

Bromford.

WEST MIDLANDS FIRE SERVICE

Multi-Agency Hoarding Framework

Guidance for Practitioners in Wolverhampton



Version 5

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1. Introduction

It's widely estimated that between 2% - 5% of the population may have symptoms of a hoarding disorder. Based on the 2011 census, Wolverhampton has approximately 102,000 households, therefore, potentially there could be between 2,040 – 5100 households affected by hoarding to some degree. West Midlands Fire Service visited over 3200 properties in Wolverhampton between April 2016 and March 2017. Severe, dangerous or excessive hoarding was recorded in approximately 160 of these homes. Based on these figures, it appears that this is just the tip of the iceberg and there are likely to be many more people out there that just haven't come to the attention of services yet. This document sets out a framework for collaborative multi-agency working within Wolverhampton. The framework offers guidance to agencies working with people who hoard. This framework has been developed in partnership between West Midlands Fire Service, City of Wolverhampton Council, Wolverhampton Adults Safeguarding Board and a wide range of other agencies.

2. Which agencies have been involved in developing the framework

The following agencies have been consulted and/or involved in the development of the framework by taking part in workshops, feeding in to developing a process, accepting their roles within the framework and agreeing to engage fully to provide the best outcome for the individual, while meeting the requirements and duties of their agency or board.

- West Midlands Fire Service
- City of Wolverhampton Council
- Wolverhampton Homes
- Bromford Housing
- Wolverhampton NHS Clinical Commissioning Group
- Black Country Partnership NHS Foundation Trust
- Wolverhampton Safeguarding Board

3. Aims of the framework

- Provide a multi-agency pathway which will maximise the use of existing services and resources and which may reduce the need for enforcement action, and includes a single point of referral.
- Ensure that when solutions are required, there is a process for planning and co-ordinating solutions tailored to meet the needs of the individual and utilising a person centred approach.

- Establish best practice and improve knowledge and support that relates to hoarding behaviour.

4. Definition of hoarding

“Compulsive acquisition of objects, with marked and gross associated difficulties with discard, creating avoidance of discard behaviour”. Steketee et al. (2000)

Hoarding is the excessive collection and retention of any material to the point that living space is sufficiently cluttered to preclude the activities they are designed for.

Hoarding disorder is a persistent difficulty in discarding or parting with possessions because of a perceived need to save them. A person with a hoarding disorder experiences distress at the thought of getting rid of the items. Excessive accumulation of items, regardless of actual value, occurs.

Compulsive hoarding is often considered a form of Obsessive-Compulsive Disorder (OCD) because between 18 and 42 % of people with OCD experience some compulsion to hoard. However, compulsive hoarding can also affect people who don't have OCD.

Hoarding is now considered a standalone mental health disorder and is included in the 5th edition of the Diagnostic and Statistical Manual of Mental Disorders (DSM-5). However, many people are not diagnosed and hoarding can also be a symptom of other medical disorders.

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

Anything can be hoarded in many different areas including the property, garden or communal areas. Items include, but are not limited to:

- Clothes
- Newspapers, magazine or books
- Bills, receipts or letters
- Food and/or containers
- Collectables such as toys, DVDs or CDs
- Animals

5. Types of Hoarding

There are typically three types of hoarding:

- **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.
- **Wet hoarding:** including substances arising from bodily functions, this has ramifications for hazardous waste and blood borne viruses (BBV) and health and safety.
- **Animal hoarding:** This is on the increase and often accompanied with the inability to provide minimal standards of care. The hoarder is unable to recognise that the animals are at risk because they feel they are saving them. The homes of animal hoarders are often eventually destroyed by the accumulation of animal faeces and infestation by insects.

6. The following general Characteristics of Hoarding are commonly reported

- **Fear and anxiety:** compulsive hoarding may have started as a learnt behaviour or following a significant event such as bereavement. The person who is 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 the 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 of 'buy and drop'. 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 may 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; requiring others to perform to excellence while struggling to organise themselves and complete daily living tasks.
- **Socially isolated:** people who hoard will typically alienate family and 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 capacitous:** people who hoard are typically able to make decisions that are not related to hoarding.
- **Extreme clutter:** hoarding behaviour may be in a few or all rooms and prevent them from being used for their intended purpose.
- **Churning:** hoarding behaviour can involve moving items from one part of the property to another, without ever discarding them.
- **Self-care:** a person who hoards may appear unkempt and dishevelled, due to lack of bathroom 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 behaviours and the impact it has on them and others.

