



PEAKS & PLAINS
Housing Trust



The Trust

Hoarding Policy

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1. INTRODUCTION

- 1.1 This policy sets out how we will deal with Trust properties that are hoarded and our approach to supporting customers who have hoarding behaviours. Through the implementation of this policy, we aim to reduce the risks associated with hoarding.
- 1.2 We will work with people who have hoarding behaviour in a fair and transparent way and our staff will be provided with thorough training on how to deal with properties that are hoarded. We will apply a trauma-informed, person-centred approach, recognising that hoarding may be linked to trauma, bereavement, loss, anxiety or self-neglect.
- 1.3 The Trust will monitor the progress of hoarding cases and take a dual strategy approach, ensuring both support and enforcement are considered and implemented where necessary. The Trust will work in partnership with the local authority, Fire and Rescue Service and other agencies, where necessary, to ensure that this is achieved.
- 1.4 Hoarding affects between three to five percent of the UK population. It is crucial that all Trust colleagues and external contractors report concerns regarding property condition to the Customer Support & Enforcement team at the earliest opportunity, whereupon referrals will be made to the Tenancy Sustainment team for further investigation and support. Evidence shows that early intervention in hoarding cases has better outcomes for customers.
- 1.5 The Trust recognises that working with customers who experience hoarding behaviours can be a long process and may require significant resources to ensure that behavioural change is established to prevent hoarding re-occurring.
- 1.6 Colleagues from across the Trust will work collaboratively with customers who are experiencing hoarding to improve wellbeing, improve property condition standards, change behaviours, connect with long term sustainable support networks and reduce isolation.

2. SCOPE

- 2.1 This document should be used by all employees, contractors and volunteers of the Trust to understand the obligations placed upon the organisation to maintain a safe environment for customers and employees within our properties.
- 2.2 This policy applies specifically to properties which have been identified as being hoarded or where the Trust provides a service to its customers and any additional service users within its accepted remit.
- 2.3 This Policy addresses the following areas:
 - Differences between collecting, clutter, problem clutter and hoarding.
 - Understanding compulsive behaviour associated with hoarding.
 - Information about hoarding disorder.
 - The importance of collaborative partnership working.
 - Risks associated with problem clutter and hoarding.

- Information that can be provided to customers.
- Interventions and legal action that may be taken.
- Guidance on managing cases of hoarding and dirty properties.

2.4 This Policy should be read in conjunction with the hoarding procedure.

3. LEGAL & REGULATORY REQUIREMENTS

- 3.1 Customers of the Trust should comply with the terms of the tenancy agreement relating to acts of nuisance, pets, internal decorations, damage and access to property (different sections apply depending on the version of tenancy agreement). The Trust also has legal and regulatory obligations to ensure that its tenants' homes are safe, including gas and electrical safety, which may be difficult to fulfil in a hoarded property.
- 3.2 The Care Act 2014 places specific duties on the local authority in relation to self-neglect. The local authority and partners must act when the individual:
- Has a need for care and support
 - Is experiencing, or is at risk of, self-neglect,
 - And because of additional needs is unable to protect themselves against self-neglect.
- 3.3 The Mental Health Act 1983 provides legal powers which may assist gaining a Mental Health Act assessment for customers who live in hoarded properties. "Working Together: The Safeguarding of Children" (2018) places duties on registered providers to identify and report any safeguarding concerns to the local authority.
- 3.4 Other legal powers used to tackle hoarded properties can be found in the Environmental Protection Act 1990, Public Health Act 1984, Prevention of Damage by Pests Act 1949 and Animal Welfare Reform 2006.
- 3.5 The Trust will follow legislation and positive practice guidelines regarding Data Protection and confidentiality. Information will be shared with statutory agencies where required by law. In other circumstances, wherever possible, personal sensitive information will be kept confidential.
- 3.6 This Policy and associated procedure have been written regarding relevant legislation which includes the following non-exhaustive list:
- The Care Act 2014
 - Equality Act 2010
 - Social Housing (Regulation) Act 2023
 - Awaabs Law – Section 42 – secondary legislation under Hazards in social housing (prescribed requirements) (England) 2025
 - Environmental Protection Act 1990
 - Public Health Act 1984
 - Prevention of Damage by Pests Act 1949 and Animal Welfare Reform 2006
 - Anti-Social Behaviour, Crime and Policing Act 2014

