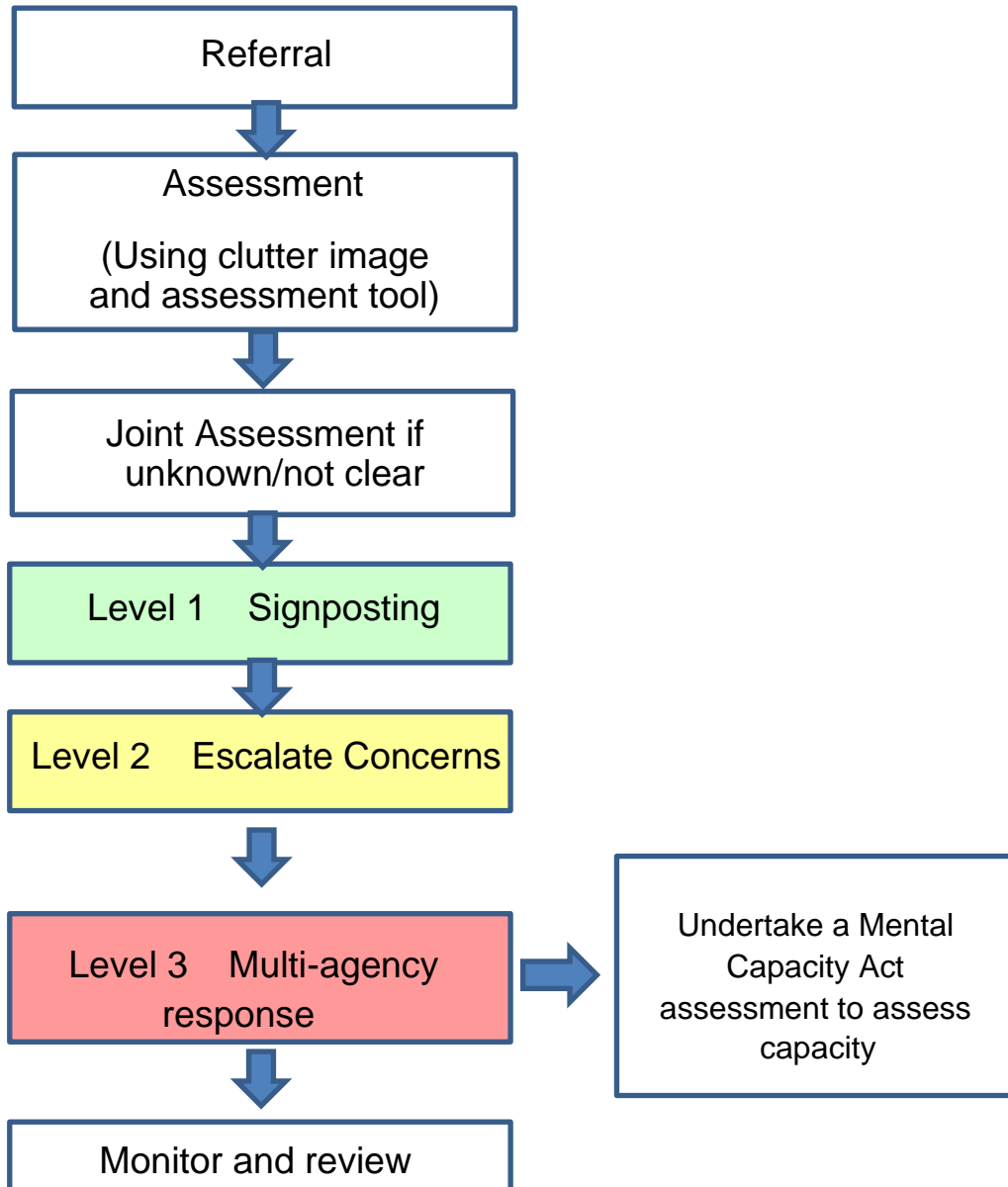


1. Process for Clutter Image Rating Tool

The flow chart below sets out the process clearly. If in doubt, please ask your supervisor/manager for assistance.



Please use the clutter image rating to assess what level the customer's hoarding problem is at:

| | Page |
|-----------------------------|------|
| Images 1-3 indicate level 1 | 6 |
| Images 4-6 indicate level 2 | 7 |
| Images 7-9 indicate level 3 | 10 |

Then refer to clutter assessment tool to guide which details the appropriate action you should take. Record all actions undertaken in agency's recording system, detailing conversations with other professionals, actions taken and action yet to be taken.