7. Key Facts

- It is estimated that between 2% and 5% of the population hoard. This equates to at least 1.2 million households across the UK.
- Mid year population projections for Wolverhampton (2015) is - 254,406 which equates to approximately 5088-12720 people affected by hoarding in Wolverhampton alone.
- It is estimated that only 5% of hoarders come to the attention of statutory agencies. It could therefore be that as many as 4833-12084 people affected by hoarding in Wolverhampton are not identified or supported by statutory services.
- Hoarding cases can cost anything between £1000 and £60,000.
- Information from individual Fire Services suggest that up to 25% of accidental domestic fire deaths involve an element of hoarding.
- Often, people who hoard can stop landlords from meeting their statutory duties, i.e. gas safety checks and other certification required for Registered Social Landlords.

8. Mental Capacity

The Mental Capacity Act (MCA) 2005 provides a statutory framework for people who lack the capacity to make decisions by themselves. The Act has five statutory principles and these are legal requirements of the Act:

- 1) A person must be assumed to have capacity unless it is established that they lack capacity.
 - 2) A person is not to be treated as unable to make a decision unless all practicable steps have been taken without success.
 - 3) A person is not to be treated as unable to make a decision merely because he/she makes an unwise decision.
 - 4) An act done, or decision made, under this act for, or on behalf of, a person who lacks capacity must be done, or made in his or her best interests.
 - 5) Before the act is done, or the decision is made, regard must be had to whether the purpose for which it is needed can be as effectively achieved in a way that is less restrictive of the person's rights and freedom of action.
- The principles of the presumption of capacity and respecting a person's entitlement to make unwise decisions with capacity (principles 1 and 3 of the MCA) are the starting point for any capacity assessment. So in other words, we need to assume that someone who is hoarding has the capacity to make this decision unless we can find evidence to the contrary. It is up to us as practitioners to use all of our communication skills to determine whether someone is having genuine difficulty making particular decisions for particular reasons. So a presumption of capacity does not mean that we do nothing.
 - Capacity is decision and time specific, saying that someone lacks capacity is meaningless. We need to ask ourselves, "What is the specific decision that needs to be made at this point?" If we don't define this question before we start undertaking the assessment, the exercise will be pointless and may lead us astray. So in other words, we may ask: "Do you understand that your hoarding has become dangerous and is now a real risk to your life?"
 - Preparation assessing capacity – A crucial step is to prepare for the assessment. We need to think about the best ways that we can put someone at ease, so that we can gain the information we need without distressing or isolating them further.

- Take all practicable steps - What can we do which might mean an individual is able to make the decision for themselves? Think about specific types of communication or language, times of the day, etc.

Applying the test – The MCA test for capacity has two aspects: the **diagnostic** element (is there an impairment of, or a disturbance in the functioning of, the mind or brain; what evidence is there of this?) and the **functional** element (is the person unable to make a decision because of the impairment?). Being unable to make a decision means being unable to understand, retain or “use or weigh” information relevant to the decision, or to communicate their decision.

The MCA Code of Practice states that one of the reasons why people may question a person’s capacity to make a specific decision is that “the person’s behaviour or circumstances cause doubt as to whether they have capacity to make a decision” (MCA Code of Practice, 4.35). Extreme hoarding behaviour may therefore in the specific circumstances of the case, prompt an assessment of capacity.

Guidance on assessing mental capacity in connection to hoarding

When assessing capacity, it is important to remember this is an assessment of whether the adult has capacity to access help for their hoarding – so, does the adult understand they have a problem with hoarding; is the adult able to weigh up the alternative options, e.g. being able to move around their accommodation unhindered, being able to sleep in their bed, take a bath, cook in their kitchen, sit down on a chair/sofa (this list is not exhaustive); can the adult retain the information given to them (e.g. if the accommodation is cleared, you would be able to move around your accommodation, etc) can the adult communicate their decision? It is essential that any capacity assessment is clearly documented on case records. Someone who has difficulty with their executive capacity may have difficulty carrying out specific tasks even when they appear to understand the need for them.

