

Hoarding

A Fire and Rescue Service
Perspective



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A hoarding disorder is where someone acquires an excessive number of items and stores them in a chaotic manner, usually resulting in unmanageable amounts of clutter. The items can be of little or no monetary value.

Hoarding can cause problems if:



- the amount of clutter interferes with everyday living
- the clutter is causing significant distress or negatively affecting the quality of life

NHS England



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Prevalence of Hoarding in the UK

Difficult to establish:

- The average age that people with hoarding disorder come to the attention of services, is 50 years.
- 2 - 5% of the population are hoarders, that's 1.3 – 3.3 million people
- Estimates suggest only 5% of hoarders come to the attention of statutory agencies.



**670,000 – 2,010,000
people to find...**



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Hoarding and Mental Health



In 2018 the **World Health Organisation** (WHO) classified **Hoarding Disorder** as a separate mental illness and has included it in **ICD-11**. It is also included in the DSM – 5.

Hoarding or chronic disorganisation is also seen as a symptom of other mental health diagnosis such as depression or OCD and can co-present along with PTSD, ADHD and Autism.



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What are the risks...

FIRE RISK

**FURTHER RISK OF
TRIPS AND FALLS**

**INABILITY TO
ACCESS CARE &
SUPPORT AT HOME**

**INCREASED RISK OF
RESPIRATORY
ISSUES**

**IMPACTING
FURTHER MENTAL
HEALTH ISSUES**

SOCIAL ISOLATION



**RISK OF INSECT OR
RODENT
INFESTATION**

**RISK OF SKIN
INFECTIONS**

**UNABLE TO COOK
AND THEREFORE
EAT NUTRITIONAL
FOODS**



**UNABLE TO ACCESS
HEATING AND HOT
WATER**

RISK OF EVICTION

**HAZARDS FROM
STRUCTURAL
DAMAGE IN THE
HOME**



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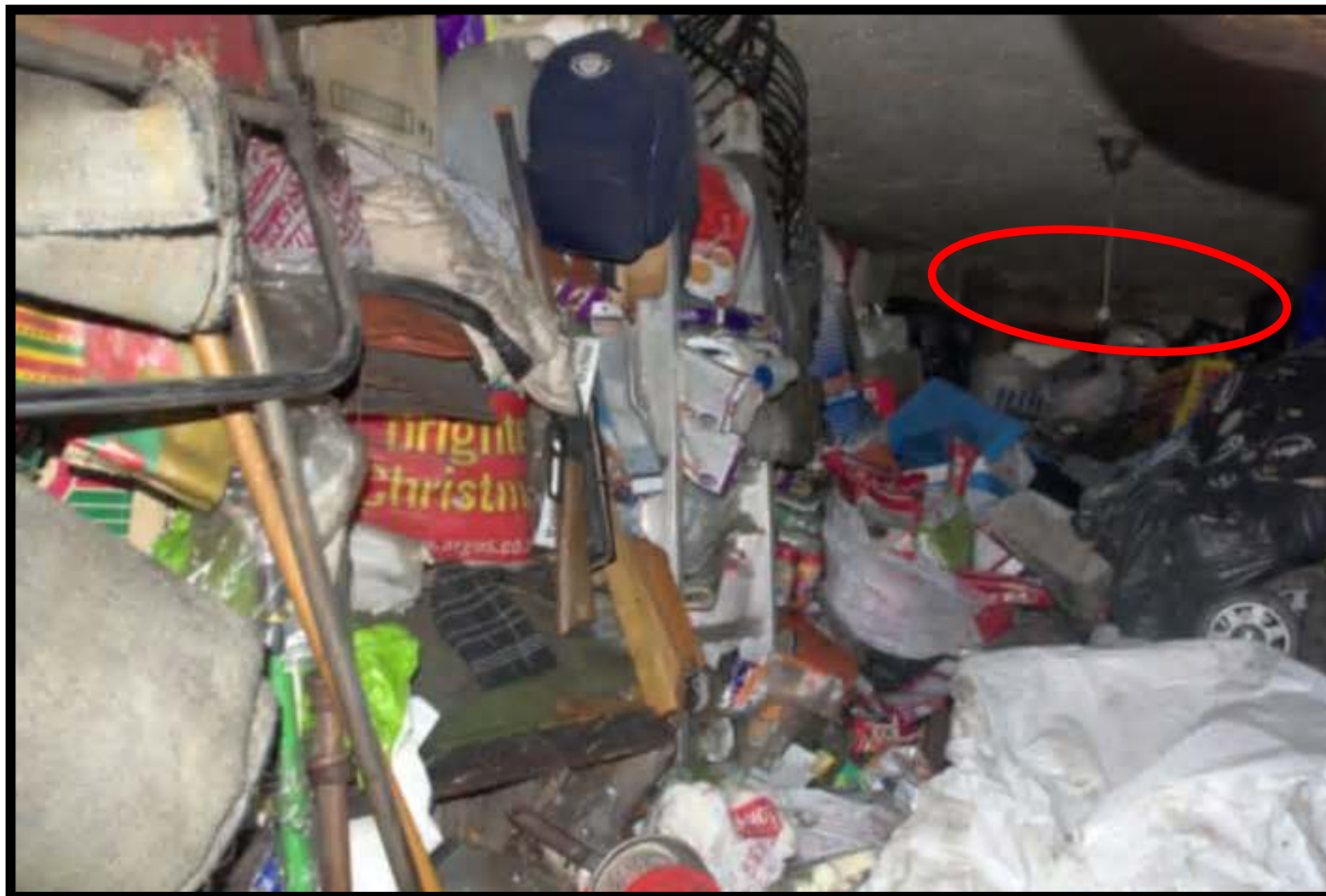
Hoarding and Fire Safety

