Glasgow City Health and Social Care Partnership

Scottish Fire & Rescue Services

Registered Social Landlords

Hoarding Procedure



Introduction

This procedure sets out the approach to be taken by staff in Housing and Health & Social care when dealing with hoarding in Glasgow City Health & Social Care Partnership. The procedure also covers Private Rented Sector and Owner Occupied, when HSCP staff has identified the concern in this tenure.

Key Facts

- It is estimated that between 2 -5% of the population hoard
- This equates to 1.2 million households across the UK
- It is estimated that only 5% of hoarders come to the attention of the statutory agencies
- Hoarding can cause significant damage to the physical make up of properties and can lead to death – it is suggested that up to 25% of accidental domestic fire fatalities involve hoarded households.
- It is estimated that the average cost of a hoarding case from start to finish can be anything up to £60,000.
- 20 -30% of OCD sufferers are hoarders (Chartered Institute of Environmental Health)
- Often, people who hoard can stop landlords from meeting their statutory duties – i.e. Gas safety checks and other certification requirements for Social Landlords

This procedure note will give staff guidance in:

- how to identify hoarding behaviour
- how to assess risk and levels of hoarding
- case management
- clear action and timescales linked to the level of risk
- action/support plans
- use of legal remedies
- involving the statutory agencies through the multi-agency protocol

and links with the HSCP 9 Health and Wellbeing Outcomes.

Identifying Hoarding

Self – neglect is the inability (intentional or unintentional) to maintain a socially and culturally acceptable standard of self-care with the potential for serious consequences to the health and well-being of the individual and potentially their community.

Extreme self-neglect can be known as Diogenes syndrome a disorder characterised by domestic squalor, social withdrawal, apathy, compulsive hoarding or garbage and lack of shame. Sufferers may also display symptoms of catatonia.

Hoarding is the excessive collection and retention of materials to the extent that they affect day to day living and create a potential hazard. The impact of hoarding can create significant management problems and may require long term input and support in order to resolve effectively. It's not the preserve of any group of people and can start at an early age but collections are likely to grow as people age and so cases are more often seen with older people. Restrictions following illness, accident or that increase with age also contribute to hoarding, by limiting a person's physical capability to take action.

Hoarding is also exhibited by people who have other issues that might make them vulnerable, for example, anxiety, depression or obsessive compulsive disorder, or it can follow on from a traumatic experience.

Hoarding characteristics

Hoarding is a **classified mental disorder** and is the excessive collection and retention of materials to the extent that they affect day to day living and create a potential hazard. Hoarding causes a nuisance or hazard to others as well as to the individual.

In many cases it will be very clear that there is a problem, where rooms of full of items, but the hoarding may initially be confined to certain rooms.

Indications include:

- 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)
- severe cluttering of the person's home so that it is no longer able to function as a viable living space
- reluctance of tenant to give access, missed access arrangements for repairs, safety checks
- smells coming from rooms
- property being dirty or in disrepair
- overstuffed cupboards
- large number of pets
- Self neglect
- curtains always drawn/house looking unoccupied

Staff identifying that a tenant has a hoarding problem should also bear in mind the following points:

- Hoarding maybe an indicator of an underlying mental health problem.
- Hoarding increases the risk of fire in a property and can impede the rescue services where materials block doors and windows
- It can compromise the health and safety of neighbours and the wider community especially where the tenant occupies a flat and/or where the material hoarded encourages infestations of mice or insects
- People with a hoarding problem can be socially isolated. They may not be used to dealing with people in their daily lives.
- Be aware that hoarders are often reluctant to seek help and may even refuse it when offered.
- Be objective and do not prejudge the underlying causes. Judging a hoarder may alienate them and make it harder for staff to work with them.
- Do not devalue the importance of the items hoarded or touch without the tenant's agreement, so do not refer to them as "rubbish" as they are likely to have some personal value.
- Hoarders often see their behaviour as normal. The action plan should be solution – focused and concentrate on tackling the problems hoarding causes – nuisance, and health and safety of themselves and others.
- Do not use confrontational language when referring to the problem or the hoarder's possessions.
- Animal welfare must be considered where a hoarder is keeping pets. Concerns should be raised with the SSPCA or other animal welfare organisation.
- The likelihood of hoarding reoccurring is quite high. Cases must be closely monitored

Any member of staff who has concerns that a tenant may be hoarding, particularly where there is a history of failed access or refusal to have repair/improvement works undertaken, should contact the locality housing team by e-mail/telephone.

