



Lincolnshire Multi-Agency
HOARDING
Protocol

Guidance for
FRONTLINE STAFF



Contents

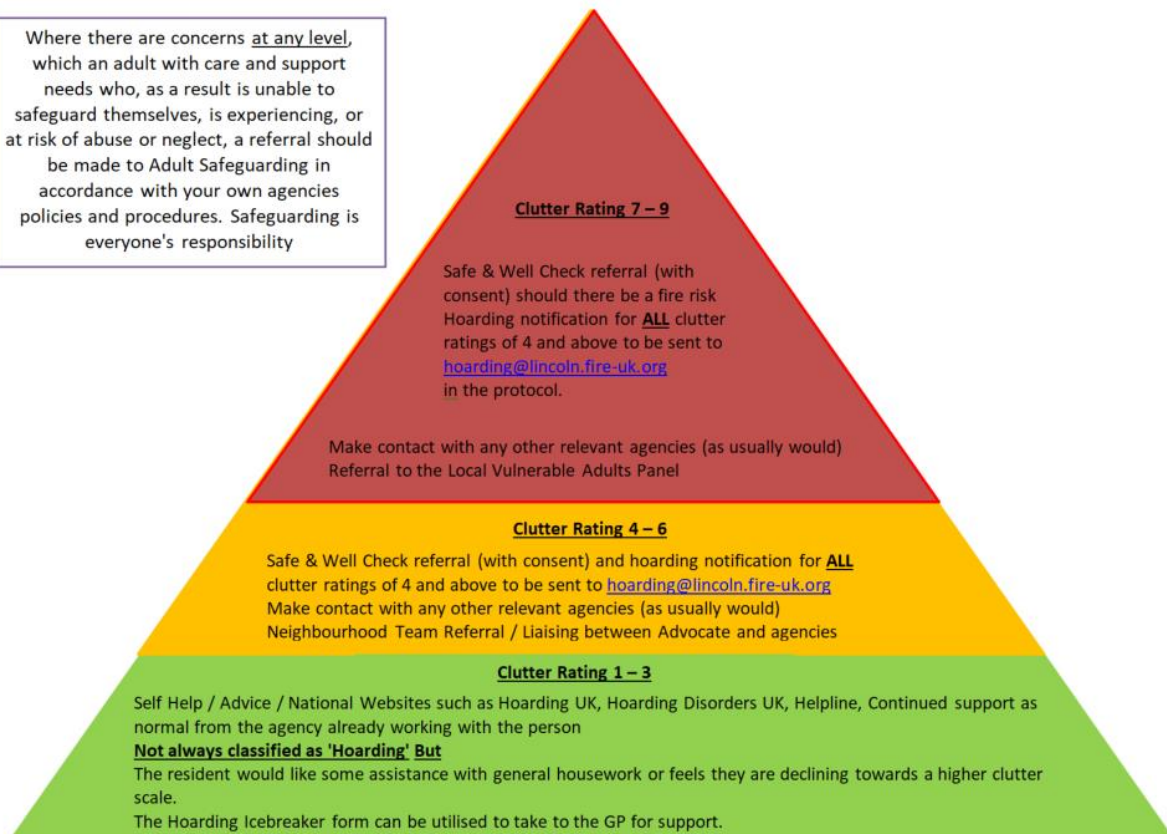
Guidance for Frontline Staff	
1	Overview of the Hoarding Pathway
2	Notification Process / Flowchart
3 – 5	Hoarding Characteristic Insights
6 – 9	Clutter Image Rating Scales
10 - 16	Assessment Tool Guidelines
17	Example Questions & Engagement Tips
19	Further Advice / Self Help / Support
20 - 22	Useful Contact Details



