

# **Multi-Agency Hoarding Framework**

## **Guidance for Practitioners in Calderdale**

**October 2019**

**Final Version**

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## **1. Introduction**

This document sets out a framework for collaborative multi-agency working within Calderdale using a 'person centred solution' based model. This should be read in conjunction with the Joint Multi-Agency Safeguarding Adults Policies and Procedures (April 2018) and the Multi-Agency Self Neglect Policy.

The framework offers clear guidance to staff working with people who hoard.

## **2. Who Does This Framework Apply To?**

This framework applies to all agencies and professionals within the Calderdale area who are working with or supporting people who may hoard and those who have signed up to the framework.

There is an expectation that everyone in partnership with the framework engages fully to achieve the best outcome for the individual, while meeting the requirements and duties of their agency or Board.

This framework is supported by Calderdale Safeguarding Adults Board and the Calderdale Safeguarding Children Partnership.

## **3. Aims of This Framework**

- To create a safer and healthier environment for the individual and others affected by the hoarding behaviour, e.g. family, neighbours.
- To develop a multi-agency pathway which will maximise the use of existing services and resources and which may reduce the need for compulsory solutions.
- To ensure that when solutions are required, there is a process for planning solutions tailored to meet the needs of the individual utilising a person centred approach. Possible solutions should include professional support and monitoring, property repairs and permanent or temporary re-housing.
- To develop creative ways of engaging individuals in the process.
- To establish best practice and improve knowledge of legislation that relates to hoarding behaviour through the Hoarding Panel.
- To ensure Partnership working and information sharing.

## 4. Definition of Hoarding

Hoarding is the excessive collection and retention of any material to the point that living space is sufficiently cluttered to preclude activities for what 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) 2013. However, hoarding can also be a symptom of other medical 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 people who hoard have strong emotional attachments to their objects which are well in excess of their real value.

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

## 5. Causes and Symptoms

In many cases, the symptoms will be quite obvious: in terms of clutter, excessive items in the property or even spilling onto gardens or public areas; non-engagement, referrals from other agencies, for example Environmental Health, Fire Service and/or local authority housing management or housing associations.

The most commonly hoarded items are old clothes, magazines, CDs/video tapes, letters, pens, old notes, bills, newspapers, receipts, cardboard boxes, pins, clothing rags, old medication, bodily products (hair, nails, faeces etc.), used nappies, rotten food, animals (dead and alive), wool or fabric, but there are a host of other items. Reasons given for hoarding demonstrate a perceived need or intrinsic value attributed by the hoarder (e.g. "I may need it someday"), to emotional value ("I feel safe around my possessions"), to identification with those possessions ("I feel the object is part of me.")

There is no one cause for hoarding, but research suggests that it is thought that its origins can begin in childhood but tend to most severely interfere with the individual's life in their mid-30s and then worsen as they get older. Hoarders may harbour distorted beliefs in the importance of their possessions or their responsibilities towards them, with excessive emotional attachment. They may also demonstrate or suffer from information processing deficits such as indecisiveness, perfectionism, procrastination and/or disorganisation.

Sufferers may be unable to cope with distress and thereby avoid it by accumulating clutter and end up disabled because of it.

It is not uncommon for there to have been a triggering traumatic event in the hoarder's life after which point they started hoarding, such as bereavement, a loss or some personal trauma experienced.

Refusal by hoarders to engage with professionals or other intervention poses a challenge to progress. Good professional practice would explore all remaining avenues for the individual to engage. This is because being met with a "shut door" is in the nature of the disorder or hoarding behaviour. It is worth remembering that non-engagement is not exclusive to those suffering from hoarding disorder. It should be treated within the same practical, professional and legal framework as someone who suffers from any other condition or disorder (for example, Alzheimer's disease, schizophrenia etc.).

Blitz Cleans: one of the most popular responses to hoarding is to perform a "blitz clean" – the clearing out of all or most of the offending items. Blitz cleans often feature repeatedly in the individual's case notes or history. Whilst there may sometimes be a need for a blitz clean to deal with environmental health or fire safety concerns, it more often only serves the person or agency that is concerned or complaining about the hoarding rather than offering a long-term solution for the hoarding sufferer. Blitz cleans are likely to significantly distress the hoarder and is a costly action to take. It does not address the cause of the hoarding behaviour and may exacerbate their symptoms. Without a longer-term solution such as hoarding specific CBT and/or other professional intervention the individual could well resume their hoarding activities. It may be advisable to offer them an advocacy service with organisations that offer this type of support in Calderdale.

## 6. 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.

When a person's hoarding behaviour poses a serious risk to their health and safety, professional intervention will be required. With the exception of statutory requirements, the intervention or action proposed must be with the individual's consent. Article 8 of the European Convention on Human Rights (The right to respect for private and family life) - is engaged. Interference with a person's life must be lawful, necessary and pursue a legitimate aim.

