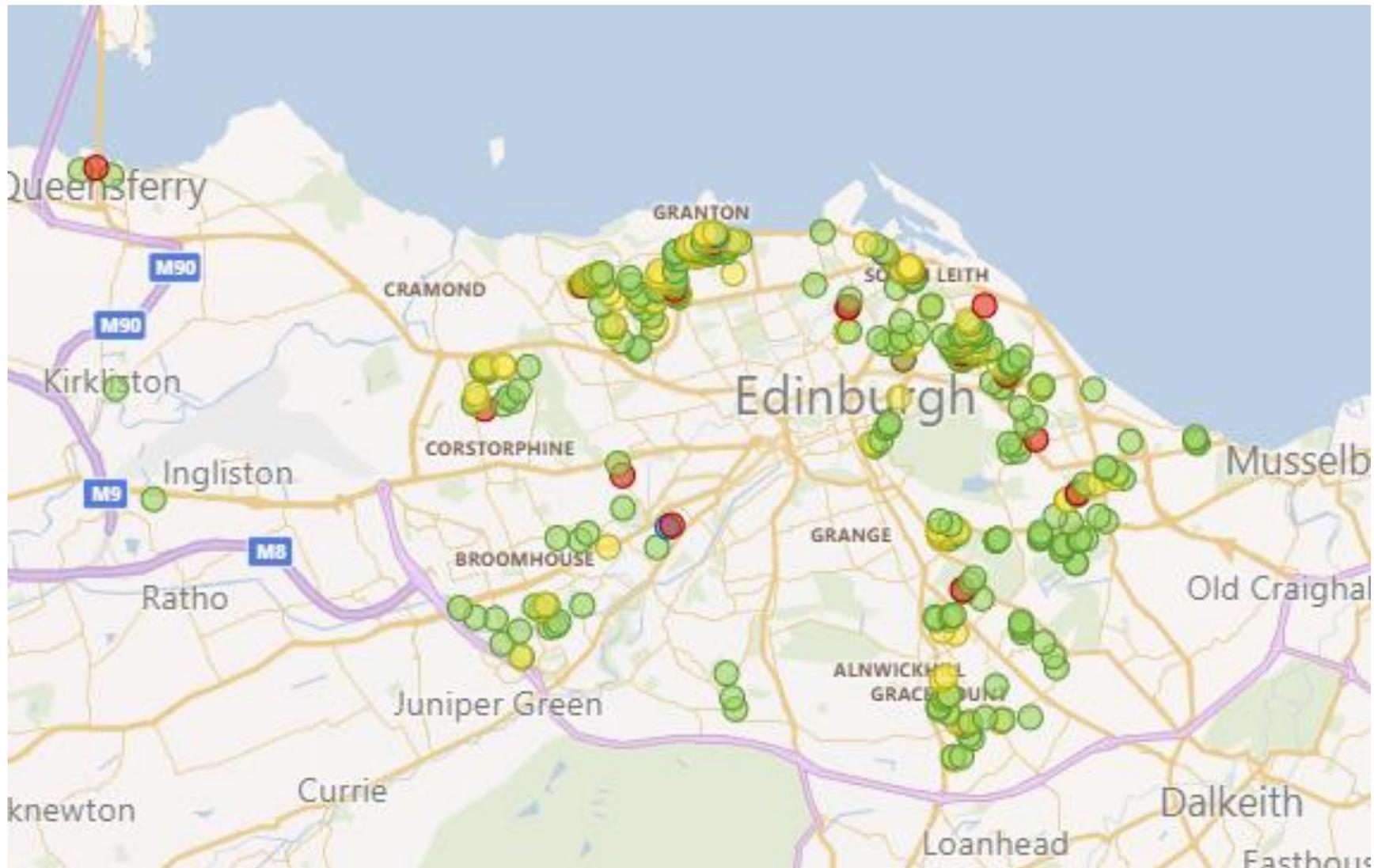
Appendix 3 – Heatmap showing dampness surveys across Edinburgh - April to July 2023