Overview of the Hoarding Pathway

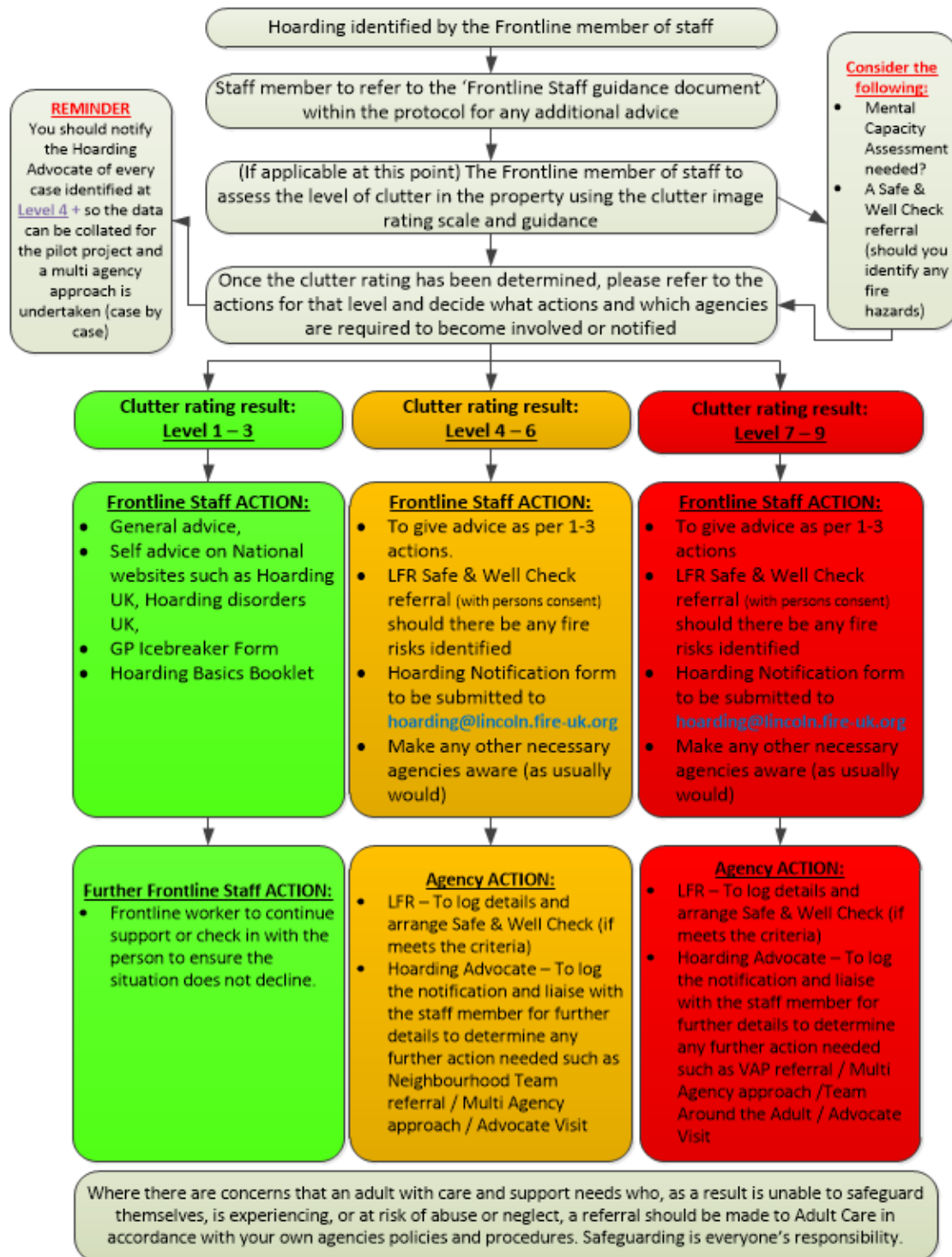
This document is designed to help any frontline member of staff who would like further guidance on hoarding identified within a person's home, who you may be working with. The triangle below gives you an idea of the support / signposting that can be sourced according to the levels of clutter within the property. There is also a notification process on the next page, designed to help you to help us in identifying people who require further support. We always encourage multi-agency working and where possible, the hoarding advocate would like to be made aware of any properties cluttered at a rating 4+. Please email hoarding@lincoln.fire-uk.org if you have any further questions or require further advice.

Where there are concerns at any level, which an adult with care and support needs who, as a result is unable to safeguard themselves, is experiencing, or at risk of abuse or neglect, a referral should be made to Adult Safeguarding in accordance with your own agencies policies and procedures. Safeguarding is everyone's responsibility





Notification Process





Hoarding Insight Characteristics

Use this guide as a baseline to describe the person's attitude towards their hoarding. The Frontline member of staff will be required to provide additional information in the notification (if it is available at this time) to enable a tailored approach that is relevant to the person in question.

GOOD OR FAIR INSIGHT

The person recognises that hoarding-related beliefs and behaviours (relating to difficulty discarding items, clutter or excessive acquisition) are problematic. The customer recognises these behaviours in themselves.

POOR INSIGHT

The person is mostly convinced that hoarding-related beliefs and behaviours (relating to difficulty discarding items, clutter or excessive acquisition) are not problematic despite evidence to the contrary. The person might recognise a storage problem but has little self-recognition or acceptance of their own hoarding behaviour.

ABSENT/IN DENIAL INSIGHT

The person is convinced that hoarding-related beliefs and behaviours (relating to difficulty discarding items, clutter or excessive acquisition) are not problematic despite evidence to the contrary. The person is completely accepting of their living environment despite it being hoarded and possibly a risk to health.

