



PEAKS & PLAINS
Housing Trust

The Trust

Hoarding Policy

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1. INTRODUCTION

- 1.1. This policy sets out how we will deal with Trust properties that are hoarded and our approach to supporting customers who have hoarding behaviours. Through the implementation of this policy we aim to reduce the risks associated with hoarding.
- 1.2. We will work with people who have hoarding behaviour in a fair and transparent way and our staff will be provided with thorough training on how to deal with properties that are hoarded.
- 1.3. The Trust will monitor the progress of hoarding cases and take a “twin track” approach, ensuring both support and enforcement are considered and implemented where necessary. The Trust will work in partnership with the local authority, Fire and Rescue Service and other agencies, where necessary, to ensure that this is achieved.
- 1.4. Hoarding affects between three to five percent of the UK population. It is crucial that all Trust colleagues and external contractors report concerns regarding property condition to the Customer Support & Enforcement team at the earliest opportunity, whereupon referrals will be made to the Tenancy Sustainment team for further investigation and support. Evidence shows that early intervention in hoarding cases has better outcomes for customers.
- 1.5. The Trust recognises that working with customers who experience hoarding behaviours can be a long process and may require significant resources to ensure that behavioural change is established in order to prevent hoarding re-occurring.
- 1.6. Colleagues from across the Trust will work collaboratively with customers who are experiencing hoarding to improve wellbeing, improve property condition standards, change behaviours, connect with long term sustainable support networks and reduce isolation.

2. SCOPE

- 2.1. This document should be used by all employees, contractors and volunteers of the Trust to understand the obligations placed upon the organisation to maintain a safe environment for customers and employees within our properties.
- 2.2. This policy applies specifically to properties which have been identified as being hoarded or where the Trust provides a service to its customers and any additional service users within its accepted remit.
- 2.3. This Policy addresses the following areas:
 - Differences between collecting, clutter, problem clutter and hoarding.
 - Understanding compulsive behaviour associated with hoarding.
 - Information about hoarding disorder.
 - The importance of collaborative partnership working.
 - Risks associated with problem clutter and hoarding.
 - Information that can be provided to customers.

- Interventions and legal action that may be taken.
- Guidance on managing cases of hoarding and dirty properties.

2.4. This Policy should be read in conjunction with the hoarding procedure.

3. LEGAL & REGULATORY REQUIREMENTS

3.1. Customers of the Trust should comply with the terms of the tenancy agreement relating to acts of nuisance, pets, internal decorations, damage and access to property (different sections apply depending on the version of tenancy agreement). The Trust also has legal and regulatory obligations to ensure that its tenants' homes are safe, including gas and electrical safety – which may be difficult to fulfil in a hoarded property.

3.2. The Care Act 2014 places specific duties on the local authority in relation to self-neglect. The local authority and partners must act when the individual:

- Has a need for care and support
- Is experiencing, or is at risk of, self-neglect,
- And as a result of additional needs is unable to protect themselves against self-neglect.

3.3. The Mental Health Act 1983 provides legal powers which may assist gaining a Mental Health Act assessment for customers who live in hoarded properties. "Working Together: the Safeguarding of Children" (2018) places duties on registered providers to identify and report any safeguarding concerns to the local authority.

3.4. Other legal powers used to tackle hoarded properties can be found in the Environmental Protection Act 1990, Public Health Act 1984, Prevention of Damage by Pests Act 1949 and Animal Welfare Reform 2006.

3.5. The Trust will follow legislation and positive practice guidelines regarding Data Protection and confidentiality. Information will be shared with statutory agencies where required by law. In other circumstances, wherever possible, personal sensitive information will be kept confidential.

3.6. This Policy and associated procedure have been written with regard to relevant legislation which includes the following non-exhaustive list:

- The Care Act 2014
- Equality Act 2010
- Environmental Protection Act 1990
- Public Health Act 1984
- Prevention of Damage by Pests Act 1949 and Animal Welfare Reform 2006
- Anti-Social Behaviour, Crime and Policing Act 2014
- Housing and Regeneration Act 2008
- The Children Act 1989 & 2004
- Anti-Social Behaviour Act 2003
- Human Rights Act 1998
- Mental Capacity Act 2005

- Crime and Disorder Act 1998
- Crime and Security Act 2010
- ASB and Hate Crime Policy
- Criminal Justice Act 2003
- Data Protection Act 2018 and subsequent Regulations Housing Act 1996 Housing Act 1988
- Homelessness Reduction Act 2017
- The Charter for Social Housing Residents

