



MECC training Damp and Mould

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Session Objectives



- ☒ Increase knowledge around mould and damp issues
- ☒ Better understanding of how to frame questions around this topic
- ☒ Increase confidence and ability to have conversations about damp and mould.
- ☒ Know where to signpost people to for appropriate support

Correlation between Mould and Damp and health

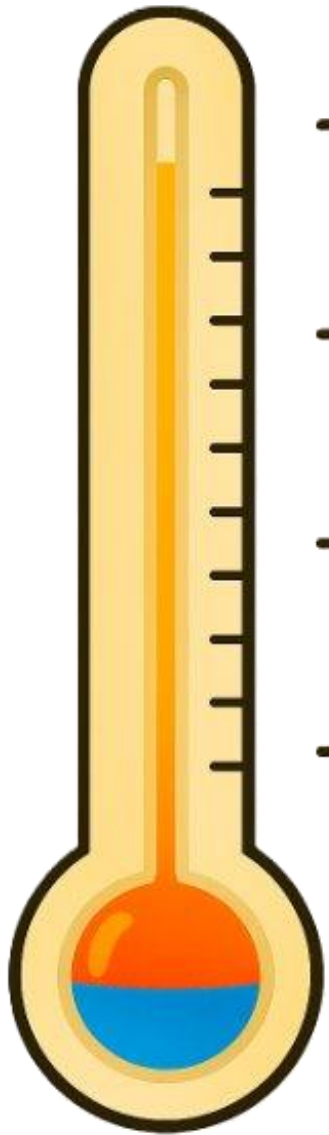


Damp and mould in homes can release harmful substances like allergens and toxins, mainly affecting the lungs and airways when inhaled. Prolonged exposure can lead to serious health issues, and in extreme cases, may be fatal.

Identifying **threats** to our health:

- Cardiovascular disease
- Respiratory tract condition
- Increased risk to children physical and mental health
- Impact on school achievement

Health Impacts of a cold home



— **21°C**

Perfect habitable room temperature between 18° - 21°C

— **18°C**

Risk of respiratory illnesses start to rise

— **16°C**

Prolonged exposure to this temperature leads to blood thickening.

— **12°C**

Body temperature falls. Serious long term health risks.

— **9°C**

Damp and Mould Stats

In 2023 it was estimated that 5% of all dwellings in England have a problem with damp.

- 4 % of all private owned homes
- 9 % private rented properties
- 7 % of socially rented properties

How can the MECC approach be helpful?

It can help us look out for these signs for people living with damp and mould.

It helps frontline staff direct people to services that can assist with damp and mould issues.

Raises awareness of support available from local and national services.

Fuel Poverty



NEA on fuel poverty:

“The definition of fuel poverty that we use is that a household is in fuel poverty if it needs to spend 10% or more of its income on energy in order to maintain a satisfactory heating regime.”

Three main elements that determine if a household is fuel poor:

- Household energy requirements
- Household income
- Fuel prices

Costs to Heating Different Homes

The average home in the UK is an EPC band D.

The most common dwellings in Rotherham is a 3-bedroom home.

Average annual energy bill

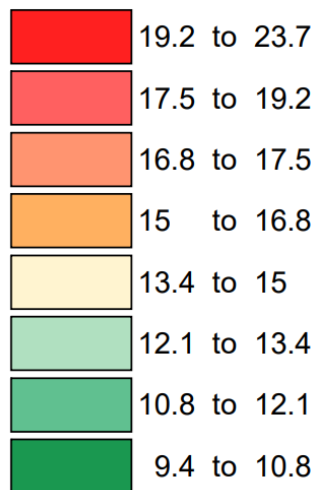
Property type	EPC rating A	EPC rating B	EPC rating C	EPC rating D	EPC rating E	EPC rating F	EPC rating G
1-bed flat	£495	£817	£1,249	£1,804	£2,432	£3,025	£3,884
2-bed flat	£475	£960	£1,452	£2,132	£2,955	£3,795	£4,895
3-bed terraced house	£479	£1,041	£1,797	£2,542	£3,508	£4,452	£5,735
3-bed semi-detached house	£438	£1,023	£1,831	£2,536	£3,499	£4,559	£5,541
3-bed detached house	£451	£1,134	£1,976	£2,782	£3,781	£4,852	£6,450
4-bed semi-detached house	£621	£1,264	£2,316	£3,267	£4,566	£6,395	£7,895
4-bed detached house	£604	£1,376	£2,487	£3,457	£4,694	£5,994	£8,523