DETACHED WITH ASSIGNED BLAME

The person has been away from their property for an extended period. The person has formed a detachment from the hoarded property and is now convinced a 3rd party is to blame for the condition of the property. For example a burglary has taken place, squatters or other household members





Please use the clutter image rating over pages 6 – 10 to assess what level the person's hoarding is:

IMAGES 1-3

IMAGES 4-6

IMAGES 7-9

Then refer to the clutter assessment tool (Pages 10 -15) to guide the appropriate action you should take. Record all actions undertaken in your own agency's recording system, detailing conversations with other professionals, actions taken and action yet to be taken.

Clutter Image Ratings 1 - 3

Not usually classified as 'Hoarding' and the 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. If you noticed that the clutter rating had jumped from a 1 to a 4 or above over time then this would slightly raise concerns on that person's behaviour. Statutory services do not have a duty or a right to become involved if a property was assessed at 1 – 3, and would need to bear in mind that tenants have an automatic right to "quiet enjoyment" of their home. Quiet enjoyment means "without interference or interruption of possession" i.e. living peacefully, without harassment. For more information, [click here](#)

Clutter Image Ratings 4 – 6

Household environment requires professional assistance to resolve the clutter and the maintenance / safety issues in the property. The Hoarding advocate within Fire & Rescue should be notified of **ALL** ratings measuring 4 and above so they are aware of the property and can ensure the person is referred through the correct pathway of support. Residents are often unaware of the implication of their hoarding actions and oblivious to the risk it poses, so a safe and well check will be required (with the persons consent) should you feel there is a fire safety risk in the property.

Clutter Image Ratings 7 – 9 (information for the frontline member of staff)

Household environment will require intervention with a collaborative multi agency approach with the involvement from a wide range of professionals. The Hoarding advocate within Fire & Rescue should be notified of **ALL** ratings measuring 4 and above so they are aware of the property and can ensure the person is referred through the correct pathway of support. Residents are often unaware of the implication of their hoarding actions and oblivious to the risk it poses, so a safe and well check will be required (with





the persons consent) should you feel there is a fire safety risk in the property.

This level of hoarding **MAY** constitute a referral to the Vulnerable Adults Panel by the District Council within the persons area due to the significant risk to health of the householders, surrounding properties and residents. The Hoarding Advocate will liaise with the District council to determine whether the person will be referred.

Self-neglect may not prompt a section 42 enquiry. An assessment should be made on a case by case basis. A decision on whether a response is required under safeguarding will depend on the adult's ability to protect themselves by controlling their own behaviour. There may come a point when they are no longer able to do this, without external support.

Before considering a referral to safeguarding, frontline staff should try to work with the person to identify the reasons for hoarding behaviours. This is not always easy as it requires the professionals, or concerned person to engage with the said person, develop a rapport and their trust to ask about their emotions and how they feel about themselves. Sometimes this can feel traumatic for the person and may take time and patience. Whilst this process is on-going, the professional or concerned person should take necessary steps to reduce risk to the person and others (e.g. by making a referral to LFR for a safe & well check) with the person's consent where appropriate.

A vulnerable person may also be living with the person who hoards in the property. There may be a safeguarding concern about that adult if they have care and support needs, are at risk of or experiencing significant harm due to the living circumstances and as a result of their care and support needs, are unable to take steps to safeguard themselves.





Clutter Image Rating Scale - Bedroom

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



1



2



3

Please Note: Clutter Images 1 – 3 are not usually classified as 'Hoarding', however, If the resident would like some assistance with general housework or feels they are declining towards a higher clutter scale rating, then appropriate notifications can be made subject to age and circumstances. The ratings 1 -3 could be present in one or two rooms but other rooms could be higher, or the hoarding issue could be with animals where some rooms are 1 – 3 and others not. These images are for guidance purposes and to support you when making decisions with clutter ratings.



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

Please Note: Clutter Images 1 – 3 are not usually classified as 'Hoarding', however, If the resident would like some assistance with general housework or feels they are declining towards a higher clutter scale rating, then appropriate notifications can be made subject to age and circumstances. The ratings 1 -3 could be present in one or two rooms but other rooms could be higher, or the hoarding issue could be with animals where some rooms are 1 – 3 and others not. These images are for guidance purposes and to support you when making decisions with clutter ratings.



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

Please Note: Clutter Images 1 – 3 are not usually classified as 'Hoarding', however, If the resident would like some assistance with general housework or feels they are declining towards a higher clutter scale rating, then appropriate notifications can be made subject to age and circumstances. The ratings 1 -3 could be present in one or two rooms but other rooms could be higher, or the hoarding issue could be with animals where some rooms are 1 – 3 and others not. These images are for guidance purposes and to support you when making decisions with clutter ratings.



4



5



6



7



8



9





Clutter Image Rating Scale – Bathroom

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



1



2



3

Please Note: Clutter Images 1 – 3 are not usually classified as 'Hoarding', however, If the resident would like some assistance with general housework or feels they are declining towards a higher clutter scale rating, then appropriate notifications can be made subject to age and circumstances. The ratings 1 -3 could be present in one or two rooms but other rooms could be higher, or the hoarding issue could be with animals where some rooms are 1 – 3 and others not. These images are for guidance purposes and to support you when making decisions with clutter ratings.



