

TLRP Meeting- Minutes

Date: 1st April 2026 Time: 14:00 Location: Cannock Chase Council, Civic Centre

In attendance:

Leslie Hunt

Lisa Ansell

Sandra Lopez

Angela Gittings

Tpas Associate:

Jackie Grannell

Officers:

James Morgan

Sharna Round

Welcome

SR and JM welcomed all panel members back for discussion to start next review project and introduced the newest panel member, Angela.

Re-cap

SR briefly recapped on the previous review to serve as a summary for new member Angela and also to update panel members on the progress of the recommendations and how they have been implemented since.

Introduction from Jackie

SR introduced Jackie Granell from Tpas to speak to the panel and she explained her role in Tpas, her experience with assisting scrutiny panels and that she will be on hand to support through the next review.

Discussion

The panel members each explained their thoughts on how the last review went, sharing what they thought went well, and what they thought could be improved going into the next review. Lisa mentioned that she was pleased that the panel's recommendations on the webpages had been accepted and are being implemented and others agreed. All panel members agreed they would like to follow a more structured approach for the next review.

The panel members have all now completed the Tpas 'Introduction to Scrutiny' course and now they have some experience of scrutiny, so they all feel more equipped to take on another review.

Next Review Topic

Jackie mentioned that herself and SR had recently had a lengthy meeting in which they had trawled through numerous data spreadsheets to begin to identify some areas for the panel to look into and review. SR said the meeting with Jackie had been very productive and that she appreciated the support from Jackie when reviewing the data. She said that an area which stood out to them both as a potential next topic was **damp and mould, and particularly the effectiveness of the communication** that has been put out by the team on the lead up and since the change in legislation change in October 2025 around Awaab's Law.

SR explained that both her and Jackie both thought this would be a good area to put forward to the panel as a concise, quick turnaround review that the panel could produce some real useable feedback on for the damp and mould team.

SR invited the panel members to feedback on what they thought on the topic. The panel members all agreed they would like to review this area, they also felt by narrowing down the topic to just the effectiveness of the communication they could produce a more productive review. A couple of the panel members did begin to discuss their ideas for review, voicing to SR that they would like to meet the damp and mould team and ask them questions and so on.

Jackie mentioned to the panel that they may want to read the Housing Ombudsman report on 'early warning signs' that relates to Awwab's Law. Link included here for those that wish to read [Call for focus on 'early warning signs' in hazards report](#)

Agree next steps

SR noted the panel's comments and said that she would arrange for the panel to have materials such as leaflets, videos and any other communication that have been sent out by the damp and mould team, for them to review in the next meeting. SR also said she will arrange for the panel to meet the damp and mould team, after the panel have had an opportunity to review the communication materials. The panel agreed this would be a productive way to move forward.

Next meeting date

Next meeting date was agreed: 14th April at 2pm.

TLRP Meeting- Minutes

Date: 14th April 2026 Time: 14:00 Location: Cannock Chase Council, Civic Centre

In attendance:

Leslie Hunt

Lisa Ansell

Sandra Lopez

Officers:

Sharna Round

Apologies

Angela Gittings

Welcome

SR welcomed all panel members to the meeting.

Review of damp & mould communication materials

SR presented the group with the communication materials that have been used by the damp & mould team on the lead up to the change in legislation back in October 2025, and thereafter. The panel had the damp & mould leaflet, the social media schedule that has run from November 2025 to present, the webpages and the video. The panel looked through each in detail and discussed between themselves.

Discussion

The discussion then progressed into the panel thinking towards the next stage of the review which will be meeting the damp & mould team and asking questions. The panel discussed between them what sorts of questions they have thought of so far to ask the damp & mould team and came up with the list below.

1. When was the first information put out? I.e. leaflet/website/ something else?

When were you first aware of the requirements of Awaab's Law?

2. How has the damp & mould leaflet been distributed?

3. Does the damp & mould leaflet go in the sign-up packs currently?

4. Do you have a specific phone line for the damp & mould reports?

5. Can we have access to the data on the damp & mould reported since October 2025? (Examples of cases)

6. If tenants report damp, what steps do you follow to determine the severity?

7. If reported to an operative when attending to different repair, is this communicated back to the team?

7a. Do the operatives know to do this.

8. Do you think the information on the website and leaflet is enough to reach tenants without access to the internet?

9. Do you have any examples of the written summaries from cases being assessed and completed that we can view?

10. How many types of damp & mould are there; do they range in severity?

The panel all agreed these questions would help further knowledge into the topic of review and help them decide how they will assess the effectiveness of the communication materials.

