

Cambridge City Council DCM Self-Assessment Response Action Plan

Chapter 1: **From reactive to proactive**

Self-assessment reference number	Action	Deadline	Owner	Rag status (complete, in progress, not started)
R1	Review strategy and approach	Mar 2023	Head of Housing Maintenance & Assets	Complete
	Reduce response time and update procedure	Nov 2022		
R2	Create a policy to tackle DCM and a flow chart that identifies the process	May 2023	Head of Housing Maintenance & Assets, Policy and Performance Unit, and Tenant liaison Officer	complete
	Develop proactive approach – collecting data and analysis	May 2023		
	Develop an aftercare process	Dec 2022		
R3	Create an email dedicated to DCM issues	Dec 2022	ICT team	Complete

	Provide training and share expectations with staff and contractors to raise awareness on how to spot and respond to DCM complaints	Dec 2022	Head of Housing Maintenance & Assets & Operations Manager	Complete
	Distribute leaflets to inform tenants of how to identify and report DCM issues	Nov 2022	Comms Team & Operations Manager	(On-going)
	Update concern cards to include concerns about DCM	Nov 2022	Operations Manager	Complete
R4	Provide Training to staff on wall insulation failure and ventilation issues causing damp, condensation and mould.	Dec 2022	Operation Manager	Complete
	Complete Complaints analysis	Quarterly & annually	Policy and Performance Unit	Complete (on-going)
	DCM reporting analysis	Started in March 2023	Tenant Liaison Officer /Policy & Performance Officer	On-going

	Include messages about DCM reporting in Council Publications: Resident Involvement Newsletters and Open Doors	Dec 2022 and March 2023	Resident Engagement and Performance Manager	Complete
	Improving equipment for more robust inspection to include Flow meters, Borescopes, thermal imaging camera	Dec 2022	Operations Manager	Complete
R5	Identify resources of data collection	Feb 2023	Policy and Performance Unit and Head of Housing Maintenance & Assets	Complete
	Create new category for complaints	Nov 2022	Customer Service Development Manager	Complete
	Identifying areas at risk of DCM and send letters to identified areas	June 2023	Tenant Liaison Officer and Head of Housing Maintenance & Assets	In progress

R6	Update Response Times for DCM repairs and inspections	Feb 2023	Head of Housing Maintenance & Assets	Complete
	Develop Risk assessment	June 2023	Head of Housing Maintenance & Assets & Operations Manager	Not Started
R7	Identify support needs	Started in Dec 2022	Housing Officers and Tenancy Sustainment Officers	On-going
R8	Identify Council responsibilities for transparency	Mar 2023	Head of Housing Maintenance & Assets	Complete
	Consult with Tenants and Leaseholders representatives on DCM Policy and Response to regulator documents	May 2023	Resident Engagement and Performance Manager	Complete

	Communicate with Mosque and church groups to deliver messages about DCM	July 2023	Communities Group (City Homes & Community Safety Team)	Not Started
	Communicate with Cambridge Ethnic Community Forum to deliver messages about DCM	July 2023	Communities Group (City Homes & Community Safety Team)	Not Started
	Engage with health colleagues at a Housing and Health Summit and promoted to them routes of communicating problems	Dec 2022	Head of Housing	Complete
	Develop a check list for visiting health professionals and questions for GP's to enable them to establish concerning cases that need to be referred.	June 2023	Head of Housing & Head of Housing Maintenance & Assets	In progress
R9	Add DCM Inspections to Void checklist	Dec 2023	Responsive and Voids Surveyor	Complete
R10	Net Zero projects to trial multiple equipment with robust monitoring	Dec 2022	Retrofit Project Officer	Complete (on-going)

Q1	Develop Monitoring system	Dec 2022	Retrofit Project Officer	Complete
	Monitor 10% of the properties after retrofitting for three months or more	Dec 2022	Retrofit project Officer	Complete
	Send follow-up questionnaires to tenants the first winter after retrofitting	Oct 2023	Retrofit project Officer	In progress (on-going)