The Process

The process as illustrated in the **Process Map** included at **Appendix 1** provides a pathway for the key stages from the trigger point where hoarding is first identified, through to deciding a course of action, and monitoring the outcome.

Central to the process is a customer centric support based approach that recognises that hoarding is a mental disorder and solutions will be different for each individual.

Hoarding Checklist

Appendix 2

Clutter Image Rating

Appendix 3

Action Plan Timescales

Following the initial visit and assessment an Action plan should be developed that is both realistic and proportionate, tailored to the individual tenant, taking into account the following factors:

- The tenant's mental or physical condition and their ability to carry out work
- The severity of the condition of the property
- The risk of serious harm or accident as a result of the condition of the property
- Available resources to support the tenant
- Need to gain the tenant's trust and to agree small goals through a measured(softly, softly) approach to achieving results

A pro forma for the **Action Plan** is included at **Appendix 4** and should be developed. This should be agreed with the tenant wherever possible. Actions should normally be taken in stages so as not to overwhelm or confuse the tenant where there are no pressing health and safety risks identified. These should be prioritised. For example, clearing a room to re-establish cooking and washing facilities and perhaps storing items in an assigned room where there is a reluctance to initially discard.

It may be useful to use photographic prompts to help the tenant assess the level of hoarding and use these to demonstrate progress as they work through the Action Plan.

Developing the Action Plan
Using the **Assessment Tool Guidelines,** included at **Appendix 5,** actions should be tailored to meet the assessed circumstances of the tenant(s). The guidance assesses hoarding on 3 levels depending on the degree of clutter:

Level 1 (Green) Rating 1 – 3
Images 1 – 3 indicate Level 1. The property is considered standard and no specialist assistance required unless the tenant needs help with home care or housing support. In these circumstances the plan should comprise of practical actions for the tenant which could include recycling of unwanted items, getting help with the garden, additional waste bins plus signposting to other agencies, e.g. Welfare Rights.

Level 2 (Amber) Rating 4 – 6

Images 4 – 6 indicate Level 2. Emerging and actual issues with the property are identified and the tenant needs some assistance to address these. It is a requirement at this level for a referral to be made to care and support agencies, ideally with the tenant(s) consent.

Level 3 (Red) Rating 7 – 9
Images 7 – 9 indicate Level 3. Very real issues exist within and outwith the property. In these circumstances, a 24 hour safeguarding alert has to be raised with adult/child protection.

The tenant should be given a copy of the Action Plan which will include what is expected of them and by when and signed by the tenant(s) unless there is a genuine reason why they cannot. The process should be fully explained so that they are clear as to what to expect.

Action plans are recommended to be completed for up to a 12 month period but this will depend on the scale of hoarding. After that time a significant improvement should be seen. If not the case, and with the support of other agencies, the tenant may be considered for some form of enforcement action.

Action on default
Where the tenant defaults on the Action Plan, a further multi-agency case conference should be convened.

Support and referral to external agencies

The priority is to engage with the tenant wherever possible but where family or friends are already involved, we should encourage their assistance where the tenant(s) consents, and data protection principles are upheld.

Where the tenant is already engaging with a support service, we should work alongside this arrangement and factor this into the Action Plan. This is important where the hoarder already has an established relationship, as hoarders can be mistrustful of new services.

Social Work Services

Adult Care, SWS, is responsible for ensuring the most vulnerable adults in our community and their informal carers are safeguarded and provided with support to meet their needs.

- Social Care Direct is the first point of contact for Social Work services and all referrals should be made by telephone or by e-mail Phone: 0141 287 0555 (text phone 18001 0141 287 0555)
- Email: socialcaredirect@glasgow.gov.uk
- Post: Social Care Direct, Glasgow City Council. PO BOX 26845. Glasgow

to this team in the first instance, but if there is a likely mental illness and concern for an individual's mental health and wellbeing, their GP should also be contacted where consent is given**(Appendix 4)**. Template letter is provided in **Appendix 6.** Likewise, if the risk of harm to self or others is immediate then police should be contacted - as for any other individual.

