

Housing Ombudsman Spotlight Reports Board Assurance - Damp and Mould – “Its not lifestyle”



Adopt a zero-tolerance approach to damp and mould	Raven operates a zero-tolerance approach to damp and mould, supported by an updated Damp, Mould and Condensation Policy and Procedure aligned to Awaab’s Law, defined timescales, and regular multi-service case reviews to ensure issues are actively progressed until resolved.	Communicate clearly with residents throughout	Residents receive clear and consistent communication, including written schedules of works, inspection reports, and ongoing updates via My Raven and direct contact, ensuring transparency at each stage of the process.
Avoid blaming residents; no “lifestyle” assumptions without evidence	Damp and mould cases are assessed through in-person inspections and recorded diagnostic findings. Resident responsibility is only referenced where evidenced, explained clearly, and documented, ensuring no assumptions are made without professional assessment.	Provide support for vulnerable residents (e.g. decant if needed)	Household vulnerabilities are considered during inspections, and where works are extensive or risks remain, appropriate support is provided, including consideration of temporary decants to protect customer safety and wellbeing.
Complete inspections promptly and act on findings quickly	Reports of damp and mould trigger timely in-person inspections, with follow-on actions, deadlines, and post-inspection reviews recorded and monitored through the IPC DMC module to ensure prompt delivery of required works.	Ensure repairs and ventilation improvements are completed fully	Damp and mould works, including ventilation improvements, are tracked end-to-end and subject to six-week post-completion reviews to confirm effectiveness and ensure the issue has been fully resolved rather than temporarily mitigated.
Use qualified surveyors for diagnosis (not guesswork)	Diagnosis is carried out by trained surveyors using recognised inspection techniques, supported by accredited training and, where required, independent specialist surveyors to confirm root causes and appropriate remediation.	Have a data-driven strategy (track patterns across stock)	Raven applies a data-led approach by analysing case trends, repairs data, stock condition surveys, and sensor pilot data to proactively identify patterns, target interventions, and reduce reliance on customer reporting alone.
Keep clear, consistent records of reports, inspections, and actions	A dedicated Damp and Mould module within IPC provides a complete audit trail of reports, inspections, photographs, actions, and communications, supported by mandatory fields, staff training, and quality assurance checks.	Embed damp & mould in asset management and risk frameworks	Damp and mould considerations are embedded within asset management, service redesign, net zero retrofit planning, and corporate risk assurance processes to inform long-term investment decisions and regulatory compliance.

Housing Ombudsman Spotlight Reports Board Assurance - Noise - “Time to be heard”



Decent Homes Standard to reflect modern causes of noise nuisance (not just external/industrial/traffic noise).	Raven meets the Decent Homes Standard however where noise or ASB cases are identified this will be considered on an individual basis.	Review public-facing job descriptions so neighbourhood-management duties are explicitly recognised as part of housing service provision	All front-line staff receive ASB training and have access to Raven’s policy and procedures. There is a dedicated tenancy enforcement team to manage noise and ASB
Integrate acoustics into net zero/insulation plans so thermal works also help noise transference	Where individual cases are identified, independent surveys are commissioned and recommendations considered		
Update void standards particularly in relation to carpet removal and hard flooring	There is a new process for the removal of carpets	Make ASB timescales realistic/achievable and include adherence in governance reporting	Ravens' response times are embedded in our case management system which are reportable.
Create a proactive “Good Neighbourhood Management” policy (separate from ASB) with a menu of options (mediation, information sharing, community activity, dedicated staffing) and a decision matrix	Separate Noise Policy and procedure which has an individual process which takes staff member through various comparison tests to manage noise.	Set clear thresholds in ASB policies for when actions will/won’t be used (avoid unclear or inappropriate escalation)	Policy and procedure sets out clear guidance for reporting noise and ASB.
Implement a triage method to decide if a noise report is ASB or a neighbourhood issue (including considering time of day), and train staff with refreshers/when staff change	Raven management system differentiates cases of noise transference from ASB. There is a standalone guidance and policy for noise nuisance. Training delivered to all new starters and front-line staff	Strengthen allocations approach by assessing community impact for all applicants and considering suitability/mitigations	All applications are assessed by Tenancy Services staff, to consider any community impact.
Separate rent collection from noise-handling roles to avoid perceived conflicts of interest	These are separate teams at Raven	Ensure estate presence is data-led and effective (review staffing presence on estates and how hotspots/priorities are identified)	Raven uses data and recommends sensitive lets where necessary, and checks are carried out as to the suitability of the candidates

Housing Ombudsman Spotlight Reports Board Assurance - Knowledge Management “On the record”

Clarify governance oversight for knowledge and information management	Raven has strong governance oversight through Change Board and DIGG, underpinned by a clear data strategy. Significant asset data cleansing has been completed, customer data gaps (notably protected characteristics) have been identified, and data quality remains a strategic priority.	Benchmark against sector good practice	Raven actively benchmarks through data and KIM conferences and sector networks such as DIN, both sharing and learning good practice.
Implement a clear Knowledge and Information Management (KIM) strategy	A formal data strategy is in place and being enhanced to explicitly define knowledge and information management, with clear ownership. Data retention is also in place.	Review safeguarding policies using data proactively	Raven has delivered the <i>Find the Silence</i> report, uses Power BI to monitor progress and protected characteristics, and applies insight to proactive in-person customer engagement.
Define which data repositories are used for which datasets	Raven has clear application and data architecture diagrams that define which repositories should be used for each dataset and purpose.	Strengthen Equality Act training linked to data and knowledge management	Equality, EDI, Put Customers First, and Data Literacy training are in place. Gaps have been identified around induction and refresher training, and this remains under development with clear ownership.
Maintain an up-to-date Information Asset Register	An IAR exists and operates alongside ROPA. It is under review to ensure continued relevance and completeness, with updates scheduled.	Improve recording and management of customer vulnerabilities	Vulnerabilities are recorded in CRM at key points, supported by flags and alerts. A data collection project refreshed IPC fields, improved accuracy, and strengthened proactive support.
Use outcomes-focused data analysis aligned to business strategy	Raven uses OKRs and milestones to explicitly link data collection and analysis to business priorities and outcomes.	Develop and embed organisational data recording standards	Standards are being developed through the Data Dictionary and business glossary, co-created with SMEs and embedded through ongoing governance training.
Set and monitor clear data standards with consequences	Raven has a mature Data Governance Framework, Quality Framework, Issue Resolution Process, trained Data Owners and Stewards, and a SharePoint microsite acting as a single source of truth. About to go live with IPC standards refresh.	Ensure staff can use systems and extract data effectively	Staff access data through D365 views, Excel extracts, system reports, and Power BI dashboards. A wider reporting framework and training model is in place and continues to mature.