9. Information Sharing and Data Protection/ Information Sharing /Consent

Under the Data Protection Act 1998, and General Data Protection Regulation 2018 we all have the responsibility to ensure that personal information is processed lawfully and fairly. People have a right to view information held about them. Practitioners should consider this when they are recording information about that person. However, the data protection legislation should not be a barrier to sharing information and which should be shared with agencies where there is a significant risk to the individual, neighbours or workers visiting the property.

Examples:

- Safeguarding children or an adult at risk
- The property is in significant disrepair
- Health and safety issues
- Fire Service would need to know in the event of attending a fire at the property as the risk to Fire Fighters is significantly increased by hoarding.

If in doubt, follow the seven golden rules of information sharing and take advice from your manager.

Seven golden rules for information sharing

- 1) **Remember that data protection legislation is not a barrier to sharing information** but provides a framework to ensure that personal information about living persons is shared appropriately.
- 2) **Be open and honest** with the person (and/or their family where appropriate) from the outset about why, what, how and with whom information will, or could be shared, and seek their agreement, unless it is unsafe or inappropriate to do so.
- 3) **Seek advice** if you are in any doubt, without disclosing the identity of the person where possible.
- 4) **Share with consent where appropriate** and, where possible, respect the wishes of those who do not consent to share confidential information. You may still share information without consent if, in your judgement, that lack of consent can be overridden in the public interest. You will need to base your judgement on the facts of the case.
- 5) **Consider safety and well-being:** Base your information sharing decisions on considerations of the safety and well-being of the person and others who may be affected by their actions.
- 6) **Necessary, proportionate, relevant, accurate, timely and secure:** Ensure that the information you share is necessary for the purpose for which you are sharing it, is shared only with those people who need to have it, is accurate and up-to-date, is shared in a timely fashion, and is shared securely.
- 7) **Keep a record** of your decision and the reasons for it – whether it is to share information or not. If you decide to share, then record what you have shared, with whom and for what purpose.

10. Safeguarding Children

Growing up in a hoarding property can put a child at risk by affecting their development and, in some cases, leading to the neglect of a child, which is a safeguarding issue.

The needs of the child at risk must come first and any actions we take must reflect this. Where children live in the property, and the hygiene conditions within the home present a serious and immediate environmental/health risk to children or the physical accommodation places the child in danger, a Multi-Agency Referral Form (MARF) must be submitted to the Multi-Agency Safeguarding Hub (MASH). If you have concerns and are not sure if the children meet the threshold, please contact the Multi-Agency Safeguarding Hub (MASH) on 01902 555392 for advice.

11. Safeguarding Adults

Safeguarding Adults means seeking to protect an adult's right to live a life free from harm and abuse, as a result of deliberate intent, negligence, ignorance, or exploitation.

Safeguarding is everybody's business, and it is about people and organisations working together, to prevent both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted. This includes having regard to their views, wishes, feelings and beliefs in deciding upon any action. Adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances, thus autonomy and the capacity to understand risks and safety have to be considered in a balanced approach.

The Care Act 2014 introduced three new indicators of abuse and neglect to Adult Safeguarding, the most relevant to this framework is self-neglect. This covers a wide range of behaviours around personal health, hygiene, and environment and can include hoarding where there is evidence of such neglect. In practice, when an adult with care and support needs is at risk of neglect from their hoarding or is at risk from a household member who hoards, then a safeguarding enquiry should be considered. As a guide, an adult with care and support needs living in circumstances resembling clutter rating images 7-9, or within the high risk category in the risk table should always be referred to Safeguarding at the earliest opportunity. Consent from the adult should be gained wherever this is possible and where the adult has mental capacity to understand the referral being made. However, a refusal of consent should not prevent a referral being made in these circumstances, and this should be explained to the individual where appropriate.

If in doubt, contact the Multi-Agency Safeguarding Hub on 01902 555392.

12. Fire Safety

Hoarding increases the risk of a fire occurring and makes it more difficult for people living within 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. It can also pose a high risk to fire fighters when attending the scene.