In extreme cases, taking statutory principle 3 (above) into account, the very nature of the environment may lead the professional to question whether the occupant has capacity to consent to the proposed action or intervention and trigger a capacity assessment. All interventions must be undertaken in accordance with the 5 statutory principles and using the 'two stage' test of capacity (see MCA Code 4.11 – 4.25).

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, which would be undertaken by Calderdale Council Gateway to Care.

## **7. Information Sharing**

Under the Data Protection Act 2018, we all have the responsibility to ensure that personal information is processed lawfully and fairly.

For the purpose of this protocol refer to the Multi-Agency Information Sharing Protocol on Calderdale Safeguarding Adults Board Website.

In cases where there may be children or adults at risk of abuse or neglect; safeguarding procedures should be followed.

## **8. Calderdale Hoarding Panel**

This framework establishes the Calderdale Hoarding Panel as a forum for professionals and agencies dealing with hoarding cases within Calderdale District to discuss and jointly find ways to resolve those cases.

The Panel's role is to:

- review the circumstances of cases and the actions taken so far
- challenge and advise on the options available
- help the relevant organisations to coordinate and complete their actions
- remove barriers to cooperation
- signpost to agencies or organisations that could contribute

The Panel is available to all organisations and agencies within Calderdale that are signatories to this framework.

The Panel will normally only accept cases for discussion in the following circumstances:

Where the hoarding is graded at 6 or above on the hoarding clutter image rating scale (Appendix A) and:

The presenting organisation has attempted to follow the guidance in this protocol and has been unable to resolve the situation, or

The presenting organisation has been unable to gain the cooperation of other organisations to take action, or

The presenting organisation has good reason to believe that there is severe hoarding (6 or greater on the hoarding clutter scale) but has been unable to gain access to the property or engage with the person involved despite persistent attempts and needs the assistance of other agencies.

The Panel may recommend a course of action to progress a particular case or problem. It has no decision-making powers to direct organisations to take or desist from a course of action, but it acts as this framework's mechanism to manage and progress hoarding cases and maintain good practice standards. Organisations who wish to depart from recommendations of the Panel should be able to provide written reasons to the Panel and for their own records.

The Panel has no financial budget and is not able to provide or direct resource.

The Panel members are named representatives from relevant organisations. The following services will normally be represented at all Panel meetings:

- Adult Services and Wellbeing
- Mental Health Service - SWYPFT
- Together Housing (representing Housing Providers for Calderdale)
- West Yorkshire Fire and Rescue Service
- Environmental Health
- Staying Well

The following services are expected to attend when requested by the Panel coordinator:

- The Landlord Service
- Children's Services
- West Yorkshire Police
- Health Services
- RSPCA (where animals are, may be or have been involved)
- Any other relevant or involved service, individual or organisation

Local Authority Adult Social Care will coordinate Panel meetings including:

- receiving requests for cases to be considered
- deciding which cases are considered (with feedback to the requesting organisation)
- requesting attendance from referring organisations
- requesting information for the Panel from organisations
- arranging meetings of the Panel
- keep a note of proceedings of the Panel
- some of the above will be supported by WYFRS

The Panel will nominate a case lead for each case it considers. The case lead will normally be the representative of the organisation that requested the Panel hearing unless it is more effective or appropriate to nominate another agreed case lead.

The case lead will take responsibility for putting the recommendations of the Panel into effect and ensuring the cooperation of the other services. The case lead may refer the case back to the Panel for further discussion if the circumstances of the case have substantially changed, and

impasse has been reached or they have been unable to secure the cooperation of other services. The case lead will update the panel on all completed actions at the following meeting. The Panel will meet every six weeks or less often depending on its case load or any intervening urgent matters requiring an earlier meeting.

## 9. Referrals to the Hoarding Panel

The criteria for making a referral into the panel are as follows:

- There has been no movement on the case;
- The case is highly political or likely to have high media interest;
- There is disengagement of the occupant;
- It is a High Risk Case with danger to life or limb;
- Reaches the Clutter Level Index 6 and above.

All of the above needs to take into consideration the 6 principles of making safeguarding personal - empowerment, prevention, proportionality, protection, partnership, and accountability.

Organisations should email requests for discussion by the Hoarding Panel to:

[hoardingpanel@calderdale.gov.uk](mailto:hoardingpanel@calderdale.gov.uk)

Requests must be accompanied by:

- a completed Hoarding Risk Assessment Form (see Appendix B);
- Photographs of the property/clutter where available;
- Evidence supporting one or more of the criteria a, b and c in section 7. Evidence should include referral to safeguarding, consideration of vulnerability, contacts of next of kin, involvement of other support services, safeguarding, tenancy conditions enforcement, anti-social behaviour enforcement, clearing and cleaning work undertaken, self-neglect;
- any other relevant information held by the organisation;
- Safeguarding paperwork from the multi-agency safeguarding meetings;
- Contact details for all other organisations and individuals who are or have been involved in the case;
- Exploratory factor analysis (EFA) - In cases where self-neglect is evident, actions and risk mitigation taken must be part of the referral pack.

