

**Appendix Two. Clutter Image Rating Scales, Assessment Tool Guidelines and Hoarding Insight Characteristics**

**Clutter Image Rating – Kitchen**

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

**Level 1**



1



2



3

**Level 2**



4



5



6

**Level 3**



7



8



9

### Clutter Image Rating: Living Room

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

#### Level 1



1



2



3

#### Level 2



4



5



6

#### Level 3



7



8



9

### Clutter Image Rating: Bedroom

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

#### Level 1



1



2



3

#### Level 2



4



5



6

#### Level 3



7



8



9

# Clutter Image Rating

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Using the 3 series of pictures (CIR: Living Room, CIR: Kitchen, and CIR: Bedroom), please select the picture that best represents the amount of clutter for each of the rooms of your home. Put the number on the line below.

Please pick the picture that is closest to being accurate, even if it is not exactly right. If your home does not have one of the rooms listed, just put NA for "not applicable" on that line.

Room	Number of closest corresponding picture (1-9)
Living Room	_____
Kitchen	_____
Bedroom #1	_____
Bedroom #2	_____

*Also, please rate other rooms in your house that are affected by clutter on the lines below. Use the CIR: Living Room pictures to make these ratings.*

Dining room	_____	
Hallway	_____	
Garage	_____	
Basement	_____	
Attic	_____	
Car	_____	
Other Please specify:	_____	Please specify: _____

**Assessment / scoring Tool (to be used in conjunction with the clutter image rating scales).**

Area	Assessment
<b>1. Property structure, services &amp; garden area</b>	<p>Assess the access to all entrances and exits for the property. (Note impact on any communal entrances &amp; exits). Include access to roof space.</p> <ul style="list-style-type: none"> <li>• Does the property have a working smoke alarm on each level?</li> <li>• Are the services connected?</li> <li>• Carry out a cursory Visual Assessment (none 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.</li> <li>• Can the occupant escape from all rooms in the event of a fire or other emergency?</li> <li>• Is there a clear plan of what to do in the event of a fire or other emergency and does everyone in the home know it?</li> <li>• Assess the garden; size, access and condition.</li> </ul>
<b>2. Household Functions</b>	<p>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.</p> <ul style="list-style-type: none"> <li>• Select the appropriate rating on the clutter scale.</li> <li>• Please estimate the % of floor space covered by clutter</li> <li>• Please estimate the height of the clutter in each room</li> </ul>
<b>3. Health and Safety</b>	<ul style="list-style-type: none"> <li>• Assess the level of sanitation in the property.</li> <li>• Are the floors clean and are readily cleansed?</li> <li>• Are the work surfaces clean?</li> <li>• Are you aware of any odours in the property?</li> <li>• Is there rotting food?</li> <li>• Does the resident use candles, portable electric or gas heaters?</li> <li>• Did you witness a higher than expected number of flies or insects?</li> <li>• Are household members struggling with personal care?</li> <li>• Is there random or chaotic writing on the walls on the property?</li> <li>• Are there unreasonable amounts of medication collected? (Prescribed or over the counter?)</li> <li>• Is there evidence of illegal drug use?</li> <li>• Is the resident aware of any fire risk associated to the clutter in the property?</li> <li>• Is there faecal matter, urine or other body fluids visible within the property?</li> </ul>
<b>4. Safeguarding Children and Adults</b>	<ul style="list-style-type: none"> <li>• Do any rooms rate 7 or above on the clutter rating scale?</li> <li>• Does the household contain children, young people or other adults at risk?</li> </ul>
<b>5. Animals and Pests</b>	<ul style="list-style-type: none"> <li>• Are there any pets at the property?</li> <li>• Are the pets well cared for, are you concerned about their health?</li> <li>• Is there evidence of any infestation? e.g. bed bugs, cockroaches, fleas, rats, mice, etc.</li> <li>• Are animals being hoarded at the property?</li> <li>• Are outside areas seen by the resident as a wildlife area?</li> <li>• Does the resident leave food out in the garden to feed foxes etc.</li> </ul>
<b>6. Personal Protective Equipment (PPE)</b>	<ul style="list-style-type: none"> <li>• Following your assessment do you recommend the use of Personal protective equipment (PPE) at future visits? Please detail.</li> <li>• Following your assessment do you recommend the resident is visited in pairs or with the Police? Please detail.</li> </ul>