Fuel Poverty Statistics for Rotherham (2023)

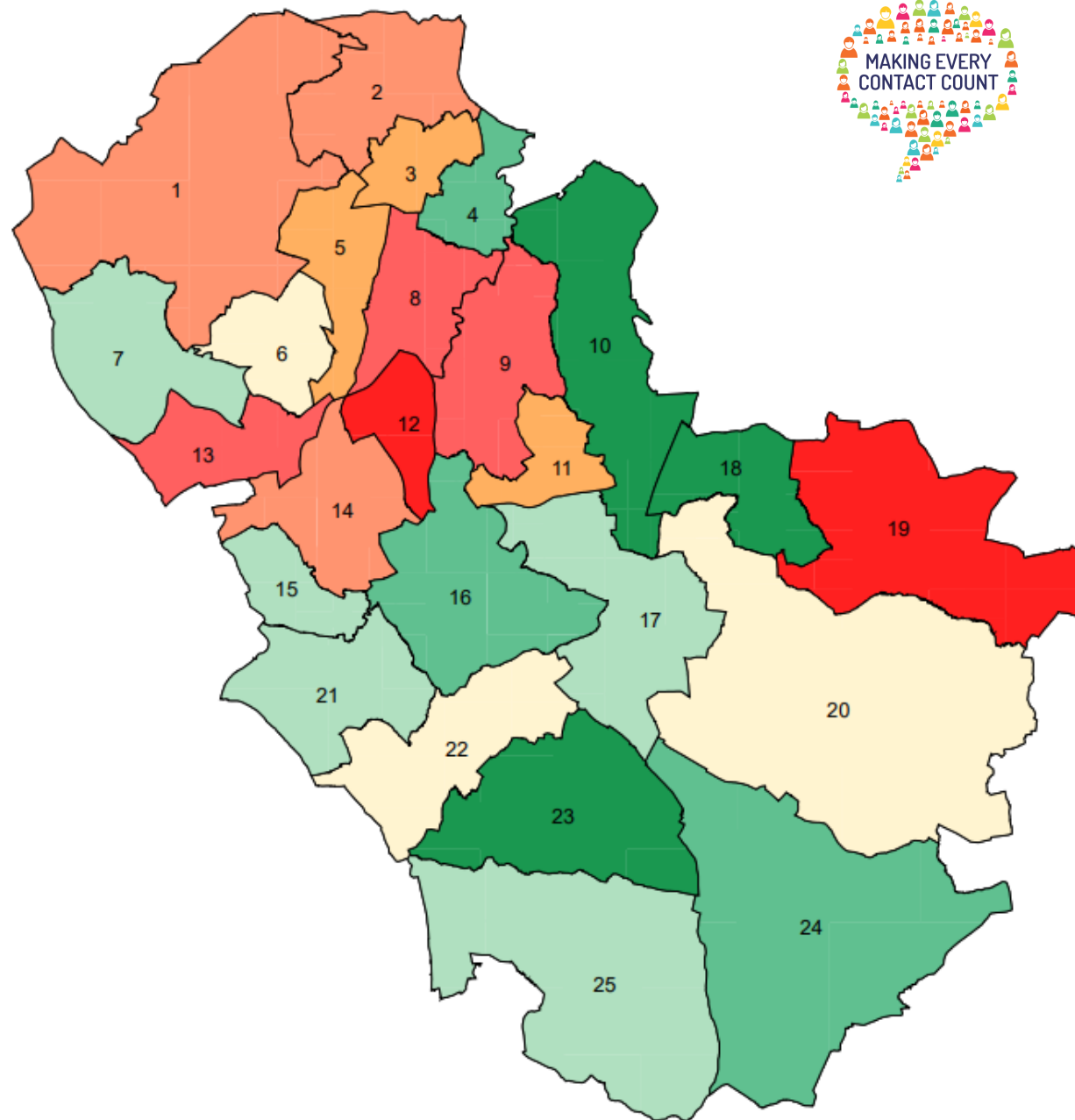


% of Households in Fuel Poverty



Ward Key

- 1 - Hoover Ward
- 2 - Wath Ward
- 3 - Swinton Rockingham Ward
- 4 - Kilnhurst & Swinton East Ward
- 5 - Rawmarsh West Ward
- 6 - Greasbrough Ward
- 7 - Keppel Ward
- 8 - Rawmarsh East
- 9 - Dalton & Thrybergh Ward
- 10 - Bramley & Ravenfield Ward
- 11 - Wickersley North Ward
- 12 - Rotherham East Ward
- 13 - Rotherham West Ward
- 14 - Boston Castle Ward
- 15 - Brinsworth Ward
- 16 - Sitwell Ward
- 17 - Thurgroft & Wickersley South W
- 18 - Hellaby & Maltby West Ward
- 19 - Maltby East Ward
- 20 - Dinnington Ward
- 21 - Rother Vale Ward
- 22 - Aughton & Swallownest Ward
- 23 - Aston & Todwick Ward
- 24 - Anston & Woodsetts Ward
- 25 - Wales Ward



Types of Damp and Mould



Rising Damp



**Plumbing
Faults**

**Penetrating
Damp**



Condensation



Signs of damp and mould

There are several common signs of damp which can help you identify a problem:



**Visible mold
growth**



**Condensation on
windows or pipes**

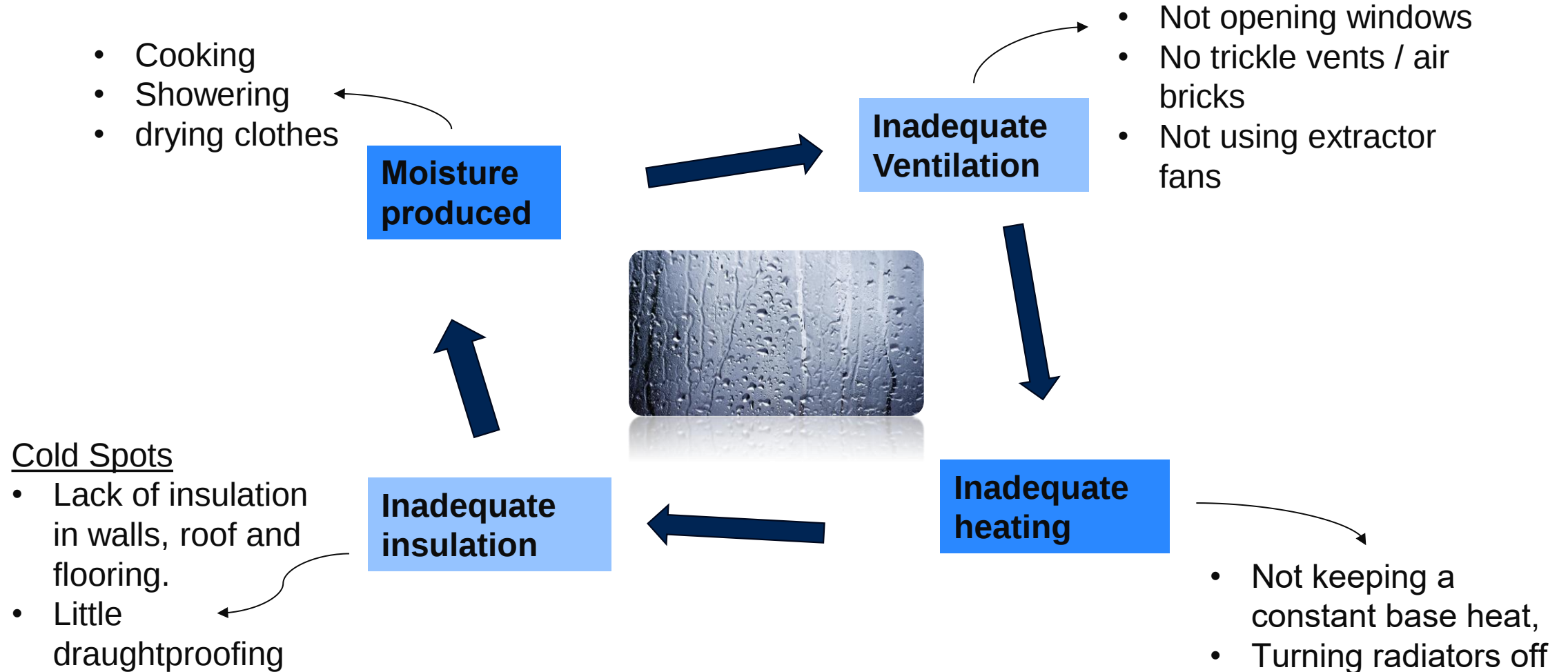


**Peeling paint or
wallpaper**

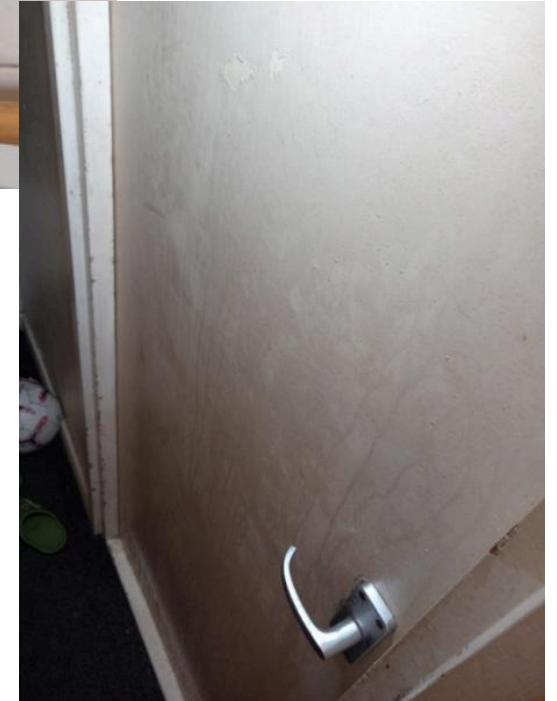


**Peeling caulk
or grout**

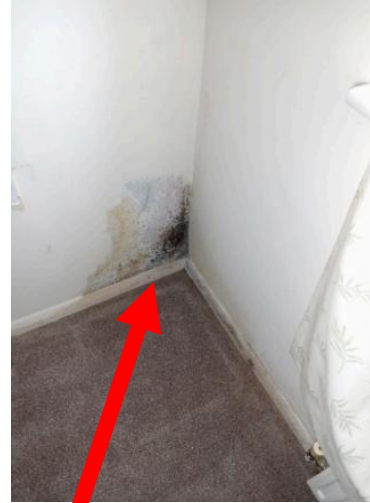
Causes of damp and mould



Condensation examples



Rotherham Examples



Lesser



More severe

Case study – Private Rented

- Three story rented property in Catcliffe
 - Multiple occupancy, including children.
- Child regularly visiting GP with chest infections.
- Reported to Environmental Health team due to lack of landlord intervention.



Case study – our actions

- Legal action under the Environmental Protection Act 1990 (section 80) and Housing Act 2004 (section 12) required the landlord to remove damp and mould and improve ventilation.
- As a result, all mould was removed and moisture levels reduced within 48 hours of the notice being issued.



Awaab's Law

- Aims to improve the safety and living conditions in social housing. This includes landlords addressing hazards such as damp and mould.
- Stricter deadlines for investigating and addressing hazards, including emergency repairs within 24 hours.
- Extended to private sector when Renters Right Bills begins.
- Comes into action, end of October 2025.



Solving the problem

Support people to:

Removing mould in correct and safe manner

Changing Circumstances

Long term behaviour change to reduce chance of re-growth.

Heating



Insulation



Ventilation



Excess moisture



Why is it important now?

Cost of living crisis

- People struggling to afford basics, cannot afford gas and electric, either get in debt or create a cold home.



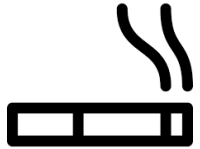
Climate Change

- Increased extreme weather events and warmer climate encourages the growth of mould.



What is MECC?

