

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



This policy was reviewed with the help of Croydon Housing Residents

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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:
 - 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 Tenancy Management and Social Care staff 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.

- 3.4. 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 2005
- 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

5. Related Documents

- 5.1. This policy should also be read in conjunction with:

- [Conditions of Tenancy](#)
- Repairs Policy
- [Person centred fire risk assessment and personal emergency evacuation plan Policy](#)
- [Care Act 2014 \(easy read\)](#)

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 themselves 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 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

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.
- 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

The Heads of Tenancy, Lettings, Income, and Repairs Services will develop, implement, and monitor the effective management of Hoarding cases.

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. GDPR and Data Management

18.1. 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](#)

19. Monitoring and Review

19.1 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.

19.2 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.

20. Document Control

20.1 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:	30 th of May 2025	
Policy owner:	Director of Housing Management	
Ratified by:	Housing DMT on 19 th 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 – Check list

Level 1 <i>Clutter image rating 1 - 3</i>	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	<input type="checkbox"/> All entrances and exits, stairways, roof space and windows accessible. <input type="checkbox"/> Smoke alarms fitted and functional or referrals made to fire brigade to visit and install. <input type="checkbox"/> All services functional and maintained in good working order. <input type="checkbox"/> Garden is accessible, tidy and maintained
2. Household Functions	<input type="checkbox"/> No excessive clutter, all rooms can be safely used for their intended purpose. <input type="checkbox"/> All rooms are rated 0-3 on the Clutter Rating Scale <input type="checkbox"/> No additional unused household appliances appear in unusual locations around the property <input type="checkbox"/> Property is maintained within terms of any lease or tenancy agreements where appropriate. <input type="checkbox"/> Property is not at risk of action by Environmental Health
3. Health and Safety	<input type="checkbox"/> Property is clean with no odours, (pet or other) <input type="checkbox"/> No rotting food <input type="checkbox"/> No concerning use of candles <input type="checkbox"/> No concern over flies <input type="checkbox"/> Residents managing personal care <input type="checkbox"/> No writing on the walls <input type="checkbox"/> Quantities of medication are within appropriate limits, in date and stored appropriately.
4. Safeguarding of Children & Family members	<input type="checkbox"/> No Concerns for household members
5. Animals and Pests	<input type="checkbox"/> Any pets at the property are well cared for <input type="checkbox"/> No pests or infestations at the property
6. Personal Protective Equipment (PPE)	<input type="checkbox"/> No PPE required <input type="checkbox"/> No visit in pairs required

Level 1	ACTIONS
Referring Agency	<ul style="list-style-type: none"> <input type="checkbox"/> Discuss concerns with resident <input type="checkbox"/> Raise a request to the Fire Brigade to provide fire safety advice <input type="checkbox"/> Refer for support assessment if appropriate. <input type="checkbox"/> Refer to GP if appropriate
Environmental Health	<ul style="list-style-type: none"> <input type="checkbox"/> No Action
Social Landlords	<ul style="list-style-type: none"> <input type="checkbox"/> Provide details on debt advice if appropriate to circumstances <input type="checkbox"/> Refer to GP if appropriate <input type="checkbox"/> Refer for support assessment if appropriate. <input type="checkbox"/> Provide details of support streams open to the resident via charities and self-help groups. <input type="checkbox"/> Provide details on debt advice if appropriate to circumstances <input type="checkbox"/> 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	<ul style="list-style-type: none"> <input type="checkbox"/> Only major exit is blocked <input type="checkbox"/> Only one of the services is not fully functional <input type="checkbox"/> Concern that services are not well maintained <input type="checkbox"/> Smoke alarms are not installed or not functioning <input type="checkbox"/> Garden is not accessible due to clutter, or is not maintained <input type="checkbox"/> Evidence of indoor items stored outside <input type="checkbox"/> Evidence of light structural damage including damp <input type="checkbox"/> Interior doors missing or blocked open
2. Household Functions	<ul style="list-style-type: none"> <input type="checkbox"/> Clutter is causing congestion in the living spaces and is impacting on the use of the rooms for their intended purpose. <input type="checkbox"/> Clutter is causing congestion between the rooms and entrances. <input type="checkbox"/> Room(s) scores between 4-5 on the clutter scale. <input type="checkbox"/> Inconsistent levels of housekeeping throughout the property <input type="checkbox"/> Some household appliances are not functioning properly and there may be additional units in unusual places. <input type="checkbox"/> Property is not maintained within terms of lease or tenancy agreement where applicable. <input type="checkbox"/> Evidence of outdoor items being stored inside
3. Health and Safety	<ul style="list-style-type: none"> <input type="checkbox"/> Kitchen and bathroom are not kept clean <input type="checkbox"/> Offensive odour in the property <input type="checkbox"/> Resident is not maintaining safe cooking environment <input type="checkbox"/> Some concern with the quantity of medication, or its storage or expiry dates. <input type="checkbox"/> No rotting food <input type="checkbox"/> No concerning use of candles <input type="checkbox"/> Resident trying to manage personal care but struggling <input type="checkbox"/> No writing on the walls
4. Safeguarding of Children and Family members	<ul style="list-style-type: none"> <input type="checkbox"/> Hoarding on clutter scale 4 -7 doesn't automatically constitute a Safeguarding Alert. <input type="checkbox"/> Please note all additional concerns for householders <input type="checkbox"/> Properties with children or vulnerable residents with additional support needs may trigger a Safeguarding Alert under a different risk.