## Example Assessment Findings and Action Questions

<b>Level 1 Clutter image rating 1 - 3</b>	<b>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.</b>
<b>Property structure, services &amp; garden area</b>	<ul style="list-style-type: none"> <li>• All entrances and exits, stairways, roof space and windows accessible</li> <li>• Smoke alarms fitted and functional or referrals made to South Yorkshire Fire and Rescue to visit and install if criteria met</li> <li>• All services functional and maintained in good working order</li> <li>• Garden is accessible, tidy and maintained</li> </ul>
<b>Household Functions</b>	<ul style="list-style-type: none"> <li>• No excessive clutter, all rooms can be safely used for their intended purpose</li> <li>• All rooms are rated 0-3 on the Clutter Rating Scale</li> <li>• No additional unused household appliances appear in unusual locations around the property</li> <li>• Property is maintained within terms of any lease or tenancy agreements where appropriate</li> <li>• Property is not at risk of action by Environmental Health</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>• Property is clean with no odours, (pet or other).</li> <li>• No rotting food</li> <li>• No concerning use of candles</li> <li>• No concern over flies</li> <li>• Residents managing personal care</li> <li>• No writing on the walls</li> <li>• Quantities of medication are within appropriate limits, in date and stored appropriately</li> <li>• Drying clothing inappropriately / inappropriate heating</li> </ul>
<b>Safeguard of Children and Adults</b>	<ul style="list-style-type: none"> <li>• No concerns for household members</li> </ul>
<b>Animals and Pets</b>	<ul style="list-style-type: none"> <li>• Any pets at the property are well cared for</li> <li>• No pests or infestations at the property</li> </ul>
<b>Protective Personal Equipment (PPE)</b>	<ul style="list-style-type: none"> <li>• No PPE required</li> <li>• No visit in pairs required</li> </ul>

<b>Level 1</b>	<b>Actions</b>
<b>Referring Agency</b>	<ul style="list-style-type: none"> <li>• Discuss concerns with resident</li> <li>• Raise a request to South Yorkshire Fire &amp; Rescue for a Safe &amp; Well check</li> <li>• Refer for support assessment if appropriate</li> <li>• Refer to GP if appropriate</li> </ul>
<b>Environmental Health</b>	<ul style="list-style-type: none"> <li>• No action</li> </ul>
<b>Social Landlords</b>	<ul style="list-style-type: none"> <li>• Provide details on debt advice if appropriate to circumstances.</li> <li>• Refer to GP if appropriate</li> <li>• Refer to Social Care for a care and support assessment if appropriate</li> <li>• Provide details of support streams open to the adult via charities and self-help groups</li> <li>• Ensure residents are maintaining all tenancy conditions</li> <li>• Refer for tenancy support if appropriate</li> <li>• Ensure that all utilities are maintained and serviceable</li> </ul>

Level 1	Actions
Practitioners	<ul style="list-style-type: none"> <li>• Complete Hoarding Assessment</li> <li>• Make appropriate referrals for support to other agencies</li> <li>• Refer to social landlord if the adult is their tenant or leaseholder</li> </ul>
Emergency Services	<ul style="list-style-type: none"> <li>• <b>South Yorkshire Fire &amp; Rescue</b> - Carry out a Safe &amp; Well Check if it fulfils service criteria and share with statutory agencies</li> <li>• <b>South Yorkshire Police and Yorkshire Ambulance Service</b> - Ensure information is shared with statutory agencies and feedback is provided to referring agency on completion of home visits</li> </ul>
Animal Welfare	<ul style="list-style-type: none"> <li>• No action unless advice requested</li> </ul>
Safeguarding of Children and Adults	<ul style="list-style-type: none"> <li>• No action unless concerns of abuse are noted</li> </ul>

Level 2 Clutter image rating 4 - 6	Household environment requires professional assistance to resolve the clutter and the maintenance issues in the property.
Property, structure, services and garden area	<ul style="list-style-type: none"> <li>• Only major exit is blocked</li> <li>• Only one of the services is not fully functional</li> <li>• Concern that services are not well maintained</li> <li>• Smoke alarms are not installed or not functioning</li> <li>• Garden is not accessible due to clutter, or is not maintained</li> <li>• Evidence of indoor items stored outside</li> <li>• Evidence of light structural damage including damp</li> <li>• Interior doors missing or blocked open</li> <li>• Consider where the clutter is – i.e. round a heating source – i.e. fire / cooker</li> </ul>
Household functions	<ul style="list-style-type: none"> <li>• Clutter is causing congestion in the living spaces and is impacting on the use of the rooms for their intended purpose.</li> <li>• Clutter is causing congestion between the rooms and entrances.</li> <li>• Room(s) scores between 4-5 on the clutter scale.</li> <li>• Inconsistent levels of housekeeping throughout the property</li> <li>• Some household appliances are not functioning properly and there may be additional units in unusual places.</li> <li>• Property is not maintained within terms of lease or tenancy agreement where applicable.</li> <li>• Evidence of outdoor items being stored inside</li> </ul>
Health and Safety	<ul style="list-style-type: none"> <li>• Kitchen and bathroom are not kept clean</li> <li>• Offensive odour in the property</li> <li>• Resident is not maintaining safe cooking environment</li> <li>• Some concern with the quantity of medication, or its storage or expiry dates.</li> <li>• No rotting food</li> <li>• No concerning use of candles</li> <li>• Resident trying to manage personal care but struggling</li> <li>• Inappropriate heating</li> <li>• CO detector</li> </ul>
Safeguarding Children and Adults	<ul style="list-style-type: none"> <li>• Hoarding on clutter scale 4 - 7 doesn't automatically constitute a Safeguarding Concern</li> <li>• Please note all additional concerns for householders</li> </ul>