- Housing and Regeneration Act 2008
- The Children Act 1989 & 2004
- Anti-Social Behaviour Act 2003
- Human Rights Act 1998
- Mental Capacity Act 2005
- Crime and Disorder Act 1998
- Crime and Security Act 2010
- ASB and Hate Crime Policy
- Criminal Justice Act 2003
- Data Protection Act 2018 and subsequent Regulations Housing Act 1996 Housing Act 1988
- Homelessness Reduction Act 2017

3.7 Hoarding behaviours can pose significant risks to tenants, neighbours, staff and properties. The organisation recognises that effective identification and management of hoarding is essential to delivering safe, high-quality homes, sustaining tenancies and maintaining safe and well-managed neighbourhoods, in line with the Consumer Standards. The management of hoarding is essential to ensuring safe homes, sustaining tenancies, protecting neighbouring residents, and delivering fair, proportionate and transparent services.

4. DEFINITIONS

4.1 The Trust recognises distinctions between collecting, clutter, problem clutter and hoarding. Hoarding often involves emotional attachment and limited insight into risks or distress associated with discarding items.

4.2 Hoarding is often linked with mental health conditions such as O.C.D (Obsessive Compulsive Disorder), however it is a distinct diagnoseable condition. Other factors such as bereavement, ill health, traumatic childhood events or old age can increase the risk of developing hoarding tendencies. When hoarding is severe, it can lead to fires, falling/tripping, poor personal hygiene, self-neglect, deteriorating mental health, social isolation and other health concerns for the customer and those living around them. In addition to these concerns, hoarding can lead to damp and mould problems arising in hoarded properties with the ensuing health concerns raised by this environment.

4.3 The Trust will differentiate between customers who experience hoarding tendencies, and customers who may present with a cluttered, messy or dirty property but do not have hoarding tendencies.

4.4 People who experience Hoarding Disorder have an emotional connection with their belongings, no matter their perceived value, and have great difficulty with letting things go. For customers who present with cluttered, messy or dirty homes, it is important we establish how they feel about their home and belongings and how willing they are to discard things that are no longer needed. Colleagues may need to adapt their approach for customers who are struggling to discard their belongings.

- 4.5 Tenants with Hoarding Disorder frequently have poor insight into the problems caused by their hoarding behaviour and may not view their situation as problematic believing that they will have a future use for hoarded objects. Building a positive rapport with customers who experience hoarding behaviours is key to keeping the customer engaged during the process, it may be necessary for the officer to challenge the customer on their beliefs regarding their belongings to reach a positive outcome.
- 4.6 **Collecting**
- 4.6.1 Items generally centre around a specific theme, e.g. stamps or models. Items are acquired through planned searches, mainly purchased and are limited in number. Items usually have a positive or pleasurable impact and do not normally cause financial distress or impairments to home, work and social life.
- 4.7 **Normal Clutter**
- 4.7.1 Items may or may not have a specific theme. Items are not acquired in a planned fashion and the acquisition is not excessive.
- 4.8 **Problem Clutter**
- 4.8.1 The amount of clutter interferes with everyday living for example; the customer is unable to use their kitchen or bathroom or cannot access rooms. The clutter is causing significant distress or negatively affecting the quality of life of the customer or their family. The clutter may have an impact upon the health and safety of the customer or their family.
- 4.9 **Hoarding**
- 4.9.1 In June 2018, the World Health Organisation (WHO) released its new International Classification of Diseases (ICD11) and hoarding is now classified as a medical condition.
- 4.9.2 *“Hoarding disorder is characterised by accumulation of possessions due to excessive acquisition of or difficulty discarding possessions, regardless of their actual value. Excessive acquisition is characterized by repetitive urges or behaviours related to amassing or buying items. Difficulty discarding possessions is characterized by a perceived need to save items and distress associated with discarding them. Accumulation of possessions results in living spaces becoming cluttered to the point that their use or safety is compromised. The symptoms result in significant distress or significant impairment in personal, family, social, educational, occupational or other important areas of functioning.”*
- 4.10 **General property condition and squalor**
- 4.10.1 While hoarding involves the excessive acquisition and accumulation of items that create significant clutter and restrict the use of rooms, property condition issues can arise for other reasons and should not automatically be classed as hoarding. Poor property condition or squalor may result from self-neglect, low-level clutter, inadequate housekeeping, temporary crises, or difficulties managing day-to-day tasks, without the

excessive volume of possessions that characterises hoarding. In these cases, the home may present hazards such as dirt, waste, damp, mould, or infestation, but rooms remain largely accessible and the issue relates to cleanliness or maintenance rather than hoarding behaviour. It is therefore important to distinguish between the two so that appropriate support, intervention, and tenancy management responses can be applied.