5. Animals and Pests	<ul style="list-style-type: none"> <input type="checkbox"/> Pets at the property are not well cared for <input type="checkbox"/> Resident is not unable to control the animals <input type="checkbox"/> Animal's living area is not maintained and smells <input type="checkbox"/> Animals appear to be under nourished or over fed <input type="checkbox"/> Sound of mice heard at the property. <input type="checkbox"/> Spider webs in house <input type="checkbox"/> Light insect infestation (bed bugs, lice, fleas, cockroaches, ants, etc.)
6. Personal Protective Equipment (PPE)	<ul style="list-style-type: none"> <input type="checkbox"/> Latex Gloves, boots or needle stick safe shoes, face mask, hand sanitizer, insect repellent. <input type="checkbox"/> 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	<ul style="list-style-type: none"> <input type="checkbox"/> Refer to landlord if resident is a tenant <input type="checkbox"/> Refer to Environmental Health if resident is a freeholder <input type="checkbox"/> Raise a request to the Fire Brigade to provide fire prevention advice <input type="checkbox"/> Provide details of garden services <input type="checkbox"/> Refer for support assessment <input type="checkbox"/> Referral to GP <input type="checkbox"/> Referral to debt advice if appropriate <input type="checkbox"/> Refer to Animal welfare if there are animals at the property. <input type="checkbox"/> Ensure information sharing with all agencies involved to ensure a collaborative approach and a sustainable resolution.
Environmental Health	<ul style="list-style-type: none"> <input type="checkbox"/> Refer to Environmental Health with details of client, landlord (if relevant) referrer's details and overview of problems <input type="checkbox"/> At time of inspection, Environmental Health Officer decides on appropriate course of action <input type="checkbox"/> Consider serving notices under Environmental Protection Act 1990, Prevention of Damage By Pests Act 1949 or Housing Act 2004 <input type="checkbox"/> Consider Works in Default if notices not complied by occupier

Social Landlord	<ul style="list-style-type: none"> <input type="checkbox"/> Visit resident to inspect the property & assess support needs <input type="checkbox"/> Referral to Floating Support to assist in the restoration of services to the property where appropriate. <input type="checkbox"/> Ensure residents are maintaining all tenancy conditions <input type="checkbox"/> Enforce tenancy conditions relating to residents responsibilities <input type="checkbox"/> Ensure information sharing with all agencies involved to ensure a collaborative approach and a sustainable resolution.
Practitioners	<ul style="list-style-type: none"> <input type="checkbox"/> Refer to “Guidance for Hoarding Guidance Questions to Ask” <input type="checkbox"/> Complete Practitioners Assessment Tool <input type="checkbox"/> Ensure information sharing with all agencies involved to ensure a collaborative approach and a sustainable resolution.
Emergency Services	<ul style="list-style-type: none"> <input type="checkbox"/> Ensure information sharing with all agencies involved to ensure a collaborative approach and a sustainable resolution. <input type="checkbox"/> Provide feedback to referring agency on completion of home visits.
Animal Welfare	<ul style="list-style-type: none"> <input type="checkbox"/> Visit property to undertake a wellbeing check on animals at the property. <input type="checkbox"/> Educate client regarding animal welfare if appropriate <input type="checkbox"/> Provide advice / assistance with re-homing animals
Safeguarding Adults	<ul style="list-style-type: none"> <input type="checkbox"/> No action unless other concerns of abuse are noted. <input type="checkbox"/> 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	<ul style="list-style-type: none"> <input type="checkbox"/> Limited access to the property due to extreme clutter <input type="checkbox"/> Evidence may be seen of extreme clutter seen at windows <input type="checkbox"/> Evidence may be seen of extreme clutter outside the property <input type="checkbox"/> Garden not accessible and extensively overgrown <input type="checkbox"/> Services not connected or not functioning properly <input type="checkbox"/> Smoke alarms not fitted or not functioning <input type="checkbox"/> Property lacks ventilation due to clutter <input type="checkbox"/> Evidence of structural damage or outstanding repairs including damp <input type="checkbox"/> Interior doors missing or blocked open <input type="checkbox"/> Evidence of indoor items stored outside
2. Household Functions	<ul style="list-style-type: none"> <input type="checkbox"/> Clutter is obstructing the living spaces and is preventing the use of the rooms for their intended purpose. <input type="checkbox"/> Room(s) scores 7 - 9 on the clutter image scale <input type="checkbox"/> Rooms not used for intended purposes or very limited <input type="checkbox"/> Beds inaccessible or unusable due to clutter or infestation <input type="checkbox"/> Entrances, hallways and stairs blocked or difficult to pass <input type="checkbox"/> Toilets, sinks not functioning or not in use <input type="checkbox"/> Resident at risk due to living environment <input type="checkbox"/> Household appliances are not functioning or inaccessible <input type="checkbox"/> Resident has no safe cooking environment <input type="checkbox"/> Resident is using candles <input type="checkbox"/> Evidence of outdoor clutter being stored indoors. <input type="checkbox"/> No evidence of housekeeping being undertaken <input type="checkbox"/> Broken household items not discarded e.g. broken glass or plates <input type="checkbox"/> Concern for declining mental health <input type="checkbox"/> Property is not maintained within terms of lease or tenancy agreement where applicable <input type="checkbox"/> Property is at risk of notice being served by Environmental Health
3. Health and Safety	<ul style="list-style-type: none"> <input type="checkbox"/> Human urine and or excrement may be present <input type="checkbox"/> Excessive odour in the property, may also be evident from the outside