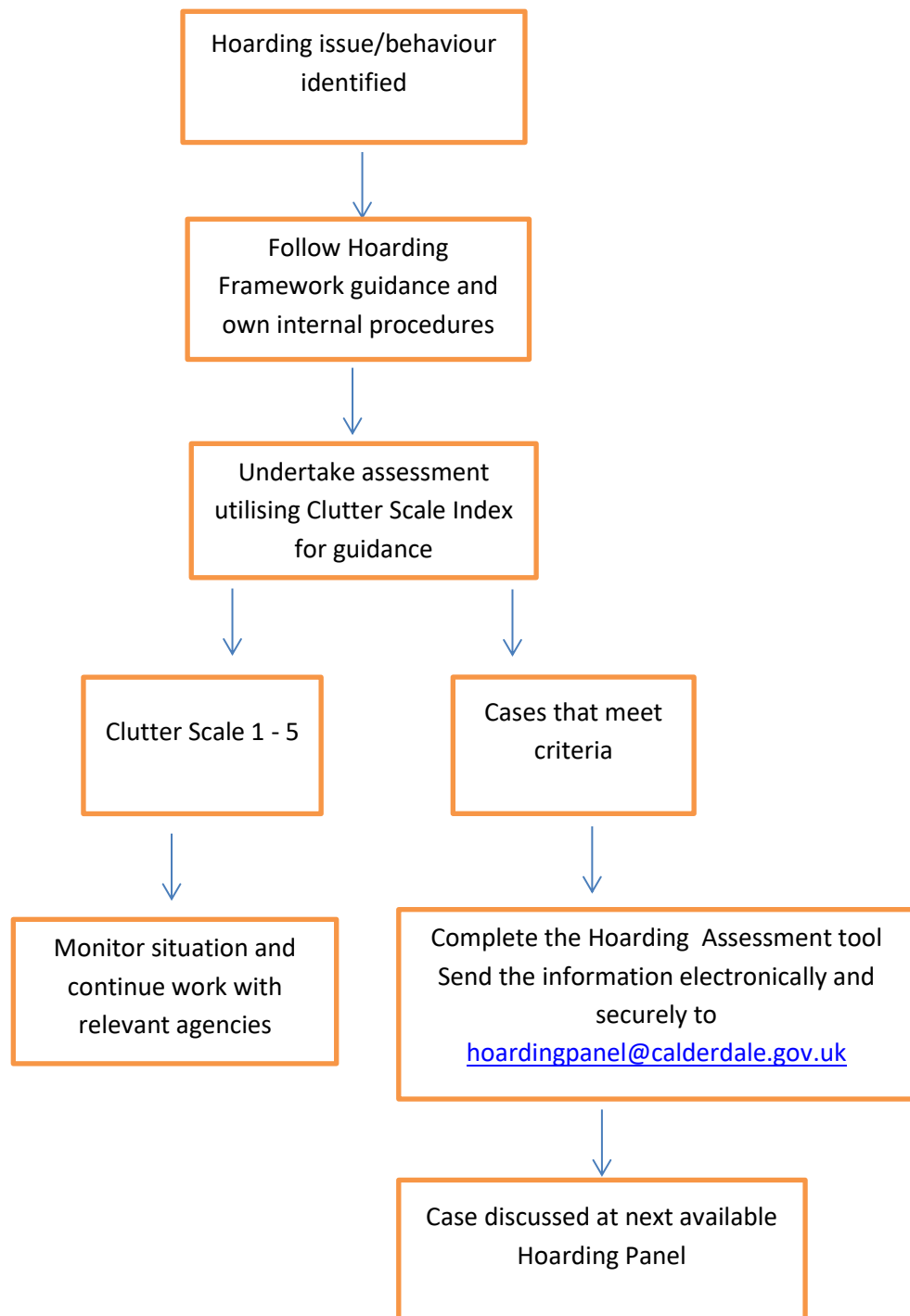
All information must be sent electronically and securely in accordance with this framework's information sharing agreement.

Referral to the Hoarding Panel does not mean that immediate procedures to minimise risks to individuals are delayed - referrals for a safeguarding enquiry must be made in cases where hoarding is rated at 6 or above on the Clutter Rating Image Scale (Appendix A) or where it is under 5 but there are flammable, hazardous, electrical or other unusual risk items. All cases should also be forwarded to West Yorkshire Fire and Rescue Service (WYFRS) for their awareness of cases.

Where you are concerned about the potential safety of or risk posed by hoarding related behaviours to a child, you must make a referral to [Children's Social Care](#). When referring to the Hoarding Panel, evidence of your referral to Children's Social Care must be part of your case file to Panel.



