Summary of recommendations and TCH (Epsom) Service Improvement Plan following the Resident Scrutiny Panel (RSP) investigation of Damp and Mould – August 2024

RSP Recommendation	TCH Response to recommendation	Timeframe for delivery and progress	Lead officer (s)
1. introduce consistent policies across the Group			
Peabody will plan to introduce consistent policies across the Group. It is recommended that within the Policy for Damp and Mould, the operational processes that appear to be working well at TCH (Epsom) be enabled to continue	We will adhere to the Peabody Damp and Mould Policy as the core document as to how we work. Following the Mazars audit of October 2023 we have worked with our Kent colleagues to ensure that the recommendations made will be incorporated within all day to day activity in relation to Damp and Mould.	March 2025	Executive Director
2. Include specific timescales			
The new Group wide Policy to include specific timescales at least compliant with '*Awaab's Law*' (Social Housing [Regulation] Act 2023).	We await the final decision in relation to the specific timescales set out within 'Awaab's Law'.	To be advised	TCH Epsom General Manager
3. Operational arrangements			
The TCH (Epsom) operational arrangements, that through our Scrutiny, appear to be working well and should continue, but be kept under review taking into account any changing evidence.	As outlined in item 1 we are constantly reviewing the way that we tackle damp and mould including new industry initiatives products and processes.	Ongoing	TCHEpsom General Manager
4. Reporting back to the TCH (Epsom) Scrutiny Panel			
No later than 18 months from the date of the Board meeting to be held in October 2024, and that the	We will report back within the agreed timescale with policy and procedure updates along with an	March 2026	Executive Director

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RSP Recommendation	TCH Response to recommendation	Timeframe for delivery and progress	Lead officer (s)
Executive Director responsible for Damp and Mould Policy be responsible for the report back.	overarching summary of Damp and Mould performance.		
5. Joint self-assessment			
Provide an update and circulate to all relevant departments, the progress on the joint self-assessment procedures that are referenced.	Following the Mazars audit referred to in item 1 we produced a follow up document on our actions. We have now met with our counterparts in Kent and are aligning our policies and in particular focussing on targeting properties that historically have issues relating to damp and mould. We are currently in discussions with a external company (Lumensol) in relation to this and our IT Department have been tasked with providing individual property and resident information. We are pleased that the report recognises a good level of service however, with improved data analysis we are looking to shift to a proactive rather than reactive approach to Damp and Mould. We will document an updated self assessment once the defined timelines in relation to 'Awaabs law' (Item 2) have been agreed and the segmentation work with Lumensol has been completed.	March 2025	Executive Director