1. Derbyshire FRS – Long Eaton – Jan 2011

- Mrs P died of smoke inhalation after a fire had started in the kitchen. Waste material by the oven toppled on to the hob which was lit to warm the home
- Many agencies were aware of the hoarding situation but didn't share information with each other because Mrs P initially refused help
- Mrs P had an existing diagnosis of OCD



Due to the hoard, Mrs P was not recovered for 3 days



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2. Durham & Darlington FRS – County Durham

- Mrs B died of smoke inhalation. The fire started when wiring damaged by hoarded materials ignited the materials around it.
- Her belongings were stored floor to ceiling and amongst it was 18 months worth of stored human waste.
- Firefighters had to burrow a tunnel through the rubbish while the fire still burned.
- Her son, would spend two hours rearranging clutter every time they wanted to leave the house.
- This was a rented property and the landlord was aware that it was hoarded.





Coroner Andrew Tweddle said “the stack of belongings was so deep the firefighters could also have died during the rescue”

“the staircase was like a tunnel due to all the belongings, climbing it was like swimming in shale” - FF Crookes



What happened next.....

FRS national working group set up

- Issued guidance for crews
- Promoted use of CIR amongst partner agencies
- Encouraged referrals for people who hoard
- Consider as safeguarding concerns
- Work more closely with housing providers
- Actively encourage referrals to cluttered homes



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Clutter Image Rating



1



2



3



4



5



6



7



8



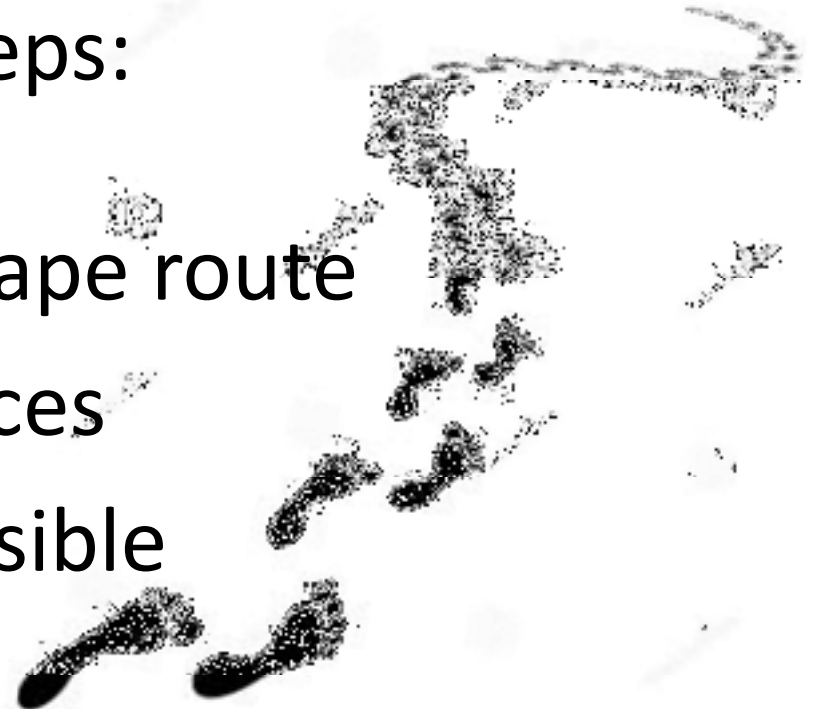
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Home Safety Visits

A trusted brand and a person centred approach.