West Midlands Fire Service provide a free service called a Safe & Well visit which is a person centred home visit to identify the person's risks and vulnerabilities to fire. The personnel carrying out the visit will be operational fire fighters. They will provide support and guidance, the aim of which is to reduce the risk and vulnerability. This may include recommendations for resources, adaptations and equipment, for example, fire retardant bedding for an individual who smokes in bed.

Cases of hoarding with a number of complexities would be escalated to a Vulnerable Persons Officer (VPO), a fire service member of staff specially trained to deal with complex cases such as hoarders.

Their priorities are:

- Carry out a detailed assessment as a priority
- Make the person/s as safe as possible
- Fit required safety equipment as soon as practicable
- Refer to another organisation where appropriate
- Work with agencies to help resolve issues

To make a referral please contact our Home Safety Centre on 0800 389 5525 or homesafety.centre@wmfs.net or visit www.wmfs.net, quoting your partner reference number.

13. Environmental Health Powers

Environmental Health has certain powers which can be used in hoarding cases. Some are mentioned below. There is also a link to the Chartered Institute of Environmental Health which notes the growing list of statutory powers available to address hoarding. However, legal action should always be a last resort. To contact an officer, please call City Direct on 01902 551155 or complete the details on the Contact Us form on the City of Wolverhampton Council's website: <https://www.wolverhampton.gov.uk/article/1165/Contact-form>

Public Health Act 1936 Section 79:

Power to require removal of noxious matter by occupier of premises

The Local Authority (LA) will always try to work with a householder to identify a solution to a hoarded property; however, in cases where the resident is not willing to co-operate the LA can serve notice on the owner or occupier to “remove accumulations of noxious matter”. Noxious is not defined, but is usually “harmful, unwholesome”. No appeal is available. If not complied with in 24 hours, The LA can do works in default and recover expenses.

Section 83: Cleansing of filthy or verminous premises

Where any premises, tent, van, shed, ship or boat is either;

- a) filthy or unwholesome, so as to be prejudicial to health; or
- b) verminous (relating to rats, mice other pests including insects, their eggs and larvae)

LA serves notice requiring clearance of materials and objects that are filthy, cleansing of surfaces, carpets etc. within 24 hours or more. If not complied with, Environmental Health can carry out works in default and charge. No appeal against notice but an appeal can be made against the cost and reasonableness of the works on the notice.

Section 84: Cleansing or destruction of filthy or verminous articles

Any article that is so filthy as to need cleansing or destruction to prevent injury to persons in the premises, or is verminous, the LA can serve notice and remove, cleanse, purify, disinfect or destroy any such article at their expense.

Prevention of Damage by Pests Act 1949

Section 4: Power of LA to require action to prevent or treat Rats and Mice

Notice may be served on the owner or occupier of land or premises where rats and or mice are or may be present due to the conditions at the time. The notice may be served on the owner or occupier and provide a reasonable period of time to carry out reasonable works to treat for rats and/or mice, remove materials that may feed or harbour them and carry out structural works.

Environmental Protection Act 1990 Section 80:

Dealing with Statutory Nuisances (SNs)

SNs are defined in section 79 of the Act and include any act or omission at premises that prevents the normal activities and use of another premises, including the following:

Section 79 (1) (a) any premises in such a state as to be prejudicial to health or a nuisance

- (c) Fumes or gases emitted from [private dwellings] premises so as to be prejudicial to health or a nuisance;
- (e) Any accumulation or deposit which is prejudicial to health or a nuisance;
and
- (f) Any animal kept in such a place or manner as to be prejudicial to health or a nuisance.

The LA serves an Abatement Notice made under section 80 to abate the nuisance if it exists at the time or to prevent its occurrence or recurrence.

**Town and Country Planning Act 1990 Section 215:
Power to require proper maintenance of land**

- 1) If it appears to the local planning authority that the amenity of a part of their area, or of an adjoining area, is adversely affected by the condition of land in their area, they may serve on the owner and occupier of the land a notice under this section.
- 2) The notice shall require such steps for remedying the condition of the land as may be specified in the notice to be taken within such period as may be so specified.
- 3) Subject to the following provisions of this Chapter, the notice shall take effect at the end of such period as may be specified in the notice.
- 4) That period shall not be less than 28 days after the service of the notice. For further guidance and information please refer to the Chartered Institute of Environmental Health Officers Professional Practice Note: Hoarding and How to Approach it.