Community Mental Health Team (CMHT)

Discussion with an individual's GP prior to a decision to refer to Adult Mental Health Services is highly recommended. This assists in the implementation of any treatment interventions that should be delivered within the Primary Care context and allows for consideration of referral on to the most appropriate Team within the Adult Mental Health Service.

Only tenants diagnosed with a severe and enduring mental illness (EMI) will be accepted by the CMHT. Tenants who do not have an EMI will be referred to the Primary Care Mental Health Team. Support is also available from a number of third sector providers.

Scottish Fire & Rescue Service

A referral should also be made to the Scottish Fire and Rescue Service (SFRS) where it is believed that a tenant could be vulnerable to fire, for a Home Safety Check and to provide fire safety advice the prevention of fire. On the prevention of fire, contact the SFRS by following the web address, W.GLAHFSVReferrals@firescotland.gov.uk and complete the online form.

Hoarding is considered a serious issue for fire service personnel when tackling fires in domestic premises. If the property affected by hoarding is flatted, the risk increases further not only for the fire service personnel but also for others living within the block.

There is a greater risk of fire starting where the hoarding of combustible materials are stored close to, or in contact with heat sources. Emergency access is likely to be impeded and egress may be

restricted, slowing down escape. Poor underfoot conditions increase the risks of slips and trips and disorientation becomes an issue for fire fighters where normal landmarks and features within a property are no longer obvious.

In a fire situation, high fire loading (the amount and weight of combustible material) increases the severity of the fire and increases the risk to fire fighters and the risk of it spreading to neighbouring properties. There is also an increased risk of structural damage.

Referring a hoarding case to the SFRS will allow for advice around fire prevention to be discussed with the occupant. The service:

- Is free
- Concentrates on prevention, detection and escape
- Advises on specialist alarms for the hearing impaired

The SFRS can securely hold information linked to an address which can be shared with attending crews should a 999 call come in for that address.

Welfare Rights –Scottish Welfare Fund

The cost of clear and clean outs can be funded through a Scottish Welfare Fund where a tenant's financial circumstances are eligible. There is a limited pot of money so only those with the greatest need are most likely to be given a grant. This will not be awarded for repeat cases

The Fund is "discretionary" this means that there is no right to a grant. Decisions are made based on personal circumstances and as everyone's circumstances are different, grant awards differ from person to person. If a tenant is awarded a grant, it does not have to be paid back. For more information or to apply SWF@glasgow.gov.uk

Legal and other remedies

Legal action will be considered but only as an absolute last resort in all cases, and after all other available courses of action have been exhausted.

Mental capacity and disability

Before taking any enforcement action, Housing Officers will need to consider whether the tenant has mental capacity if this has not already been established. Please note that a tenant can have mental health difficulties, but still have mental capacity to understand that legal action is being considered. Similarly, a person is not to be treated as unable to make a decision merely because they may make an unwise decision.

Housing Officers should also take into account whether a tenant has a disability that would impact on the case. Officers should ensure that the tenant is receiving/has been offered the appropriate support and that any legal action is proportionate to achieving the desired outcome.

Record Keeping

It is crucial that accurate records are kept of all actions taken, this includes (but not limited to):

- attempts to contact the tenant (telephone calls and visits)
- details of the condition of the property (including photographic evidence)
- referrals to other services
- action plans developed with the tenant(s)
- letters sent
- agreements made

Photographic evidence is important in all hoarding cases. The tenant should be made aware of the requirement to take photographs and that these will be stored along with other relevant documents, all marked with the date and time taken. Ideally, photographs should be taken at each visit to verify improvement actions or otherwise.

Responsibilities

All Health & Social Care staff are responsible for identifying tenancies where hoarding may be occurring and reporting this to the relevant Housing Association. In the instance of Private rented and Owner Occupied properties they will follow the same procedure.

Housing Association (RSL) staff are responsible for identifying tenancies where hoarding may be occurring and should ascertain if a person is known to HSCP.

Scottish Fire & Rescue Service staff are responsible for identifying tenancies where hoarding may be occurring and should ascertain if a person is known to HSCP.