Clutter Image Rating Scale - Bedroom

Please select the photo that most accurately reflects the amount of clutter in the room



1



2



3



4



5



6



7



8



9

Clutter Image Rating Scale - Lounge

Please select the photo that most accurately reflects the amount of clutter in the room



1



2



3



4



5



6



7



8



9

Clutter Image Rating Scale - Kitchen

Please select the photo that most accurately reflects the amount of clutter in the room



1



2



3



4



5



6



7



8



9

Assessment Tool Guidelines

1. Property structure, services & garden area

- Assess the access to all entrances and exits for the property. (Note impact on any communal entrances & exits). Include access to roof space.
- Does the property have a smoke alarm?
- Visual Assessment (non-professional) of the condition of the services (NPVAS) within the property e.g. plumbing, electrics, gas, air conditioning, heating, this will help inform your next course of action.
- Are the services connected?
- Assess the garden. Size, access and condition.

2. Household Functions

- Assess the current functionality of the rooms and the safety for their proposed use. E.g. can the kitchen be safely used for cooking or does the level of clutter within the room prevent it.
- Select the appropriate rating on the clutter scale.
- Please estimate the % of floor space covered by clutter
- Please estimate the height of the clutter in each room

3. Health and Safety

- Assess the level of sanitation in the property.
- Are the floors clean?
- Are the work surfaces clean?
- Are you aware of any odours in the property?
- Is there rotting food?
- Does the resident use candles?
- Did you witness a higher than expected number of flies?
- Are household members struggling with personal care?
- Is there random or chaotic writing on the walls on the property?
- Are there unreasonable amounts of medication collected? Prescribed or over the counter?
- Is the resident aware of any fire risk associated to the clutter in the property?

4. Safeguard of Children & Family members

- Do any rooms rate 7 or above on the clutter rating scale?
- Does the household contain young people or children?

5. Animals and Pests

- Are there any pets at the property?
- Are the pets well cared for; are you concerned about their health?
- Is there evidence of any infestation? E.g. bed bugs, rats, mice, etc.
- Are animals being hoarded at the property?
- Are outside areas seen by the resident as a wildlife area?
- Does the resident leave food out in the garden to feed foxes etc.

6. Personal Protective Equipment (PPE)

- Following your assessment do you recommend the use of Personal Protective Equipment (PPE) at future visits? Please detail

- Following your assessment do you recommend the resident is visited in pairs?
Please detail

Level 1

Clutter Image rating 1 - 3

Household environment is considered standard. No specialised assistance is needed. If the resident would like some assistance with general housework or feels they are declining towards a higher clutter scale, appropriate referrals can be made subject to age and circumstances.

1. Property structure, services & garden area

- All entrances and exits, stairways, roof space and windows accessible.
- Smoke alarms fitted and functional or referrals made to fire brigade to visit and install.
- All services functional and maintained in good working order.
- Garden is accessible, tidy and maintained

2. Household Functions

- No excessive clutter, all rooms can be safely used for their intended purpose.
- All rooms are rated 0-3 on the Clutter Rating Scale
- No additional unused household appliances appear in unusual locations around the property
- Property is maintained within terms of any lease or tenancy agreements where appropriate.
- Property is not at risk of action by Environmental Health.

3. Health and Safety

- Property is clean with no odours, (pet or other)
- No rotting food
- No concerning use of candles
- No concern over flies
- Residents managing personal care
- No writing on the walls
- Quantities of medication are within appropriate limits, in date and stored appropriately.

4. Safeguard of Children & Family members

- No Concerns for household members

5. Animals and Pests

- Any pets at the property are well cared for
- No pests or infestations at the property

6. Personal Protective Equipment (PPE)

- No PPE required
- No visit in pairs required.

Level 1

Actions

Referring Agency

- Discuss concerns with resident
- Raise a request to the Fire Brigade to provide fire safety advice
- Refer for support assessment if appropriate. Refer to GP if appropriate

Environmental Health

- No Action

Social Landlords

- Provide details on debt advice if appropriate to circumstances
- Refer to GP if appropriate
- Refer for support assessment if appropriate. Provide details of support streams open to the resident via charities and self-help groups. Provide details on debt advice if appropriate to circumstances
- Ensure residents are maintaining all tenancy conditions

Practitioners

- Complete Hoarding Assessment
- Make appropriate referrals for support
- Refer to social landlord if the client is their tenant or leaseholder

Emergency Services

- Ensure information is shared with statutory agencies & feedback is provided to referring agency on completion of home visits.