14. Private Sector Housing

If there is disrepair in the property, officers from the Private Sector Housing Team can inspect the property and ensure that the landlord carries out all repairs. This may be difficult; however, if the tenant has filled the property with possessions and the landlord cannot gain proper access to do the work.

For more information about disrepair contact 01902 551155 or email private.sector@wolverhampton.gov.uk

15. Social Housing

There are serious reputational risks and legal consequences for all housing providers who fail to respond effectively when hoarding issues are identified. For example, the tragic death in 2012 of a resident hoarding in a social housing property resulted in widespread media coverage. The fire crew who attended the scene emphasised the difficulty and danger of conducting a rescue in a property with hoarded items, and the coroner involved wrote to social housing providers about the need to reduce the risks hoarding poses to individuals and statutory services. Examples of these risks from the housing perspective include gaining access and not being able to carry out gas safety checks and other statutory repairs; disrepair to the property; impacts on the wider community and neighbour complaints; risk of eviction. There may be times when the individual needs rehousing, for example the property has become uninhabitable or there are serious safeguarding concerns. Some support may be offered through Wolverhampton Home Improvement Service (WHIS) to vulnerable owner occupiers, we have supported owners to clear and repair their properties or clear and sell to be rehoused in supported accommodation. Other housing tenure can contact Private Sector Housing for advice on enforcement. Wolverhampton Homes and housing associations will have their own contacts.

Social housing providers signed up to the Hoarding Framework are committed to supporting individuals with a hoarding tendency and who are willing to engage with support.

It is recognised, however, that an individual's hoarding behaviours can have a significant negative impact on others living in the property, neighbours and the property itself and tenancy enforcement may be necessary. Where tenancy enforcement action is considered appropriate, the offer of support will remain open.

16. Wolverhampton Adult Social Care

Adult Social Care offer a range of prevention and re-enablement services to keep people as independent as possible, via an assessment of care and support needs. For further information please contact Wolverhampton Adult Social Care on 01902 551199.

17. How to use the Hoarding Pathway

It is recognised that hoarding is a complex condition and that a variety of agencies will come into contact with the same person. It is also recognised that not all the individuals that hoard will receive support from statutory services such as Mental Health. By taking joint responsibility and a joined up approach, the right support

can be provided at the right time, hopefully assisting the person to achieve positive outcomes.

Using the clutter rating pictures on page 19 onwards, enables agencies to decide which picture most resembles the level of clutter in the person's property; this will determine the level of response.

Using the clutter images is only a guide and there may be other factors that professionals need to consider before deciding on the level of risk. For example the clutter image may indicate a low risk, but may be compounded by safeguarding issues, type of clutter (dangerous substances) or the adult having significant care and support needs which would raise the risks to a medium or high, so there is always some subjectivity involved dependent upon the circumstances. On page 18 there is a level of risk chart that may help to determine this.

18. The role of the Multi-Agency Hoarding Panel

The Multi-Agency Hoarding Panel will receive a referral regarding an adult living in the community who presents as having hoarding risks rated as high from the risk table, or a clutter rating of 4 or above, where the referring agency has exhausted its usual interventions but have been unable to significantly improve the situation. For low risk cases (see page 18), a direct referral to the Community Support Team should be considered initially.

Consent should be sought in all cases. However, should consent be withheld in medium or high risk cases, the Multi-Agency Hoarding Panel will be acquiring information about an individual at risk, solely on the grounds of public interest. It is acknowledged that there may also be broader societal benefits to processing such specific data for a specific reason. A register of people who are deemed to be hoarders or potential hoarders can be retained but only for as long as is necessary/legitimate to do so. For the purposes of the Hoarding Policy, the panel will identify a lead agency for each referral and the information and actions agreed will be recorded within that agency's recording system. The group/panel, can take notes (or record notes in summary form) on each agency's recording system in addition (if agreed that would be necessary). The multi-agency approach to the Hoarding Panel, within General Data Protection Regulation (GDPR) rules, will allow agencies to process details of an individual if it is for a legitimate reason.

Destruction dates for such information should be adhered to, in line with each agency's retention and destruction of records policies.

Occupiers with a hoard resembling images 1-3 on the clutter rating scale may be referred to the Community Support Team for support to address these issues before they escalate.