- 4.10.2 In cases where poor property condition or squalor is identified, but the circumstances do not meet the threshold for hoarding, tenancy obligations relating to repairs, health and safety, and the Damp and Mould Policy still apply. As a landlord, we must ensure homes remain safe, free from hazards, and accessible for essential checks and maintenance, including ensuring adequate ventilation to prevent damp and mould. Where concerns arise, Sustainment Officers and Neighbourhood Officers will work collaboratively with the resident to offer practical support, explore underlying issues, and provide early intervention. This may include helping residents understand their tenancy responsibilities, making referrals for additional assistance, or signposting to external support services. Our aim is to help residents maintain a safe and healthy home environment while preventing issues from escalating.

5. OUR POLICY

- 5.1 The Trust is committed to identifying potential hoarding problems at the earliest possible opportunity and making positive intervention to reduce risk and support the Trust's customers.

The hoarding procedure has been produced to support and provide guidance to staff who are working with a customer who has been identified to be experiencing hoarding or who is struggling to maintain the condition of their property. This should be used in every case where possible.

5.2 Early Intervention

- 5.2.1 We will identify customers who may be hoarding, by using the Clutter Image Rating Scale. See Appendix A.
- 5.2.2 We will use the Clutter Image Rating Scale to assess the degree of hoarding, to provide a measured response to the issue dependent upon its severity.
- 5.2.3 Each case will be assessed on an individual basis and responses will be appropriate to the circumstances of the person involved. It may be necessary to vary steps to ensure a person-centred approach. Supportive action can assist an individual with hoarding tendencies in addressing some of the behaviours. Staff should always explore what support is required and make the necessary referrals. Where a person is not currently engaged, but appears willing to accept assistance, we will:
- Persevere to find ways to engage with the customer and we will work over a long period of time to get a result, risk dependant.

- Find the right person who can best engage with the customer – this may not be the person who would normally take the role but an effective relationship where there is trust is essential to getting successful outcomes.
- Set up multi-agency meetings early on to determine who has the best engagement and how efforts can be co-ordinated most effectively.
- Invest in resources as these cases take a disproportionate amount of time compared to other support cases. Damage because of hoarding can result in costly repair works so preventative work is key and cost effective in the long run.
- When a case is resolved, regular check-up visits are needed to ensure the issue does not occur again.

5.2.4 Where support is offered but refused, it is important to note this in the case records, as this may be crucial evidence later, if legal action should be required. Where a customer has capacity, the Trust will respect their decision to refuse support. In cases where the customer lacks capacity the Trust will work in the customer's best interests with the relatives or organisation that is representing the customer.

5.3 **Working with Partners**

5.3.1 The Trust will work with local Safeguarding boards, local multi-agency groups, Local Strategic Partnership Boards and Local Safer Partnerships to explore, develop and embed an integrated and coordinated approach to addressing customers' needs and reducing the impacts of clutter and hoarding on those living in our housing stock.

5.3.2 The Trusts key partners and relevant contacts in addressing the impact of clutter and hoarding are (non-exhaustive):

- Cheshire East Local Authority/Cheshire West and Derbyshire/High Peak
- Cheshire Fire and Rescue Service
- Cheshire/Derbyshire Wellbeing Service

5.3.3 The processing of Personal and Sensitive Personal Data collected from customers and third parties in connection with this Policy will be undertaken in accordance with the Principles of the Data Protection Act 1998 and the Trust's Data Protection Policy.