Dampness Surveys Raised - Apr 23 to Jul 23

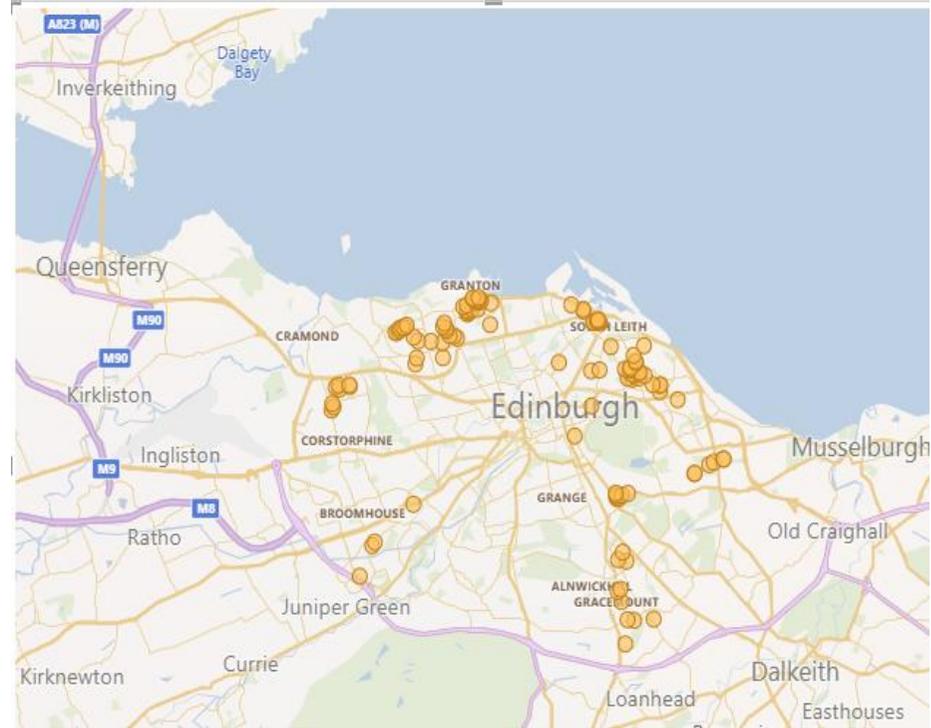


Appendix 4

Map 1 - Damp sensors installed across Edinburgh



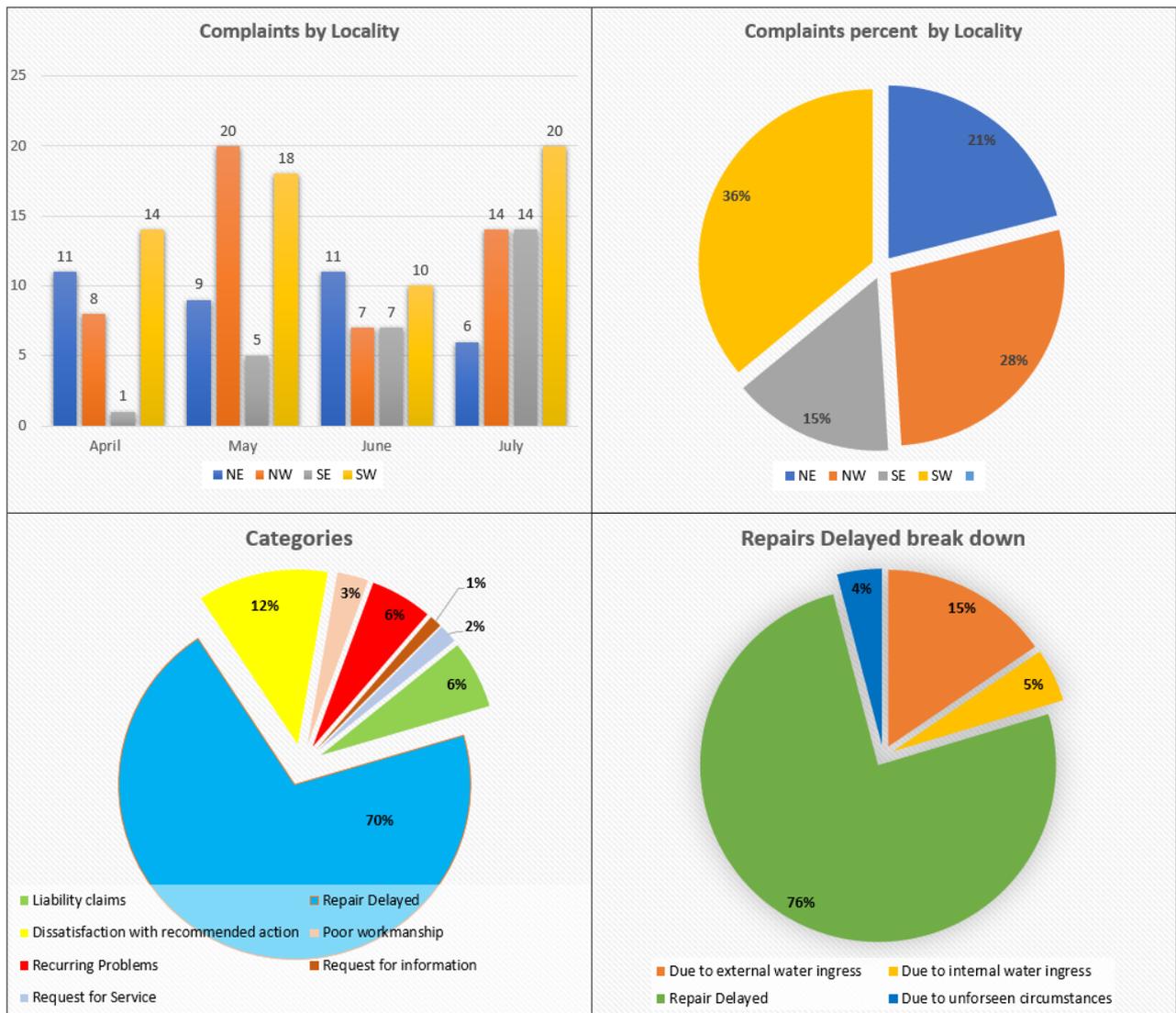
Map 2 - Alerts notified by dampness sensors



- No Alerts
- Predicted
- Detected



Appendix 5 - Analysis of dampness and mould complaints April to July 2023



Appendix 6 – Dampness Integrated Impact Assessment

Integrated Impact Assessment – Summary Report

Each of the numbered sections below must be completed.
Please state if the IIA is interim or final.

1. Dampness Improvement Plan Integrated Impact Assessment – August 23 - final

2. What will change as a result of this proposal?

Social Housing Landlords have a responsibility to ensure that the homes they provide are well maintained and of a decent standard. Our DIP advocates a zero-tolerance approach to damp and mould going forward, which will inevitably ensure positive impacts on tenants' health and wellbeing. The DIP sets out the Council's current approach to dealing with damp, mould and condensation in Council homes and sets out the changes being implemented to improve the response to reports of these issues. The key aim of the Plan is to raise awareness of the issues surrounding condensation, damp, and mould, and set out the Council's proactive approach to addressing and resolving reports in its properties.

3. Briefly describe public involvement in this proposal to date and planned

1. Focus group to be carried out by external company with tenants who previously raised complaints about how cases involving dampness, mould and condensation were handled to find out what we need to do differently / better.
2. Feedback sessions with tenants who have had recently reported or have ongoing issues with damp, mould, or condensation, to review our updated process and to ensure it meets their needs. Also, to analyse usage of online form for tenants to report dampness within the home and establish how it can be improved.

4. Is the proposal considered strategic under the [Fairer Scotland Duty](#)

A Fairer Scotland Duty assessment is not required because our Dampness Improvement Plan does not represent a strategic decision of the Council, and its provisions should not have any direct implications for inequalities arising from socio-economic disadvantage. The Duty only applies to strategic decisions made by the Council, these are the key, high level decisions that the Council takes, such as deciding priorities and setting objectives, for example, End Poverty Edinburgh Delivery. The Dampness Improvement Plan is therefore not regarded as a strategic decision of the Council.