It is recognised, that depending on the complexities of the hoarding case, there needs to be a co-ordinated response when trying to support someone who hoards.

Taking a more structured approach benefits the person who hoards by ensuring they are not bombarded by many different services which can cause confusion and duplication. It is not about going in and just clearing the hoard, remember hoarding doesn't normally exist in isolation but is usually linked to a whole raft of life issues, this problem has not suddenly happened; it has sometimes taken years to get to the level of hoarding. Persistence and consistency is key.

It is recognised by all agencies that achieving a resolution is likely to require:

- Persistence – it may take weeks or months to develop some sort of relationship with the hoarder. It may be necessary to make repeated offers of support before these are taken up and an initial reluctance on the part of the hoarder to engage should not result in a case being closed.
- Consistency – having the same person visit will hopefully enable a relationship to develop in order to gain the hoarder's confidence to accept support.
- A person-centred approach – this relies on the co-ordinator building a non-judgemental and empathic relationship in order for the hoarder to recognise there is a problem and take personal responsibility to determine, agree and engage with any identified solutions.
- Identification of small achievable tasks rather than looking at the whole hoard.
- Co-ordinated support/solutions to meet the individual's need and not just make numerous referrals which are not going to have any impact or outcome.
- Attendance at multi-agency meetings to share information and establish a multi-agency approach.

Hazard reduction tips which co-ordinators can use to reduce risk, whilst trying to work with the individual to address the hoard:

- ❖ Contact the Mailing Preference Service to stop junk mail being delivered
- ❖ Eliminate trailing electrical leads, especially under carpets
- ❖ Reduce overloaded sockets
- ❖ Clear doorways to allow doors to close
- ❖ Make utility shut offs accessible
- ❖ Move flammable materials away from heat sources
- ❖ Ensure the smoke alarms are clear from clutter and are working
- ❖ Create alternative escape routes
- ❖ Manage materials used for smoking

19. Level of Risk

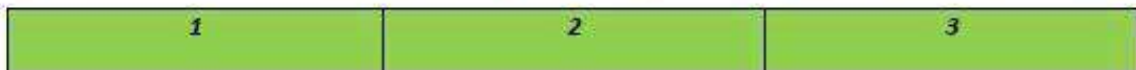
Level of risk	
Low Risk	<p>All Doors, Stairways and windows accessible</p> <p>No evidence of pests</p> <p>Clutter obstructs SOME functions of key living area – Look untidy</p> <p>Safe Maintained sanitation conditions</p>
Medium Risk	<p>Blocking of Doors, some windows, possibly major exit</p> <p>Light infestation of pests (e.g. bed bugs, lice, fleas, rats)</p> <p>Clutter obstructing functions of key living space, stairs, entrances, hallways etc.</p> <p>Evidence of non-maintained sanitation conditions (e.g. food preparation surfaces heavily soiled, lots of dirty dishes, obvious odours which irritate etc.)</p> <p>Evidence of burns to the carpet, clothing etc.</p>
High Risk	<p>Whole rooms inaccessible, exits blocked, windows not able to be opened Utilities cut off (e.g. no heating, gas capped)</p> <p>Heavy infestation of pests (rats seen, heard, reported by neighbours, cockroaches fleas etc.)</p> <p>Key living spaces not available for use, person living in one room</p> <p>Evidence of urine/excrement in room, rotting food, very insanitary conditions</p> <p>Evidence of previous fire or burns in the carpet, clothing etc.</p>

20. Clutter Image Rating Tool Guidance

These ratings are via The International OCD Foundation and were originally from a study by Frost RO, Steketee G, Tolin DF, Renaud S. Development and validation of the Clutter Image Rating. Journal of Psychopathology and Behavioural Assessment. 2008;32:401–417.

Clutter Image Rating (CIR) – BEDROOM

Please select the CIR which closely relates to the amount of clutter



Clutter Image Rating (CIR) – LOUNGE

Please select the CIR which closely relates to the amount of clutter



1



2



3



4



5



6



7



8



9

Clutter Image Rating (CIR) – KITCHEN

Please select the CIR which closely relates to the amount of clutter



1



2



3



4



5



6



7



8



9



CITY OF
WOLVERHAMPTON
COUNCIL



Bromford.



