

Think Family - Hoarding Pathway

Level 1 Signposting by the single agency

This could look like:

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

Example:

- All Doors, stairways, and windows accessible
- No evidence of pests or large number of pets
- Clutter obstructs SOME functions of key living area – looks untidy.
- Safe Maintained sanitation conditions

Level 2 Multi-Agency Response

This could look like:

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

Example:

- Blocking of Doors, some windows, possibly major exit
- Some infestation of pests (e.g., bed bugs, lice, fleas, rats)
- Clutter obstructing functions of key living space, stairs, entrances, hallways etc.
- Evidence of non-maintained sanitation conditions (e.g., food preparation surfaces heavily soiled, lots of dirty dishes, obvious odours which irritate etc.)
- Evidence of burns to the carpet, clothing etc.

Level 3 Safeguarding Response

This could look like:

Household environment will require intervention with a collaborative multi-agency approach with the involvement from a wide range of professionals. This level of hoarding is a significant risk to the health of the householders, surrounding properties and residents. The occupier is often unaware of the implications of their hoarding actions and oblivious to the risk it poses.

Example:

- Whole rooms inaccessible, exits blocked, windows not able to be opened.
- Utilities cut off (e.g., no heating, gas capped)
- Heavy infestation of pests (rats seen, heard, reported by neighbours, cockroaches, fleas etc.)
- Large number of animals in the property
- Key living spaces not available for use, person living in one room.
- Evidence of urine/excrement in room, rotting food, very insanitary conditions
- Evidence of previous fire or burns in the carpet, clothing etc.

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Level / Risk	Response
<p>Level 1:</p> <p>Clutter Images 1-3 indicate</p> <p>Signposting by the single agency</p>	<ul style="list-style-type: none"> • Discuss support solutions with consent for consideration • Refer to West Midlands Fire Service for safe and well-check • Refer to Adult Social Care Front Door for referral to Floating Support, Prevention Services, Community Alarm or an assessment for care and support needs • Use the support level and guidance framework to consider if Early Help is needed Children and Families Service • Advice and Support to register with a G.P. if not registered • Contact Dudley Welfare Rights for debt benefit issues.
<p>Level 2:</p> <p>Clutter Images 4-6 indicate</p> <p>Multi-agency Response</p>	<ul style="list-style-type: none"> • Discuss Solutions / Interventions / Support Options with the individual and obtain consent if a referral for support is required • If the individual does not meet safeguarding adults threshold, consider a referral to Adult Social Care for referral to floating support, Prevention Services, Community Alarm, or an assessment • If there are children living in the property, use the support level and guidance framework, complete a GCP2 and refer to either Family Hubs/ Children's Front Door. • If Housing Association tenant Dudley Council officers to contact Housing Association to advise they need to visit and use the framework • Refer to Mental Health Assessment Service (MHAS) • Refer to West Midlands Fire Service for safe and well-check • Refer to private sector housing • Refer to Environmental Health if a public health issue
<p>Level 3</p> <p>Clutter image rating 7-9</p> <p>Safeguarding Response</p>	<ul style="list-style-type: none"> • Act as Coordinator, visit tenant and inspect whole property • Raise an adult safeguarding concern if there are care and support needs and attach this form, attach any photos taken (with consent of the individual) • If there are children living in the property, use the support level guidance framework complete a GCP2 and submit a request for help and support form to Children & Families Services via the Children's Front Door • If Housing tenant – Neighbourhood Officer to contact Housing Association to advise they need to visit and use the framework. • West Midlands Fire Service safe and well check within 24 hours • Refer to Environmental Health due to public health issue • Refer to Mental Health Assessment Service (MHAS) • Refer to Dudley MBC Housing Team if the property is uninhabitable • Consider what support the voluntary sector can provide • Arrange a multi- agency professionals meeting to include Dudley Council (Housing), Adults Social Care (if applicable), Children's & families (if applicable) and any agency you have referred to and may be involved • Refer to RSPCA if there are any animal welfare concerns