

Policy title	Hoarding and clutter Policy and Procedure
Summary	<p>Safety Focus: The main concern is preventing fire hazards, blocked exits, and unsanitary conditions due to clutter</p> <p>Assessment: The severity of hoarding is assessed to determine the level of intervention needed.</p> <p>Customer Support: The aim is to work with the customer to address the issue, often with the help of social services or mental health professionals if needed</p> <p>Enforcement: If the clutter creates serious risk and the customer is unwilling to co-operate, enforcement action may be taken, potentially legal action or eviction</p> <p>Respectful Approach: The policy should be implemented with respect for the customer's autonomy while prioritising their safety and well-being</p>
Scope	MSV employees, Customer Support Team, Later Living Team, MSV customers
Author & Job Role	Tia Mantack/Maureen Walsh
Directorate	
Document Status	Draft
Document Reference	Please refer to the protocol set out above and ensure the version of the document is displayed. E.g. CUS/LO/PO/0.1
Dates: Draft Approved Ratified Effective from Review by	Complete relevant dates as appropriate.
Impact Assessments: Date EIA completed	Please refer to Appendix III for further guidance

Date other IAs completed	
Consultation	Summarise who has been consulted, e.g.- Customers, Board, Exec, SLT, Leadership Team

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1 Introduction/Policy Purpose

- 1.1. This policy establishes a framework for identifying and addressing hoarding situations within customer's properties managed by Mosscafe St Vincents Housing. It aims to:
 - Promote the health and safety, and wellbeing of MSV customers and the surrounding community
 - Offer support to customers struggling with hoarding disorder
 - Protect MSV properties from damage
- 1.2. Customer Safety and Wellbeing: This includes protecting customers who may be struggling with compulsive hoarding disorder, as well as ensuring the safety of their neighbours and the community. Hoarding can create fire hazards, sanitation issues and attract pests.
- 1.3. Access: In situations like a crisis, hoarding can make it difficult for services to access the home safely. This policy aims to prevent the excessive stockpiling of essential goods
- 1.4. Focus on safety and wellbeing: Prioritise creating a safe living environment for the customer struggling with hoarding disorder, addressing fire hazards, sanitation issues and potential health and safety risks
 - Consider the safety and wellbeing of neighbours and the community.
- 1.5. Encourage early identification of hoarding behaviour, especially when it starts impacting on safety or wellbeing.
 - Offer support services such as mental health professionals, decluttering specialists and social services to help manage hoarding behaviour.
- 1.6. Mosscafe St Vincents Housing will focus on solutions that allow customers to maintain independence and control over their belongings whenever possible. We will encourage collaboration between social services, mental health professionals, fire service and property services. MSV will ensure all involved parties understand the process for intervention and support
- 1.7. The Care Act 2014 requires Mosscafe St Vincent's Housing to follow our Duty of Care principals. MSV have a legal obligation to intervene in extreme hoarding situations that pose a danger to the customer, neighbours or the community.

2 Scope

- 2.1 Overall responsibility lies with the Executive Director of Customers

2.2 All staff should be aware of the Policy/Procedure and work collaboratively with the Neighbourhood, Later Living and Wellbeing Officers to put an Action Plan in place

2.3 This policy affects individuals who are MSV Housing Group customers and who suffer from Hoarding Disorder and for customers who are directly or indirectly affected by Hoarding due to Health and Safety issues

2.4 Set out who the document relates to: For example:

- All Staff
- Board/Committee Members
- Business Area/Team specific

3 Definitions

- 3.1 Compulsive hoarding is a pattern of behaviour characterised by the excessive acquisition of, and an inability or unwillingness to discard, large quantities of unnecessary objects
- 3.2 Acquiring and failing to throw out a large number of items that would appear to have little or no value to others (e.g. papers, notes, flyers, newspapers, clothes)
- 3.3 Severe cluttering of the person's home so that it is no longer able to function as a viable living space
- 3.4 Significant distress or impairment of work or social life
- 3.5 Cluttered homes become inaccessible and can no longer be used for the intended purpose:
- 3.6 Beds cannot be slept in
- 3.7 Kitchens become filled with rotting food and combustible material such as newspapers and junk mail are piled onto cooker hobs
- 3.8 Bathrooms become filthy and unsanitary
- 3.9 Dead pets may also be present.
- 3.10 Commonly, hoarders are unwilling to give access to MSV Housing Association staff for tenancy matters, gas safety checks, repairs or maintenance
- 3.11 Under the 2014 Care Act, self neglect is a reportable safeguarding issue.