5.3.4 Referrals will be made to the Local Authority and where necessary the Trust can request a needs assessment as set out within the Care Act 2014:

Work with people who self-neglect is supported by the following laws and powers:

Health and Social Care

The Care Act 2014 Care and support statutory guidance - GOV.UK (www.gov.uk)	S1	Duty to promote wellbeing
	S9 & S11	The Local Authority must undertake a needs assessment, even when the adult refuses, where: - it appears that the adult may have needs for care and support, - and is experiencing, or is at risk of, abuse and neglect (including self-neglect). This duty applies whether the adult is making a capacitated or incapacitated refusal of assessment.
	S42	The Local Authority must make, or cause to be made, whatever enquiries it thinks necessary to enable it to decide what action should be taken in an adult's case, when: The Local Authority has reasonable cause to suspect that an adult in its area: - has needs for care and support, - is experiencing, or is at risk of abuse or neglect (including self-neglect), and, - as a result of those needs is unable to protect himself or herself against abuse, or the risk of it.
	S67/68	Provision of advocacy or a person involved in a safeguarding enquiry and / or an assessment of care and support needs and without an advocate the person would have substantial difficulty: - understanding or retaining relevant information - using or weighing information as part of the process of being involved - communicating views, wishes and feelings and there is no appropriate person to represent and support during the enquiry / assessment.
	S6 / 7	A general and specific duty of cooperation between the local authority and relevant partners in relation to people with care and support needs. Cooperation includes communication, information-sharing and decision making.
No Recourse to Public Funds		Some individuals with no recourse to public funds may be given assistance under the Care Act 2014 provided that their needs for care and support have not arisen solely because of destitution or the physical effects, or anticipated physical effects, of being destitute.- Provision can include accommodation owing to the individual's need for care and attention.
Mental Capacity Act 2005	S2	A mental capacity assessment must be undertaken where there is reason to doubt the person's capacity to make relevant decisions. It is important to adequately explore how an individual understands, retains, uses or weighs relevant information. Assessment of capacity may not be a

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5.4 Safeguarding

- 5.4.1 Problem clutter and hoarding on its own will not automatically trigger a safeguarding adult or child at risk referral. However, when it is identified that it is likely that the safety, physical and mental wellbeing of a customer or their family is significantly compromised, this may trigger a safeguarding referral. Where risk is high and consent is not obtained, information may be shared with statutory agencies on a lawful basis, including legitimate interests for safety.
- 5.4.2 Where the person's problem clutter or hoarding puts their independence and well-being at risk, and/or will lead to deterioration in their ability to protect themselves from harm, a safeguarding referral will be made to Adult Social Services and the Fire Service.
- 5.4.3 In cases where persons under the age of 18 are identified as being at risk. The matter would automatically become a child protection issue and should be dealt with accordingly by making a referral to Childrens Services and the Fire Service.

5.5 Mental capacity

- 5.5.1 Consideration needs to be given at an early stage to the tenant's mental capacity in order to determining if they have the mental capacity to understand and make informed decisions regarding the concerns around their apparent hoarding behaviour.
- 5.5.2 The Mental Capacity Act applies to everybody who has dealings with people who may lack capacity, and particularly if they have a professional relationship with the person.
- 5.5.3 We will comply with the requirements set out in the Mental Capacity Act 2005 and will consider the Act's five key principles during interactions with customers:

- A presumption of capacity – every adult has the right to make his or her own decisions and must be assumed to have capacity to do so unless it is proved otherwise
- Supporting individuals to make their own decisions – a person must be given all practicable help before anyone treats them as not being able to make their own decisions.
- Unwise decisions – just because an individual makes what might be an unwise decision, they should not be assumed to lack capacity to make that decision.
- Best Interests – an act done, or decision made under the Act for or on behalf of a person who lacks capacity must be done in their best interests.
- Least restrictive option – any decisions, treatment or care for someone who lacks capacity must always follow the path that is the least restrictive of their basic rights and freedoms.

5.5.4 We will take the opportunity to confirm capacity when appropriate (eg.at tenancy sign up, review and termination; during arrears discussions, anti-social behaviour incidents and complaints).

5.6 Risks

5.6.1 The key risks associated with clutter and hoarding include:

- Health and safety.
- Fire Safety.
- Access for Essential Works

5.6.2 These risks are considered in more detail below.

5.7 Health & Safety

5.7.1 Problem clutter and hoarding can pose a health risk to the person and anyone who lives in or visits their house. For example, it can:

- make cleaning very difficult, leading to unhygienic conditions and encouraging rodent or insect infestations
- prevent compliance servicing, testing and inspection and remedial work
- prevent safety critical repairs/improvement work
- be a fire risk and block exits in the event of a fire
- cause trips and falls
- fall over or collapse on people, if kept in large piles.
- Support condition within which damp and mould can occur

5.7.2 The family living with the hoarder also suffer and can go on to experience mental health issues such as depression, loneliness and social isolation. Respiratory issues are also commonplace amongst hoarders and occupants.