5. **Date of IIA** 25th August 2023

6. **Who was present at the IIA? Identify facilitator, lead officer, report writer and any employee representative present and main stakeholder (e.g. Council, NHS)**

Name	Job Title	Date of IIA training
Facilitator – Gohar Khan	Performance and Audit Officer, FM	Dec 2017
Lead Officer – Helen Macdonald	Senior Repairs and Materials Officer, (Project Lead) Housing Services	23.08.23
Senior Officer – Carol Reid	Operations Manager, Housing Services	23.08.23
Report writer – Simon Brain	Project Officer, Housing Services	
George Norval	Operations Manager	
Craig Dugdale	Building Preservation Manager	23.08.23
Iain Swanson	Team Leader, Housing Services	
Jamie Ramsay	Senior Housing Development Officer	
Alex Buchan	Customer Contact Team Leader	
Emma Phillips	Customer Contact Team Leader	

7. **Evidence available at the time of the IIA –**

Evidence	Available – detail source	Comments: what does the evidence tell you with regard to different groups who may be affected and to the environmental impacts of your proposal
Data on populations in need	Yes - Scottish Index of Multiple Deprivation (SIMD) National Records for Scotland – Scotland's Population 2020	Edinburgh has one of the fastest growing populations of any city in the UK, with the population projected to have increased by a further 12% to 2043. This is partly due to an aging population – the number of people over 75 will nearly double by 2043. By 2032, the number of households is projected to

		<p>increase by 18% - a growth of 41,000. There are disparities across the city with pockets of poverty, low income and multiple deprivation. Around 29,500 people in Edinburgh live in the most deprived 10% of areas in Scotland. This represents around 5% of Edinburgh total population.</p> <p>Public transport accessibility varies across the city. Overall, 25% of Edinburgh's population live in areas classed in the highest accessibility levels whilst 42% live in the lowest accessibility levels.</p>
Data on service uptake/access	Yes – NEC Housing Management Information System	Number of tenants using our services (tbc)
Data on socio-economic disadvantage e.g. low income, low wealth, material deprivation, area deprivation.	<p>Yes</p> <p>Census 2011</p> <p><u>Scottish Index of Multiple Deprivation</u></p>	<p>Based on 2011 Census Data the wards with the highest number of health conditions (including Deafness, Blindness, Physical, mental health, learning disabilities etc.) are Portobello/Craigmillar and Liberton/Gilmerton. Both had 31% of their total reporting health conditions. The City Centre had the lowest proportion (22%). The most deprived communities are in the peripheral areas of the city (e.g. Granton, Pilton, Niddrie, Saughton and Wester Hailes) furthest from the City Centre.</p>
Data on equality outcomes	No	
Research/literature evidence	Yes	<p>City Housing Strategy 2018</p> <p>Digital and Smart City Strategy 2020-23</p> <p>End Poverty in Edinburgh Delivery Plan 2020-30</p>

Public/patient/client experience information	N/A	Feedback from tenant focus groups to be carried out by external contractor Research Resources with tenants who have previously complained about damp / mould Feedback from tenant feedback sessions to review our revised reporting template and interim dampness process
Evidence of inclusive engagement of people who use the service and involvement findings	In progress	
Evidence of unmet need	N/A	
Good practice guidelines	Yes <ul style="list-style-type: none"> Chartered Institute of Housing UK Housing Ombudsman ALACHO session Feb 2023 – Perth and Kinross Council 	<ul style="list-style-type: none"> CIH Housing Ombudsman spotlight report on damp and mould Perth and Kinross Council slides from ALACHO session – not online but can provide copy.
Carbon emissions generated/reduced data	No	
Environmental data	No	
Risk from cumulative impacts	N/A	
Other (please specify)	N/A	
Additional evidence required	N/A	

8. In summary, what impacts were identified and which groups will they affect?

Equality, Health and Wellbeing and Human Rights	Affected populations
	People with protected characteristics:

<p>Health and wellbeing – Age</p> <p>While damp and mould related health outcomes may affect people regardless of age – babies, children and older people are more sensitive to the effects of damp and mould. Damp and mould can be a contributing factor for respiratory infections, allergies, or asthma. Damp and mould can also affect the immune system. The DIP takes a proactive approach to addressing and resolving issues of damp and mould in Council properties, thereby reducing the negative impacts this can cause on health and wellbeing. Reasonable adjustments will be made to support elderly tenants.</p> <p>Health and wellbeing – Disability</p> <p>While damp and mould related health outcomes may affect people regardless of disability or a person’s health conditions or illnesses – people with respiratory problems such as allergies and asthma, those with a weakened immune system such as those having chemotherapy, and those with existing skin problems such as atopic eczema, are more sensitive to the effects of damp and mould. As well as physical health impacts, damp and mould can have a negative impact on the mental health of tenants living in homes with this problem. The DIP takes a proactive approach to addressing and resolving issues of damp and mould in Council properties, thereby reducing the negative impacts this can cause on health and wellbeing. Reasonable adjustments will be made to support disabled tenants.</p> <p>Communication needs</p> <p>In accordance with the Council’s Equality & Diversity policies, information about preventing and treating damp, mould and condensation, and the assistance the Council can provide to address such issues, can be provided in alternative formats, including Braille, audio tape and large print versions of documents. British Sign Language interpreting services can also be provided upon request.</p> <p>Alternative format and interpreting services – Race</p> <p>In accordance with the Council’s Equality & Diversity policies, information about preventing and treating damp, mould and condensation, and the assistance the Council can provide to address such issues, can be provided in alternative formats including</p>	<p>Older people and people in their middle years</p> <p>Young people and children</p> <p>Men (include trans men), Women (include trans women) and non-binary people. (Include issues relating to pregnancy and maternity including same sex parents)</p> <p>Disabled people (includes physical disability, learning disability, sensory loss, long-term medical conditions, mental health problems)</p> <p>Minority ethnic people (includes Gypsy/Travellers, migrant workers, non-English speakers)</p> <p>Refugees and asylum seekers</p> <p>People with different religions or beliefs (includes people with no religion or belief)</p> <p>Lesbian, gay, bisexual and heterosexual people</p> <p>People who are unmarried, married or in a civil partnership.</p>
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<p>documents translated into other languages. Telephone and face-to-face language interpreting etc.</p> <p>Equality Act 2010</p> <p>The DIP is relevant to the Equality Act 2010 aims to eliminate discrimination, harassment, victimisation, and any other conduct that is prohibited by or under the Act; and to advance equality of opportunity between persons who share a protected characteristic and those who do not. The policy aims to provide a transparent, proportionate, fair and consistent approach to ensure that damp, mould and condensation can be effectively managed and controlled.</p> <p>Specific positive impacts for all groups include:</p> <ul style="list-style-type: none"> Improved reporting and case management processes. Quicker response time and reduced wait for dampness survey due to growth of Preservation Team and increase in contractors. Improved communication from a dedicated professional team. Early intervention for tenants who are vulnerable, especially due to health conditions. Earlier detection of potential dampness or mould before it becomes visible by using technology. New tenant feedback system to gather information on how we can continue to improve our service. 	
<p>Negative</p> <p>There are no known circumstances where the DIP will have relevance to or a disproportionate equality impact on the protected characteristic groups of sex, gender reassignment, religion/belief, sexual orientation, pregnancy/maternity and marriage and civil partnership. All reports of damp and mould will be treated seriously, investigated, and addressed regardless of a tenant's protected characteristics.</p>	

Environment and Sustainability including climate change emissions and impacts.	Affected populations
<p>Positive</p> <p>Session with Wykemol to raise awareness of new products to increase thermal efficiency of walls and wall coverings.</p> <p>Overall, The Dampness Improvement Plan has a NIL impact when assessment is made against our Net Zero 2030 target.</p>	
Negative	