4



5



6



7



8



9





Assessment Tool Guideline

1. Property structure, services & garden area	<ul style="list-style-type: none">• Assess the access to all entrances and exits for the property. (Note impact on any communal entrances & exits)• Does the property have a smoke alarm/Carbon Monoxide alarm?• Visual Assessment (non-professional) of the condition of the services 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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 there signs or sightings of Rat/Mice droppings?• 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	<ul style="list-style-type: none">• Do any rooms rate 7 or above on the clutter rating scale?• Does the household contain young people or children?
5. Animals and Pets	<ul style="list-style-type: none">• Are there any pets at the property?• Are there any farm animals / Livestock in or around the property?• Are the pets / animals well cared for; are you concerned about their health?• Are the pets / animals and surrounding areas they live in clean?• Is there evidence of any infestation? E.g. bed bugs. Rats, mice, etc.• Is there evidence of faeces, worms/fleas?• 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)	<ul style="list-style-type: none">• 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





Clutter image rating 1 – 3

Clutter Images 1 – 3 are not always classified as 'Hoarding' and the household environment is considered standard. No specialised assistance is needed. This level of guidance would be used if the resident would like some assistance with general housework or feels they are declining towards a higher clutter scale, appropriate notifications can be made subject to age and circumstances.

1. Property structure, services & garden area	<ul style="list-style-type: none"> All entrances and exits, stairways, roof space and windows accessible. Smoke alarms/carbon monoxide alarms fitted and functional or referrals made to Lincolnshire Fire & Rescue to visit and install. All services functional and maintained in good working order. Garden is accessible, tidy and maintained
2. Household Functions	<ul style="list-style-type: none"> No excessive clutter, all rooms can be safely used for their intended purpose. All rooms are rated 1-3 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.
3. Health and Safety	<ul style="list-style-type: none"> Property is clean with no odours, (pet or other) No rotting food No concerning use of candles No concern over flies No concerns with Mice/Rat droppings 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	<ul style="list-style-type: none"> Usually no Concerns for household members
5. Animals and Pets	<ul style="list-style-type: none"> Any pets / animals at the property are well cared for No pests or infestations at the property
6. Personal Protective Equipment (PPE)	<ul style="list-style-type: none"> No PPE required No visit in pairs required

Agency Notifying

Rating 1 – 3 Actions & Guidance

These actions are to be used as **guidance only** to support you when completing the Notification form. Each agency will have their own policies and procedures to work against when dealing with certain situations. This protocol is not to replace any other agencies policies but to simply compliment them with a joint working approach.

<p>Frontline Staff (This includes all agencies signed to the countywide protocol)</p> <p>POSSIBLE ACTIONS to be undertaken as appropriate to the services abilities and used as general guidance</p>	<ul style="list-style-type: none"> Discuss concerns with resident / Possibly share the 'icebreaker form' Share online support websites with guidance and advice Make appropriate requests for support (if required/requested by resident) Raise a safe & Well request to Lincolnshire Fire & Rescue to provide fire safety advice (should the resident consent to this) Signpost to the GP if appropriate
Environmental Health	<ul style="list-style-type: none"> To follow own policies/ procedures within Environmental Health Refer to the Frontline Staff Actions & Guidance above for additional advice if needed
Social Landlord (Local Council or Housing)	<ul style="list-style-type: none"> Provide details on debt advice if appropriate to circumstances Signpost to GP if appropriate Refer to own policies and procedures Refer to the Frontline Staff Actions & Guidance above for additional advice if needed.





Association)	<ul style="list-style-type: none"> • Ensure residents are maintaining all tenancy conditions
Emergency Services ACTIONS to be undertaken as appropriate to the services abilities and used as general guidance	<ul style="list-style-type: none"> • (If required) ensure information is shared with statutory agencies & feedback is provided to referring agency on completion of any home visits. (Emergency call outs may not result in information being shared due to the nature of the visit) Different services will have different abilities at the time of visiting the residence. • Refer to the Frontline Staff Actions & Guidance above for additional advice if needed
Animal Welfare	<ul style="list-style-type: none"> • No action unless advice requested by the resident. • Refer to the Frontline Staff Actions & Guidance above for additional advice if needed
Safeguarding Adults	<ul style="list-style-type: none"> • No action unless person has care and support needs and other concerns of abuse or neglect are identified. • Refer to the Frontline Staff Actions & Guidance above for additional advice if needed

Clutter Image Rating 4 – 6

Household environment requires professional assistance to resolve the clutter and the maintenance issues in the property.
- Care Act 2014 Assessment - Hoarding Notification – GP - F&R Safe & Well Home safety visit