<b>Level 2 Clutter image rating 4 - 6</b>	<b>Household environment requires professional assistance to resolve the clutter and the maintenance issues in the property.</b>
	<ul style="list-style-type: none"> <li>• Properties with children or vulnerable residents with additional support needs may trigger a Safeguarding Concern under a different risk.</li> </ul>
<b>Animals and Pests</b>	<ul style="list-style-type: none"> <li>• Pets at the property are not well cared for</li> <li>• Resident is not unable to control the animals</li> <li>• Animal's living area is not maintained and smells</li> <li>• Animals appear to be under nourished or over fed</li> <li>• Sound of mice heard at the property</li> <li>• Spider webs in house</li> <li>• Light insect infestation (bed bugs, lice, fleas, cockroaches, etc.)</li> <li>• Refer to RSPCA for advice and guidance.</li> </ul>
<b>Personal health and safety</b>	<ul style="list-style-type: none"> <li>• Latex Gloves, boots or needle stick safe shoes, face mask, hand sanitizer, insect repellent.</li> <li>• Personal protective equipment required</li> </ul>

<b>Level 2</b>	<b>Actions In addition to actions listed below these cases need to be monitored regularly in the future due to RISK OF ESCALATION or REOCCURRENCE</b>
<b>Agency holding the case</b>	<ul style="list-style-type: none"> <li>• Refer to landlord if resident is a tenant</li> <li>• Refer to Environmental Health</li> <li>• Raise an request to South Yorkshire Fire &amp; Rescue to provide fire prevention advice</li> <li>• Provide details of garden services</li> <li>• Refer for support assessment</li> <li>• Referral to GP</li> <li>• Referral to debt advice if appropriate</li> <li>• Refer to Animal Welfare if there are animals at the property.</li> <li>• Ensure information sharing with all agencies involved to ensure a collaborative approach and a sustainable resolution.</li> </ul>
<b>Environmental Health</b>	<ul style="list-style-type: none"> <li>• Refer to Environmental Health with details of client, landlord (if relevant) referrer's details and overview of problems where appropriate</li> <li>• At time of inspection, Environmental Health Officer decides on appropriate course of action</li> <li>• Consider serving notices under Public Health Act 1936, Environmental Protection Act 1990, Prevention of Damage By Pests Act 1949 or Housing Act 2004</li> <li>• Consider Works in Default if notices not complied with by occupier</li> </ul>
<b>Social Landlords</b>	<ul style="list-style-type: none"> <li>• Visit resident to inspect the property and assess support needs</li> <li>• Refer for housing related support.</li> <li>• Ensure residents are maintaining all tenancy conditions</li> <li>• Enforce tenancy conditions relating to residents' responsibilities if not engaging with support</li> <li>• Ensure information sharing with all agencies involved to ensure a collaborative approach and a sustainable resolution.</li> </ul>
<b>Practitioners</b>	<ul style="list-style-type: none"> <li>• Refer to "Self-Neglect and Hoarding Guidance for Practitioners - Questions to Ask"</li> </ul>



<b>Level 2</b>	<b>Actions</b> <b>In addition to actions listed below these cases need to be monitored regularly in the future due to RISK OF ESCALATION or REOCCURRENCE</b>
	<ul style="list-style-type: none"> <li>• Complete Practitioners Assessment Tool</li> <li>• Ensure information sharing with all agencies involved to ensure a collaborative approach and a sustainable resolution.</li> </ul>
<b>Emergency Services</b>	<ul style="list-style-type: none"> <li>• Ensure information sharing with all agencies involved to ensure a collaborative approach and a sustainable resolution.</li> <li>• Provide feedback to referring agency on completion of home visits.</li> </ul>
<b>Animal Welfare</b>	<ul style="list-style-type: none"> <li>• Visit property to undertake a wellbeing check on animals at the property.</li> <li>• Educate adult regarding animal welfare if appropriate- seek advice from the RSPCA.</li> <li>• Provide advice / assistance with re-homing animals</li> </ul>
<b>Safeguarding Children and Adults</b>	<ul style="list-style-type: none"> <li>• No action unless other concerns of abuse are noted.</li> <li>• If other concerns of abuse are identified or have been reported, progression to safeguarding referral and investigation may be necessary.</li> </ul>