Cordia Staff are responsible for identifying tenancies where hoarding may be occurring and should ascertain if a person is known to HSCP

Contact List

- Scottish Fire & Rescue Service – Home Fire Safety Visit:

  W.GLAHFSVReferrals@firescotland.gov.uk 0141 553 4376, 0141 553 4777

- SAMH (Scottish Association for Mental Health)

  Tel: 0141 530 1000 / Email: enquire@samh.org.uk

- Life – Pod CIC who work with the people to address the issues behind the hoarding for around 8 weeks at a cost of approx. £120 per half day session per week
  Tel: 07421 329380
  Email: linda@life-pod.co.uk

- SSPCA
  Tel: 03000 999 999 (Option 5)

Websites

www.childrenofhoarders.com

www.hoa4rdinguk.org

www.hoardingdisordersuk.org

http://www.nhs.uk/Conditions/hoarding/Pages/Introduction.aspx

http://www.helpforhoarders.co.uk/

www.life-pod.co.uk

SWF@glasgow.gov.uk

APPENDICES

Appendix 1 – Hoarding Process Map

Appendix 2 – Hoarding Check List

Appendix 3 – Clutter Image Rating Scale

Appendix 4 – Action Plan

Appendix 5 – Assessment Tool Guidelines

Appendix 6 – Referral to Social Care Direct

Appendix 7 – Working Group Members

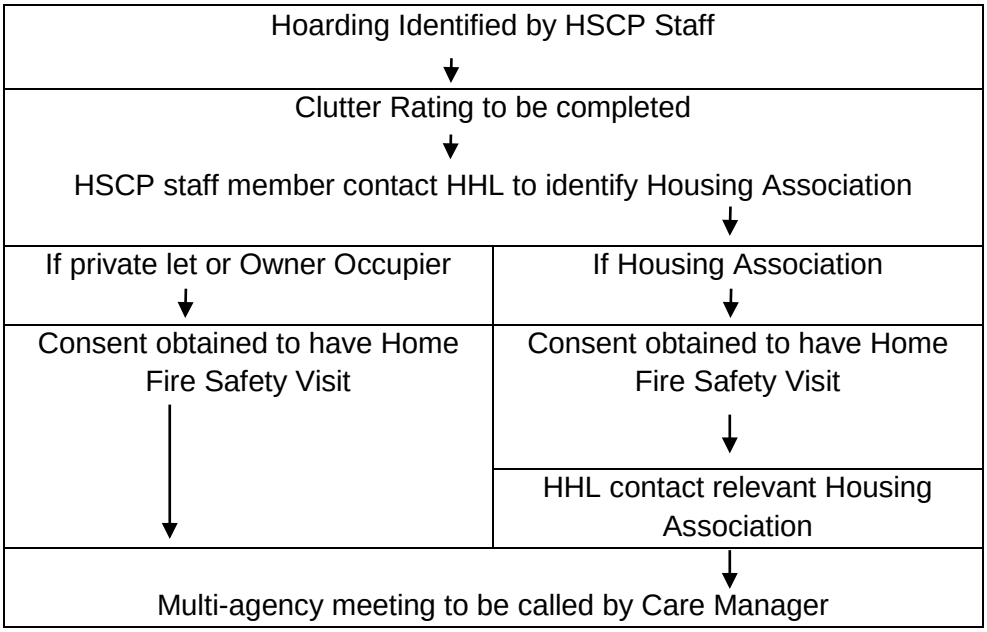
Appendix 1

Process Maps

Housing Assocaition/HSCP/Cordia Staff

<table>
<tr><td colspan="2">Hoarding Identified by Housing Officer</td></tr>
<tr><td colspan="2">↓</td></tr>
<tr><td colspan="2">Clutter Rating to be completed by Housing Officer</td></tr>
<tr><td colspan="2">Referral Made to Housing & Homeless Lead (HHL)to ascertain if Tenant is known
↓</td></tr>
<tr><td colspan="2">Consent obtained to have Home Fire Safety Visit</td></tr>
<tr><td colspan="2">↙ ↘</td></tr>
<tr><td>If known HHL will notify Care Manager and request they contact the Housing Officer
↓</td><td>If not known referral to be made to Social Care Direct for assessment
↓</td></tr>
<tr><td>Multi-agency meeting to be organised by the Care Manager to plan way forward/ complete action plan</td><td>SCD to send referral to local team</td></tr>
</table>

HSCP Staff/Cordia Staff



Appendix 2

Hoarding Checklist

Background	
Tenant name(s):	
Address:	
Tenant age(s)	**Tenant(s) gender:**
Type of Tenancy:	**Start date:**
Property type:	**Number of bedrooms:**
Housing Officer:	
Date report received:	**Reported by:**
Reason for report:	
Vulnerabilities/alerts:	
Contacts Made:	

Housing Officers should use the following checklist to determine whether the condition of the property or garden meets the threshold to be categorised as hoarding.