Making Every Contact Count (MECC) is about staff using the contact they have with service users and the public to give healthy lifestyle information and signpost to local services. MECC topics include:



Stopping smoking

Having a healthy diet & weight



Drinking alcohol within recommended limits

Loneliness



Maintaining your mental wellbeing

Having recommended levels of physical activity



For further information contact
Alexandra.Hart@Rotherham.gov.uk

Ask

What have you noticed/ heard?

Raise the issue, open the conversation

"How easily do you find it to keep your home warm, particularly in cold/winter periods?"

"Do you struggle to afford your energy bills?"



"Have you ever had issues of damp and mould in your house? "

Assist

Empowering self-care

Make links between a person's health and lifestyle habits.

Build person's understanding of the benefits of making a change.



I can give you the contact details of local services or I'm happy to refer you today

Did you know that you may be able to save money by switching suppliers?



Want to check if you're eligible for support to make your home more energy efficient? I can share more info if you're interested.

Act

Offer concise and consistent information

*Signpost to areas of support or
local services*

**“There is a service
called ... that I think
might be able to
help you”**

**“Are you aware of the
local services? I visited
my local ... centre and
they were great...”**



**“The advisor was great, I
felt confident talking to
them and they followed up
based on my
circumstances”**

Council Tenants

Report the issue via email to customerservices@rotherham.gov.uk or telephone (01709) 336009

For complaints

By telephone: Our contact number is (01709) 382 121.

Online form: on the Council website: www.rotherham.gov.uk/complaints.

Email: complaints@rotherham.gov.uk.

Information needed from the tenant:

- Names
- Address
- Contact Details (phone number)

Private & Social Housing

- If you have concerns you should report them to your landlord and if your landlord is a housing association, they will have their own complaints procedure and you have the option of seeking a referral to the Ombudsman if you feel your complaint has not been handled appropriately. Check your landlord's website for more information.
- If they have failed to address the problem you should report the issue to the Community Protection and Environmental Health team. They can be contacted:
 - By telephone: (01709) 823118
 - By email: env.health@rotherham.gov.uk or

On the website: www.rotherham.gov.uk



Damp, Mould and Condensation policy



Council approach to damp and mould in their properties.

“The Council’s responsibility is to ensure our tenants’ homes are safe and healthy. All council homes must comply with the Decent Homes standard, which includes being free of serious hazards like damp and mould.”

The damp, mould and condensation policy states that RMBC will take a pro-active approach to any damp and mould issues within council housing, with a zero-tolerance policy. This includes:

- During tenancy health check visits every 4 years, the housing officer should check each room for signs damp and mould.
- Visiting and investigating within 10 working days to identify the cause of the issues.
- Low level mould can be removed by technical officers, with more in-depth cases specialists will be contracted to remove the mould.
- The council will support the tenants throughout.

Council Staff having the responsibility of reporting all damp and mould cases they encounter in council properties or hear from council tenants.

[Appendix 1 - Damp Mould and Condensation.pdf \(rotherham.gov.uk\)](#)

Community Energy Rotherham

Contact us if you feel a resident is living in fuel poverty or a cold/damp home.

We can help with:

- Referring to the relevant support services available.
- Information on which energy schemes/ support grants are available.
- Understanding an energy bill.

Contact through:

Community-energy-Rotherham@rotherham.gov.uk or online contact form
[Community Energy Rotherham – Rotherham Metropolitan Borough Council](#)



Open Arms – Community Support Hubs



Open Arms is a community-based service will be running till the end of March 2025.

RotherFed, Citizens Advice, Laser Credit Union, and Voluntary Action Rotherham, have partnered to develop and deliver a coordinated response to support communities with the following:

- Energy Advice
- Money Management
- Cost of Living Support
- Digital Skills Support

Each hub will have a drop-in session in each location throughout the day every fortnight and be there for local people when they need us.

[Open Arms - Community Support Hubs - Rotherham Federation](#)

**Drop-in sessions every fortnight
from 9.30am until 3.30pm at:**

East Herringthorpe – Mowbray Gardens Library. (every other Monday)

Future Dates: Monday 4th August, 18th August, 1st September, 15th September, 29th September, 13th October, 27th October, 10th November, 24th November.

Wath – Wath Library. (every other Tuesday)

Future Dates: Tuesday 5th August, 19th August, 2nd September, 16th September, 30th September, 14th October, 28th October, 11th November, 25th November.