<b>Level 3 Clutter image rating 7 - 9</b>	<b>Household environment will require intervention with a collaborative multi-agency approach with the involvement from 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. Residents are often unaware of the implication of their hoarding actions and oblivious to the risk it poses.</b>
<b>Property, structure, services and garden area</b>	<ul style="list-style-type: none"> <li>• Limited access and egress to the property due to extreme clutter</li> <li>• Evidence may be seen of extreme clutter seen at windows</li> <li>• Evidence may be seen of extreme clutter outside the property</li> <li>• Garden not accessible and extensively overgrown</li> <li>• Services not connected or not functioning properly</li> <li>• Smoke alarms not fitted or not functioning</li> <li>• Property lacks ventilation due to clutter</li> <li>• Interior doors missing or blocked open</li> <li>• Evidence of structural damage or outstanding repairs including damp</li> <li>• There may be evidence of internal damp and / or mould</li> <li>• Evidence of indoor items stored outside</li> </ul>
<b>Household functions</b>	<ul style="list-style-type: none"> <li>• Clutter is obstructing the living spaces and is preventing the use of the rooms for their intended purpose.</li> <li>• Room(s) scores 7 - 9 on the clutter image scale</li> <li>• Rooms not used for intended purposes or very limited</li> <li>• Beds inaccessible or unusable due to clutter or infestation</li> <li>• Entrances, hallways and stairs blocked or difficult to pass</li> <li>• Toilets, sinks not functioning or not in use</li> <li>• Resident at risk due to living environment</li> <li>• Household appliances are not functioning or inaccessible</li> <li>• Resident has no safe cooking environment</li> <li>• Resident is using candles, electric or gas heating appliances - heating inappropriately</li> <li>• Evidence of outdoor clutter being stored indoors.</li> <li>• No evidence of housekeeping being undertaken</li> <li>• Broken household items not discarded e.g. broken glass or plates</li> </ul>

<b>Level 3 Clutter image rating 7 - 9</b>	<b>Household environment will require intervention with a collaborative multi-agency approach with the involvement from 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. Residents are often unaware of the implication of their hoarding actions and oblivious to the risk it poses.</b>
	<ul style="list-style-type: none"> <li>• Concern for declining mental health</li> <li>• Property is not maintained within terms of lease or tenancy agreement where applicable</li> <li>• Property is at risk of notice being served by Environmental Health</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>• Human urine and or excrement may be present</li> <li>• Excessive odour in the property, may also be evident from the outside</li> <li>• Rotting food may be present</li> <li>• Evidence may be seen of unclean, unused and or buried plates and dishes.</li> <li>• Broken household items not discarded e.g. broken glass or plates</li> <li>• Inappropriate quantities or storage of medication.</li> <li>• Pungent odour can be smelt inside the property and possibly from outside.</li> <li>• Concern with the integrity of the electrics</li> <li>• Inappropriate use of electrical extension cords or evidence of unqualified work to the electrics.</li> <li>• Concern for declining mental health</li> </ul>
<b>Safeguarding of Children and Adults</b>	<ul style="list-style-type: none"> <li>• Hoarding on a clutter image scale of 7 – 9 constitutes a Safeguarding Concern</li> <li>• Please note all additional concerns for householders</li> </ul>
<b>Animals and Pests</b>	<ul style="list-style-type: none"> <li>• Animals at the property at risk due the level of clutter in the property</li> <li>• Resident may not able to control the animals at the property</li> <li>• Animal’s living area is not maintained and smells</li> <li>• Animals appear to be under nourished or over fed</li> <li>• Hoarding of animals at the property</li> <li>• Heavy insect infestation (bed bugs, lice, fleas, cockroaches, ants, silverfish, etc.)</li> <li>• Visible rodent infestation</li> <li>• Refer to RSPCA</li> </ul>
<b>Personal Health and Safety</b>	<ul style="list-style-type: none"> <li>• Visits where Personal protective equipment (PPE) required: i.e.</li> <li>• Latex Gloves, boots or needle stick safe shoes, face mask, hand sanitizer, insect repellent.</li> </ul>