1. Property structure, services & garden area	<ul style="list-style-type: none"> • Only major exit is blocked • Only one of the services is not fully functional • Concern that services are not well maintained • Smoke alarms/carbon monoxide 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
2. Household Functions	<ul style="list-style-type: none"> • 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) scores 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 within terms of lease or tenancy agreement where applicable. • Evidence of outdoor items being stored inside
3. Health and Safety	<ul style="list-style-type: none"> • 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 concerns use of candles • Resident trying to manage personal care but struggling • No writing on the walls
4. Safeguard of Children & Family members	<ul style="list-style-type: none"> • Hoarding on clutter scale 4-6 doesn't automatically constitute a Safeguarding Concern. • Please note all additional concerns for householders • Properties with children or adults with support needs may trigger a Safeguarding Concern under a different risk.
5. Animals and Pets	<ul style="list-style-type: none"> • Pets at the property are not well cared for • Resident is unable to control the animals • Animal's living area is not maintained and smells





- Animals appear to be under nourished or over fed
- Sound of mice heard at the property.
- Evidence of droppings, gnaw marks, grease marks etc.
- Evidence of faeces, worms/fleas
- Spider webs in house
- Insect infestation (bed bugs, lice, fleas, cockroaches, ants, etc.)

6. Personal Protective Equipment (PPE)

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

Agency Notifying

Rating 4 – 6 Actions & Guidance

These actions are to be used as **guidance only** to support you when completing the assessment and Notification Form. Each agency will have their own policies and procedures to work against when dealing with certain situations. This protocol is not to replace any other agencies policies but to simply compliment them with a joint working approach.

In addition to actions listed below, it is recommended that these cases need to be monitored regularly in the future due to a RISK OF ESCALATION or REOCCURANCE

Frontline Staff

POSSIBLE ACTIONS to be undertaken as appropriate to the services abilities and used as general guidance

- Refer to "Example Questions & engagement tips" for guidance
- Complete Hoarding Notification Form and send to Hoarding@lincoln.fire-uk.org
- Liaise with landlord if resident is a tenant as well as Private Sector Housing Enforcement in Environmental Health
- Liaise with the Environmental Health Dept.
- Raise a Safe & Well Check referral to Lincolnshire Fire & Rescue to provide fire prevention advice (should the resident consent to this)
- Signpost to GP (if appropriate)
- Liaise with Animal welfare / RSPCA if there are animals hoarded / neglected at the property.
- Possible referral to the Wellbeing Service (if this has been identified by the frontline worker)

Environmental Health

- To follow own policies/ procedures within Environmental Health
- Refer to the Frontline Staff Actions & Guidance above for additional advice if needed and if you want to make the notification to Hoarding@lincoln.fire-uk.org then please fill out the notification form

Social Landlord

(Local Council or Housing Association)

- Visit resident to inspect the property & assess support needs
- Ensure residents are maintaining all tenancy conditions
- Consider Enforcement if tenancy conditions relate to residents responsibilities
- Provide details on debt advice if appropriate to circumstances
- Signpost to GP if appropriate
- Refer to own policies and procedures
- Refer to the Frontline Staff Actions & Guidance above for additional advice if needed and if you want to make the Notification to Hoarding@lincoln.fire-uk.org then please fill out the notification form

Emergency Services

ACTIONS to be undertaken as appropriate to the services abilities and used as general guidance

- (If required) ensure information is shared with statutory agencies & feedback is provided to notifying agency on completion of any home visits. (Emergency call outs may not result in information being shared due to the nature of the visit) Different services will have different abilities at the time of visiting the residence.
- Refer to the Frontline Staff Actions & Guidance above for additional advice if needed and if you want to make the Notification to Hoarding@lincoln.fire-uk.org then please fill in the notification form





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
- Follow own policies / procedures within the animal welfare organisation.

Safeguarding Adults

- No action unless person has care and support needs and other concerns of abuse or neglect are identified or actions agreed to manage risk have been ineffective and the person is at significant risk of harm.
- Refer to the Frontline Staff Actions & Guidance above for additional advice if needed

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 MAY constitute a Safeguarding concern if an adult who has care and support needs is at risk of, or experiencing abuse or neglect and as a result of those care needs is unable to take steps to safeguard themselves. If the person has capacity to remain in a situation of risk and there is no risk to others, it is unlikely that a safeguarding enquiry could offer anything more than a multi-agency approach

1. Property structure, services & garden area

- Limited access to the property due to extreme clutter
- Evidence may be seen of extreme clutter at the windows & outside the property
- Garden not accessible and extensively overgrown
- Services not connected or not functioning properly
- Smoke alarms / carbon monoxide 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.

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
- 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.