A focus on small achievable steps:

- Move items to clear one escape route
- Clear area around heat sources
- Install smoke detector if possible
- Agree to a follow up visit



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Double Fatality 2016

23rd October 2016 – serious house fire attended by Merseyside FRS.

3 days later Mr & Mrs C (both deceased) were found in the ground floor lounge under debris.



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Supporting Legislation

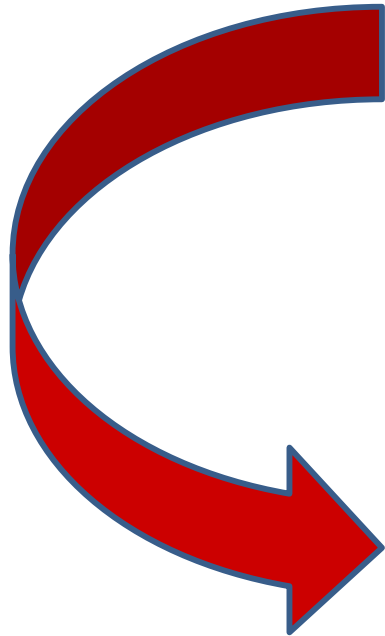
- Public Health Act 1936 - sections 79, 83, 84
- Prevention of Damage by Pests Act 1949
- Environmental Protection Act 1990 – section 80
- Town & Country Planning Act 1990 –section 215
- Housing Act 2004 – HHSRS Guidance 2006
- Care Act 2014 – self-neglect toolkit
- Mental Capacity Act 2005
- The Children Act 2004 (as amended by the Children & Social Work Act 2017)



Working Together...



- ARM processes
- Mental capacity assessment
- Self Neglect Toolkit
- Legislation
- Neglect screening tool
- Graded care profile