	<ul style="list-style-type: none"> <input type="checkbox"/> Rotting food may be present <input type="checkbox"/> Evidence may be seen of unclean, unused and or buried plates & dishes. <input type="checkbox"/> Broken household items not discarded e.g. broken glass or plates <input type="checkbox"/> Inappropriate quantities or storage of medication. <input type="checkbox"/> Pungent odour can be smelt inside the property and possibly from outside. <input type="checkbox"/> Concern with the integrity of the electrics <input type="checkbox"/> Inappropriate use of electrical extension cords or evidence of unqualified work to the electrics. <input type="checkbox"/> Concern for declining mental health
<p>1. Safeguarding of Children & Family members</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Hoarding on clutter scale 7-9 constitutes a Safeguarding Alert. Please note all additional concerns for householders
<p>5. Animals and Pests</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Animals at the property at risk due the level of clutter in the property <input type="checkbox"/> Resident may not able to control the animals at the property <input type="checkbox"/> Animal's living area is not maintained and smells <input type="checkbox"/> Animals appear to be under nourished or over fed <input type="checkbox"/> Hoarding of animals at the property <input type="checkbox"/> Heavy insect infestation (bed bugs, lice, fleas, cockroaches, ants, silverfish, etc.) <input type="checkbox"/> Visible rodent infestation
<p>6. Personal Protective Equipment (PPE)</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Latex Gloves, boots or needle stick safe shoes, face mask, hand sanitizer, insect repellent. <input type="checkbox"/> Visit in pairs required

Level 3	ACTIONS
Referring Agency	<ul style="list-style-type: none"> <input type="checkbox"/> Conduct a multi-agency meeting <input type="checkbox"/> Raise a request to the Fire Brigade within 24 hours to provide fire risk assessment and prevention advice.
Environmental Health	<ul style="list-style-type: none"> <input type="checkbox"/> Refer to Environmental Health with details of client, landlord (if relevant) referrer's details and overview of problems <input type="checkbox"/> At time of inspection, EHO decides on appropriate course of action <input type="checkbox"/> Consider serving notices under Environmental Protection Act 1990, Prevention of Damage By Pests Act 1949 or Housing Act 2004 <input type="checkbox"/> Consider Works in Default if notices not complied by occupier
Landlord	<ul style="list-style-type: none"> <input type="checkbox"/> Visit resident to inspect the property & assess support needs <input type="checkbox"/> Attend multi agency Safeguarding meeting <input type="checkbox"/> Enforce tenancy conditions relating to residents responsibilities <input type="checkbox"/> If a resident refuses to engage, serve Notice of Seeking Possession under Ground 13 to Schedule 2 of the Housing Act 1988
Practitioners	<ul style="list-style-type: none"> <input type="checkbox"/> Refer to "Hoarding - Questions for practitioners" below <input type="checkbox"/> Complete Practitioners Assessment Tool <input type="checkbox"/> Ensure information sharing with all agencies involved to ensure a collaborative approach and a sustainable resolution.
Emergency Services	<ul style="list-style-type: none"> <input type="checkbox"/> Attend multi-agency meetings on request <input type="checkbox"/> Ensure information sharing with all agencies involved, to ensure a collaborative approach and a sustainable resolution. <input type="checkbox"/> Provide feedback to the referring agency on completion of home visits

Animal Welfare	<ul style="list-style-type: none"><input type="checkbox"/> Visit the property to undertake a well-being check on the animals at the property.<input type="checkbox"/> Remove animals to a safe environment<input type="checkbox"/> Educate the client regarding animal welfare if appropriate<input type="checkbox"/> Take legal action for animal cruelty if appropriate<input type="checkbox"/> Provide advice/assistance with re-homing animals
Safeguarding Adults	<ul style="list-style-type: none"><input type="checkbox"/> Safeguarding alert should progress to referral for a multi-agency approach and further investigation of any concerns of abuse when identified
Safeguarding Children	<ul style="list-style-type: none"><input type="checkbox"/> Refer to children's services within 24 hours