4 Roles & Responsibilities

- 4.1 Staff suspecting that a customer is hoarding should refer to the Neighbourhood Team and the Customer Support Team.
- 4.2 Overall responsibility lies with Customer Support Manager and Team Leader who will ensure that all cases of hoarding are logged using CAS case management system and are monitored accordingly.
- 4.3 Neighbourhood, Later Life and Supported Teams will notify the Compliance Team to ensure a Fire Risk Assessment is carried out
- 4.4 The Wellbeing Team will make contact with the customer to seek consent for the local Fire Service to carry out a Fire Risk Assessment on 0800 555 815 or www.manchesterfire.gov.uk
- 4.5 Other agencies, health professionals and relevant services should or could be involved in an Action Plan with the customer at this stage.
- 4.6 Staff should be aware of these potential issues when dealing with hoarders as we have a Duty of Care to report it.
- 4.7 Where hoarding is identified, the tenant will be notified of the support options available in order to help them bring their property up to an acceptable condition (where rooms can be used for its intended purpose). This will be monitored on a minimum two week basis.
- 4.8 Neighbourhood Teams will make the first contact/visit and use the Clutter Scale below to decide the course of action that follows. (Clutter Image Scale ratings parts 1-3) PERMISSION FOR PHOTOGRAPHS need to be agreed. Upon each inspection follow up letters will be sent. (see Appendices 9.3)
 - If the rating is green then this should be treated as a breach of tenancy and dealt with by the Neighbourhood Officer/supported Housing Officer/ Later Living persons Services Officer, where progress will be monitored, and Wellbeing support offered.
 - Where MSV deem the property to be High Risk (numbers 7,8 and 9) including structural damage, hazards to health, high potential fire risk then further Action may be taken
 - Pictures 1,2 and 3 are green and dealt with in the first instance by the Neighbourhood Teams/Supported Housing Team and Later Living Team
 - Pictures 4,5 and 6 are Amber and will be dealt with jointly by the Neighbourhood Teams/ Wellbeing Team/ Supported Housing Team and Later Living Team

Pictures 7,8 and 9 are Red and a High Risk where all Teams are involved with partners to gain entry.

- 4.9 If access is not granted by the customer after 3 consecutive visits without reasonable cause, MSV's Hoarding Officer may begin

enforcement action.

5 Monitoring, Review & Evaluation

5.1 Each case should be reviewed and monitored through –

- CAS case management system
- 121's
- Team meetings
- Multi Agency Reviews
- Customer satisfaction
- This policy will be reviewed every 2 years unless legislation dictates otherwise

In this this section briefly outline how the policy will be monitored to ensure they are effective and can be evaluated, e.g.

- KPIs
- Logs or databases
- Satisfaction surveys, etc

6 Related Documents

- 6.1 Adult safeguarding/safeguarding of children/family members,
- 6.2 Tenancy agreement,
- 6.3 Pets procedure,
- 6.4 Health & safety procedures
- 6.5 ASB Policy and Procedures
- 6.6 Gas Servicing and Electric Safety Checks
- 6.7 Risk Assessments
- 6.8 Fire Risk Policy and Procedure
- 6.9 No Access Policy

Version History

This should keep a track of each iteration of the document and the reason for change. Please follow the guidance above and also refer to the example below:

Version	Date	Description/Summary	Status	Author
2	29/04/2024	Hoarding Policy and Procedure	Draft	TM/MW

7 Appendices

- 7.1 Clutter Image Scale Ratings
- 7.2 Clutter Image guidelines
- 7.3 Template letters
- 7.4 Impact Assessment

APPENDIX 7.1 and 7.2 Images and guides



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mages.pdf

APPENDIX 7.3 – TEMPLATES



Hoarding template
Letter 1.doc



Hoarding template
letter 2.docx



Hoarding Template
Letter 3.docx

APPENDIX 7.4 EQUALITY IMPACT ASSESSMENT

Who are the main stakeholders in relation to the function?	Customers, Staff, Contractors	
Who will be consulted and what types of consultation will be carried out?	Tenant Review Board Staff	
Could the function have a differential impact on:		What evidence exists to support your analysis?
Racial Groups	No	
Gender or gender reassignment	No	

Disabled people	Yes	Differing disabilities may need different timescales of help
Age	No	
Sexuality	No	
Religion or belief	No	
Any other protected or vulnerable characteristic including marriage or civil partnerships, pregnancy or maternity?	No	Domestic Abuse
<p>If the answer is NO to <u>all</u> questions and no differential treatment has been found there is no requirement for a full Equality Impact Assessment. Please go back regularly and review the cycle.</p> <p>If the answer is YES to any of the questions, please complete the rest of the form.</p>		
In what areas could the differential identified be considered to have an adverse impact in this function and what solutions will be introduced to overcome these adverse impacts?	Consider different timescales depending on the disability and also consider external support options.	
	Consider different timescales depending on the type of Domestic abuse and involvement of the Community Safety Team	
In what areas could the differential identified be considered a positive impact in this function and what strategies will be introduced to safeguard and spread these positive impacts?	Make the home more accessible and free from risks, health and safety and Fire. Injunctions	
Which Action Plans have these solutions/strategies been transferred into?	All Section 8 related documents	