In doing so, consideration should be given to whether rooms can be used for their purpose and if there are any health and safety concerns.

Housing Officer/HSCP Staff member to complete:

Hoarding details						
Types of items:	Food items		Newspapers/ magazines		Books	
	Animals		Building materials		Excrement	
	CD's/ videos		Electrical items		Furniture	
	Clothing		Packaging		Boxes/bags	
	Letters/ bills		General rubbish		Other (please state)	
	Main location					

Checks on the property							
Room	**Can the room be used for its purpose?**		**Are there any health and safety concerns?**		**Clutter rating 1 - 3**		
	Yes	**No**	**Yes**	**No**	**1**	**2**	**3**
Kitchen							
Bathroom							
Room	**Can the room be used for its purpose?**		**Are there any health and safety concerns?**		**Clutter rating 1 - 3**		
	Yes	**No**	**Yes**	**No**	**1**	**2**	**3**
Separate w.c (if appropriate)							
Lounge							
Bedroom 1							
Bedroom 2							
Bedroom 3							
Dining room (if appropriate)							
Access from the front door							

Room	Can the room be used for its purpose?		Are there any health and safety concerns?		Clutter rating 1 - 3		
	Yes	No	Yes	No	1	2	3
Access from the back door							
Stairs (if appropriate)							
Loft space (only where specific concerns have been raised)							
Garden							
Shed/outhouse							

Additional information			
Any imminent fire risks? Consider: flammable materials, working smoke alarms, any evidence of previous fire/smoke damage e.g. candles			
Are there pet/pest control issues?			
Is hoarding spilling over into the garden/ communal areas?			
Is there an overuse of electric extension cables?			
Any apparent repair issues to address? e.g. mould growth, leaks electrical etc.			
Do the occupants smoke?			
Do the occupants have known alcohol or substance misuse issues?			
What type of heating is in the property?			
Does the tenant use portable heaters?			
Is the tenant(s) receiving housing support or known to any external agency e.g. Wellbeing?			
Name of Housing Officer completing the form:		**Date:**	

Appendix 3

Clutter Image Rating Scale (CIRS)[1]

The purpose of this tool is to gauge the impact of hoarding on the person with the hoarding behaviour.

Clutter Image Rating Scale: Part 1 of 3 – Kitchen

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



1



2



3



4



5



6



7



8



9

1 Source: Frost RO, Steketee G 2006a, *Compulsive Hoarding and Acquiring: Therapist Guide.* New York. Oxford University Press. The Clutter Image Rating (CIR) Tool, p. 188. Used with permission of Oxford University Press, USA.

Clutter Image Rating Scale: Part 2 of 3 – Bedroom

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



1



2



3



4



5



6



7



8



9

Clutter Image Rating Scale: Part 3 of 3 – Living room

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



1



2



3



4



5



6



7



8



9

Appendix 4

Hoarding Action Plan

To be agreed with tenant

Tenant details			
Name:	**Address:**		**Tel No**
Housing Association:			
Housing Officer:			
Agreed actions	**Target date for completion**	**By whom?**	**Progress update**

Referrals to support/ other agencies

Agency	**Yes**	**No**	**Date**	**Agency**	**Yes**	**No**	**Date**
Drug & Alcohol				Scottish Fire & Rescue Service			
Mental Health				Environmental Services			
Mediation				Adult Care/Protection			
GP				Child Protection			
Other - Specify				Animal Welfare			

Consent to information sharing

I consent to agencies obtaining and sharing information as part of the multi agency work to help and secure my safety and that of my family/neighbours. If there are child protection or animal welfare concerns, information will be shared regardless of whether this form is signed.

I also consent to following the actions in this Action Plan.

Signed…… Print Name: ……..
Date……..