Animal Welfare

- No action unless advice requested

Safeguarding Adults

- No action unless other concerns of abuse are noted.

MASH

- No action unless other concerns of abuse are noted.

Level 2

Clutter Image Rating 4 - 6

Household environment requires professional assistance to resolve the clutter and the maintenance issues in the property.

Property structure, services & garden area

- Only major exit is blocked
- Only one of the services is not fully functional Concern that services are not well maintained
- Smoke alarms are not installed or not functioning
- Garden is not accessible due to clutter, or is not maintained
- Evidence of indoor items stored outside
- Evidence of light structural damage including damp

- Interior doors missing or blocked open

Household Functions

- Clutter is causing congestion in the living spaces and is impacting on the use of the rooms for their intended purpose.
- Clutter is causing congestion between the rooms and entrances. Room(s) score between 4-5 on the clutter scale.
- Inconsistent levels of housekeeping throughout the property
- Some household appliances are not functioning properly and there may be additional units in unusual places.
- Property is not maintained within terms of lease or tenancy agreement where applicable.
- Evidence of outdoor items being stored inside

Health and Safety

- Kitchen and bathroom are not kept clean
- Offensive odour in the property
- Resident is not maintaining safe cooking environment
- Some concern with the quantity of medication, or its storage or expiry dates.
- No rotting food
- No concerning use of candles
- Resident trying to manage personal care but struggling
- No writing on the walls

Safeguard of Children & Family members

- Hoarding on clutter scale 4 -7 doesn't automatically constitute a Safeguarding Alert.
- Please note all additional concerns for householders
- Properties with children or vulnerable residents with additional support needs may trigger a Safeguarding Alert under a different risk.

Animals and Pests

- Pets at the property are not well cared for
- Resident is not able to control the animals
- Animal's living area is not maintained and smells
- Animals appear to be undernourished or overfed Sound of mice heard at the property.
- Spider webs in house
- Light insect infestation (bed bugs, lice, fleas, cockroaches, ants, etc.)

Personal Protective Equipment (PPE)

- Latex Gloves, boots or needle stick safe shoes, face mask, hand sanitizer, insect repellent.
- PPE required

Level 2

Actions

In addition to actions listed below these cases need to be monitored regularly in the future due to

RISK OF ESCALATION OR RECURRENCE

Referring Agency

- Refer to landlord if resident is a tenant
- Refer to Environmental Health if resident is a freeholder
- Raise a request to the Fire Brigade to provide fire prevention advice
- Provide details of garden services
- Refer for support assessment
- Referral to GP
- Referral to debt advice if appropriate
- Refer to Animal welfare if there are animals at the property.
- Ensure information sharing with all agencies involved to ensure a collaborative approach and a sustainable resolution.

Environmental Health

- Refer to Environmental Health with details of client, landlord (if relevant) referrer's details and overview of problems
- At time of inspection, Environmental Health Officer decides on appropriate course of action
- Consider serving notices under Environmental Protection Act 1990, Prevention of Damage by Pests Act 1949 or Housing Act 2004
- Consider Works in Default if notices not complied by occupier

Social Landlord

- Visit resident to inspect the property & assess support needs
- Referral to Floating Support to assist in the restoration of services to the property where appropriate.
- Ensure residents are maintaining all tenancy conditions
- Enforce tenancy conditions relating to resident's responsibilities
- Ensure information sharing with all agencies involved to ensure a collaborative approach and a sustainable resolution.

Practitioners

- Refer to 'Guidance for Hoarding Guidance Questions to Ask'
- Complete Practitioners Assessment Tool
- Ensure information sharing with all agencies involved to ensure a collaborative approach and a sustainable resolution.

Emergency Services

- Ensure information sharing with all agencies involved to ensure a collaborative approach and a sustainable resolution.
- Provide feedback to referring agency on completion of home visits.

Animal Welfare

- Visit property to undertake a wellbeing check on animals at the property.
- Educate client regarding animal welfare if appropriate
- Provide advice / assistance with re-homing animals

Safeguarding Adults

- No action unless other concerns of abuse are noted.
- If other concerns of abuse are of concern or have been reported, progression to safeguarding referral and investigation may be necessary.