## 9.1 Hoarding Panel referrals



## 9.2 Guidelines for Handling Hoarding cases

Firstly establish whether the person does appear to be displaying hoarding related behaviours or suffering from hoarding disorder and that they are not just exercising their right to collect items or express different lifestyles and habits. Some things to look for:

- Are rooms in their property (bathroom, toilet, bedroom and kitchen) not used or unusable for the purposes to which they have been designed, because of an excess of clutter?
- Can appliances and furniture (cooker, fridge, settee, chairs etc.) be used?
- Are they unable to freely open their front or back door?
- Are all plug sockets and pipes hidden from view or trapped in by possessions?
- Are rooms packed with items to such an extent that it could pose a fire, health or safety hazard?
- Is their mobility around the property or otherwise limited by the amount of items?
- Do the items pose any environmental or other health and safety related obstacle/issue?

Assess the level of the hoarding by using the CIRS (clutter image rating scale) for each room. See Appendix A for the example of the Lounge, which provides pictures showing the different levels of clutter at each stage of the scale.

If the hoarding is graded at 6 or above on the hoarding clutter image rating scale then complete the hoarding risk assessment form. See Appendix B.

## 10. Resident is vulnerable

Take advice from Adult Social Care or other agencies as appropriate. In cases where the tenant is elderly or vulnerable in some way, Adult Social Care or other agencies, such as Age UK or Staying Well, need to be involved in trying to remedy the initial problem and, if possible, prevent its reoccurrence.

Particular note needs to be made if there are or appear to be children involved in the property, with the hoarding related behaviours and where the potential hoarding poses or may pose a risk to a child – in such cases, immediately refer to Children's Services. It is more likely that any protection or assistance provided or considered for the child will be performed under the Children Act 1989 and relevant Child Protection Procedures.

## 11. Consent

Be mindful of the need for obtaining the individual's consent where appropriate. Exceptions to this are when it is in the public interest where other people are affected or circumstances where a local authority or agency exercises their statutory duties or powers. In some cases members of the resident's family or friends may also be able to provide help or support – often family members or concerned third parties will approach services for assistance to work with an individual. If individuals lack capacity to make decisions please refer to Section 6 – Mental Capacity.

Any capacity assessment carried out in relation to hoarding behaviour must be time and decision specific, and relate to a particular intervention or action. If the person is assessed as not having capacity to make decisions in relation to their self-neglect, then any decisions should be made following the best interests process, which includes taking into account the person's views and taking the least restrictive action. Due to the complexity of such cases, there must be a Best Interests Meeting organised by Adult Social Care and appropriately recorded in formal minutes. Additionally, consideration should be given as to whether an Independent Mental Capacity Advocate (IMCA) should be instructed. Fluctuating capacity should be considered and evidenced.

In particularly challenging and complex cases, it may be necessary to seek legal advice in order to refer to the Court of Protection (COP) to make the best interests decision.

## 12. Information gathering

At the beginning of the process, gather as much information as possible. Remember confidentiality when speaking to neighbours/friends/family. Individuals should not disclose any unnecessary information or information about the lifestyle of the hoarder.

## 13. Tenancy conditions

Consider whether the problem can be resolved purely by taking steps to ensure that the resident complies with their conditions of tenancy or lease or whether the resident needs some assistance to try to deal with the hoarding behaviour issues (for example because they are elderly or appear to be vulnerable).

**Legal Remedies** - The following enforcement options are available to landlords:

- Civil Injunctions or exclusion orders to require or prohibit actions by the resident, or to exclude them from the property whilst cleaning or clearance works are carried out.
- Possession on the grounds of a breach of the tenancy agreement, the condition of the property has deteriorated owing to acts of waste or neglect, or conduct that has caused nuisance or annoyance.
- Possession under Section 7A of the Housing Act 1988, where an injunction has been breached or where the resident has been convicted of an offence under the Environmental Protection Act 1990 regarding a breach of an abatement notice in relation to statutory nuisance.

The landlord would seek advice from either an ASB team or seek legal advice before deciding which course of action is agreed, and will work with the Neighbourhood Officer to reach a solution.

## 14. Arranging for the removal of hoarded material

In cases where the resident is not vulnerable and the only reason for mass accumulation of items is because the resident concerned has not made proper arrangements to dispose of large amounts of material or an accumulation of bulky items, you should aim to come to an agreement with the resident concerned to dispose of the items and prevent a repeat of the activity.

Consider staggered time frames for clearance; i.e. over a period of 6 or 12 months, agreeing a small area to be cleared each month and re-visiting to ensure compliance.

In all cases you should carry out a health and safety risk assessment of the property and consider employing specialist contractors where appropriate.

## 15. Referring to the Hoarding Panel

In cases where the hoarding is severe (6 or above on the clutter scale, see Appendix A), and the individual will not come to an agreement to deal with the hoarding and all reasonable measures have failed then consider a referral to the Hoarding Panel.

The hoarding panel will agree a strategy to try to address the hoarding problem and to give advice to the referrer to reduce the reoccurrence of the problem. Where the decision made is under dispute between agencies, please refer to the [Resolving Professional Disputes and Escalation Procedure](#).