3. Health and Safety

- Human urine and or excrement / blood 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.
- Concern with the integrity of the electrics & inappropriate use of electrical extension cords or evidence of unqualified work to the electrics.





	<ul style="list-style-type: none"> • Concern for declining mental health.
4. Safeguard of Children & Family member	<ul style="list-style-type: none"> • Hoarding on clutter scale 7-9 MAY constitute a Safeguarding Adult Concern. • Please note all additional concerns for householders. • Consider referral to MARAC if high risk of Domestic Abuse. A DASH should also be completed
5. Animals and Pets	<ul style="list-style-type: none"> • 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) • Evidence of faeces, worms/fleas • Visible rodent infestation and or droppings • Animal Faecal matter visible or detected by smell.
6. Personal Protective Equipment	<ul style="list-style-type: none"> • Latex Gloves, boots or needle stick safe shoes, face mask, hand sanitizer, insect repellent. • Visit in pairs required

Agency Notifying Rating 7 – 9 Actions & Guidance

These actions are to be used as **guidance only** to support you when completing the notification form. Each agency will have their own policies and procedures to work against when dealing with certain situations. This protocol is not to replace any other agencies policies but to simply compliment them with a joint working approach.
In addition to actions listed below, it is recommended that these cases need to be monitored regularly in the future due to a RISK OF ESCALATION or REOCCURANCE

<p>Frontline Staff (This includes all agencies signed to the countywide protocol)</p> <p>POSSIBLE ACTIONS to be undertaken as appropriate to the services abilities and as general guidance</p>	<ul style="list-style-type: none"> • Hoarding Notification to Hoarding@lincoln.fire-uk.org where the advocate will log and liaise. • Notify Lincolnshire Fire & Rescue for monitoring and safe & well check referral (with residents consent) • Hoarding Advocate to liaise with other agencies and Districts to determine whether a referral is required to the local Vulnerable Adults Panel (If appropriate at this point) • Possible Safeguarding Concern (if felt appropriate & if the criteria is met) • Refer to “Example Questions & engagement tips” for guidance • Provide details of gardening services (if appropriate) • Notify GP (if appropriate) • Animal welfare / RSPCA if there are animals hoarded / neglected at the property. • Possible referral to the Wellbeing Service (if appropriate at this time) • Notify the local environmental health team. • Liaise with any other agencies that the person may be involved with
Environmental Health	<ul style="list-style-type: none"> • To follow own policies/ procedures within Environmental Health • Refer to the Frontline Staff Actions & Guidance above for additional advice if needed and if you want to make the hoarding notification to Hoarding@lincoln.fire-uk.org
<p>Social Landlord (Local Council or Housing Association)</p>	<ul style="list-style-type: none"> • Visit resident to inspect the property & assess support needs • Attend multi agency meetings/communications • Consider Enforcement of tenancy conditions relating to residents responsibilities • If resident refuses to engage serve Notice of Seeking Possession under Ground 13 to Schedule 2 of the Housing Act 1988





	<ul style="list-style-type: none">• Refer to the Frontline Staff Actions & Guidance above for additional advice if needed and if you want to make the initial Notification to Hoarding@lincoln.fire-uk.org
Emergency Services ACTIONS to be undertaken as appropriate to the services abilities and as general guidance	<ul style="list-style-type: none">• Attend multi agency meetings on request (And if appropriate)• (If required) ensure information is shared with statutory agencies & feedback is provided to notifying agency on completion of any home visits. (Emergency call outs may not result in information being shared due to the nature of the visit) Different services will have different abilities at the time of visiting the residence.• Refer to the Frontline Staff Actions & Guidance above for additional advice if needed and notify Hoarding@lincoln.fire-uk.org
Animal Welfare	<ul style="list-style-type: none">• 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• Follow own policies/procedures
Safeguarding	<ul style="list-style-type: none">• Attend Multi Agency Meeting and provide advice on whether a Safeguarding concern should be completed and next actions.• Refer to the Frontline Staff Actions & Guidance above for additional advice if needed.• Follow own legal procedures.





Example Questions & Engagement Tips

Listed below are examples of questions to ask where you are concerned about someone's safety in their own home, where you suspect a risk of self-neglect and hoarding. The information gained from these questions will inform a Hoarding Assessment and provide the information needed to alert other agencies.

Environment

- How do you move safely around your home (where the floor is uneven or covered, or there are exposed wires, damp, rot, or other hazards)
- Have you ever had an accident, slipped, tripped up or fallen, how did it happen?
- Has a fire ever started by accident?
- How do you get hot water, lighting, heating in here?
- How do you manage to keep yourself warm? Especially in winter?
- Are you worried about mice, rats or foxes, or other pests? Do you leave food out for them?
- Can you prepare food, cook and wash up in your kitchen?
- Do you use your fridge? Can I have a look in it?

