

Hoarding

Area in city/ citywide:	East
Presented by:	Emma Gilbert, Tenancy Services Operations Manager, emma.gilbert@brighton-hove.gov.uk
Appendix:	

Purpose:

To provide information about our approach to Hoarding and share the clutter ratings

Main body of the report:

To set out the council's approach to hoarding within council properties

Legislation relating to hoarding:-

- Hoarding is a category of Self Neglect under Safeguarding Legislation (Care Act 2014); Pan Sussex Safeguarding Protocols Self Neglect 2023.
- Tenancy Agreement – Breach of Health and Safety
- It be an Environmental Health Issue in some cases – ie infestation, bio-hazards etc.
- Can also be a Fire risk- under the Regulatory Reform (Fire Safety) Order 2005 – individuals can be prosecuted by the Fire Service

Clutter Ratings: [Pan-Sussex Multi-Agency Hoarding Framework - Clutter Ratings.docx](#)

Our staff use the Pan Sussex Clutter ratings for assessing the level of clutter/hoarding

This ensures a consistent approach to identifying and assessing the hoarding in order to determine next steps/actions needed.

We have updated our Hoarding Procedures and escalation processes and are raising awareness with all staff teams

We are in the process of setting up a Multi-agency Hoarding Panel to manage high risk hoarding cases with key partners including East Sussex Fire and Rescue Service, Mental Health services, Adult Social Care.

We have jointly commissioned a declutter and clearance contract to work sensitively alongside housing teams with council tenants in their homes to address clutter/hoarding. The contract will be mobilising in the next couple of months.

We take a trauma informed approach with tenants to address hoarding/decluttering, working with them to make sustainable behaviour changes and improve their home environment and well-being. Enforcement action will always be a last resort in order to mitigate the risks to the tenant and others.

Our process:

- Tenancy Visits include Clutter ratings and Fire Safety Check
- If low level - Referral to East Sussex Fire and Rescue Service (ESFRS) for Home Safety Visit and follow up on actions by Housing Officer/Neighbourhood officer
- Recording clutter rated households on our database and share this information with ESFRS.
- Clutter rating of 4 and above – Joint Home Safety visit with Tenancy Sustainment or Housing Officer and the ESFRS. (Level 3 and above for LPS blocks)
- We prioritise hoarding/clutter cases in our blocks over street based properties given the potential for associated fire risk.
- Case referral to Tenancy Sustainment Team for ongoing support. Support Action plan agreed with the tenant and progress monitored
- Joint case working with agencies including ESFRS, Adult social care, Mental Health where required
- The Fire Safety Team will undertake Person Centred Individual Fire Risk Assessment identify individual measures if necessary
- Failure to address/non-engagement can lead to tenancy enforcement action under the Tenancy Agreement, be escalated as a safeguarding issue and some extreme cases, be prosecuted under Fire safety legislation

Next Steps/how to get involved:

If you are concerned about your own hoarding, a neighbour or a friend, please contact us – we are here to help.

Housing.customerservices@brighton-hove.gov.uk 01273 293030.