## 16. Legislation

### 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. With the use of case studies and surveys this institute reviews the incidence and diversity of cases coming to the attention of environmental health authorities with the aim of identifying better ways to resolve issues.

### Public Health Act 1936

#### **Section 79: Power to require removal of noxious matter by occupier of premises**

The Local Authority (LA) will always try and 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 not defined, but usually is “harmful, unwholesome”. No appeal 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 or 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. The LA also has the power to prosecute.

### **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 owner or occupier of land/ 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

(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. The recipient has 21 days to appeal.

## **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**

## 17. Safeguarding Children

Safeguarding Children refers to protecting children from maltreatment, preventing the impairment of their health or development and ensuring that they are growing up in circumstances consistent with the provision of safe and effective care. 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, Safeguarding Child referral should always be made. Please refer to the following link for guidance: [Report a concern](#)

## 18. Safeguarding Adults - When to raise a safeguarding concern

Safeguarding Adults means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent, and stop, both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.

The [Calderdale Safeguarding Adults Board Self Neglect Policy](#) contains additional advice concerning when self-neglect, which includes hoarding, should be reported as a safeguarding concern and dealt with as a section 42 enquiry – suggesting that it:

“May not prompt a section 42 enquiry. A decision on whether a response is required under safeguarding will depend on the adult's ability to protect themselves by controlling their own behaviour. There may come a point when they are no longer able to do this, without external support.”

An "adult at risk" may also be living with the hoarder in the property. There may be a safeguarding concern about that adult if they are at risk of harm due to the living circumstances. If in doubt, discuss the issue with your manager or contact the local authority to get advice or raise a Safeguarding Concern.

This framework accepts the guidance as supplied by the [Joint Multi-Agency Safeguarding Adults Policy and Procedures for raising a concern](#) and referring in order to safeguard an 'Adult at Risk'.

## **19. The Care Act 2014**

The Care Act, 2014 provides a coherent approach to adult social care in England. Local authorities (and their partners in health, housing, welfare and employment services) must now take steps to prevent, reduce or delay the need for care and support for all local people.

The care act encompasses hoarding under self- neglect. Supporting people who self-neglect does not always fall under safeguarding and section 42. It is also part of promoting well-being individuals; well-being under section 1 of the Act.



## Appendix A: Clutter Image Rating Tool Guidance

### Clutter Image Rating (CIR) – LOUNGE

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





# HOARDING / CLUTTER RISK ASSESSMENT FORM

### OCCUPANT

Name(s): .....

Address: .....

Property Type: .....

### OFFICER COMPLETING FORM

Name: .....

Date Completed: .....

### KEY

#### HIGH RISK

Urgent Action Required



#### MEDIUM RISK

Action Required



#### LOW or NO RISK

Longer term Plan or No Action Required.



### GUIDANCE NOTES

The Risk Assessment below details 14 potential areas that may be a cause for concern. The 14 areas may be linked to Health & Safety, Fire Safety or Wellbeing of Occupant.

Beneath each of the 14 causes of concern is a list of potential considerations, this list is intended only to assist in assessing level of risk. It is intended to provide prompts only and is simply for guidance. The list is by no means exhaustive and equally may not be appropriate in all circumstances. The potential considerations are intended only to focus attention on prioritising levels of Risk.

Any Risk identified will require an action detailing how this will be managed within the Action Plan.

When assessing Risk it may be that there are other factors or a combination of factors that increase or decrease risk e.g. If the property is in a block of flats this is likely to significantly increase risk or if an occupant is a smoker and any hoard consists of flammable material.

Write any findings within the comments field and highlight rooms of concern and why.










Take photographs where possible, ensure first you have verbal consent to do this, this will provide evidence if enforcement is required, but equally as important shows the occupant any improvements they have made.







Consent is required to share information unless there is a concern in relation to serious harm, refer to GDPR. A Consent Form is attached for the Occupant to sign where possible.




People have very different opinions on what a cluttered home looks like. As a result the International OCD Foundation developed the "Clutter Image Rating" Tool, which is a series of pictures depicting different levels of clutter in various rooms in the home. The purpose of this was so the occupant can gauge at what level they are at. Whilst it does not identify each risk staff may also find this useful as a guide and supplement to this Risk Assessment. It can be accessed on-line.

### HOUSEHOLD DETAILS




Name	Relationship to main Occupant	Age	Disability/Vulnerability
.....	.....	.....	.....
.....	.....	.....	.....
.....	.....	.....	.....
.....	.....	.....	.....
.....	.....	.....	.....
.....	.....	.....	.....
.....	.....	.....	.....