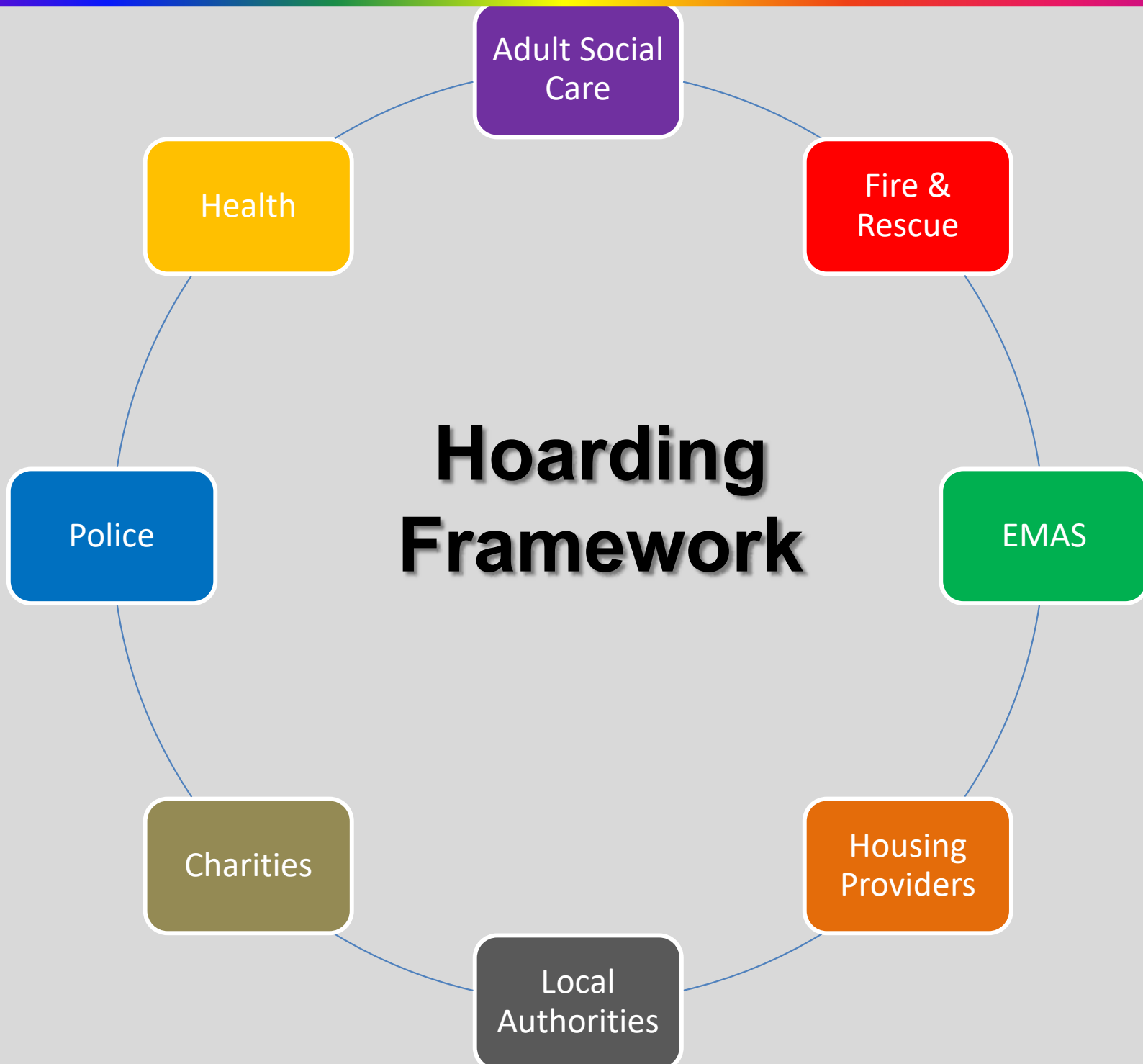


A Hoarding Framework



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Hoarding Framework



Northamptonshire Hoarding Framework



Designed in partnership and endorsed by
Northamptonshire Safeguarding Adults Board



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Introduction

This framework seeks to embed an integrated, coordinated approach to reducing the impact of hoarding on individuals, their families and the local community.

The development of this work has been informed by:

- The National Fire Chiefs Council (NFCC) Hoarding Working Group**
- A Northamptonshire Health and Wellbeing Board (HWBB) Development Workshop**
- Practitioners Workshop – Developing a Hoarding Framework**
- The Northamptonshire Safeguarding Adults Board (NSAB) - Self Neglect Practice Guidance**



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The Framework aims to:

- Improve understanding of hoarding across organisations
- Improve understanding of the role that different agencies can play to reduce the health, safety and wellbeing risks associated with hoarding
- Improve the way organisations work and communicate with people who hoard
- Help organisations to work together, share intelligence and good practice
- Improve the way organisations report and record data about hoarding
- Learn from incidents and safeguarding concerns that arise in hoarded homes



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Who can use the framework?

This framework can be used by front line staff within housing, environmental health, community safety, health and social care, emergency services and the voluntary sector.

There is an expectation that everyone using the framework will engage fully in partnership working to achieve the best outcome for an occupier, while meeting the requirements and duties of individual agencies.



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Characteristics of Hoarding...

- Fear and anxiety
- Long-term behaviour pattern
- Excessive attachment to possessions
- Mentally competent
- Socially isolated
- Lack of self care
- Churning



Hoarding Insight characteristics

This guide is to be used as a baseline to describe the occupier's attitude towards their hoarding. This will help you understand the occupier and also to use in onward referrals which will better support a tailored approach to the individual's needs.

- **Good or fair insight**
- **Poor insight**
- **Absent (delusional) insight**
- **Detached with assigned blame**



Types of Hoarding



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Tips for Communication...

- Identify some hazards and focus on options to reduce the risk
- Match the persons language
- Go at the person's pace and let them take control
- Use encouraging language
- Acknowledge small changes, set small realistic goals
- Let the person know there is support available and that they have options
- To avoid conflict and resistance, acknowledge the persons feelings and reiterate your role and why you are there.



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Assessment of Risk CIR 7-9

Hoarding Assessment of Risk – Level 7-9 Clutter Image Rating

Housing Assessment at Risk - Level 7-9: Higher Risk Rating

Assessment of housing conditions at risk of becoming more severe, requiring intervention to improve the condition of the property and ensure the safety of the occupants. The level of housing condition assessment is determined by the level of risk to the health and safety of the occupants, and the level of risk to the structural integrity of the property.

Client Details

Name: _____

Address: _____

Contact Details: _____

Property Details: _____

Common Observations at Level 7-9

Common Observations at Level 7-9	M	I
Damp/mould/moisture on walls		
Damp/mould/moisture on floors		
Damp/mould/moisture on ceilings		
Damp/mould/moisture on furniture		
Damp/mould/moisture on clothes		
Damp/mould/moisture on books		
Damp/mould/moisture on food		
Damp/mould/moisture on pets		
Damp/mould/moisture on plants		
Damp/mould/moisture on children's toys		
Damp/mould/moisture on electrical appliances		
Damp/mould/moisture on furniture		
Damp/mould/moisture on books		
Damp/mould/moisture on food		
Damp/mould/moisture on pets		
Damp/mould/moisture on plants		
Damp/mould/moisture on children's toys		
Damp/mould/moisture on electrical appliances		
Damp/mould/moisture on furniture		
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