MASH

- No action unless other concerns of abuse are noted

Level 3

Clutter image rating 7 - 9

Household environment will require intervention with a collaborative multi agency approach with the involvement from a wide range of professionals. This level of hoarding constitutes a Safeguarding alert due to the significant risk to health of the householders, surrounding properties and residents. Residents are often unaware of the implication of their hoarding actions and oblivious to the risk it poses.

Property structure, services & garden area

- Limited access to the property due to extreme clutter
- Evidence may be seen of extreme clutter seen at windows
- Evidence may be seen of extreme clutter outside the property
- Garden not accessible and extensively overgrown
- Services not connected or not functioning properly
- Smoke alarms not fitted or not functioning
- Property lacks ventilation due to clutter
- Evidence of structural damage or outstanding repairs including damp
- Interior doors missing or blocked open
- Evidence of indoor items stored outside

Household Functions

- Clutter is obstructing the living spaces and is preventing the use of the rooms for their intended purpose.
- Room(s) scores 7 - 9 on the clutter image scale
- Rooms not used for intended purposes or very limited
- Beds inaccessible or unusable due to clutter or infestation
- Entrances, hallways and stairs blocked or difficult to pass
- Toilets, sinks not functioning or not in use
- Resident at risk due to living environment
- Household appliances are not functioning or inaccessible
- Resident has no safe cooking environment
- Resident is using candles
- Evidence of outdoor clutter being stored indoors.
- No evidence of housekeeping being undertaken
- Broken household items not discarded e.g. broken glass or plates
- Concern for declining mental health

- Property is not maintained within terms of lease or tenancy agreement where applicable
- Property is at risk of notice being served by Environmental Health

Health and Safety

- Human urine and or excrement may be present
- Excessive odour in the property, may also be evident from the outside
- Rotting food may be present
- Evidence may be seen of unclean, unused and or buried plates & dishes.
- Broken household items not discarded e.g. broken glass or plates
- Inappropriate quantities or storage of medication.
- Pungent odour can be smelt inside the property and possibly from outside.
- Concern with the integrity of the electrics
- Inappropriate use of electrical extension cords or evidence of unqualified work to the electrics.
- Concern for declining mental health

Safeguard of Children & Family members

- Hoarding on clutter scale 7-9 constitutes a Safeguarding Alert.
- Please note all additional concerns for householders

Animals and Pests

- Animals at the property at risk due to the level of clutter in the property
- Resident may not able to control the animals at the property
- Animal's living area is not maintained and smells
- Animals appear to be under nourished or over fed
- Hoarding of animals at the property
- Heavy insect infestation (bed bugs, lice, fleas, cockroaches, ants, silverfish, etc.)
- Visible rodent infestation

Personal Protective Equipment (PPE)

- Latex Gloves, boots or needle stick safe shoes, face mask, hand sanitizer, insect repellent.
- Visit in pairs required

Level 3

Actions

Referring Agency

- Conduct a multi-agency meeting
- Raise a request to the Fire Brigade within 24 hours to provide fire prevention advice.
- Environmental Health
- Refer to Environmental Health with details of client, landlord (if relevant) referrer's details and overview of problems
- At time of inspection, EHO decides on appropriate course of action
- Consider serving notices under Environmental Protection Act 1990, Prevention of Damage by Pests Act 1949 or Housing Act 2004

- Consider Works in Default if notices not complied by occupier

Landlord

- Visit resident to inspect the property & assess support needs
- Attend multi agency Safeguarding meeting
- Enforce tenancy conditions relating to resident's responsibilities
- If resident refuses to engage serve Notice of Seeking Possession under Ground 13 to Schedule 2 of the Housing Act 1988

Practitioners

- Refer to 'Hoarding Guidance Questions for practitioners'
- Complete Practitioners Assessment Tool
- Ensure information sharing with all agencies involved to ensure a collaborative approach and a sustainable resolution.

Emergency Services

- Attend multi agency meetings on request
- Ensure information sharing with all agencies involved to ensure a collaborative approach and a sustainable resolution.
- Provide feedback to referring agency on completion of home visits.

Animal Welfare

- Visit property to undertake a wellbeing check on animals at the property.
- Remove animals to a safe environment
- Educate client regarding animal welfare if appropriate
- Take legal action for animal cruelty if appropriate
- Provide advice / assistance with re-homing animals

Safeguarding Adults

- Safeguarding alert should progress to referral for multi-agency approach and further investigation of any concerns of abuse when identified

Safeguarding Children

- Refer to children to children's services within 24 hours