CAUSE FOR CONCERN	RISK ASSESSMENT		
<b>1 <u>Access into &amp; throughout property.</u></b> <b>Potential considerations:</b> <ul style="list-style-type: none"> <li>• Exits and staircase, are they clear, obstructed or completely blocked</li> <li>• Is there access to bathroom and/or kitchen</li> <li>• Is there access to living areas</li> <li>• What are the sleeping arrangements (bed, chair etc)</li> </ul> <p>Consider if evacuation is possible in the event of a fire, could Fire Officer get in to put out fire?</p>			
<b>Highlight issues and rooms affected:</b>           			
<b>2 <u>Access to facilities</u></b> <b>Potential considerations:</b> <ul style="list-style-type: none"> <li>• Is shower / bath, basin, WC in use</li> <li>• Is boiler or fire working</li> <li>• Is kitchen sink in use</li> <li>• Are cooking facilities in use</li> <li>• Are laundry facilities accessible / in use</li> </ul>			
<b>Highlight issues and rooms affected:</b>           			
<b>3 <u>Electrics</u></b> <b>Potential considerations:</b> <ul style="list-style-type: none"> <li>• Are electrics on</li> <li>• How good is visibility</li> <li>• Are sockets overloaded</li> <li>• Is there a potential for fire</li> </ul>			
<b>Highlight issues and rooms affected:</b>           			




<b>4 Gas</b> <b>Potential considerations:</b> <ul style="list-style-type: none"> <li>• Is the gas on</li> <li>• Is boiler working, has it been disconnected</li> <li>• Is the hoarding near a fire, cooker, heater etc</li> <li>• Is there a clear space of at least 1 metre</li> <li>• Is there a potential for fire</li> </ul>			
<b>Highlight issues and rooms affected:</b>          			
<b>5 Significant fire risks</b> <b>Potential considerations:</b> <ul style="list-style-type: none"> <li>• Are there Paraffin Based Products, gas portable heaters , oxygen cylinders or other</li> <li>• Piles of newspapers, mail etc</li> <li>• Are they located close to a source of ignition - <b>Take immediate action to remove.) Ensure Fire Service is made aware of risk.</b></li> </ul>			
<b>Highlight issues and rooms affected:</b>          			
<b>6 State of property/person generally</b> <b>Potential considerations:</b> <ul style="list-style-type: none"> <li>• Consider cleanliness in relation to:             <ul style="list-style-type: none"> <li>• Property</li> <li>• Person</li> </ul> </li> <li>• What is state of garden?</li> <li>• Condition of work surfaces etc?</li> <li>• Is there anything prejudicial to health?</li> </ul>			
<b>Highlight issues and rooms affected:</b>          			










<b>7 <u>Rotten food and excessive odours</u></b> <b>Potential considerations:</b> <ul style="list-style-type: none"> <li>• Are surfaces soiled</li> <li>• Maggots hatching</li> <li>• Are there odours that are obviously causing irritation</li> <li>• Impact on neighbours</li> <li>• Impact on condition of property</li> </ul>			
<b>Highlight issues and rooms affected:</b>          			




  

<b>8 <u>Presence of Vermin and/or Infestations</u></b> <b>Potential considerations:</b> <ul style="list-style-type: none"> <li>• Presence of bed bugs, lice, fleas, rats, cockroaches etc</li> <li>• Is it a light or significant infestation</li> <li>• Is it prejudicial to health</li> <li>• Is it causing an impact on neighbours</li> <li>• Is it causing damage to property</li> </ul>			
<b>Highlight issues and rooms affected:</b>          			




  

<b>9 <u>Are any of the occupants smokers?</u></b> <b>Potential considerations:</b> <ul style="list-style-type: none"> <li>• Are there visible burns eg carpet, clothing</li> <li>• Are there visible signs of a previous fire</li> <li>• Take into account other risks/vulnerabilities when assessing risk.</li> </ul>			
<b>Highlight issues and rooms affected:</b>          			




<b>10 Awareness of Drug/Alcohol Dependency</b> <b>Potential considerations:</b> <ul style="list-style-type: none"> <li>• In the event of a fire would the person be able to summon assistance?</li> <li>• Would they be able to evacuate in the event of a fire?</li> <li>• (Report to Fire Service if concerns)</li> </ul>			
<b>Comments :</b>          			
<b>11 Any children living in the property?</b> <b>Potential considerations:</b> <ul style="list-style-type: none"> <li>• Impairment to health or development</li> <li>• Risk of injury</li> <li>• Medical Supplies On Display</li> </ul> <p><b>WHERE THERE IS A HIGH/MEDIUM RISK A SAFEGUARDING ALERT MUST BE MADE TO LOCAL AUTHORITY</b></p>			
<b>Comments :</b>          			
<b>12 Vulnerabilities</b> <b>Potential considerations:</b> Does any occupant have any vulnerabilities? For example: <ul style="list-style-type: none"> <li>• Learning disabilities</li> <li>• Physical/mobility difficulties</li> <li>• Mental Health issues eg Dementia</li> <li>• Hearing or sight impairment</li> </ul> <p>How would this affect ability to summon help or evacuate in the event of a fire? (Report to Fire Service if concerns)</p> <p>What support is available currently to mitigate this?</p> <p>Check for large amounts of junk mail, this could indicate the person is being scammed.</p> <p><b>IS A SAFEGUARDING REFERRAL NEEDED TO ADULT HEALTH AND SOCIAL CARE?</b></p>			
<b>Comments :</b>          			


