4. DEFINITIONS

- 4.1. Compulsive hoarding or collecting is a behaviour which demonstrates excessive collecting of items (frequently with little emotional or financial value) which the person is unable or unwilling to discard.
- 4.2. Hoarding is often linked with mental health conditions such as OCD (Obsessive Compulsive Disorder), however it is a diagnoseable condition in its own right. Other factors such as bereavement, ill health, traumatic childhood events or old age can increase the risk of developing hoarding tendencies. When hoarding is severe, it can lead to fires, falling / tripping, poor personal hygiene, self-neglect, deteriorating mental health, social isolation and other health concerns for the customer and those living around them. In addition to these concerns, hoarding can lead to damp and mould problems arising in hoarded properties with the ensuing health concerns raised by this environment.
- 4.3. The Trust will differentiate between customers who experience hoarding tendencies, and customers who may present with a cluttered, messy or dirty property but do not have hoarding tendencies.
- 4.4. People who experience Hoarding Disorder have an emotional connection with their belongings, no matter their perceived value, and have great difficulty with letting things go. For customers who present with cluttered, messy or dirty homes, it is important we establish how they feel about their home and belongings and how willing they are to discard things that are no longer needed. Colleagues may need to adapt their approach for customers who are struggling to discard their belongings.
- 4.5. Tenants with Hoarding Disorder frequently have poor insight into the problems caused by their hoarding behaviour and may not view their situation as problematic believing that they will have a future use for hoarded objects. Building a positive rapport with customers who experience hoarding behaviours is key to keeping the customer engaged during the process, it may be necessary for the officer to challenge the customer on their beliefs regarding their belongings to reach a positive outcome.
- 4.6. **Collecting**
- 4.6.1. Items generally centre around a specific theme, e.g. stamps or models. Items are acquired through planned searches, mainly purchased and are limited in number. Items usually

have a positive or pleasurable impact and do not normally cause financial distress or impairments to home, work and social life.

4.7. **Normal Clutter**

4.7.1. Items may or may not have a specific theme. Items are not acquired in a planned fashion and the acquisition is not excessive.

4.8. **Problem Clutter**

4.8.1. The amount of clutter interferes with everyday living for example, the customer is unable to use their kitchen or bathroom or cannot access rooms. The clutter is causing significant distress or negatively affecting the quality of life of the customer or their family. The clutter may have an impact upon the health and safety of the customer or their family.

4.9. **Hoarding**

4.9.1. In June 2018, the World Health Organisation (WHO) released its new International Classification of Diseases (ICD11) and hoarding is now classified as a medical condition.

4.9.2. *“Hoarding disorder is characterised by accumulation of possessions due to excessive acquisition of or difficulty discarding possessions, regardless of their actual value. Excessive acquisition is characterized by repetitive urges or behaviours related to amassing or buying items. Difficulty discarding possessions is characterized by a perceived need to save items and distress associated with discarding them. Accumulation of possessions results in living spaces becoming cluttered to the point that their use or safety is compromised. The symptoms result in significant distress or significant impairment in personal, family, social, educational, occupational or other important areas of functioning.”*

4.10. **Clutter Image Rating (CIR) – see Appendix A**

4.10.1. Identifying and classifying problem clutter and hoarding behaviour can be subjective as what it means to have a cluttered home can vary from person to person. The layout of each home is different, clutter may be stored at different levels within a room. The action and support to offer the tenant will depend on the level of clutter in the property, and how this hoarding behaviour affects the health and safety of all occupiers.

4.10.2. To ensure a consistent approach between professionals, the CIR was developed by psychologists specialising in the treatment of people with hoarding disorder. The CIR is a visual assessment tool that allows objectivity when assessing the level of hoarding that we are presented with. It provides consistency using a common language and reference point when discussing concerns with occupiers and partner agencies, and when notifying them of hoarding concerns.

- 4.10.3. It shows a rising pictorial scale of nine equidistant photos showing clutter in three rooms – living room, bedroom and kitchen. The CIR should be used to assess the level of clutter in the home by selecting the image which best matches the clutter in each room. The CIR pictures are accompanied by brief bullet point guidance of what actions are necessary for the different levels of clutter.

5. OUR POLICY

- 5.1. The Trust is committed to identifying potential hoarding problems at the earliest possible opportunity and making positive intervention to reduce risk and support the Trust's customers.

