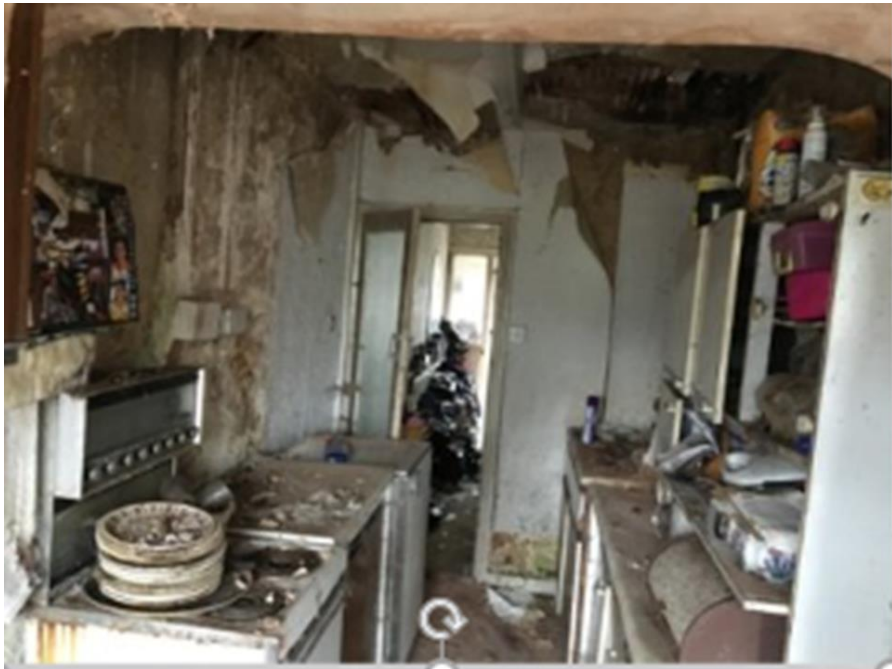


Dudley Safeguarding People Partnership Think Family - Hoarding Toolkit 2024 - 2026



Dudley Safeguarding
People Partnership



Accessing the Think Family - Hoarding Toolkit:



<https://dudleysafeguarding.org.uk/multi-agency-hoarding-toolkit-2024-2026/>



Aims of the Dudley Think Family - Hoarding Toolkit



To ensure that agencies feel able to manage hoarding cases independently in the first instance and then have avenues to explore

Provide a multi-agency pathway which will maximise the use of existing services and resources and which may reduce the need for enforcement action

Ensure that when solutions are required, there is a process for planning and coordinating 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 ensuring a think family approach.



Section 5 of the Toolkit - Process

1. Use the Clutter Image Rating Scale for each room and record your findings on the Hoarding Tool – response form

Hoarding Rating Tool – Response Form

Assess the level of the hoarding by using the [Clutter Image Rating Scale](#) for each room and record your findings below. Provide details of any additional factors are present and the impact on the living conditions.

| | | | | | | | | | |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Type of Property: | | | | | | | | | |
| Who lives here? | | | | | | | | | |
| Using the Clutter Image Rating Scale, rate each room (1 to 9) | | | | | | | | | |
| <i>Indicate if children's rooms are not seen and include a rationale as to why.</i> | | | | | | | | | |
| Kitchen | | | | | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Living Room | | | | | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Dining Room | | | | | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Bathroom | | | | | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Bedroom 1 | | | | | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Who sleeps here? | | | | | | | | | |
| Bedroom 2 | | | | | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Who sleeps here? | | | | | | | | | |
| Bedroom 3 | | | | | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Who sleeps here? | | | | | | | | | |
| Bedroom 4 | | | | | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Who sleeps here? | | | | | | | | | |
| Separate Toilet | | | | | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other Rooms | | | | | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Rooms not seen: | | | | | | | | | |
| <i>Include rationale as to why</i> | | | | | | | | | |

- Complete the clutter score by ticking the box for each room using the clutter rating tool
- Record who sleeps in the rooms (including children)
- Record whether there are any unsafe sleeping arrangements for children
- Record rooms not seen and include a rationale as to why

Section 5 of the Toolkit - Process

2. Record if there any other concerns regarding the living conditions

Other concerns regarding the living conditions

- Rotten Food
- Insect or Rodent Infestation
- Large Number of Animals (number/type)
- Concerns of Self-Neglect
- Concerned for other adults at the property
- Concerned for the Children at the property
- Animal Waste in the house
- Structural Damage to the Property
- Clutter Outside
- Concerns over the cleanliness of the property
- Visible Human Waste (Urine/ Faeces)
- Inappropriate Sleeping arrangements for children
- Sticky floors or carpets
- Odours omitting from the property
- Smell of cannabis

If any of the these are evident (even though the clutter is 1-3) a level 2 or 3 response may be required depending on your professional judgement.

Section 5 of the Toolkit - Process

3. Record details of the conversation with the adult regarding the living conditions including what they want to happen (see practitioner guidance at Section 5 of the toolkit):



Section 5 of the Toolkit - Process

4. Use the pathway to respond accordingly



Dudley 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



Dudley Hoarding Pathway – Level 1 Response



- Obtain consent from individual and discuss support solutions (such as):
- WMFS – safe and well check
- ACS – Floating support, Prevention Services, Community Alarm
- Support to ensure individual is registered with a GP
- Dudley Welfare Rights
- Use the support level and guidance framework to consider if Early Help is needed Children and Families Service
- Ensure robust record keeping of your intervention with adult/family.



Dudley Hoarding Pathway – 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.

Dudley Hoarding Pathway – Level 2 Response

- 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 adult's threshold, with their consent consider a referral to Adult Social Care.
- If there are children or a pregnant woman living in the property, use the support level and guidance framework, complete a GCP2/GCP2A and refer to either Family Hubs/ Children's Front Door (details on the last slide)
- Link in with the person's and/or child's GP/Health Professional for support with health concerns.
- Attach the completed **Hoarding response form** and any photos taken (with consent of the individual)
- Refer to WMFS for a safe and well check
- Refer to Mental Health Assessment Service (MHAS)

Dudley Hoarding Pathway – 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 people living in the property, 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.)
- 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.

Dudley Hoarding Pathway – Level 3 Response

- Raise an adult safeguarding concern and **attach the hoarding response form**, attach any photos taken (with consent of the individual)
 - If there are children or a pregnant woman living in the property, use the support level guidance framework complete a GCP2/GCP2A and submit a request for help and support form to Children & Families Services via the Children's Front Door - **attach the hoarding response form**
 - Refer to WMFS for a safe and well check
 - Refer to Mental Health Assessment Service (MHAS)
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Further Information and Support



- Flowchart for making adults referrals
- Adult Safeguarding Referrals
- Dudley Adults Portal
- Children's Front Door
- DSPP Support Level Guidance and Framework
- Mental Health Assessment Service (MHAS) – 01384 324578
- West Midlands Fire Service – 0800 389 5525
- Adult Social Care Enquiry – 0300 555 0055
- Children and Families Service, contact: Tel 0300 555 0050
- Dudley Welfare Rights 0300 555 0055, or via the DMBC website
- Private sector housing – 0300 555 2345
- Environmental Health – 0300 555 2345
- Dudley MBC Housing Team 0300 555 2345
- Safer Sleeping Guidance
- RSPCA <https://www.rspca.org.uk/utilities/contactus/reportcruelty> 0300 1234 999