<b>13 Any pets in the property?</b> <b>Potential considerations:</b> <ul style="list-style-type: none"> <li>Are there significant numbers of pets i.e. pet hoard</li> <li>Wellbeing of pets</li> <li>Presence of animal faeces / urine</li> </ul>			
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<b>Comments :</b>          
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<b>14 Other visible slips/trips/falls, other hazards or comments?</b> <b>Potential considerations:</b> <ul style="list-style-type: none"> <li>Hazard due to tenant vulnerability</li> <li>Hazard to other occupants</li> <li>Hazard to others that may need to enter the property eg fire officer</li> </ul>			
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<b>Highlight issues and rooms affected:</b>          
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<b>SUMMARY OF ROOMS / AREAS AFFECTED BY RAG RATING</b> <div>    </div>
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Hall / Stairs / Landing				Bedroom 1			
Living Room				Bedroom 2			
Kitchen				Bedroom 3			
Bathroom				Bedroom 4			
Other (state)							
Other (state)							
Other (State)							

CHECKLIST		
Referral to Fire Service	<input type="checkbox"/> Yes <input type="checkbox"/> No	Details / Date:
Referral to Multi-Agency Hoarding Frameworks	<input type="checkbox"/> Yes <input type="checkbox"/> No	Details:
Referral to Safeguarding	<input type="checkbox"/> Yes <input type="checkbox"/> No	Details:
Referral to Support Agencies (internal / external)	<input type="checkbox"/> Yes <input type="checkbox"/> No	Details:
Referral to Local Authority (i.e. Env Health)	<input type="checkbox"/> Yes <input type="checkbox"/> No	Details:
Referrals to internal Teams (TST / Repairs etc)	<input type="checkbox"/> Yes <input type="checkbox"/> No	Details:
Other Agency Referrals	<input type="checkbox"/> Yes <input type="checkbox"/> No	List and provide details:
Date Hoarding / Clutter Case Created		Date:

ADDITIONAL INFORMATION
Any other Comments:

<b>IMPORTANT</b> Complete Consent Form where possible
--

## **Appendix C: Websites for further reading**

**Cloud's End CIC** [www.cloudsend.org.uk](http://www.cloudsend.org.uk)

Resources to help hoarders and housing associations dealing with hoarding

**Help for Hoarders** [www.helpforhoarders.co.uk](http://www.helpforhoarders.co.uk)

Information support and advice for hoarders and their families. Including an online support forum

**OCD UK** [www.ocduk.org/hoarding](http://www.ocduk.org/hoarding)

Information and support about Obsessive Compulsive Disorder, which includes hoarding

**Hoarding UK** [www.hoardinguk.org](http://www.hoardinguk.org)

Information and support for hoarders and agencies, including local support groups

**The Association of Professional De-Clutterers and Organisers (UK)** [www.apdo-uk.co.uk](http://www.apdo-uk.co.uk)

Provide support, networking and promotion for members of the Professional Organizing & Decluttering industry, and information and services for their clients

### **Support Services**

Mind: [www.mind.org.uk](http://www.mind.org.uk)