Referral Form (Multi-Agency Hoarding Panel Meeting)

Date of referral:		Agency making referral:		Date of next Meeting:
Client address:				
Landlord if applicable:				
Has the client consented?				
Is this a safeguarding Concern?				
Have any legal notices been served?				
Has the referred person been advised of the meeting and supported to attend?				
Initial clutter rating: (photographs should be attached where possible)				

Case history to date:	
Housing interventions:	
Environmental Health:	
Health (inc Mental Health):	
Adult Social Care interventions:	
Fire Safety:	
Community Support:	
Any other information:	

Appendix 2: Framework Contact List

Partner	Contact	Provision
Housing Assistance Team (Wolverhampton Homes)	hoarding@wolverhamptonhomes.org.uk 01902	Receives referrals into Multi-Agency Hoarding Meeting Deals with housing disrepair, adaptations, landlord issues etc
Fire Service	0800 389 5525 Homesafety.centre@wolverhampton.gov.uk	Vulnerable Person Officer visit Smoke alarm, Hearing Impaired alarm, sprinkler system, throws, bedding
City of Wolverhampton Council Community Support Team	01902 553445 Community.support@wolverhampton.gov.uk	Supports people to continue to live independently in own homes – information, advice and access to a wide range of services
Wolverhampton Multi Agency Safeguarding Hub (MASH)	01902 555392 MASH@wolverhampton.gov.uk (secure) MASH@wolverhampton.gov.uk	Report safeguarding concerns (Adults and Children)
Adult Social Care	01902 551199 01902 552999 (out of hours)	Assessment of care and support needs Community alarms? Mental health team?
Wolverhampton Telecare Service	01902 553585 telecare@wolverhampton.gov.uk	Community Alarms and assistive technology
Wolverhampton Homes	01902 556789 / homes.direct@wolverhamptonhomes.org.uk for all enquiries	Manages social housing on behalf of the council and provides housing-related support.

Partner	Contact	Provision
Bromford Housing Locality Managers	Suki Kaur: 07796 335978 Suki.kaur@bromford.co.uk Jane Hinds: 07980 919228 Jane.hinds@bromford.co.uk	Referral for visit from Neighbourhood Coach
Wolverhampton Home Improvement Service (WHIS)	01902 551155	WHIS can support with disrepair in owner occupied properties and handyperson scheme
Environmental Health	01902 551155	Statutory enforcement related issues
Wolverhampton Voluntary Sector Council (WVCS)	01902 773761	Information about services and support available through local voluntary organisations and charities. Eg social activities, peer support, advice and guidance.
Citizens Advice	03444 111 444	Welfare benefits and debt advice
RSPCA	0300 123 4999	Animal Welfare

Appendix 3: Resources

National Organisations

www.helpforhoarders.co.uk

A comprehensive hoarding website, with a good page of resources with counsellors and groups specialising in hoarding

www.childrenofhoarders.com

Offering support and advice to the families of those that hoard

www.compulsive-hoarding.org

A website dedicated to raising awareness and understanding of hoarding

www.hoardinguk.org

Offer phone, email and advocacy support free of charge

www.hoardinghelpuk.org

Give practical support and offer expert advice to those who hoard

www.ocduk.org/hoarding

Supports those with OCD who hoard

www.animalhoarding.com

Offers information and support around animal hoarding

www.counselling-directory.org.uk/compulsivehoarding

Provides information on hoarding and a list of counsellors who work with those who hoard

<http://global.oup.com>

Treatment That Work site with loads of downloadable tools for working with those who hoard

<http://www.cloudsend.org.uk/>

Offers information, training and one to one support for those that hoard

<http://hoardingdisordersuk.org/>

You will find information on research and resources

[http://s3-eu-west-](http://s3-eu-west-1.amazonaws.com/pub.housing.org.uk/Hoarding_briefing__August_2015.pdf)

[1.amazonaws.com/pub.housing.org.uk/Hoarding_briefing__August_2015.pdf](http://s3-eu-west-1.amazonaws.com/pub.housing.org.uk/Hoarding_briefing__August_2015.pdf)

National Housing Federation – good examples of best practice when working with hoarders from a housing perspective

<https://www.housing.org.uk/blog/time-to-think-outside-the-box-about-hoarders/>

Practical tips for working with hoarders