The panel may wish to consider these further questions.

What other ways can tenants report?

How do you keep the tenant informed?

Any other plans to communicate?

Is there any satisfaction data from completed cases?

Has any communication been put out to this effect?

Agree next steps

It was agreed that the panel will meet with the damp & mould team in the next meeting and that SR would facilitate this.

Next meeting date

Tuesday 28th April at 11am

TLRP Meeting- Minutes

Date: 28th April 2026 Time: 12:00 Location: Cannock Chase Council, Civic Centre

In attendance:

Leslie Hunt

Lisa Ansell

Angela Gittings

Apologies

Sandra Lopez

Officers:

Sharna Round

Lorraine Hare- Damp, Mould & Repairs Supervisor

Mark Rhodes- Multitasked Plasterer (Damp & Mould Operative)

Welcome

SR welcomed all panel members to the meeting, as well as Lorraine & Mark from the Damp and Mould (D&M) team.

Introduction of D&M team

Lorraine and Mark introduced themselves and explained their roles to the panel. They also explained the process the team has gone through to ready themselves in the lead up to the change in legislation in October 2025 around Awaab's Law.

D&M team – how have we communicated

Lorraine and Mark talked the panel through each of the communication methods used to communicate. They handed out to the group the damp & mould leaflets that the group had looked through the meeting before, the panel already had the printout of the social media schedule and other materials from the previous meeting. Lorraine and Mark walked the panel through the journey from an incident initially being reported to the final outcome.

Questions and answers from the D&M team

The panel asked the following questions to Lorraine and Mark

1. When was the first information put out? I.e. leaflet/website/ something else? Lorraine and Mark explained that the team started putting information about the change to their services and how this would work about 3 months before the legislation around Awaab's Law came into force in October 2025. The D&M leaflet was created, the webpage updated and social media schedule was drawn up.
2. How has the damp & mould leaflet been distributed? Lorraine and Mark explained that they have teamed up with other departments such as Neighbourhoods and Income Management whose staff have been sent on awareness courses and have helped to distribute the leaflets directly to customers on their home visits. Also, the leaflet has also been included in the Allocations sign up packs for new incoming tenants, posters have been put up in communal areas, reception areas and in sheltered schemes.
3. Does the damp & mould leaflet go in the sign-up packs currently? As above, answer yes.
4. Do you have a specific phone line for the damp & mould reports? Lorraine said that currently they do not have a specific phone number for enquiries, the contact centre triage their calls and direct them through to the D&M team. She said they would be open to this in the future.
5. Can we have access to the data on the damp & mould reported since October 2025? (Examples of cases). Lorraine was happy to bring some of their data to a separate meeting for the panel to go through. Lorraine said that her colleague Naomi made follow up calls to customers who have reported damp after the resolution to determine if the issue was fixed or needs further investigation. She said the data from this may be useful for the panel.
6. If tenants report damp, what steps do you follow to determine the severity? Lorraine and Mark explained the process of raising a D1 referral to the panel as part of their introduction and the process of determining the severity and resolution process.
7. If reported to an operative when attending to different repair, is this communicated back to the team? Lorraine and Mark explained to the panel the process was the same if the incident was reported through an operative attending another repair, the team follow through from the first point of contact.
- 7a. Do the operatives know to do this. Yes, as above.
8. Do you think the information on the website and leaflet is enough to reach tenants without access to the internet? Lorraine said that the team have put as much info on

as many areas as they could so far but are open to suggestions from the panel as to areas they think have been missed or any new ideas they may have.

9. Do you have any examples of the written summaries from cases being assessed and completed that we can view? Yes, see question 5 response.

10. How many types of damp & mould are there; do they range in severity? Lorraine and Mark said that all reported incidents are recorded as significant until they have been attended and assessed, at which point they are downgraded if needs be. There are 3 main types of damp & mould- rising, penetrating and condensation. All 3 types are explained with pictures in the damp and mould leaflet.

The panel's further questions have all been answered above.

What other ways can tenants report?

How do you keep the tenant informed?

Any other plans to communicate?

Is there any satisfaction data from completed cases?

Has any communication been put out to this effect?

The panel all agreed that meeting Lorraine and Mark to have their questions answered helped immensely in being able to focus their review into the effectiveness of the communication. The panel have begun to think about the structure of the survey they will carry out and think that looking over some of the D&M team's data would be really useful for this.

Agree next steps

It was agreed that the panel will meet with Lorraine and Naomi in the next meeting to go through their data.

Next meeting date

Wednesday 13th May at 3pm.

TLRP Meeting- Minutes

Date: 13th May 2026 Time: 15:00 Location: Cannock Chase Council, Civic Centre
Esperance Room

In attendance:

Leslie Hunt

Lisa Ansell

Angela Gittings

Sandra Lopez

Officers:

Sharna Round

James Morgan

Lorraine Hare- Damp, Mould & Repairs Supervisor

Naomi Caine- Repairs Co Ordinator, Housing & Partnerships

Welcome

SR welcomed all panel members to the meeting, as well as Lorraine & Naomi from the Damp and Mould (D&M) team.

Data from D&M team

Lorraine introduced her colleague Naomi and briefly explained that her role entailed the 60 day call backs to tenants that had been affected by damp and mould, as well as her other duties. Lorraine and Naomi spoke to the panel about the sorts of data they have began collecting and the patterns they are already noticing.

Questions and answers from the D&M team

The panel asked Lorraine and Naomi further questions to help them to focus on the types of questions they would need to ask on their surveys.

It was established that the panel would like to conduct two surveys, one for the tenants that have been affected by damp & mould and have been through the reporting process with CCDC since the legislation came into force in October 2025, and another survey for other tenants. By targeting those two groups of tenants and tailoring the questions on each survey, the panel were agreed this would be the most effective way of assessing the overall effectiveness of the communication.

Draft survey questions

The panel began brainstorming some questions for their surveys.

Mail drop / direct email - Tenant survey for those who have reported

- How did you report the damp & mould? (Phone, email, in reception, letter, other- please specify)
- How did you know to report the damp and mould (just concerned, knew about D&M, it was causing problems)

- Did you access any damp & mould information from the Council? (Yes/No – If yes which Website, leaflet, social media, word of mouth, other- please specify)
- Have you seen the Council's damp & mould leaflet? (Y/N) If yes, did you find useful Y/N
- Have you accessed the information on the damp & mould webpage? Y/N If yes, was it easy to understand? (Y/N)
- If you reported by phone, did you have a good experience when speaking to the contact centre to report your damp & mould? (Y/N/NA)
- Do you think you would be able to identify damp & mould in your property? (Y/N)
- Have you seen damp & mould posts on Facebook? (Y/N) Were they useful/informative, rate 1-5.
- Have you received a 60-day call back to check on the resolution to the work? Y/N
- Suggest one communication improvement for the damp & mould team. (Open text box)

Open Tenant Survey- Website

- Are you aware of the recent changes in legislation around Awaab's Law? (Y/N)
- Have you seen the damp & mould leaflet? (Y/N)
- Do you think the information is useful? (Y/N)
- Have you seen the damp & mould webpage? (Y/N) Do you think the information is useful? (Y/N)
- Is the damp & mould video useful? (Y/N)
- Have you seen damp & mould posts on Facebook? (Y/N)
- Based on the information provided, would you be able to identify damp & mould in your property? (Y/N)
- Overall, do you think CCDC has enough accessible information on damp & mould? (Y/N)
- Suggest one communication improvement for the damp & mould team. (Open text box)

The panel agree they think the survey should be run for 2 weeks to give those wishing to take part enough time to complete.

Possible outcomes

The panel did start to think towards some possible outcomes off the back of speaking to Lorraine and her team from this meeting and the previous meeting.

One of them being that as the D&M team do not currently have a dedicated phone line for reports, their calls go through to the contact centre to triage before being put through to the team. This may not be possible as resources are not available to take such a volume of calls directly, the contact centre are required to manage this for us.

It was highlighted in the previous meeting by Lorraine that other departments within housing services have received training since October 2025, but the contact centre have not. The panel think that this might be a possible recommendation they'd like to make for the contact centre staff to receive the same training, should the survey results support the benefit of this.

Another possible recommendation that was highlighted was the need for a satisfaction survey to assist and possibly replace Naomi's 60 day follow up calls. There was a discussion within the panel about reserving the 60 follow up calls for more severe cases and to use a satisfaction survey for other cases. This could help alleviate pressure on Naomi and mean more attention to detail on severe cases. Also, the satisfaction survey would help the team collect data more efficiently.

Agree next steps

It was agreed that the panel will meet in a weeks time to put the two draft surveys together and decide on final questions and timing.

Next meeting date

Wednesday 20th May at 3pm.

TLRP Meeting- Minutes

Date: 20th May 2026 Time: 15:00 Location: Cannock Chase Council, Civic Centre
Esperance Room

In attendance:

Leslie Hunt

Apologies:

Angela Gittings

Lisa Ansell

Sandra Lopez

Officers:

Sharna Round

Welcome

SR welcomed all panel members to the meeting.

Final survey questions

The panel have decided that the final questions for their surveys will be as below:

Mail drop / direct email - Tenant survey for those who have reported D&M previously.

1. How did you report the damp & mould? (Phone, email, in reception, letter, other- please specify)
2. How did you know to report the damp and mould (just concerned, knew about D&M, it was causing problems)
3. Did you access any damp & mould information from the Council? (Yes/No – If yes which Website, leaflet, social media, word of mouth, other- please specify)
4. Have you seen the Council's damp & mould leaflet? (Y/N) If yes, did you find it useful Y/N
5. Have you accessed the information on the damp & mould webpage? Y/N If yes, was it easy to understand? (Y/N)
6. If you reported by phone, did you have a good experience when speaking to the contact centre to report your damp & mould? (Y/N/NA)
7. Were you asked to provide photos of the damp & mould you reported? (Y/N)
8. When you received your written report, was it easy to understand? (Y/N)
9. Do you think you would be able to identify damp & mould in your property? (Y/N)
10. Have you seen damp & mould posts on Facebook? (Y/N) Were they useful/informative, rate 1-5.
11. Have you received a 60-day call back to check on the resolution to the work? Y/N
12. Suggest one communication improvement for the damp & mould team. (Open text box)

Open Tenant Survey- Website

1. Are you aware of the recent changes in legislation around Awaab's Law? (Y/N)
2. Have you seen the damp & mould leaflet? (Y/N)
3. Do you think the information is useful? (Y/N)
4. Have you seen the damp & mould webpage? (Y/N) Do you think the information is useful? (Y/N)
5. Is the damp & mould video useful? (Y/N)
6. Have you seen damp & mould posts on Facebook? (Y/N)
7. Based on the information provided, would you be able to identify damp & mould in your property? (Y/N)
8. Overall, do you think CCDC has enough accessible information on damp & mould? (Y/N)
9. Suggest one communication improvement for the damp & mould team. (Open text box)

Agree next steps

SR will send out the surveys once provided with the mail drop data so they both go out at the same time. It was agreed that the panel will next meet after the surveys have come back in to look over the results.

Next meeting date

Wednesday 24th June at 1pm.

TLRP Meeting- Minutes

Date: 24th June 2026 Time: 12:00 Location: Cannock Chase Council, Civic Centre

Esperance Room

In attendance:

Leslie Hunt

Apologies:

Angela Gittings

Lisa Ansell

Sandra Lopez

Officers:

Sharna Round

Welcome

SR welcomed all panel members to the meeting.

Go through survey results

SR presented the panel members initially with the findings of the open survey that was put onto the webpage for completion by tenants and went through the results as a group. The open survey was available on the website for 2 weeks and received a total of 3 responses. The panel members commented at the lack of responses but were not deterred in terms of the findings. Again, the mail drop survey for tenants that have been through the process, 433 tenants were emailed and only 2 responses were received.

Even though the results were sparse, the panel still noticed some clear patterns and started to begin to fill in their review tables.

After some points of discussion, the panel members agreed to pencil in the following recommendations;

- Across the board housing staff training. (consistent with the neighbourhoods officers level of training)
- Damp & mould event- to further push out information and involve tenants.
- Informative posters in popular areas across the district to signpost tenants to further information such as the website.
- Satisfaction survey to follow up on completed cases.

Agree next steps

The panel members agreed to take their review sheets away and elaborate on the other sections to give more weight to the report. They would like a meeting in a weeks' time to further discuss and decide on final recommendations.

Next meeting date

Thursday 2nd July at 10am.

TLRP Meeting- Minutes

Date: 2nd July 2026 Time: 10:00 Location: Cannock Chase Council, Civic Centre

Esperance Room

In attendance:

Leslie Hunt

Lisa Ansell

Officers:

Sharna Round

Apologies:

Angela Gittings

Sandra Lopez

Welcome

SR welcomed all panel members to the meeting.

Discussion

The panel members were agreed on all of the final recommendations and presented their work sheets, that they had took away to work on, to SR for the final report.

The next step would be now writing the report to include all the ideas and recommendations they have to go to the Housing Board for consideration.

SR said that she would begin to put together the final report and be in touch with the panel members once drafted, to approve.

Next meeting date

The next meeting date will be confirmed with panel members to kick start the next review.