- 5.1.1. The hoarding workbook has been produced to support and provide guidance to staff who are working with a customer who has been identified to be experiencing hoarding or who is struggling to maintain the condition of their property. The clutter rating scale document should be completed at the earliest opportunity.

5.2. Early Intervention

- 5.2.1. We will identify customers who may be hoarding, by using the Clutter Image Rating Scale. See Appendix A.

- 5.2.2. We will use the Clutter Image Rating Scale to assess the degree of hoarding, to provide a measured response to the issue dependent upon its severity.

- 5.2.3. Each case will be assessed on an individual basis and responses will be appropriate to the circumstances of the person involved. It may be necessary to vary steps to ensure a person-centred approach. Supportive action can assist an individual with hoarding tendencies in addressing some of the behaviours. Staff should always explore what support is required and make the necessary referrals. Where a person is not currently engaged, but appears willing to accept assistance, we will:

- Persevere to find ways to engage with the customer and we will work over a long period of time to get a result, risk dependant;
- Find the right person who can best engage with the customer – this may not be the person who would normally take the role but an effective relationship where there is trust is essential to getting successful outcomes;
- Set up multi-agency meetings early on to determine who has the best engagement and how efforts can be co-ordinated most effectively;
- Invest in resources as these cases take a disproportionate amount of time compared to other support cases. Damage as a result of hoarding can result in costly repair works so preventative work is key and cost effective in the long run;
- Arrange for items to be collected on the same day as the clearance to ensure the customer does not bring items back into their home; and
- When a case is resolved, regular check-up visits are needed to ensure the issue does not occur again.

5.2.4. Where support is offered but refused, it is important to note this in the case records, as this may be crucial evidence later, if legal action should be required. Where a customer has capacity, the Trust will respect their decision to refuse support. In cases where the customer lacks capacity the Trust will work in the customer's best interests with the relatives or organisation that is representing the customer.

5.3. **Working with Partners**

5.3.1. The Trust will work with local Safeguarding boards, local multi-agency groups, Local Strategic Partnership Boards and Local Safer Partnerships to explore, develop and embed an integrated and coordinated approach to addressing customers' needs and reducing the impacts of clutter and hoarding on those living in our housing stock.

5.3.2. The Trusts key partners and relevant contacts in addressing the impact of clutter and hoarding are (non-exhaustive):

- Cheshire East Local Authority/Cheshire West and Derbyshire/High Peak
- Cheshire Fire and Rescue Service
- Cheshire/Derbyshire Wellbeing Service

5.3.3. The processing of Personal and Sensitive Personal Data collected from customers and third parties in connection with this Policy will be undertaken in accordance with the Principles of the Data Protection Act 1998 and the Trust's Data Protection Policy.

5.3.4. Referrals will be made to the Local Authority , and where necessary the Trust can request a needs assessment as set out within the Care Act 2014:

Work with people who self-neglect is supported by the following laws and powers:

Health and Social Care

The Care Act 2014 Care and support statutory guidance - GOV.UK (www.gov.uk)	S1	Duty to promote wellbeing
	S9 & S11	The Local Authority must undertake a needs assessment, even when the adult refuses, where: - it appears that the adult may have needs for care and support, - and is experiencing, or is at risk of, abuse and neglect (including self-neglect). This duty applies whether the adult is making a capacitated or incapacitated refusal of assessment.
	S42	The Local Authority must make, or cause to be made, whatever enquiries it thinks necessary to enable it to decide what action should be taken in an adult's case, when: The Local Authority has reasonable cause to suspect that an adult in its area: - has needs for care and support, - is experiencing, or is at risk of abuse or neglect (including self-neglect), and, - as a result of those needs is unable to protect himself or herself against abuse, or the risk of it.
	S67/68	Provision of advocacy or a person involved in a safeguarding enquiry and / or an assessment of care and support needs and without an advocate the person would have substantial difficulty: - understanding or retaining relevant information - using or weighing information as part of the process of being involved - communicating views, wishes and feelings and there is no appropriate person to represent and support during the enquiry / assessment.
	S6 / 7	A general and specific duty of cooperation between the local authority and relevant partners in relation to people with care and support needs. Cooperation includes communication, information-sharing and decision making.
No Recourse to Public Funds		Some individuals with no recourse to public funds may be given assistance under the Care Act 2014 provided that their needs for care and support have not arisen solely because of destitution or the physical effects, or anticipated physical effects, of being destitute.- Provision can include accommodation owing to the individual's need for care and attention.
Mental Capacity Act 2005	S2	A mental capacity assessment must be undertaken where there is reason to doubt the person's capacity to make relevant decisions. It is important to adequately explore how an individual understands, retains, uses or weighs relevant information. Assessment of capacity may not be a

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5.4. **Safeguarding**

- 5.4.1. Problem clutter and hoarding on its own will not automatically trigger a safeguarding adult or child at risk referral. However, when it is identified that it is likely that the safety, physical and mental wellbeing of a customer or their family is significantly compromised, this may trigger a safeguarding referral.
- 5.4.2. Where the person's problem clutter or hoarding puts their independence and well-being at risk, and/or will lead to deterioration in their ability to protect themselves from harm, a safeguarding referral will be made to Adult Social Services and the Fire Service.
- 5.4.3. In cases where persons under the age of 18 are identified as being at risk. The matter would automatically become a child protection issue and should be dealt with accordingly by making a referral to Childrens Services and the Fire Service.

5.5. **Mental capacity**

- 5.5.1. Consideration needs to be given at an early stage to the tenant's mental capacity in order to determining if they have the mental capacity to understand and make informed decisions regarding the concerns around their apparent hoarding behaviour.
- 5.5.2. The Mental Capacity Act applies to everybody who has dealings with people who may lack capacity, and particularly if they have a professional relationship with the person.
- 5.5.3. We will comply with the requirements set out in the Mental Capacity Act 2005 and will consider the Act's five key principles during interactions with customers:
 - A presumption of capacity – every adult has the right to make his or her own decisions and must be assumed to have capacity to do so unless it is proved otherwise
 - Supporting individuals to make their own decisions – a person must be given all practicable help before anyone treats them as not being able to make their own decisions.
 - Unwise decisions – just because an individual makes what might be an unwise decision, they should not be assumed to lack capacity to make that decision.
 - Best Interests – an act done, or decision made under the Act for or on behalf of a person who lacks capacity must be done in their best interests.
 - Least restrictive option – any decisions, treatment or care for someone who lacks capacity must always follow the path that is the least restrictive of their basic rights and freedoms.
- 5.5.4. We will take the opportunity to confirm capacity when appropriate (eg.at tenancy sign up, review and termination; during arrears discussions, anti-social behaviour incidents and complaints).

5.6. Risks

5.6.1. The key risks associated with clutter and hoarding include:

- Health and safety.
- Fire Safety.
- Access for Essential Works

5.6.2. These risks are considered in more detail below.

5.7. Health & Safety

5.7.1. Problem clutter and hoarding can pose a health risk to the person and anyone who lives in or visits their house. For example, it can:

- make cleaning very difficult, leading to unhygienic conditions and encouraging rodent or insect infestations
- be a fire risk and block exits in the event of a fire
- cause trips and falls
- fall over or collapse on people, if kept in large piles.
- Support condition within which damp and mould can occur

5.7.2. The family living with the hoarder also suffer and can go on to experience mental health issues such as depression, loneliness and social isolation. Respiratory issues are also commonplace amongst hoarders and occupants.

5.7.3. Information and signposting will be given to the customer as well as appropriate referrals made to Social Services and the Fire Service as required.

5.7.4. Staff will need to make use of the Trust's E20 Health and Safety reporting system as part of their response to a hoarding concern.

5.8. Fire Safety

5.8.1. Problem clutter and hoarding increases the risk of fire occurring and makes it more difficult for people living in the property to evacuate safely. Fire can spread to neighbouring properties if the level of hoarding is severe or if flammable items such as gas containers are being stored.

5.8.2. It can also pose a high risk to emergency services when attending the scene, hampering firefighting and rescuing operations.

5.8.3. A person centred approach is advised by the National Fire Chiefs Council and is relevant to the Trust as follows:-

- Eliminate the hazard - Work with the customer and other agencies to ensure that the customer is keeping exits and entrances clear, being able to shut doors and has a good night time routine. Give advice regarding the benefits of clearing items. Help can be provided through local health care referral pathways.

- Reduce the hazard - Change behaviours to avoid the hazard of clutter and hoarding and storage of items (household waste management, waste collection routine, individual pride).
- Isolate the hazard - Examine options in terms of removal of items of clutter. This must be done with carer/health professional input to ensure there is no detriment to the mental health of the occupier.
- Control the hazard - Remind and prompt landlords and health partners about the fire safety issues. Provide information and follow-up advice via further visits, phone calls, information on websites, partner agency newsletters, campaigns etc. Work with local safeguarding boards to address issues through multi-agency involvement.
- Fire safety equipment - Provide interventions, or recommend that interventions be provided, which are appropriate to the risk. These may include additional smoke and heat detection in areas where more risk is evident. Consideration should also be given to the working with local authority partners to secure a care line link in the event of an emergency. Request that the homeowner shares details with the Fire Service with regard to where they are sleeping in the property and consider the clutter rating level.

5.9. **Access for essential works**

- 5.9.1. The Trust has rigorous legal and regulatory compliance obligations designed to keep our homes and customers safe, for example, annual gas safety checks. When a property is hoarded, the Trust may be impeded from carrying out these obligations.
- 5.9.2. Whilst we will strive to work with and support customers with hoarding behaviour, ultimately the Trust's legal compliance obligations are primary in our approach to hoarded properties.
- 5.9.3. Where necessary we will take enforcement action to resolve hoarding when this is necessary to secure the safety of the customer and allows the Trust to complete its legal and regulatory responsibilities.

5.10. **Legal Action**

- 5.10.1. The Trust will, if necessary, take legal action in hoarding cases. There are several legal enforcement actions that are available to the Trust to attempt to abate issues with problem clutter and hoarding. These include:-
- Injunctions / Orders for Specific Performance – An Order requiring the customer to either do or not do an action, including providing access.
 - Possession Order – An Order granted by the Court for possession of the property.
 - Warrant of Possession – Enforcement of a Possession Order by the Court bailiffs and the end of the tenancy.
 - Closure Order (assistance of Local Authority or Police) – An Order to restrict access to the property.
- 5.10.2. When the customer may suffer from hoarding disorder or any other physical or mental health conditions, the Trust will consider whether legal action is appropriate and any

lesser measures that could be utilised by the Trust to negate the risk. A full proportionality assessment should be completed before commencing any form of legal action.

5.11. **Court of Protection (COP)**

5.11.1. Where appropriate, the Trust will make an application to the COP for a deputy to be appointed when an individual is incapable of making decisions. The COP has jurisdiction over the property, financial affairs and the personal welfare of people who lack mental capacity to make decisions for themselves. The Trust can make an application to the COP for a deputy to be appointed when an individual is incapable of making decisions. There are a wide range of remedies, including the deputy granting authority to access the current accommodation for inspection and/or for clearance or removal to storage.

5.12. **Monitoring of Cases**

5.12.1. If a case has been resolved and the property brought back to a good standard then we will monitor these cases at 1 month, 2 months, 3 months and then a final 6 month check.

6. **EQUALITY, DIVERSITY & INCLUSION**

6.1. The Trust will tailor its support for tenants with hoarding behaviour and will take a person centred approach to meet the diverse needs of individuals. We will ensure that the customer has capacity and take appropriate action if they do not, in order to ensure their rights are respected.

6.2. Notwithstanding the condition of their home, the Trust will treat people with hoarding and clutter issues with dignity and respect. We will be non-judgemental at all times, and provide support that is sensitive to any protected characteristics of the person we are supporting.

6.3. All action taken by the Trust will be in accordance with the requirements of current legislation.

6.4. An Equality Impact Assessment has been conducted on this Policy

7. **RESPONSIBILITIES**

7.1. **Board and the Executive**

7.1.1. The Trust's Board will receive regular reports detailing the action and support the Trust has provided to reduce the risk of hoarding. We will report annually to the Board through the Safeguarding report including hoarding cases and actions.

7.1.2. The Executive team will approve this policy and have overall responsibility for its implementation. The Executive will also receive performance reporting on the Trust's hoarding process and cases.

7.2. **Operational Lead**

- 7.2.1. The Head of Customer Experience will be responsible for the operational implementation of the policy and will regularly review its effectiveness in light of operational performance and any changes to regulation and legislation.
- 7.2.2. Working with households who have clutter and hoarding behaviour is the remit of the Trust's Sustainment team, led by the Customer Support and Enforcement Manager. The Customer Support and Enforcement Manager will prepare and report key performance indicators for hoarding to senior management.

7.3. **Sustainment Team**

- 7.3.1. The Trust's Sustainment team will be responsible for the triage, response and actions in hoarding cases. Sustainment officers will manage cases under the supervision of the Trust's Customer Support and Enforcement Manager.

7.4. **All staff**

- 7.4.1. Responsibility for the implementation of this policy rests with all staff and contractors working on behalf of the Trust, whether that work is paid or voluntary. Responsibilities include the reporting of and/or the management of any incidents. If any member of staff has any concerns about the safety or wellbeing of a child and/or adult at risk, they must immediately follow the Trust's Safeguarding Policy.
- 7.4.2. Failure to comply with these obligations may result in disciplinary action in accordance with the Trust's Disciplinary Procedure.

7.5. **Risk Management – Carrying out Works and Recharges**

- 7.5.1. Managing cases of Hoarding and poor property condition is a key responsibility for housing, care and support providers. The Trust will seek to mitigate business risk through this policy.
- 7.5.2. People with hoarding behaviour can accumulate volumes of rubbish or clutter leading to unsafe and unhygienic conditions to the property which can impose a significant health and safety and fire risk.
- 7.5.3. Where there is a risk to the health, safety & wellbeing to customers, contractors, staff and/or the public due to the customers hoarding tendencies, the Trust will carry out works to return the property to a safe standard.
- 7.5.4. The customer may be recharged for works carried out in relation to hoarding that fall outside the landlord's legal obligations. An example of this could be the elevated risk of fire and blocked access routes, as well as the increased risk of vermin or damage being caused to the property.

7.5.5. This will also apply if contractors are unable to gain safe access to a property to complete repairs, planned works or carry out statutory & legal inspections (i.e. Annual Gas Safety checks, Legionella, etc.). This list is not exhaustive.

8. MONITORING AND REPORTING

8.1. The Trust will measure and monitor cases, and outcomes to ensure cases are managed effectively. Key performance monitoring information will be shared with the Trust’s Senior Managers, Executive Leadership Team, and Board, and will be publicised.

9. CONSULTATION

9.1. This policy will be reviewed in consultation with customers and senior managers.

10. REVIEW

10.1. This policy will be reviewed every three years, or earlier if required by statutory, regulatory, legislative or best practice requirements or the need to update this policy following reviews of other Trust wide policies or improvements identified by service reviews, scrutiny or feedback from customers.

11. ASSOCIATED DOCUMENTS

- Clutter Rating Scale – Appendix A
- Anti-Social Behaviour Policy
- Safeguarding Policy
- Safeguarding Procedure
- Domestic Abuse Procedure
- Domestic Abuse Within the Workplace Procedure
- Code of conduct
- Complaints and Compliments Policy
- Health and Safety Policy
- Whistleblowing Policy
- Workplace Violence and Abuse Policy

POLICY INFORMATION

Policy Name:	Hoarding Policy
Status:	Final
Approved by:	EMT
Drafted By:	Customer Support & Enforcement Manager
Date approved:	4 May 2023
Next Review Date:	May 2026

Appendix 1 – Clutter Image Rating Scale

Kitchen



Level 1

1



2



3



Level 2

4



5



6



Level 3

7



8



9

Bedroom



Level 1

1



2



3



Level 2

4



5



6



Level 3 7



8



9

Living Room



Level 1 1



2



3



Level 2 1



2



3



Level 3 1



2



3

LEVEL 1 CLUTTER IMAGE RATING 1 - 3 No specialised assistance is needed. If the resident would like some assistance with general housework or feels they are declining towards a higher clutter scale, appropriate referrals can be made.	LEVEL 2 CLUTTER IMAGE RATING 4 – 6 Household environment requires professional assistance to resolve the clutter and the maintenance issues in the property.	LEVEL 3 CLUTTER IMAGE RATING 7 - 9 Household environment will require a collaborative multi agency approach involving a wide range of professionals. This level constitutes a Safeguarding alert due to the significant risk to health of the householders, surrounding properties and residents.
<p>1. Property structure, services & garden area All entrances and exits, stairways, roof space and windows accessible. All services functional and maintained in good working order. Garden is accessible, tidy and maintained</p> <p>2. Household Functions No excessive clutter, all rooms can be safely used for their intended purpose. All rooms are rated 0-3 on the Clutter Rating Scale No additional unused household appliances appear in unusual locations around the property Property is maintained. Property is not at risk of action by Environmental Health.</p> <p>3. Health and Safety Property is clean with no odours, (pet or other) No rotting food No concerning use of candles No concern over flies Residents managing personal care No writing on the walls Quantities of medication are within appropriate limits, in date and stored appropriately.</p> <p>4. Safeguard of Children & Family members No Concerns for household members</p> <p>5. Animals and Pests Any pets at the property are well cared for No pests or infestations at the property</p> <p>6. Personal Protective Equipment (PPE) Household environment is considered standard. No PPE required No visit in pairs required.</p>	<p>1. Property structure & services Only one major exit is blocked Only one of the services is not fully functional Concern that services are not well maintained Garden is not accessible due to clutter, or is not maintained Evidence of light structural damage including damp Interior doors missing or blocked</p> <p>2. Household Functions Clutter is causing congestion in the living spaces and is impacting on the use of the rooms for their intended purpose. Clutter is causing congestion between the rooms and entrances. Some household appliances are not functioning properly and there may be additional units in unusual places. Evidence of outdoor items being stored inside</p> <p>3. Health and Safety Kitchen and bathroom are not kept clean Offensive odour in the property Resident is not maintaining safe cooking environment Some concern with the quantity of medication, or its storage or expiry dates. No rotting food Resident trying to manage personal care but struggling</p> <p>4. Safeguard of Children & Family members Hoarding on clutter scale 4 -7 doesn't automatically constitute a Safeguarding Alert. Please note all additional concerns for householders Properties with children or vulnerable residents with additional support needs may trigger a Safeguarding Alert under a different risk.</p> <p>5. Animals and Pests Pets at the property are not well cared for Resident is not able to control the animals Animal's living area is not maintained and smells Light insect infestation (bed bugs, lice, fleas, cockroaches, ants, etc.)</p> <p>6. Personal Protective Equipment (PPE) Latex Gloves, boots or needle stick safe shoes, P3 particle mask hand sanitizer, insect repellent. PPE required</p>	<p>1. Property structure, services & garden area Limited access due to extreme clutter outside the Garden not accessible and extensively overgrown Services not connected or not functioning properly Property lacks ventilation due to clutter Evidence of structural damage including damp Interior doors missing or blocked open Evidence of indoor items stored outside</p> <p>2. Household Functions Clutter is obstructing the living spaces and preventing the use of the rooms for their intended purpose. Beds inaccessible or unusable due to clutter or infestation Entrances, hallways and stairs blocked or difficult to pass Toilets, sinks not functioning or not in use Resident at risk due to living environment Household appliances are not functioning or inaccessible Occupier has no safe cooking environment Occupier is using candles No evidence of housekeeping being undertaken Concern for declining mental health Property is not maintained Property is at risk of notice being served by Environmental Health</p> <p>3. Health and Safety Human urine and or excrement may be present Excessive odour in the property, may also be evident from the outside Rotting food may be present Evidence of unclean, unused and or buried plates & dishes. Broken household items not discarded e.g. broken glass or plates Concern with the integrity of the electrics Inappropriate use of electrical extension cords or evidence of unqualified work to the electrics. Concern for declining mental health</p> <p>4. Safeguard of Children & Family members Hoarding on clutter scale 7-9 constitutes a Safeguarding Alert. Please note all additional concerns for householders</p> <p>5. Animals and Pests Animals at the property at risk due the level of clutter in the property Resident may not be able to control their animals Animal's living area is not maintained and smells Hoarding of animals at the property Heavy insect infestation (bed bugs, lice, fleas, cockroaches, ants, silverfish, etc.) Visible rodent infestation</p> <p>6. Personal Protective Equipment (PPE) Latex Gloves, boots or needle stick safe shoes, P3 particle mask, hand sanitizer, insect repellent. Visit in pairs required</p>

Appendix 2 – Customer Risk Assessment

RISK ASSESSMENT FORM

This form is to be used during the inspection of a property with problem clutter or hoarding issues.

Address:			Date of Inspection:		
Tenant(s) Name(s):			Occupiers:		
Any known vulnerabilities/disabilities/ medical issues?			GP & contact details:		
Any Pets?					
Room	Rating & Issue	Action Required	Room	Rating & Issue	Action Required
Any other relevant information:					

Signed on Behalf of Peaks & Plains Housing Trust

Signed..... Date.....

Name

Appendix 3 – Customer Action Plan

Address:			Date of Inspection:		
Tenant Name:			Date of Next Visit:		
Which room(s) or areas are affected and how are they affected?	What needs to be achieved (agreed action and outcome)	By when and by whom	Support identified and agreed	Any other agency involvement (detail actions and activities)	Progress and date of check
Any other relevant information:					

Signed on Behalf of Peaks & Plains Housing Trust

Signed..... Date.....

Name

Signed on Behalf of the Tenant

Signed.....

Date.....

Name

Appendix 4 – Customer Information Sheets

FIRE SAFETY TIPS

If you store large amounts of possessions in and around your home, you can help keep yourself safe from fire by following the advice below.

Our 'top tips' are small, simple steps that can easily be included in your regular weekly/daily clearance sessions.

Top tips

1. Whether you use a traditional oven/hob, or other methods of cooking such a portable stove, make it a priority to keep the cooking area clear.
2. Do not place items on or close to heaters, lamps or other electrical equipment.
3. Do not store cylinders in your home as they are a serious hazard during a fire.
4. If you have a medical need for cylinders, they should be kept upright and outdoors where possible – never store cylinders in basements, under stairs or in cupboards with electric meters/equipment.
5. If you smoke, use a proper ashtray that won't burn and put it on a flat, stable surface so that it can't tip over easily. Don't leave your lit cigarettes unattended.
6. Put candles/tea lights in heat resistant holders that hold the candle/tea light firmly and ensure it is placed on a flat, stable, heat resistant surface.
7. Keep candles/tea lights away from anything that can catch fire, and never leave them unattended.
8. Make sure you have a working smoke alarm and test it weekly.
9. Plan and practise how to escape from your home in case of a fire.
10. Choose an escape route and keep it clear of possessions – in the event of a fire this will help you to escape quickly or allow fire fighters to reach you if you are unable to escape.
11. Ensure possessions are stored on stable surfaces and do not stack items to a height that they become unstable – they could fall over blocking your escape.
12. Newspapers and mail stored in bulk are highly combustible and will cause a fire to spread rapidly.
13. Sort mail and newspapers on the day you receive them and recycle them on a regular basis.
14. In the event of a fire, do not attempt to put it out yourself – leave your home straight away and call the fire service once you are safely outside.
15. Do not stop on your way out to collect possessions and do not go back inside once you have escaped.
16. If you feel that you need some help or assistance with the above, there are many organisations that will support you through the process.

Should you require any further assistance please contact us on <<EDIT>>

HELP WITH HOARDING RESOURCES

Hoarding Disorder was officially recognised in the DSM-V (the fifth edition of the Diagnostic & Statistical Manual of Mental Disorders). The NHS has published a page on Hoarding

Your GP is your first point of contact. Take a trusted friend with you to help explain the situation, you could even take photographs or ask for a home visit.

You can get reduced priced therapies with no waiting lists by joining www.anxietyuk.org.uk/get-help and they also have a helpline open Mon-Fri 09.30-17.30 Tel: 08444 775 774

Emotional Freedom Technique can be effective and combines tapping on specific acupressure points with structured dialogue.

Find certified practitioners in the UK on www.aamet.org, www.eftregister.com or www.eftuniverse.com.

Cognitive Behavioural Therapy can be helpful in changing your thought process with regard to hoarding. To find a therapist in your area go to www.cbtregisteruk.com or ask your Doctor.

Find information & details of counsellors or psychotherapists that deal with hoarding on www.counselling-directory.org.uk/compulsive-hoarding.

www.apdo-uk.co.uk is the Association of Professional De-clutterers and Organisers who can put you in touch with professionals in your area that are willing to work with hoarders

www.cluttergo.co.uk

www.clutterclearing.net

www.clearcareco.com

www.ginalawrie.co.uk/empatheticdecluttering

www.clutterclinic.co.uk

www.declutterdivas.co.uk

www.life-pod.co.uk

Stuff U Sell will collect, sort and sell your items on eBay, donating to charity or disposing of anything that can't be economically sold.

See www.stuffusell.co.uk, or free phone 0800 046 1100.

Other options include local recycling or house clearance companies.

Some house clearance companies may be willing to buy your stuff, and some local authorities may be able to collect large items for recycling or disposal.

Charity shops are usually very happy to take donations that they can sell on, and some may even be able to arrange collection.

Clothing or other items which are not suitable for re-sale could be donated to aid charities, or recycled at a recycling centre.

Car Boot or Jumble sales can be a good way of letting items go.

www.uk.freecycle.org is a good way of matching the things you would like to part with, with people in your area who will use them, thus keeping them out of landfills.

www.unuseditems.com believes that "One man's trash is another Man's treasure", and offers you the opportunity to sell your unwanted and unused items.

www.mind.org.uk is a national charity which provides somewhere to turn for help and support with mental health disorders.

www.careandrepair-england.org.uk

wwwFOUNDATIONS.uk.com/home

Not for profit organisation www.hoardinguk.org offer phone, email and advocacy support free of charge.

Your borough may also have a local charity or enabling team which can provide practical help, some of these charities are NHS funded.

Should you require any further assistance please contact us on <<EDIT>>