Security

- Are you worried about other people getting in to your garden to try and break-in? Has this ever happened?
- Are there any broken windows in your home? Any repairs that need to be done?
- Do you have someone you trust who is a key holder?

Health and Safety

- How do you keep yourself clean? Can I see your bathroom? Are you able to use your bathroom and use the toilet ok?
- Can you show me where you sleep and let me see your upstairs rooms? Are the stairs safe to walk up? (if there are any)
- What do you do with your dirty washing?
- Because of the number of possessions you have, do you find it difficult to use some of your rooms? If so which ones?





- Do you struggle with discarding things or to what extent do you have difficulty discarding (or recycling, selling, giving away) ordinary things that other people would get rid of?

Engagement Tips

Understand the significance to them of the self-neglecting behaviours / the hoarding to the adult, talking to them about their reasons and life-experiences.

Focus on harm reduction, not symptom reduction. This is about risk management and assessment.

Work patiently over time at the pace of the adult, but know when to speak the truth (respectfully) about potential consequences.

Make the most of crises (and sometimes of their worries) to reduce harm and make positive changes.

Practice 'positive regard' for the adult. Build rapport and empathy; use gentle persistence and keep continuity. Mirror their language; see things from their point of view.

Talk about risks supportively, but also with plain-speaking, openness and honesty about the potential consequences.

Keep in view the adult's (possibly fluctuating) mental capacity to make safety and welfare decisions.

Engage with / co-ordinate other professionals, friends, neighbours and family to support, advise and give practical help.

Use legal powers as a last resort and only with sound knowledge of the law and national policy.

In all practice, be creative and flexible. e.g., are there other ways of getting cleaning done, daily medicines collected / administered and clinical treatments given to the person?





Further Advice, Self Help & Forms

- Please give the **Hoarding Ice Breaker form** and the **Basics Hoarding booklet** within your toolkit to the person you are engaging with, if you have had a discussion with them and they have agreed to visit a health professional to seek help. The booklet will help the person to understand the disorder from their perception. (If the person feels they would like this support)
- Please use the **Hoarding Notification form** within your toolkit to send on to Hoarding@lincoln.fire-uk.org where the hoarding advocate within Fire and Rescue will log the property and liaise with other agencies to ensure the person gets the right support (case by case)





Appendix 9 – Useful Contact Numbers

To access local GP surgery contact details within Lincolnshire, please follow this [link](#)

Health	
(CITY OF LINCOLN / NORTH KESTEVEN) Lincoln County Hospital (ULHT) Main Switchboard	01522 512512
(SOUTH KESTEVEN) Grantham & District Hospital (ULHT) Main Switchboard	01476 565232
(BOSTON BOROUGH) Boston Pilgrim Hospital (ULHT) Main Switchboard	01205 364801
(EAST LINDSEY) Lincolnshire Community Health Services (LCHS) Skegness Hospital Main Switchboard	01754 762401
(EAST LINDSEY) Lincolnshire Community Health Services (LCHS) County Hospital Louth Main Switchboard	01507 600100
(WEST LINDSEY) Lincolnshire Community Health Services (LCHS) John Coupland Hospital Gainsborough Main Switchboard	01427 816500
(SOUTH HOLLAND) Lincolnshire Community Health Services (LCHS) Johnson community Hospital Spalding main Switchboard	01775 652000
(COUNTYWIDE) Wellbeing Lincs Service – To make a referral https://www.wellbeinglincs.org/	01522 782140
(COUNTYWIDE) Adult Care Services Switchboard (LCC)	01522 782155
(COUNTYWIDE) Children's Services Switchboard (LCC)	01522 782111

Environmental / Animals	
City Of Lincoln Council – Environment	01522 881188
Boston Borough Council – Environment & Health	01205 314200
East Lindsey District Council – Environment	01507 601111
North Kesteven District Council – Environmental Protection	01529 414155
South Holland District Council – Environment	01775 761161
South Kesteven District Council – Environment & Health	01476 590044
West Lindsey District Council – Housing & Environmental Enforcement	01427 676676
In the first instance, please contact:	
RSPCA – Main Contact number to report Animal Cruelty	0300 1234999
Livestock / Farm Animal Queries Countywide	
Citizens Advice consumer helpline	03454 04 05 06

Safeguarding	
Lincolnshire County Council Adult Care & Community Wellbeing Customer Service Centre	01522 782155
Lincolnshire County Council Adult Care & Community Wellbeing Customer Service Centre Emergency Out of Hours	01522 782333
Lincolnshire County Council Children's Services Customer Service Centre	01522 782111
Lincolnshire County Council Children's Services Customer Service Centre Emergency Out of Hours	01522 782333