5.7.3 Information and signposting will be given to the customer as well as appropriate referrals made to Social Services and the Fire Service as required.

5.7.4 Staff will need to make use of the Trust's E20 Health and Safety reporting system as part of their response to a hoarding concern.

5.8 **Fire Safety**

5.8.1 Problem clutter and hoarding increases the risk of fire occurring and makes it more difficult for people living in the property to evacuate safely. Fire can spread to neighbouring properties if the level of hoarding is severe or if flammable items such as gas containers are being stored. Where hoarding presents increased fire risk, staff should offer a Home Fire Safety Check and refer to Fire & Rescue where risk is significant.

5.8.2 It can also pose a high risk to emergency services when attending the scene, hampering firefighting and rescuing operations.

5.8.3 A person-centred approach is advised by the National Fire Chiefs Council and is relevant to the Trust as follows: -

- Eliminate the hazard - Work with the customer and other agencies to ensure that the customer is keeping exits and entrances clear, being able to shut doors and has a good nighttime routine. Give advice regarding the benefits of clearing items. Help can be provided through local health care referral pathways.
- Reduce the hazard - Change behaviours to avoid the hazard of clutter and hoarding and storage of items (household waste management, waste collection routine, individual pride).
- Isolate the hazard - Examine options in terms of removal of items of clutter. This must be done with carer/health professional input to ensure there is no detriment to the mental health of the occupier.
- Control the hazard - Remind and prompt landlords and health partners about the fire safety issues. Provide information and follow-up advice via further visits, phone calls, information on websites, partner agency newsletters, campaigns etc. Work with local safeguarding boards to address issues through multi-agency involvement.
- Fire safety equipment - Provide interventions, or recommend that interventions be provided, which are appropriate to the risk. These may include additional smoke and heat detection in areas where more risk is evident. Consideration should also be given to the working with local authority partners to secure a care line link in the event of an emergency. Request that the homeowner shares details with the Fire Service with regard to where they are sleeping in the property and consider the clutter rating level.

5.9 **Access for essential works**

5.9.1 The Trust has rigorous legal and regulatory compliance obligations designed to keep our homes and customers safe, for example, annual gas safety checks. When a property is hoarded, the Trust may be impeded from carrying out these obligations.

5.9.2 Whilst we will strive to work with and support customers with hoarding behaviour, ultimately the Trust's legal compliance obligations are primary in our approach to hoarded properties.

5.9.3 Where necessary we will take enforcement action to resolve hoarding when this is necessary to secure the safety of the customer and allows the Trust to complete its legal and regulatory responsibilities. A temporary decant may be considered where essential works cannot be safely completed.

5.10 Legal Action

5.10.1 The Trust will, if necessary, take legal action in hoarding cases. There are several legal enforcement actions that are available to the Trust to attempt to abate issues with problem clutter and hoarding. These include: -

- Injunctions / Orders for Specific Performance – An Order requiring the customer to either do or not do an action, including providing access.
- Possession Order – An Order granted by the Court for possession of the property.
- Warrant of Possession – Enforcement of a Possession Order by the Court bailiffs and the end of the tenancy.
- Closure Order (assistance of Local Authority or Police) – An Order to restrict access to the property.

5.10.2 When the customer may suffer from hoarding disorder or any other physical or mental health conditions, the Trust will consider whether legal action is appropriate and any lesser measures that could be utilised by the Trust to negate the risk. A full proportionality assessment should be completed before commencing any form of legal action.

5.10.3 Resolved cases should be monitored periodically to prevent recurrence.

5.11 Court of Protection (COP)

5.11.1 Where appropriate, the Trust will make an application to the COP for a deputy to be appointed when an individual is incapable of making decisions. The COP has jurisdiction over the property, financial affairs and the personal welfare of people who lack mental capacity to make decisions for themselves. The Trust can make an application to the COP for a deputy to be appointed when an individual is incapable of making decisions. There are a wide range of remedies, including the deputy granting authority to access the current accommodation for inspection and/or for clearance or removal to storage.

5.12 Risk Management- Carrying out Works and Recharges

5.12.1 Managing cases of Hoarding and poor property condition is a key responsibility for housing, care and support providers. The Trust will seek to mitigate business risk through this policy.

- 5.12.2 People with hoarding behaviour can accumulate volumes of rubbish or clutter leading to unsafe and unhygienic conditions to the property which can impose a significant health and safety and fire risk.
- 5.12.3 Where there is a risk to the health, safety & wellbeing to customers, contractors, staff and/or the public due to the customers hoarding tendencies, the Trust will carry out works to return the property to a safe standard.
- 5.12.4 The customer may be recharged for works carried out in relation to hoarding that fall outside the landlord's legal obligations. An example of this could be the elevated risk of fire and blocked access routes, as well as the increased risk of vermin or damage being caused to the property.
- 5.12.5 This will also apply if contractors are unable to gain safe access to a property to complete repairs, planned works or carry out statutory & legal inspections (i.e. Annual Gas Safety checks, Legionella, etc.). This list is not exhaustive.

6. EQUALITY, DIVERSITY & INCLUSION

- 6.1 The Trust will tailor its support for tenants with hoarding behaviour and will take a person-centred approach to meet the diverse needs of individuals. We will ensure that the customer has capacity and take appropriate action if they do not, to ensure their rights are respected.
- 6.2 Notwithstanding the condition of their home, the Trust will treat people with hoarding and clutter issues with dignity and respect. We will always be non-judgemental and provide support that is sensitive to any protected characteristics of the person we are supporting.
- 6.3 All action taken by the Trust will be in accordance with the requirements of current legislation.
- 6.4 An Equality Impact Assessment has been conducted on this Policy

7. RESPONSIBILITIES

7.1 Board and the Executive

- 7.1.1 The Trust's Board will receive regular reports detailing the action and support the Trust has provided to reduce the risk of hoarding. We will report annually to the Board including cases and actions.
- 7.1.2 The Executive team will approve this policy and have overall responsibility for its implementation. The Executive will also receive performance reporting on the Trust's hoarding process and cases.

7.2 Operational Lead

- 7.2.1 The Head of Neighbourhoods will be responsible for the operational implementation of the policy and will regularly review its effectiveness considering operational performance and any changes to regulation and legislation.
- 7.2.2 Working with households who have clutter and hoarding behaviour is the remit of the Trusts Sustainment Officers who may need support from the A.S.B officers, they will be led by the Customer Support and Enforcement Manager. The Customer Support and Enforcement Manager will prepare and report key performance indicators for hoarding to Performance Management Group.

7.3 Customer Support and Enforcement

- 7.3.1 The Trust's Tenancy Sustainment Officers will be responsible for the triage, response and actions in hoarding cases. Tenancy Sustainment officers will manage cases under the supervision of the Trust's Customer Support and Enforcement Manager.
- 7.3.2 Where enforcement action is required, this will be taken by the Trust's A.S.B (Anti-Social Behaviour) Team.

7.4 All staff

- 7.4.1 Responsibility for the implementation of this policy rests with all staff and contractors working on behalf of the Trust, whether that work is paid or voluntary. Responsibilities include the reporting of and/or the management of any incidents. If any member of staff has any concerns about the safety or wellbeing of a child and/or adult at risk, they must immediately follow the Trust's Safeguarding Policy.
- 7.4.2 Failure to comply with these obligations may result in disciplinary action in accordance with the Trust's Disciplinary Procedure.

8. MONITORING AND REPORTING

- 8.1 The Trust will measure and monitor cases, and outcomes to ensure cases are managed effectively. Key performance monitoring information will be shared with the Trust's Senior Managers, Executive Management Team, and Board, and will be publicised.

9. CONSULTATION

- 9.1 This policy has been reviewed in consultation with customers, managers and senior managers.

10. REVIEW

- 10.1 This policy will be reviewed every three years, or earlier if required by statutory, regulatory, legislative or best practice requirements or the need to update this policy

following reviews of other Trust wide policies or improvements identified by service reviews, scrutiny or feedback from customers.

11. ASSOCIATED DOCUMENTS

- Clutter Rating Scale
- Hoarding Procedure
- Anti-Social Behaviour and Hate Crime Policy
- Safeguarding Policy
- Safeguarding Procedure
- Domestic Abuse – Residents Policy
- Code of conduct
- Complaints Policy
- Health and Safety Policy
- Fairness and Respect policy
- Repairs Policy
- Decant Policy
- Damp and Mould Policy
- Pets Policy
- Vulnerability Policy
- Reasonable Adjustments Policy
- Good Neighbourhood Policy

POLICY INFORMATION

Policy Name:	Hoarding Policy
Status:	Final/Approved
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