Dinnington – Dinnington Library. (every other Wednesday)

Future Dates: Wednesday 6th August, 20th August, 3rd September, 17th September, 1st October, 15th October, 29th October, 12th November, 26th November.

**Munsbrough – Greasbrough Library. (every other Thursday)
(closed lunchtime between 1pm-2pm)**

Future Dates: Thursday 7th August, 21st August, 4th September, 18th September, 2nd October, 16th October, 30th October, 13th November, 27th November.

Maltby – Maltby Library. (every other Friday)

Future Dates: Friday 8th August, 22nd August, 5th September, 19th September, 3rd October, 17th October, 31st October, 14th November, 28th November.

OPEN ARMS COMMUNITY SUPPORT HUB

Rotherham Federation of Communities, Springwell Gardens of Community Centre, Eakwood View, S65 1N4
Telephone: 01709 368515 Email: info@rotherfed.org
Rotherham Federation of Communities Ltd. Charity No.1158600 Company No. 5913521

This project is funded by the UK Government through the UK Shared Prosperity Fund



Access **cost of living support** in a
welcoming and safe space



Money management

- Debt Support
- Benefits advice
- Budgeting and saving



Energy advice

- Energy tips
- Support with energy providers
- Energy debts



Cost of living support available

- Rotherham Federation
- Citizens Advice Rotherham & District
- LASER Credit Union
- Invited organisations



Digital skills support

- Help to get online
- Setting up accounts/ email
- Job search support and help using comparison sites



Community support

- Community get-togethers
- Free family events
- Community group support
- Volunteering opportunities



Regular fortnightly drop in sessions held at the following libraries:
Dinnington, Greasbrough
Maltby, Mowbray Gardens
and Wath



Open Arms
Support Hub Community



@OfRotherham



info@rotherfed.org



01709 368515



www.rotherfed.org



Local support



Green Doctor

Green Doctors are a free service that can visit resident's homes and offer:

- Energy advice and support with energy bills
- Draught proofing work
- Look at home's energy efficiency



People that may be eligible:

- Low income and/or living in debt
- 65+
- People in emergency accommodation
- People living in poor housing conditions.
- People with severe mental illness / dementia / disabilities

<https://groundwork.my.salesforce-sites.com/CadentEnquiryForm>



Local support

Citizens Advice Bureau Rotherham



How we help:

- Check for eligibility for grants, schemes, fuel vouchers and benefits.
- Ways to save money on gas and electric bills
- Energy Debt support
- Help with complaints to your energy provider/s
- Offer teams offer legal advice (including housing rights).



energy@citizensadvicerotherham.org.uk



08082 787911



Text 'ENERGY' to 07860 047512



Book at face-to-face appointment from
Town Centre Office (Upper Millgate)



Now offer home visit appointments

National support



The Money Helper Service (Government backed service)

Free and impartial money advice, set up by government

- Advice and guides to help improve your finances
- Tools and calculators to help keep track and plan ahead
- Support over the phone and online

Tel: 0800 1387777

*Calls are free

Web: <https://www.moneyhelper.org.uk/en>

Messages via WhatsApp

**Money
Helper**

Shelter (The Housing and Homelessness charity)



Shelter's Damp and Mould Guide provides practical support for private, social, and council tenants. It covers:

- **Identifying Damp and Mould:** Early warning signs and associated health risks.
- **Understanding Responsibilities:** Clarifies who is responsible for resolving issues.
- **Communicating with Landlords:** Includes letter templates to help tenants raise concerns.
- **Landlord Duties:** Outlines the actions landlords should take to address problems.
- **Escalating Serious Cases:** Guidance on complaints and further steps if issues persist.

Private tenants can access the tool [here](#)

Council or social housing tenants can assess the tool [here](#).



National Support



Contact your supplier

If you are struggling to pay for energy or think you may get into difficulty, [contact your supplier](#).

The energy regulator rules mean suppliers must offer payment plans you can afford and you can ask for 'emergency credit' if you use a prepay meter and can't top up.

More information on Citizens Advice webpages:

[Get help if you're behind with your energy bills - Citizens Advice](#)



Key points to take away

Having a better understanding how to frame damp and mould conversations.