Emergency / Non-Emergency Services





Lincolnshire Police Non-Emergency	101
Lincolnshire Police Emergency	999
East Midlands Ambulance Services (EMAS) Emergency Callout	999
Lincolnshire Fire & Rescue Emergency Call out	999
Lincolnshire Fire & Rescue Safe & Well Referral & Info	www.lincolnshire.gov.uk/lfs

NHS Mental Health Teams	
Lincolnshire Child & Adolescent Mental Health Services (CAMHS)	01522 535189
Peter Hodgkinson's Centre, Adults Mental Health Services, Lincoln County Hospital	01522 573553
Lincolnshire Partnership Foundation Trust (LPFT) Mental Health Services & Advice etc.	03031 234000
(LPFT)Steps2Change NHS Talking Therapies for Lincolnshire (Referrals)	03031 234000

Mental Health Charities (Local & National)	
Richmond Fellowship Lincolnshire Crisis Support	03300 083702
Rethink Mental Illness Charity (Advice & support)	03005 000927
Mind Charity (Info line)	03001 233393
Lincs Shine (Mental Health Support Network in Lincolnshire)	07969 872804

District Council Housing Advice Teams	
(LINCOLN) City of Lincoln Council, Homeless and Housing Advice	01522 873212
(WEST LINDSEY) West Lindsey District Council, Homeless and Housing Advice	01427 676676
(EAST LINDSEY) East Lindsey District Council, Homeless and Housing Advice	01507 601111
(NORTH KESTEVEN) North Kesteven District Council, Homeless and Housing Advice	01529 414155
(SOUTH KESTEVEN) South Kesteven District Council, Homeless and Housing Advice	01476 406080
(SOUTH HOLLAND) South Holland District Council, Homeless and Housing Advice	01775 761161
(BOSTON) Boston Borough Council, Homeless and Housing Advice	01205 314555

Other Useful Contacts	
Hoarding Disorders UK Provide help and support to people who are affected not only by hoarding and clutter but also chronic disorganisation.	www.hoardingdisordersuk.org
Cloud's End CIC Resources to help hoarders and housing associations dealing with hoarding	www.cloudsend.org.uk
Rainbow Red Professional Decluttering, Organising & Project Management.	www.rainbowred.co.uk
(APDO) UK The Association of Professional De-Clutterers and Organisers Provide support, networking and promotion for members of the Professional Organising & Decluttering industry, and information and services for their clients.	www.apdo-uk.co.uk
Help for Hoarders Information support and advice for hoarders and their families. Including and an online support forum	www.helpforhoarders.co.uk
OCD UK Information and support about Obsessive Compulsive Disorder, which includes hoarding	www.ocduk.org/hoarding





Local Housing Associations

(BOSTON) Lincolnshire Housing Partnership (LHP) Lincolnshire LHP		0345 604 1472
(EAST LINDSEY) Waterloo Homes Waterloo Lincolnshire		0345 600 6055
(LINCOLN & BOSTON) Longhurst & Havelok Homes L & H Homes Lincolnshire		0800 111 4013
(LINCOLN & WEST LINDSEY) Axiom Housing Association (Part of The Long Hurst Group)		01733 347135
(WEST LINDSEY & NORTH KESTEVEN) Acis Group (housing) Acis Group		0800 027 2057
(LINCOLN, WEST LINDSEY, NORTH KESTEVEN & SOUTH KESTEVEN) Derwent Living Derwent Living		01332 346477
(LINCOLNSHIRE) Lace Housing (Older People & Vulnerable) Lace housing		01522 514444
(LINCOLNSHIRE) Nacro Services – Nacro Housing	Young Persons Service Housing Provision	01522 525383 01522 525383
(LINCOLN) Places for People Places for People		0845 850 9571
(LINCOLNSHIRE) YMCA YMCA Lincolnshire		01522 888 200
(LINCOLN) The Nomad Night Shelter	(Office Hours) (Out Of Office Hours)	01522 883 703 01522 504 588
(LINCOLNSHIRE) Waterloo Housing Group Waterloo Lincolnshire		0345 600 6055
(LINCOLNSHIRE) Framework housing Association Framework		0115 841 7711
(LINCOLNSHIRE) LEAP – Young Persons Housing Services LEAP Lincolnshire		01522 563530

This protocol has been designed & created by (Public Health) within the Lincolnshire County Council, with valuable feedback from many other authorities / agencies across Lincolnshire, including Lincolnshire Fire & Rescue, LCC Adult Care, LCC Safeguarding Boards, Lincolnshire Community Health Services (LCHS), Lincolnshire Partnership Foundation Trust (LPFT), Lincolnshire East coast & Skegness Neighbourhood team, EMAS, Voice ability, P3 charity, West Lindsey District Council, South Holland District Council, Boston Borough Council

Special thanks for their feedback and contribution go to:

- The RSPCA
- North Kesteven District Council
- Hoarding UK
- Hoarding Disorders UK

