

HOARDING RISK MITIGATION PROCESS

October 2021

SERVICE PROCESS STATEMENT

This process should be followed in the event that signs of hoarding behaviour, by a Tenant at the extra care housing scheme, is identified.

The process should be discussed with the identified Tenant and actions taken should be documented as part of the care & support assessment and risk assessment.

In the event that hoarding behaviour is identified:-

- Discussions with the tenant should take place to identify the associated risks and agreed ways of managing these.
Risks may include (this list is not exhaustive):
 - Fire safety risks
 - Manual Handling risks
 - Tripping hazards
 - Cleanliness and Hygiene concerns
- The above mentioned discussions should be documented as part of the care & support plan and the environmental risk assessment. Agreed mitigations should also be detailed.
- It is important that any tenant showing signs of hoarding behaviour has an allocated social worker and that this allocation remains open, regardless of any other care and support needs. In the event that the tenant is not in receipt of commissioned care services, and therefore does not have an allocated social worker, a request should be made via the Croydon Adult Support generic email for urgent allocation.
- A referral to the London Fire Brigade (LFB) should be completed, requesting an assessment of the individual case. This should involve a face to face meeting between the tenant and the LFB officer, at the property.
- Concerns should be raised to the tenancy officer/team by email.
The allocated social worker should be copied in to this correspondence.
- A safeguarding should be raised, highlighting the concerns around risks, associated with the hoarding behaviour. Details of mitigations already in place should be included.
The allocated social worker should be copied in to this correspondence.
- The PEEP for the tenant, kept in the red premises information box (fire box), should be updated to reflect the identified risks.
There should also be an overview sheet, listing the high risk tenancies, kept alongside the PEEPS.