Chapter 2: From inferring blame to taking responsibility

Self-assessment reference number	Action	Deadline	Owner	Rag status (complete, in progress, not started)
R11	Staff who manage complaints to attend complaints handling courses	Dec 2022	Head of Housing Maintenance & Assets	Complete

	Create a procedure that focuses on supporting tenants who struggle with DCM “away from blame”	Mar 2022	Head of Housing Maintenance & Assets	Complete
R12	Adding a category under our repair management system.	Aug 2023	Orchard Management Team	Not Started
R13	Categorising DCM reports response time	Mar 2023	Operations Manager	complete
R14	Report and review missed appointments through our repair management system in the future.	Oct 2023	Operations Manager	Not Started
R15	Repurpose two vacancies of Multi Skilled Operatives to focus on DCM	Aug 2023	Operations Manager	In Progress
	Introduce new heating contractors to the new procedure and provide information. Add the condensation information to the new contractors tenant’s handbook.	Sep 2022	Property Compliance and Risk Manager	Complete
R16	Update Tenancy Audits checklist to include DCM	Nov 2023	Housing Services	Complete

			Manager (City Homes)	
	Include DCM topic in monthly one-to-one with staff who work directly with the tenants	Started Sep 2023	Housing and E&F managers	On-going
R17	Report regularly to Housing Scrutiny Committee	June 2023	Head of Housing Maintenance & Assets	On going
R18	Share information about responding to DCM reports with Housing Officers and Tenancy Sustainment Officers	Sep 2022	Operations Manager and Housing Services Managers	On-going
	Create an aftercare process (check up call after two months of repair)	June 2023	Tenant Liaison Officer	In Progress
R19	Carry out the annual self-assessment against the Ombudsman's Complaint Handling Code to ensure that our complaint handling remains in line with its requirements. Last completed September 2022	October 2023	Customer Service Development Manager	Not yet started

Q2	Reduce response time to mould and damp reports (respond within two working days)	Sep 2022	Operations manager	Complete (on-going)
	Analyse feedback from the aftercare calls to ensure that the DCM problem is addressed	Nov 2022	Tenant Liaison Officer	Complete (on-going)

Chapter 3: From disrepair claims to resolution

Self-assessment reference number	Action	Deadline	Owner	Rag status (complete, in progress, not started)
R20	Inform and encourage tenants to register for our online portal for a more reliable and accountable reporting method.	Jun 2023	All services	In progress
	Spread information about how to identify DCM issues in properties	Started in Dec 2022	Comms team and E&F manager	On-going

R21	Create clear procedure to respond to DCM issues	June 2023	Head of Housing Maintenance & Assets and Policy team	complete
R22	Ensure that the new DCM policy corresponds to other council policies to allow tenants the right to move to another property if their property is unfit for human habitation	Mar 2023	Head of Housing Maintenance & Assets and Policy team	complete
R23	Spread messages to encourage concerns to be raised with the Condensation team in CCC documents	On-going	All services	On-going
R24	Develop a disrepair protocol to that fully acknowledges the requirements of the pre-action protocol.	May 2023	Head of Housing Maintenance & Assets	complete
Q3	Develop a robust process for dealing with disrepair claims and a disrepair protocol which acknowledge and allows for the complaints process to run alongside this.	May 2023	Head of Housing Maintenance & Assets	Complete

	Create a code for open disrepair claims on the repairs system to enable the customer service centre and repairs team to notify the person who manages the disrepair claims with the legal team.	Feb 2023	Head of Housing Maintenance & Assets	Complete
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Chapter 4: From a complaints to a learning culture

Self-assessment reference number	Action	Deadline	Owner	Rag status (complete, in progress, not started)
R25	Analyse complaints data quarterly	Quarterly	Policy Performance Officer	Complete
	Analyse the list of properties of those who respond to our letters and have proactive communication.	June 2023	Tenant Liaison Officer	Not yet started
R26	Review the process of reporting damp and mould issues with surveyors	Sep 2022	Head of Housing Maintenance & Assets	Complete
Q4	Include related objectives in performance reviews and include necessary training on learning and development plans	Nov 2023	Housing and E&F managers	Not started