Appendix 5

Assessment Tool Guidelines

Level 1 Characteristics

Level 1 Clutter Image Rating 1 -3	**Household environment is considered standard. No specialised assistance needed. Appropriate referrals can be made if the tenant requires some assistance with home care or housing support subject to age and circumstances**
1. Property structure, services and garden area	• All entrances and exits, stairways, roof space and windows accessible • Smoke alarms fitted and functional otherwise refer to Repairs Call Centre. • All services functional and in good working order • Garden is accessible, tidy and maintained.
2. Household function	• No excessive clutter, all rooms can be safely used for their intended purpose • All rooms rated 0 – 3 on the Clutter Rating Scale • No additional unused household appliances appear in the property • Property is maintained to the council's standards
3. Health and Safety	• Property is clean with no odours (pet or other) • No rotting food • No concerns about candles • No concerns about flies • Tenant (s) manages personal care/may require some assistance for health reasons
4. Safeguard of Children and Family members	• No concerns for household members
5. Animals and Pests	• Any pets are well cared for. • No pests or infestations at the property
6. Personal Protective Equipment (PPE)	• No PPE required

Level 1: Multi Agency Actions

Level 1	Actions
1. Housing	• Discuss concerns with the tenant(s) and develop an Action Plan • Provide advice and assistance if required with gardening, refuse services e.g. garden maintenance scheme, extra recycling bins, uplift of unwanted items • Identify any care /support needs and refer to Adult Care for a care and support assessment if appropriate and agreed by the tenant (if not already a client) • Issue a request to Scottish Fire and Rescue for a Home Safety Check and to provide fire safety advice • Income maximisation check and referral to Welfare Rights if appropriate
2. Animal Welfare	• No action unless advice requested
3. Safeguard of Children & Family Members	• No action unless concerns raised.
4. Scottish Fire and Rescue	• Carry out home visit and share outcome with Housing

Level Two Characteristics

Level 2 **Clutter Image Rating 4 - 6**	**Household environment requires assistance to resolve the clutter and the maintenance issues in the property.**
1. Property structure, services and garden area	• Only major exit is blocked • Concerns that services are not well maintained • Smoke alarms are not installed or not working • 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
2. Household function	• 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 – 6 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 to the council's standards • Evidence of outdoor items being stored inside
3. Health and Safety	• Kitchen and bathroom are difficult to utilise and access • Offensive odour in the property • Tenant is not maintaining a safe cooking environment • Some concern with the quantity of medication, or it's storage/expiry dates • Tenant trying to manage personal care but struggling • Tenant has good fire safety awareness with little risk of ignition • No risk to structure of the property
4. Safeguard of Children & Family Members	• Properties with adults/children presenting care and support needs should be referred to Adult/Child protection
5. Personal Protective Equipment (PPE)	• Is PPE required? • Latex gloves, boots or needle stick safe shoes, face mask, hand sanitizer, insect repellent

Level Two: Multi Agency Actions

Level 2	Actions In addition to the action below listed, these cases need to be monitored regularly due to the risk of escalation
1. Housing	• Issue a request to Scottish Fire and Rescue Service for a Home Safety Check and to assess for monitored smoke alarms/assistive technology • Provide advice and assistance with gardening, refuse services e.g. garden maintenance scheme, extra recycling bins, uplift of unwanted items • Referral to Adult/Child protection/GP if consent given • Referral to GP/Wellbeing Support Services if not already known. • Income maximisation check and referral to Welfare Rights if appropriate • Referral to SSPCA if animals at the property • Hold a multi-agency meeting and adopt a collaborative approach .Share relevant information with necessary statutory services/agencies to ensure a sustainable solution
2. Scottish Fire and Rescue Service	• Carry out a Home Safety Check and assess for monitored smoke alarms/assistive technology
3. Animal Welfare	• Visit property to undertake a wellbeing check on the animals • Educate tenant regarding animal welfare if appropriate • Provide advice/assistance with rehoming animals
4. Safeguard of Children & Family members	• Investigations into concerns raised about adult/child protection
5. Personal Protective Equipment (PPE)	• Latex gloves, boots or needle stick safe shoes, face mask, hand sanitiser, insect repellent

