Resident Panel – 15 March 2023

**1. Actions taken on damp and mould since the Rochdale inquest**

* The key points discussed were the coroner’s inquest, Rochdale Boroughwide Housing, Sector engagement and sharing of our data.

**2. Coroner’s Inquest and Rochdale Boroughwide Housing**

* Coroner’s inquest on the death of Awaab Ishak was a defining moment for social housing.
* Due to this the government talked about changes in the regulation bill, which is going through various stages.
* A new Law being passed which will put damp and mould with other statutory health laws.
* This came about following a discussion with the coroner under section 28, for the government to consider a law to prevent future deaths.

**Sector Engagement** - in terms of widespread of sector engagement on damp and mould. Relating to media, publicity, meetings with landlords, and speaking at various webinars and conferences.

**Our Data** - enquiries and complaints about damp and mould saw an increase of 77% in 2021-22 and the number will significantly increase. Severe maladministration also saw an increase from 2021-22. It was said a lot of the complaints were due to damp and mould.

**3. Damp and mould one year on**

Key points discussed were the valuation exercise, following the initial spotlight report and the follow-up reports on our findings.

What we did -

* To access the impact of the report and the recommendations
* To look for good practice examples and positive outcomes to share with the sector.
* Looking at gaps and seeing where further work is required.

How we did it –

* Contacted a sample of 40 landlords, being a mix of Housing Association and Local Authorities
* Report was sent and asked what changes they had made/actions taken.
* Invited them to send supporting evidence, particularly where they were telling us about good practice initiatives or changes, they had made.

What we found –

* We didn’t receive response from all the 40 landlords, 39% did not respond to the initial email and follow up email.
* Those that did response, were not aware the spotlight report existed.
* Some good practices were identified and there is clear evidence of impact.

What we did next –

* We used all the information we received to create a follow up report with 10 key tests.
* Keen to streamline the 26 recommendations, as some of these can sit together and group under categories.
* 3 main areas were highlighted focus on dignity, respect, and fairness. An extension of ‘’it’s not just ‘lifestyle’’ as this was promoted in the tragedy of Awaab Ishak’s death.
* Sharing our findings with the sector through webinars and e-learning

**4. Knowledge and Information (KIM)**

* Referred to as record keeping and how your information is collected, stored, shared, and used.
* Our casework and previous spotlight report has shown that there is poor KIM, these effects the service provided and related complaints.
* Themes that arise following our casework – refused access, missed appointments, vulnerabilities, and financial detriment.

**5. Resident feedback**

* From the October 2022 panel, feedback was used to inform the recommendation from the sector.
* Direct (anonymous) quotes used how this impacts residents and relationship between their landlords.

**6. Resident panel two years on**

* Following on from two years later, invaluable input has come from a variety of methods. Following the feedback from the panel - we made raising awareness of our service, increasing its acceptability, building understanding of our role and our strategic objectives.
* We have taken forward your suggestions and made improvements, one example was the portal design.