<b>Level 3</b>	<b>Actions</b>
<b>Agency holding the case</b>	<ul style="list-style-type: none"> <li>• Report to Safeguarding Adults within 24 hours</li> <li>• Report to South Yorkshire Fire &amp; Rescue within 24 hours to provide fire prevention advice.</li> </ul>
<b>Environmental Health</b>	<ul style="list-style-type: none"> <li>• Refer to Environmental Health with details of client, landlord (if relevant) referrer’s details and overview of problems</li> <li>• At time of inspection, EHO decides on appropriate course of action</li> <li>• Consider serving notices under Public Health Act 1936,</li> <li>• Environmental Protection Act 1990, Prevention of Damage By Pests Act 1949 or Housing Act 2004</li> <li>• Consider Works in Default if notices not complied by occupier</li> </ul>
<b>Landlord</b>	<ul style="list-style-type: none"> <li>• Visit resident to inspect the property and assess support needs</li> <li>• Attend the urgent multi-agency planning meeting</li> </ul>

Level 3	Actions
	<ul style="list-style-type: none"> <li>• Deliver multi-agency support plan to assist occupants to adhere to the tenancy agreement</li> <li>• Enforce tenancy conditions relating to resident's responsibilities</li> <li>• If resident refuses to engage serve Notice of Seeking Possession under Ground 13 to Schedule 2 of the Housing Act 1988 or other appropriate legal intervention available</li> </ul>
<b>Practitioners</b>	<ul style="list-style-type: none"> <li>• Refer to "Self-neglect and Hoarding Guidance for Practitioners - Questions to ask" (see Appendix 1)</li> <li>• Complete Assessment Tool</li> <li>• Ensure information sharing with all agencies involved to ensure a collaborative approach and a sustainable resolution.</li> </ul>
<b>Emergency Services</b>	<ul style="list-style-type: none"> <li>• Attend the urgent multi-agency planning meeting on request</li> <li>• Ensure information sharing with all agencies involved to ensure a collaborative approach and a sustainable resolution.</li> <li>• Provide feedback to case holding agency on completion of home visits.</li> </ul>
<b>Animal Welfare</b>	<ul style="list-style-type: none"> <li>• Notify the RSPCA for further advice and guidance.</li> <li>• Visit property to undertake a wellbeing check on animals at the Property.</li> <li>• Remove animals to a safe environment</li> <li>• Educate adult regarding animal welfare if appropriate</li> <li>• Take legal action for animal cruelty if appropriate</li> <li>• Provide advice / assistance with re-homing animals</li> </ul>
<b>Safeguarding Adults</b>	<ul style="list-style-type: none"> <li>• Safeguarding Concern should progress to a multi-agency response and section 42 enquiry for any concerns abuse</li> </ul>
<b>Safeguarding Children</b>	<ul style="list-style-type: none"> <li>• Refer to Barnsley Children's social care if children or young people present within 24 hours</li> </ul>

### Hoarding Scoring tool

- 1) All properties that are rated between 7 and 9 on the clutter scale, must be referred in as a possible S42 concern and are likely to be managed by adult social care, initially but the allocated to the organisation with the strongest relationship and/or knowledge of the risks

Please share information if the adult is unable to prepare food/drinks, sleep in a chair or bed, access a toilet and unable to wash – either at a sink or in bath. The adult has a lot of combustible materials and is using candles, has an open fire or is using a camping stove

- 2) All properties rated between 4 – 6 may require a S42 response OR a multi- agency response if
  - a) The fire risks are significant and/or the adult has compromised ability to leave the property due to their physical and /or mental health
  - b) The rooms affected prevent the adult to prepare food and drinks, use the toilet and as result urine and faeces are being left in buckets/bags in the property
  - c) The physical condition of the property may leave the adult at risk of harm – e.g electrocution, falling through floors etc
- 3) Single agency response, initially, for properties rated 1- 3

**The level of insight the adult has into the situation should be included in all referrals. PLEASE note if there are concerns that the adult may lack capacity then an assessment should be completed before this process is initiated**

## **Hoarding Insight Characteristics**

Use this guide as a baseline to describe the adult's attitude towards their hoarding. Provide additional information in your referrals and reports to enable a tailored approach that is relevant to the adult.

### **Good or fair insight:**

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

### **Poor insight**

The adult 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 Adult might recognise a storage problem but has little self – recognition or acceptance of their own hoarding behaviour.

### **Absent (delusional) insight**

The Adult 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 Adult is completely accepting of their living environment despite it being a hoard and possibly a risk to health.

### **Detached with assigned blame**

The adult has been away from their property for an extended period. The adult 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