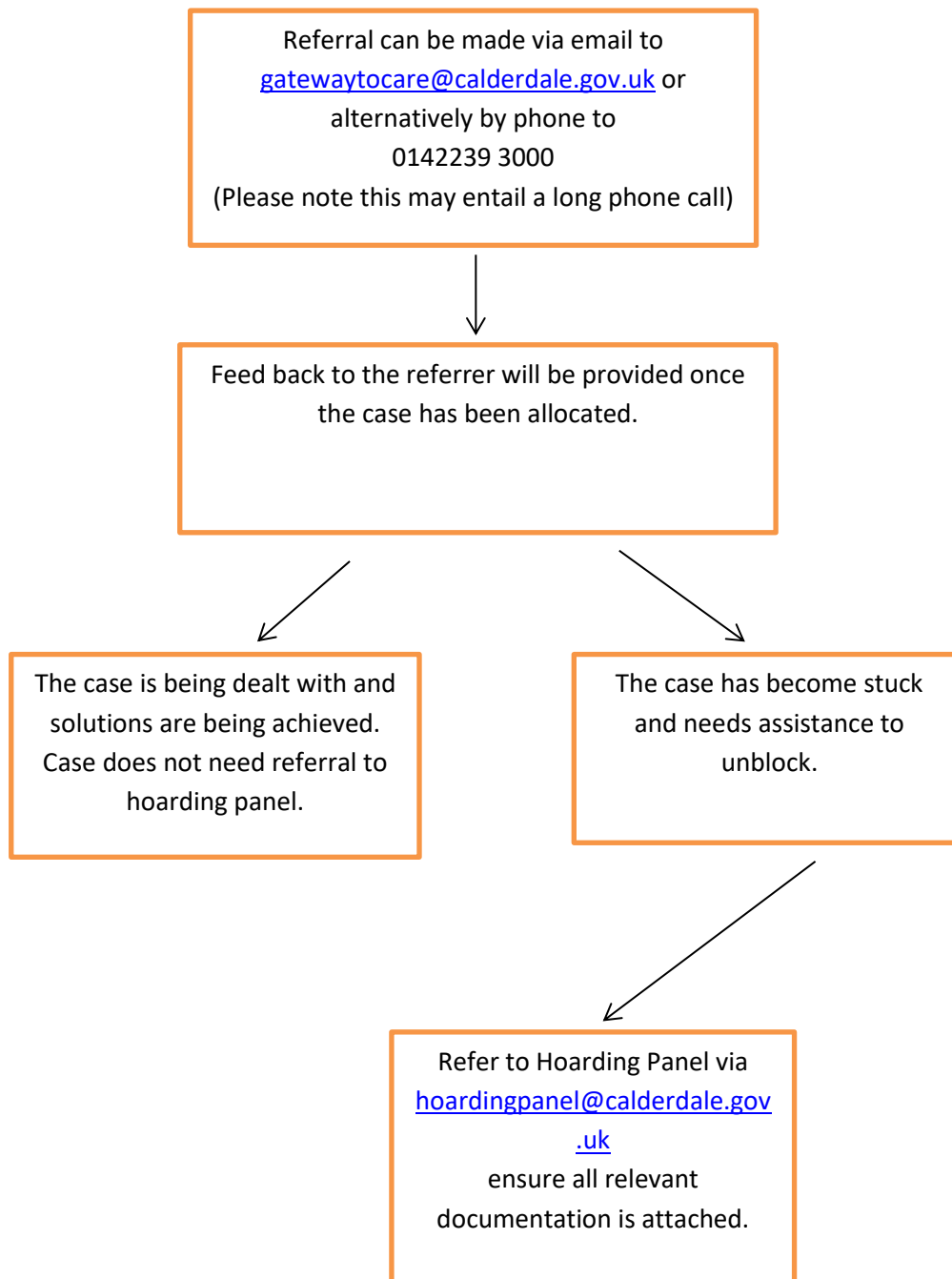
## **Appendix D: Information Sharing Protocol**

Calderdale Hoarding Panel will need to share data and this data will be managed and controlled by the Inter-agency Information Sharing Protocol.



## Appendix E: Hoarding Referral Pathway

Note: All Hoarding cases must be registered as a safeguarding concern.



## Appendix F: Referral Form

REFERRAL TO CALDERDALE HOARDING FRAMEWORK
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OCCUPANT NAME:	OFFICER NAME
OCCUPANT ADDRESS:	ORGANISATION:

REASON FOR REFERRAL (highlight as appropriate)
1. There is ongoing Significant Risk
2. The organisation has attempted to follow internal procedures and/or the Calderdale Hoarding Framework guidance and has been unable to resolve the situation
3. The organisation has been unable to gain the co-operation of other agencies to take action
4. The organisation has good reason to believe there is severe hoarding but has been unable to access the property and/or engage with the person despite persistent attempts and requires advice and/or assistance

PROVIDE BRIEF DETAILS INCLUDING ACTIONS TAKEN TO DATE

**IMPORTANT**  
Remember to attach:

- Hoarding/Clutter Risk Assessment
- Photographs
- Consent Form (where possible)

Please email this form to: [gatewaytocare@calderdale.gov.uk](mailto:gatewaytocare@calderdale.gov.uk)

## Appendix G: Consent Form

Name		Date of Birth	
Address			

<b><u>Brief Details of Current Circumstances</u></b>

<b><u>Brief Details of Support need</u></b> (what does the customer want us to help them with)

<b>Consent Agreement</b>			
I give consent for (insert name of organisation) to share information with other organisations eg Health Professionals and emergency services, on a need-to-know basis in order to access the help I need.			
<b>Signature of the Parties</b>			
Customer Signature		Print Name	
		Date	
On behalf of (insert name of Organisation)			
Staff Signature		Print Name	
		Date	
Staff Job Title			

### ACTION PLAN

This action plan has been agreed between:

**OCCUPANT**

Name(s): .....

Address: .....

Tel No: .....

**OFFICER COMPLETING FORM**

Name: .....

Job Title: .....

Tel No: .....

This plan sets out the actions both parties will take to try to resolve the matter

**AGREED BY OCCUPANT(s):**

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\*Please note that if you are a carer / parent / have children or adults with care or support needs living with you and you don't complete your actions or cooperate, you may be charged with Wilful Neglect.

**Signature:**

I agree and consent to this action plan and I will complete any actions which have been asked of me.

Signature(s):

Signature of Officer:

Date action plan agreed: