CROYDON COUNCIL HOUSING

Hoarding and Self-Neglect Policy

This policy details how Croydon Council will manage the issue of compulsive hoarding and unsanitary properties within its housing stock. This policy sets out a framework for tenancy social and other relevant agencies to work in partnership using an outcome focused, solution-based model. The policy offers clear guidance to staff working with hoarders

It outlines the responsibilities and approach of both Croydon Council, it's employees and tenants who live in Council-owned properties

Contents

1. Purpose

1.1.   This policy outlines Croydon Council's approach to supporting customers within our managed properties to address their hoarding behaviour. It also sets out the action we would take to resolve the impact their hoarding has on their home, household, neighbours and the local community.

1.2.   This policy aims to ensure that cases of hoarding are dealt with in a sensitive manner in accordance with need. It aims to ensure all employees act in a non-judgemental way, remain outcome focused, and appropriate action is taken after careful assessment of each case.

1.3.   We recognise the risk hoarding can pose to the hoarder and those around them. This policy aims to ensure any risks are managed effectively and that the hoarder receives appropriate support through a multi-agency approach.

2. Statement of Intent

2.1.   Croydon Council takes the issue of compulsive hoarding and unsanitary properties seriously and recognises the impact it can have on residents and their neighbours' lives, on our properties and workforce, including:

- Fire safety risks

- Impact on household members

- Damage and deterioration of property due to excessive weight on ceilings.

- Condensation problems due to build-up of belongings around walls.

- Being unable to carry out essential repairs and maintenance due to areas being inaccessible or unsanitary.

2.2.   This policy sets out clear good practice guidelines to ensure that issues are dealt with in a supportive, fair and consistent manner, ensuring a flexible approach for customers with disabilities or vulnerability, complying with current legislation.

2.3.   The policy will also ensure that cases of hoarding are investigated in a collaborative way and that information on the problems related to hoarding is shared amongst partner agencies, in compliance with data sharing protocols and arrangements. This will enable incidents of hoarding to be dealt with in an evidence based, structured, systematic, co-ordinated and consistent way.

3. Scope

3.1.   This policy applies to Council-Owned or Managed properties.

3.2.   There is an expectation that everyone will engage fully in partnership working to achieve the best outcome for residents, whilst seeking to meet the requirements and duties of partnership agencies.

3.3.   This policy is for all Council and Social Care staff, and contractors who may encounter individuals living in unsanitary and hoarded conditions. Hoarding is a

serious concern to communities and to individuals, causing distress to the individual and those around them and putting both a risk of fire, falls, infection and infestation. Compulsive hoarding is highly complex and requires a collaborative and integrated approach. This protocol aims to ensure there is meaningful, co-ordinated multi-agency partnership working with people who hoard in order to reduce duplication for both the agencies and individuals. The policy aims to facilitate positive and sustainable outcomes by involving the individuals in the process at all stages. The policy should include reference to pieces of legislation that may be relevant to working with people who hoard. Example below:

4. Legal Framework

4.1.   This Policy will ensure compliance with the following standards and legislation and promote good practice.

Legislation:

- Care Act 2014
- Mental Capacity Act 2025
- Equalities Act 2010
- Data Protection Act 1998
- Public Interest Disclosure 1998
- Public Health Act 1936
- Public Health Act 1963
- Prevention of Damage by Pests Act 1949
- Environmental Protection Act 1990
- Housing Act 1988
- Housing Act 2004
- Building Safety Act 2022

5. Related Documents

This policy should also be read in conjunction with

- Conditions of Tenancy
- Care Act 2014 (easy read)
- Repairs and Maintenance Policy
- Person centred fire risk assessment and personal emergency evacuation plan Policy
- Fire and Building Safety Policy

Policies are available to download via the Councils website: Housing policies, plans and strategies | Croydon Council

6. Definitions

6.1.   Hoarding disorder is now a recognised mental health condition and is defined by the NHS as "where someone acquires an excessive number of items and stores them in

a chaotic manner, usually resulting in unmanageable amounts of clutter. The items can be of little or no monetary value".

6.2.   Hoarding is recognised within the Care Act 2014 as one of the manifestations of self-neglect and requires all public bodies to safeguard individuals at risk of harm and neglect.

6.3.   **Compulsive hoarding:** Hoarding is the excessive collection and retention of any material to the point that it impedes day to day functioning. Pathological or compulsive hoarding is a specific type of behaviour characterised by

- Acquiring and failing to throw out a large number of items that would appear to hold little or no value and would be considered rubbish by other people

- severe "cluttering" of the person's home so that it is no longer able to function as a viable living space.

- Significant distress or impairment of work or social life and

- Deterioration to property

6.4.   **Unsanitary Properties**: The property is considered to be unsanitary and unacceptable for services or agencies to carry out their duties and/or:

- Potential health risk to household/neighbours

- Is detrimental to the property; and/or

- Nuisance to neighbours

6.5.   The Care Act 2014 defines **self-neglect** as wide ranging, covering:

- Neglecting to care for one's person hygiene

- Neglecting to care for one's health

- Neglecting to care for one's surroundings

6.6.   Self-neglect can be seen as a continuum of indicators which when combined may indicate the presence of self-neglect; the following list is not exhaustive:

- Where the person may have a history of mental illness which may manifest itself in behaviours of self-neglect and hoarding.

- Living in very unclean, sometimes squalid circumstances.

- Neglecting household maintenance and therefore creating hazards.

- Obsessive hoarding therefore creating hazards within the property for both them and other parties.

- Poor diet and nutrition.

- Persistent declining or refusing prescribed medication and/ or other community healthcare support.

- Continued refusing to allow access to health and/ or social care staff in relation to personal hygiene and care, including the non-attendance and or registration with a General Practitioner.

- Refusing to allow access to other organisations with an interest in the property, for example, staff working for utility companies (water, gas, electricity), housing services

- A significant lack of personal hygiene

7. What Is Hoarding Disorder

7.1.   Hoarding Disorder used to be considered a form of obsessive-compulsive disorder (OCD), but hoarding is now considered a standalone mental disorder in its own right.

7.2.   Hoarding can also be a symptom of other mental disorders. Hoarding Disorder is distinct from the act of collecting and is also different from people whose property is generally cluttered or messy. It is not simply a lifestyle choice. The main difference between a hoarder and a collector is that hoarders have strong emotional attachments to their objects which are well in excess of their real value.

7.3.   Hoarding does not favour a particular gender, age, ethnicity, socio-economic status, educational or occupational history or tenure type.

7.4.   Anything can be hoarded, in various areas including the property, garden or communal areas. However, commonly hoarded items include but are not limited to:

- Clothes

- Newspapers, magazines or books

- Food and food containers

- Animals

- Medical equipment; and

- Collectibles such as toys, videos, DVDs, or CDs

8. General Characteristics of Hoarding

- **Fear and anxiety -** Compulsive hoarding may have started as a learnt behaviour or following a significant event such as bereavement. The person hoarding believes buying or saving things will relieve the anxiety and fear they feel. The hoarding effectively becomes their comfort blanket. Any attempt to discard hoarded items can induce feelings varying from mild anxiety to a full panic attack with sweats and palpitations.

- **Long term behaviour pattern -** Possibly developed over many years, or decades, "Collecting and saving, with an inability to throw away items without experiencing fear and anxiety".

- **Excessive attachment to possessions -** People who hoard may hold an inappropriate emotional attachment to items.

- **Indecisiveness -** People who hoard struggle with the decision to discard items that are no longer necessary, including rubbish.

- **Unrelenting standards -** People who hoard will often find faults with others, require others to perform to excellence while struggling to organise themselves and complete daily living tasks.

- **Socially isolated -** People who hoard will typically alienate family & friends and may be embarrassed to have visitors. They may refuse home visits from professionals, in favour of office -based appointments.

- **Large number of pets -** People who hoard may have a large number of animals that can be a source of complaints by neighbours. They may be a self-confessed "rescuer of strays".

- **Mentally competent -** People who hoard are typically able to make decisions that are not related to the hoarding.

- **Extreme clutter -** Hoarding behaviour may prevent several or all the rooms of a person property from being used for its intended purpose.

- **Self-Care -** A person who hoards may appear unkempt and dishevelled, due to lack of toileting or washing facilities in their home. However, some people who hoard will use public facilities, in order to maintain their personal hygiene and appearance.

- **Poor insight -** A person who hoards will typically see nothing wrong with their behaviour and the impact it has on them and others.

9. Types of Hoarding

9.1.   There are three types of hoarding:

Type One: Inanimate objects

This is the most common. This could consist of one type of object or a collection of a mixture of objects such as old clothes, newspapers, food, containers or papers.

Type Two: Animal Hoarding

Animal hoarding is on the increase. This is the obsessive collecting of animals, often with an inability to provide minimal standards of care. The hoarder is unable to recognise that the animals are or may be at risk because they feel they are saving them. In addition to an inability to care for the animals in the home, people who hoard animals are often unable to take care of themselves.

Type Three: Data Hoarding

This is a new phenomenon of hoarding. There is little research on this matter, and it may not seem as significant and inanimate and animal hoarding, however people

that do hoard data could still present with the same issues that are symptomatic of other types of hoarding. Data hoarding could present with the storage of data collection equipment such as computers, electronic storage devices or paper as well as a need to store copies of emails, and other information, in an electronic format.

10. Risk Management

10.1.   All cases of hoarding will be assessed using the Clutter Scale Rating (See Appendix 1). A full risk assessment will then be completed and reviewed by a manager to agree how to proceed. The following risk levels provide an overall framework to work within:

- **Low Level** – Acceptable risk, signpost to external agencies and monitor.

- **Medium Level** – Involve other statutory agencies and case monitoring. May include damage to property requiring major works or pest control.

- **High Level** − Risk of accidents, personal injury, self-neglect or fire. Immediate involvement of other statutory agencies and consider enforcement action.

11. Risk Posed to Landlords

- Adult safeguarding e.g. poor physical health and mental wellbeing
- Risk of fire
- Risk to property through infestation, long term disrepair etc
- Nuisance to neighbours and the community
- Legal costs and higher levels of voids

12. Operational Problems for the Fire Service Posed by Hoarding

- Difficulty in gaining access to property.
- Difficulty in making progress due to walking on top of hoarded materials rather than the ground.
- Difficulty in locating casualty.
- Difficulty in locating Gas and Electricity shut offs.
- Potential for fires being hotter due to higher-than-average quantities of flammable materials within the property.
- Difficulty in applying water to seat of the fire.
- Difficulty escaping from a fire in a property with hoarded materials.

13. Partnership Working

13.1. The Care Act 2014 statutory guidance formally recognises self-neglect as a category of abuse and neglect and within that category identifies hoarding. This provides guidance on partner organisation should work in partnership to help protect vulnerable people from abuse or neglect, hoarding sits within this category.

13.2. Croydon Council recognise that each case is different in terms of the type and extent of hoarding, the risk and the reasons behind the behaviour. We use a combination of support intervention and enforcement measures to address the situation.

13.3. Croydon Housing services will work with a range internal and external partners to ensure approach e.g. Social Services, Community Mental Health Teams, the Fire Service, Environmental Service, and family members, to ensure risk is reduced and an opportunity for our residents to improve their living environment is increased. We will work with the relevant agencies to increase capacity for the customer to remain independent, resilient and safe in their own home. Where there is evidence of self-neglect, a referral will be made in accordance with the Safeguarding Policy.

13.4. The Council will advise the London Fire Brigade of Hoarders identified in the properties own and manage by the Council.

14. Mental Capacity

14.1. The Mental Capacity Act 2005 is underpinned by five principles which are contained within the act and explained in the Mental Capacity Act is underpinned by which are contained within the act and explained in the Mental Act code of practice.

14.2. 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 (unless they have been diagnosed as lacking capacity. This would be identified by contact with the person's GP or with Mental Health Services)

- The right for individuals to be supported to make their own decisions - people must be given all appropriate help before anyone concludes that they cannot make their own decisions

- That individuals must retain the right to make what might be seen as eccentric or unwise decisions

- Best interests - anything done for or on behalf of people without capacity must be in their best interests

14.3. When someone is identified as exhibiting hoarding behaviour, it should be assumed that the person has capacity to make decisions,

15. Tenancy Enforcement

15.1. Tenancy enforcement will be considered where necessary, usually in instances

- Where there is a high risk of fire

- Where there is a problem with gaining access to the property to fulfil our legal obligations   where it has been identified that there is a health and safety risk which could have a detrimental effect on the individual themselves or others, we will take the necessary steps to gain access. Any costs incurred in achieving this may be recharged to the customer.

15.2. A twin track approach to hoarding should be taken to address the support needs of tenants to enable them to bring the property back to an acceptable standard but to also address the reasons for hoarding.

16. Roles and Responsibilities

16.1. **Director of Housing Management**

The Director of Housing Management will have overall responsibility for the implementation of the Hoarding and Self-Neglect Policy.

16.2. **Head of Services**

All Heads of Housing Services will develop, implement, and monitor the effective management of Hoarding cases identified within their service.

16.3. **Council Staff and Contractors**

Will follow the Hoarding and Self-Neglect policy and related policies, the associated rules, and procedures, and have an awareness of property-related legislation and regulations to ensure the operational delivery is fair and consistently delivered across our services. Staff and contractors are aware of their roles and responsibilities and regularly carry out mandatory and personal development training offered to them.

17. Appeals and Complaints

17.1. Should there be a complaint from a tenant concerning, any aspect of this Policy, this will be dealt with via the Council's Corporate Complaints Policy and Procedure

18. Equalities

18.1. The Council is committed to promoting fair and equal access to services and equal opportunities in employment, the procurement of goods and as a community leader. The Council's policies, procedures and day to day practices have been established to promote an environment which is free from unlawful and unfair discrimination, while valuing the diversity of all people.

18.2. Discrimination on the grounds of race, nationality, ethnic origin, religion or belief, gender, marital status, sexuality, disability, and age is not acceptable: the Council will take action to ensure no person using the Council's premises or services receives less favourable treatment or is disadvantaged by requirements or conditions that cannot be justified. The Council will tackle inequality, treat all people with dignity and respect and continue to work to improve services for all service users.

18.3. The legal framework for the Council's approach is provided by the Equality Act 2010 and specifically by the Public Sector Equality Duty, under which a public authority must

work consciously to eliminate discrimination, harassment, and victimisation, and to advance equality of opportunity and foster good relations between people with differing characteristics.

18.4. Further detail on the Public Sector Equality Duty, and the Council's approach to fulfilling its requirements, can be found on our website.

19. Reasonable Adjustments

19.1 Croydon Council will make reasonable adjustments to support our residents' needs when they access our services. The term 'reasonable' refers to what we can do without compromising our resources, efficiency, or ability to practically fulfil requests. This does not include Aids and Adaptations to our properties and common parts of a building.

19.2 No resident should be at a disadvantage when accessing our services. The following statements offer a general overview to ensure that our services are adjusted to meet the needs of our residents where possible. This list is not exhaustive, and we will adapt our approach based on individual resident needs.

19.3 We aim to provide services that are accessible to all who require them. As a result of this, we will:

- Ensure our officers get to know our residents and their individual needs
- Provide a range of ways for residents to contact our officers including phone, mail, email and via Housing Online
- Provide alternative communication methods on request, such as Braille, foreign language interpreter, large print etc.
- Ensure residents are always able to select their preferred method of contact.
- Ensure our offices are fully accessible to visitors

19.4 We will continue to diversify our services to meet residents' needs where possible.

20. GDPR and Data Management

20.1. Housing Management recognises the commitment to ensure that all data is:

- Processed lawfully, fairly, and in a transparent manner.
- Collected for a specific and legitimate purpose and not used for anything other than this stated purpose, or as provided for in our privacy and fair processing notices.
- Relevant and limited to whatever the requirements are for which the data is processed.
- Accurate, and where necessary, kept up to date. Any identified inaccuracies will be amended or removed without undue delay.

- stored for as long as required, as specified within Housing Management's Records Retention Policy.

- Secured with appropriate solutions, which protect the data against unauthorised or unlawful processing and accidental loss, destruction, or damage.

Further information about Croydon Council's commitment to the General Data Protection Regulations GDPR can be found on Croydon Council's website:

[General Data Protection Regulation (GDPR) guidance | Croydon Council](#)

21. Monitoring and Review

21.1. This policy will be reviewed every three years, or sooner if required by statutory, regulatory, best practice, emerging developments, or circumstances arising from reviews of other Council wide policies.

21.2. Arrangement for a full internal audit of our Hoarding and Self-Neglect processes will be undertaken by the Council's Internal Auditors. The full scope of the audit will be agreed upon with the Internal Auditors, Director of Housing Management, and Heads of Service.

22. Document Control

22.1. This is a controlled document and should be changed unless authorised by the policy owner.

Monitoring		
Approved Date:	June 2025	
Next Review Date:	June 2028	
Effective date:	03 July 2025	
Consultation Review		
Stakeholders review:	March 2025	
Legal review date:	April 2025	
Residents reading group:	30th of May 2025	
Policy owner:	Director of Housing Management	
Ratified by:	Housing DMT on the 19th of June 2025	
Equality impact assessment:	The impact of this policy will be measured as it is implemented and used as part of a scheduled 1-year implementation compliance review.	
Version History		
Version Number	Summary of change	Author

1.0	New Policy	Developed and reviewed with subject matter experts in Housing and the Residents Reading Group

Appendix 1

Level 1 *Clutter image rating 1 - 3*	Household environment is considered standard. 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 subject to age and circumstances.
1. Property structure, services & garden area	☐ All entrances and exits, stairways, roof space and windows accessible. ☐ Smoke alarms fitted and functional or referrals made to fire brigade to visit and install. ☐ All services functional and maintained in good working order. ☐ Garden is accessible, tidy and maintained
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 within terms of any lease or tenancy agreements where appropriate. ☐ Property is not at risk of action by Environmental Health
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.
4. Safeguarding of Children & Family members	☐ No Concerns for household members
5. Animals and Pests	☐ Any pets at the property are well cared for ☐ No pests or infestations at the property
6. Personal Protective Equipment (PPE)	☐ No PPE required ☐ No visit in pairs required

Level 1	ACTIONS
Referring Agency	☐ Discuss concerns with resident ☐ Raise a request to the Fire Brigade to provide fire safety advice ☐ Refer for support assessment if appropriate. ☐ Refer to GP if appropriate
Environmental Health	☐ No Action
Social Landlords	☐ Provide details on debt advice if appropriate to circumstances ☐ Refer to GP if appropriate ☐ Refer for support assessment if appropriate. ☐ Provide details of support streams open to the resident via charities and self-help groups. ☐ Provide details on debt advice if appropriate to circumstances ☐ Ensure residents are maintaining all tenancy conditions

Level 2 Clutter Image Rating 4-6	Household environment requires professional assistance to resolve the clutter and the maintenance issues in the property
1. Property structure services and garden area	☐ Only major exit is blocked ☐ Only one of the services is not fully functional ☐ Concern that services are not well maintained ☐ Smoke alarms are not installed or not functioning ☐ Garden is not accessible due to clutter, or is not maintained ☐ Evidence of indoor items stored outside ☐ Evidence of light structural damage including damp ☐ Interior doors missing or blocked open
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. ☐ Room(s) scores between 4-5 on the clutter scale. ☐ Inconsistent levels of housekeeping throughout the property ☐ Some household appliances are not functioning properly and there may be additional units in unusual places. ☐ Property is not maintained within terms of lease or tenancy agreement where applicable. ☐ Evidence of outdoor items being stored inside
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 ☐ No concerning use of candles ☐ Resident trying to manage personal care but struggling ☐ No writing on the walls
4. Safeguarding of Children and 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.

5. Animals and Pests	☐ Pets at the property are not well cared for ☐ Resident is not unable to control the animals ☐ Animal's living area is not maintained and smells ☐ Animals appear to be under nourished or over fed ☐ Sound of mice heard at the property. ☐ Spider webs in house ☐ Light insect infestation (bed bugs, lice, fleas, cockroaches, ants, etc.)
6. Personal Protective Equipment (PPE)	☐ Latex Gloves, boots or needle stick safe shoes, face mask, hand sanitizer, insect repellent. ☐ PPE required.
Level 2	**ACTIONS** **In addition to actions listed below these cases need to be monitored regularly in due to RISK OF ESCALATION or RECURRENCE**
Referring Agency	☐ Refer to landlord if resident is a tenant ☐ Refer to Environmental Health is resident is a freeholder ☐ Raise a request to the Fire Brigade to provide fire prevention advice ☐ Provide details of garden services ☐ Refer for support assessment ☐ Referral to GP ☐ Referral to debt advice if appropriate ☐ Refer to Animal welfare if there are animals at the property. ☐ Ensure information sharing with all agencies involved to ensure a collaborative approach and a sustainable resolution**.**
Environmental Health	☐ Refer to Environmental Health with details of client, landlord (if relevant) referrer's details and overview of problems ☐ At time of inspection, Environmental Health Officer decides on appropriate course of action ☐ Consider serving notices under Environmental Protection Act 1990, Prevention of Damage By Pests Act 1949 or Housing Act 2004 ☐ Consider Works in Default if notices not complied by occupier

Social Landlord	☐ Visit resident to inspect the property & assess support needs ☐ Referral to Floating Support to assist in the restoration of services to the property where appropriate. ☐ Ensure residents are maintaining all tenancy conditions ☐ Enforce tenancy conditions relating to residents responsibilities ☐ Ensure information sharing with all agencies involved to ensure a collaborative approach and a sustainable resolution.
Practitioners	☐ Refer to "Guidance for Hoarding Guidance Questions to Ask" ☐ Complete Practitioners Assessment Tool ☐ Ensure information sharing with all agencies involved to ensure a collaborative approach and a sustainable resolution.
Emergency Services	☐ Ensure information sharing with all agencies involved to ensure a collaborative approach and a sustainable resolution. ☐ Provide feedback to referring agency on completion of home visits.
Animal Welfare	☐ Visit property to undertake a wellbeing check on animals at the property. ☐ Educate client regarding animal welfare if appropriate ☐ Provide advice / assistance with re-homing animals
Safeguarding Adults	☐ No action unless other concerns of abuse are noted. ☐ If other concerns of abuse are of concern or have been reported, progression to safeguarding referral and investigation may be necessary.

Level 3 **Clutter image rating 7 - 9**	**Household environment will require intervention with a collaborative multi agency approach with the involvement from a wide range of professionals. This level of hoarding constitutes a Safeguarding alert due to the significant risk to health of the householders, surrounding properties and residents. Residents are often unaware of the implication of their hoarding actions and oblivious to the risk it poses.**
1. Property structure, services & garden area	☐ Limited access to the property due to extreme clutter ☐ Evidence may be seen of extreme clutter seen at windows ☐ Evidence may be seen of extreme clutter outside the property ☐ Garden not accessible and extensively overgrown ☐ Services not connected or not functioning properly ☐ Smoke alarms not fitted or not functioning ☐ Property lacks ventilation due to clutter ☐ Evidence of structural damage or outstanding repairs including damp ☐ Interior doors missing or blocked open ☐ Evidence of indoor items stored outside
2. Household Functions	☐ Clutter is obstructing the living spaces and is preventing the use of the rooms for their intended purpose. ☐ Room(s) scores 7 - 9 on the clutter image scale ☐ Rooms not used for intended purposes or very limited ☐ 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 ☐ Resident has no safe cooking environment ☐ Resident is using candles ☐ Evidence of outdoor clutter being stored indoors. ☐ No evidence of housekeeping being undertaken ☐ Broken household items not discarded e.g. broken glass or plates ☐ Concern for declining mental health ☐ Property is not maintained within terms of lease or tenancy agreement where applicable ☐ Property is at risk of notice being served by Environmental Health
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 may be seen of unclean, unused and or buried plates & dishes. ☐ Broken household items not discarded e.g. broken glass or plates ☐ Inappropriate quantities or storage of medication. ☐ Pungent odour can be smelt inside the property and possibly from outside. ☐ 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
1. Safeguarding of Children & Family members	☐ Hoarding on clutter scale 7-9 constitutes a Safeguarding Alert. Please note all additional concerns for householders
5. Animals and Pests	☐ Animals at the property at risk due the level of clutter in the property ☐ Resident may not able to control the animals at the property ☐ Animal's living area is not maintained and smells ☐ Animals appear to be under nourished or over fed ☐ Hoarding of animals at the property ☐ Heavy insect infestation (bed bugs, lice, fleas, cockroaches, ants, silverfish, etc.) ☐ Visible rodent infestation
6. Personal Protective Equipment (PPE)	☐ Latex Gloves, boots or needle stick safe shoes, face mask, hand sanitizer, insect repellent. ☐ Visit in pairs required

Level 3	ACTIONS
Referring Agency	☐ Conduct a multi-agency meeting ☐ Raise a request to the Fire Brigade within 24 hours to provide fire risk assessment and prevention advice.
Environmental Health	☐ Refer to Environmental Health with details of client, landlord (if relevant) referrer's details and overview of problems ☐ At time of inspection, EHO decides on appropriate course of action ☐ Consider serving notices under Environmental Protection Act 1990, Prevention of Damage By Pests Act 1949 or Housing Act 2004 ☐ Consider Works in Default if notices not complied by occupier
Landlord	☐ Visit resident to inspect the property & assess support needs ☐ Attend multi agency Safeguarding meeting ☐ Enforce tenancy conditions relating to residents responsibilities ☐ If a resident refuses to engage, serve Notice of Seeking Possession under Ground 13 to Schedule 2 of the Housing Act 1988
Practitioners	☐ Refer to "Hoarding - Questions for practitioners" below ☐ Complete Practitioners Assessment Tool ☐ Ensure information sharing with all agencies involved to ensure a collaborative approach and a sustainable resolution.
Emergency Services	☐ Attend multi-agency meetings on request ☐ Ensure information sharing with all agencies involved, to ensure a collaborative approach and a sustainable resolution. ☐ Provide feedback to the referring agency on completion of home visits

Animal Welfare	☐ Visit the property to undertake a well-being check on the animals at the property. ☐ Remove animals to a safe environment ☐ Educate the client regarding animal welfare if appropriate ☐ Take legal action for animal cruelty if appropriate ☐ Provide advice/assistance with re-homing animals
Safeguarding Adults	☐ Safeguarding alert should progress to referral for a multi-agency approach and further investigation of any concerns of abuse when identified
Safeguarding Children	☐ Refer to children's services within 24 hours