Economic	Affected populations
<p>Positive</p> <p>Training for Housing Officers in how to spot tenants who may be at risk of fuel poverty and / or cost of living crisis impacts. Guidance to be provided on appropriately signposting tenants to other support and advice. Referring tenants who need support and guidance to Changeworks who offer a range of services and community engagement sessions.</p>	<p>Those vulnerable to falling into poverty: e.g. have low or no wealth, on low-income, live-in areas of deprivation, experiencing material deprivation (socio-economic disadvantage)</p> <p>Unemployed</p> <p>People in receipt of benefits</p> <p>Lone parents</p> <p>Vulnerable families e.g., young mothers, people experiencing domestic abuse, children at risk of statutory measures, includes disabled adult/child, minority ethnic families</p> <p>Families with a child under 1</p> <p>Larger Families (3+ children)</p> <p>People in receipt of pensions</p> <p>Care experienced children and young people</p>

	<p>Those leaving care settings (including children and young people and those with illness)</p> <p>People experiencing homelessness</p> <p>Carers (including young carers and carers with protected characteristics)</p> <p>Those involved in the criminal justice system</p> <p>People with low literacy/numeracy</p> <p>People experiencing difficulties with substance use</p> <p>Others e.g. veterans and students</p>
Negative	

9. Is any part of this policy/ service to be carried out wholly or partly by contractors and if so how will equality, human rights including children’s rights, environmental and sustainability issues be addressed?

- The Council works with all its contractors to ensure that occurrences of damp and mould are remediated as quickly as possible. The contractors are required to abide by a Code of Conduct when visiting homes to ensure that a professional, respectful, safe, and high-quality service is provided. Contractor performance is also regularly monitored. There are no known circumstances where these partnership working arrangements with the contractors under the DIP will have a disproportionate impact on the protected characteristic groups.

10. Consider how you will communicate information about this policy/ service change to children and young people and those affected by sensory impairment, speech impairment, low level literacy or numeracy, learning difficulties or English as a second language? Please provide a summary of the communications plan.

- In accordance with the Council's Equality & Diversity policies, information about preventing and treating damp, mould and condensation, and the assistance the Council can provide to address such issues, can be provided in alternative formats, including Braille, audio tape and large print versions of documents. British Sign Language interpreting services can also be provided upon request.
- Furthermore, information can be provided in alternative formats including documents translated into other languages. Telephone and face-to-face language interpreting etc.

11. Is the plan, programme, strategy or policy likely to result in significant environmental effects, either positive or negative? If yes, it is likely that a Strategic Environmental Assessment (SEA) will be required and the impacts identified in the IIA should be included in this. See section 2.10 in the Guidance for further information.

Overall, The Dampness Improvement Plan has a NIL impact when assessment is made against our Net Zero 2030 target.

12. Additional Information and Evidence Required

If further evidence is required, please note how it will be gathered. If appropriate, mark this report as interim and submit updated final report once further evidence has been gathered.

13. Specific to this IIA only, what recommended actions have been, or will be, undertaken and by when? (these should be drawn from 7 – 11 above) Please complete:

Specific actions (as a result of the IIA which may include financial implications, mitigating actions and risks of cumulative impacts)	Who will take them forward (name and job title)	Deadline for progressing	Review date
None	N/A	N/A	N/A

14. Are there any negative impacts in section 8 for which there are no identified mitigating actions?

None

15. How will you monitor how this proposal affects different groups, including people with protected characteristics?

- The Council will monitor the number of damp, mould and condensation related complaints received and number of repairs carried out to fix issues. This is to identify themes, trends and learning opportunities.
- If the number of complaints received or repairs carried out is high, the Council will carry out a review to identify the causes and seek to rectify this.

16. Sign off by Head of Service

Name Sarah Burns

Date 21 September 2023

17. Publication

Completed and signed IIAs should be sent to:

integratedimpactassessments@edinburgh.gov.uk to be published on the Council website www.edinburgh.gov.uk/impactassessments

Edinburgh Integration Joint Board/Health and Social Care

sarah.bryson@edinburgh.gov.uk to be published at

www.edinburghhsc.scot/the-ijb/integrated-impact-assessments/