Understanding the severity of the issues and the resulted impacts caused.

The need and support available in Rotherham.

DAMP AND MOULD SUPPORT

Damp and Mould in a home can have a severe impact on both mental and physical health. Conversations around the topic need to be teachable moments without judgement, while stressing the importance of resolving the issues.

It is important that both physical changes to the home and behavioural changes of the resident take place to reduce the chance of mould re-occurring.



Signs of damp and mould



- Visible mould growth
- Patches of discolouration around windows, walls, ceilings and/or floors.
- Condensation on windows and pipes
- Peeling paint/wallpaper
- Musky smell
- Walls cold to touch

Causes of mould and damp



Excess moisture



Inadequate heating



Inadequate insulation/building materials



Insufficient ventilation

Room temperature 	Impacts
21°C	Perfect habitable room temperature
18°C	Recommended for kitchen and bedroom. No risk to healthy individuals
16°C	Increased risk of respiratory illnesses – colds, pneumonia, flu etc
12°C	Prolonged exposure leads to blood thickening – increasing chances of high blood pressure and stroke
9°C	Body temperature falls, serious long-term impacts on heart, lungs, and brain. Extreme cases can lead to hyperthermia and death

www.rotherham.gov.uk/housing

Rotherham
Metropolitan
Borough Council

PRIVATE RENTED DAMP AND MOULD SUPPORT

People living in private rented accommodation are encouraged to contact their landlord at the earliest opportunity when identifying/dealing with damp and mould in the home. Landlords are responsible for ensuring that accommodation is safe and they must treat damp and mould related issues seriously.

If landlords do not act, contact the Council's Community Protection and Environmental Health team by email: env.health@rotherham.gov.uk or by phone 01709 823118.

COUNCIL HOMES DAMP AND MOULD SUPPORT

Council tenants should report any damp and mould issues via email to: repairs@rotherham.gov.uk or telephone 01709 336009.

Rotherham Council's approach towards damp and mould can be found in the Damp, Mould, and Condensation Policy, which is on the Council's website.

ENERGY SUPPORT FOR EVERYONE

Community Energy Team

- Support internal staff and residents with any queries with energy and services to refer to.
- Helps residents with home energy efficiency grants.

www.rotherham.gov.uk/energy-climate-change/Community-Energy-Rotherham@rotherham.gov.uk

or through our online contact form.

Green Doctor (Groundworks)

Green Doctors offer a free service and can visit residents' homes, will look at a home's energy efficiency, offering energy advice, and draught proofing services. These visits are subject to eligibility.

www.groundwork.org.uk/greendoctor//greendoctoryorkshire@groundwork.org.uk
0300 303 3292

Rotherfed and Citizens Advice

These organisations help with energy, cost of living and money management across all housing tenures.

Rotherfed

www.rotherhamfederation.org/info@rotherfed.org
01709 368515.

Citizens Advice Rotherham

www.citizensadvice-rotherham.org.uk
0800 278 7911

Live Inclusive

Supports people in Rotherham and Doncaster with disabilities and long-term health conditions, including energy support.

www.liveinclusive.org.uk
Email: enquiries@liveinclusive.co.uk
01302 592 400

RotherHive

This is an online service which provides a range of mental health and well-being support and advice for adults in Rotherham, including debt support: www.rotherhive.co.uk

Money Helper

Provides a free and impartial money advice service, with advice and tools to help improve finance management.

Support at: www.moneyhelper.org.uk
0800 1387777.





Any Questions

For any further questions, please contact either
Alexandra.Hart@Rotherham.gov.uk or
Hollie.Downey@rotherham.gov.uk

www.rotherham.gov.uk

Dates of 2025 sessions

Contact Alex Hart for full team training sessions:

Alexandra.Hart@Rotherham.gov.uk

Riverside House

Wednesday 17 September
2pm to 3pm.

Wednesday 15 October
10am to 11am.

Wednesday 12 November
1pm to 2pm.

Online

Tuesday 23 September
1.30pm to 2.30pm.

Tuesday 21 October
1pm to 2pm.

Thursday 20 November
1.30pm to 2.30pm.



MECC Damp & Mould feedback 2025/2026