Level Three Characteristics

Level 3 Clutter Image Rating 7 - 9	Household environment will require intervention with a collaborative multi agency approach, and the involvement of 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.
1. Property structure, services and garden area	• Limited access to the property due to extreme clutter • Extreme clutter may be seen at windows • Extreme clutter may be seen outside the property • Garden not accessible and extensively overgrown • Services not connected or functioning properly • 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
2. 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. • 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 • Tenant at risk due to living environment • Household appliances not functioning or inaccessible • Tenant has no safe cooking environment • Tenant 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 • Property is not maintained to the Council's standard

Level 3 **Clutter Image Rating** **7 - 9**	**Household environment will require intervention with a collaborative multi agency approach, and the involvement of 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.**
3. Health and Safety	• Human urine and 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 of medication • Concern with the integrity of the electrics • Inappropriate use of electrical extension cables or evidence of unqualified works to electrics • Concern for declining mental health
4. Safeguard of Children & Family members	• Concerns about impact of hoarding on children and vulnerable adults
5. Animals and Pests	• Animals at the property at risk due to the level of clutter in the property • Tenant may not be able to control the animals • Animals 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
6. Personal Protective Equipment (PPE)	Latex gloves, boots or needle stick safe shoes, face mask, hand sanitiser, insect repellent Joint visits if required

Level Three: Multi Agency Actions

Actions	Level 3
1. Housing	• Raise Safeguarding alert (within 48 hours) with Adult/Child Protection if hoarding is having an adverse impact on others and there is a risk to health, safety and wellbeing. No consent is required. • Issue an urgent request to Scottish Fire and Rescue for a home visit (within 48 hours) to provide a Home Safety Check and risk assessment. • Call an urgent multi-agency (within 7 working days) meeting to discuss hoarding situation and risks presented. Write to GP if consent given • Consider legal/management action • Income maximisation check and urgent referral to Welfare Rights
2. Scottish Fire & Rescue	• Carry out a home visit (within 48 hours) to provide a Home Safety Check and risk assessment and provide feedback to Housing on completion of home visit
3. Safeguard of Children & Family members	• 24 hour crisis response to referrals for urgent investigation and intervention. • Attendance at multi agency case conference
4. Animal Welfare	• Urgent (ideally 48 hour)visit to property to undertake wellbeing check on animals • Remove animals to safe environment • Educate tenant about animal welfare • Take legal action for animal cruelty if appropriate • Provide advice/assistance with rehoming animals

Appendix 6

Referral to Social Care Direct/GP

Information

Dear Dr …

Tenant's Name, Tenant's Address

I am contacting you to raise some concerns regarding X who is a xxxx.

X suffers from hoarding tendencies.

In May 2013, Hoarding Disorder was included in DSM-5 and as a consequence, Glasgow Health & Social Care Partnership has developed a Hoarding Protocol and Procedure. This involves a multi-agency approach.

People who have a problem with hoarding usually suffer from co-existing mental health problems, especially depression and anxiety, but help to overcome hoarding needs to be treated as a specific problem.

Hoarding is a chronic condition and needs a number of long-term support interventions. There are a number of interventions that have been shown to help with hoarding, e.g. referral to Community Mental Health Team, psychology, Cognitive Behavioural Therapy, assistance from a Hoarding Specialist.

Evidence from the agencies/services with whom X is currently working shows that X displays the following behaviours…….

I would ask you to consider a referral to CMHT, psychology or counselling for X. This would allow a psychological assessment of both the issues caused by hoarding, and other health problems X might be experiencing.

I hope that you will be able to assist. I would be happy to discuss this request and the circumstances with this individual in more detail if you wish to make contact.

Yours sincerely

X
Housing Officer

Appendix 7

Working Group consisted of:
Janice Mitchell Housing & Homeless Lead, Glasgow Health & Social Care Partnership (GHSCP)
Brenda McCaig, Housing Officer, Parkhead Housing Association
Agnes McQuillan, Team Leader, ADRS, GHSCP
Brian Scott, Housing Officer, GHA Wheatley
Geraldine Nevans, Housing Officer, Parkhead Housing Association
Jaclyn Hill, Housing Officer, Parkhead Housing Association
Barrie McCutcheon | Watch Manager, Scottish Fire & Rescue Service
Lesley Farmer, Community Psychiatric Nurse, Arran Centre, CMHT, GHSCP
Karen Ferry, HSCP
Kirstie Irving, Social Care Direct, GHSCP