

2025

Hoarding Policy (Social Housing)

D R A

**Nuneaton
&
Bedworth
United to Achieve**



Housing & Community Safety
Nuneaton and Bedworth
Borough Council
07/11/2025

Hoarding Policy (Social Housing) Quality Record

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Contents

Page(s)	Description
3	Introduction and Policy Statement
3 to 4	Purpose and Principles
4 to 5	Definitions
6 to 7	Legal Framework and Self Neglect
8 to 12	Hoarding Management
12 to 14	Safeguarding
14 to 15	Enforcement
15	Equality
15	Related Documents
15 to 16	References
16	Review Date and Responsibility
17 to 18	APPENDIX A – Hoarding Risk Assessment Form
19	APPENDIX B – Clutter Image Rating Scale (CIRS)

1. Introduction and Policy Statement

- 1.1 This Hoarding Policy outlines how Nuneaton and Bedworth Borough Council will effectively address, tackle, and reduce hoarding within Nuneaton and Bedworth Borough Council Social Housing properties owned and managed by the Council's Social Housing & Community Safety directorate.
- 1.2 This policy sets out how the Council identifies and supports tenants who are exhibiting hoarding behaviours. In addition, this policy outlines what actions will be taken to address hoarding within our properties to maintain safe homes for tenants to live in and to reduce any associated risk of harm to the tenant, property, and wider community.
- 1.3 The focus of this Hoarding Policy is to outline how the Council will use and exhaust all opportunities to support tenants to sustain their tenancy, maintain their wellbeing and property condition, and manage any associated risks to the tenant and wider community.

2. Purpose and Principles

2.1 Purpose

The purpose of this policy is to ensure that the Social Housing & Community Safety directorate adopts a consistent, fair, and transparent approach to:

- **Safeguarding and Risk Management** – ensure risks posed to anyone residing in a council property where there is hoarding are identified and assessed, e.g. level of hoarding, fire risks, obstructed access, inability to complete repairs and improvements, unsafe hoards, or unsanitary property conditions.
- **Health and Wellbeing** – supporting tenants to improve their health, wellbeing and living conditions by working in a human centred way to promote tenancy sustainment.
- **Awareness and Education** – ensure all staff that visit tenants in their homes have an awareness of why someone may exhibit hoarding behaviours, what to do if they encounter a hoarded property, and the support available to those that hoard.

2.2 **Principles**

Nuneaton and Bedworth Borough Council will be guided by the following principles when handling cases of Hoarding:

- We will have a fit for purpose hoarding policy and procedure in place, available to all staff to take the most effective action to manage hoarding within our properties.
- We will have dedicated Tenancy Support Officers (General Purpose) & Wellbeing Officers (Independent Living) employed to work directly with tenants exhibiting hoarding behaviours to assist and support them in managing the risk at the property.
- We will commit to ongoing review of best practice and training needs to ensure all Landlord Services staff are able to recognise hoarding and have the tools to talk to tenants about the issue and are aware of the support available.
- We will ensure new tenants are made fully aware of their responsibilities under the tenancy agreement. We will support all tenants to manage their tenancies appropriately, making referrals to external support services as and when necessary.
- We will only use legal powers available to us under housing legislation and the tenancy agreement as a last resort. We will ensure that all other reasonable avenues to assist the tenant in sustaining their tenancy have been explored before taking this option.

3. **Definitions**

3.1 **What is Hoarding?**

Hoarding is now being recognised as a distinct mental health difficulty of its own, with specific issues affecting access to services and psychological intervention. Hoarding can have a huge impact on a person's ability to function independently and can carry a high level of risk for themselves and others. It can cause high levels of distress for those sharing a home with or living close to the person who hoards and can cause difficulties for communities working with people who hoard.

Hoarding is recognised as the excessive accumulation of items and the inability to discard items to the extreme that a person is unable to manage the clutter or their home. This also impacts the tenant's ability to properly and fully live in their home.

3.2 There are several key definitions in relation to the behaviour known as Hoarding which highlight some of the challenges presented when supporting a tenant who may have a property that could be considered hoarded.

The NHS defines Hoarding Disorder as follows:

"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."

(<https://www.nhs.uk/mental-health/conditions/hoarding-disorder>, June 2025)

The NHS further explains that Hoarding is considered a significant problem if:

1. *"The amount of clutter interferes with everyday living – for example, the person is unable to use their kitchen or bathroom and cannot access rooms."*
2. *"The clutter is causing significant distress or negatively affecting the quality of life of the person or their family – for example, they become upset if someone tries to clear the clutter and their relationship suffers."*

3.3 The World Health Organisation (WHO) has developed a clinical classification of Hoarding Disorder and published it within the International Classification of Diseases (ICD). The most recent revision of this publication, known as ICD-11, defines Hoarding Disorder as:

"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."

(<https://icd.who.int/browse/2025-01/mms/en#1991016628>, World Health Organisation, June 2018)

4. Legal Framework and Self Neglect

4.1. The key legislation in relation to Hoarding is The Care Act (2014). The Care Act 2014 (<https://www.legislation.gov.uk/ukpga/2014/23/contents>) reformed adult social care in England, introducing a national eligibility threshold, new rights for carers, and duties on local authorities to focus on wellbeing, prevention, information, and integration of health and social care.

4.2. The Care Act 2014 (statutory guidance updated July 2025) included self-neglect as a category of abuse and neglect, and so the adult safeguarding duties outlined in the Care Act apply equally to cases of self-neglect. However, in relation to self-neglect, the Care Act statutory guidance acknowledges:

"This covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding. It should be noted that self-neglect may not prompt a section 42 enquiry. An assessment should be made on a case-by-case basis. A decision on whether a response is required under safeguarding will depend on the adult's ability to protect themselves by controlling their own behaviour. There may come a point when they are no longer able to do this, without external support."

4.3. The Care Act 2014 introduced new responsibilities and duties for local authorities in England. The Act is clear that self-neglect is a form of abuse, and hoarding behaviours can be considered as self-neglect. In practice, this means that a person's hoarding may trigger a safeguarding investigation. The Act has led to the development of hoarding frameworks and hoarding boards, so a multi-agency approach can be taken to assess and manage risk

4.4. Alongside The Care Act (2014) there is additional legislation that may be relevant when supporting a tenant with suspected Hoarding Disorder. These include:

1. **The Mental Health Act (1983)** which was substantially amended in 2007 is the law in England and Wales that allows people with a 'mental disorder' (i.e. any disability or disorder of the mind) to be admitted to hospital, detained, and treated without their consent.
2. **The Prevention of Damage by Pests Act (1949)** can be used to enforce against hoarders but only if there is visible sight of rats or pests. Alternatively, under the Public Health Act 1936 or the Prevention of Damage by Pests Act 1949, a 'threat of disease' or

'nuisance' can be used to get a warrant to enter the tenant's home and can lead to compulsory clearing and/or removal of items from the home.

3. **The Mental Capacity Act (2005)** implemented in 2007, provides a statutory framework to empower and protect vulnerable people who cannot make their own decisions. This Act makes clear who can take decisions, in which situations, and how they should go about this.
4. **The Anti-Social Behaviour, Crime and Policing Act (2014)** can be considered where enforcement is deemed appropriate. Options include issuing Acceptable Behaviour Contract's (ABC) to outline expectations of tenant's behaviour. The Act also allows for consideration of a Civil Injunction in relation to access to the tenant's property or where nuisance behaviours are impacting the housing management function of the Council. A Community Protection Notice (CPN) can also be considered to allow remedial works to take place.
5. **The Environmental Protection Act (1990)** can be considered by local authorities to tackle the consequences of hoarding when the accumulation of waste or objects becomes a statutory nuisance or a risk to public health.
6. **The Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025** are regulations also known as "Awaab's Law" after Awaab Ishak who died because of a respiratory condition in December 2020. In 2022 it was ruled that prolonged exposure to mould in his home contributed to his health condition and death. This legislation puts requirements onto Social Housing landlords to tackle the 29 hazards as identified in the Housing Health and Safety Rating System (HHSRS). These hazards may be identified in a hoarded home and require action within designated time frames.
7. **The Animal Welfare Act 2006** is relevant to hoarding if there are animals being kept inside a hoarded property. This legislation places a duty on staff to ensure no unnecessary suffering of an animal through their actions or failure to act. In cases of hoarding a referral will be completed to the relevant animal agency such as the Royal Society for the Prevention of Cruelty to Animals (RSPCA) when potential harm or unnecessary suffering is identified. Nuneaton and Bedworth Borough Council's Animal Warden will also be notified and involved where required.

5. Hoarding Management

5.1 Nuneaton and Bedworth Borough Council will handle hoarding situations sensitively recognising that they can be the result of the outlined Mental Health condition or past trauma and can negatively impact on the tenant if handled poorly. Tenants who hoard may have a strong emotional connection to their items regardless of how others may perceive their value. This fear of losing the items can cause distress for the tenant. Nuneaton and Bedworth Borough Council will take a human-centred and harm focused approach to supporting tenants with a hoarded property to manage and reduce the risk of harm.

5.2 Council Staff will take a collaborative multi-agency approach to determining what actions we take in relation to a Hoarding situation involving one of our tenants. This process will include a discussion with Team Leaders, Line Managers, Adult Social Care and Health Care professionals, Warwickshire Fire and Rescue Service, experienced colleagues, and the tenant themselves.

5.3 It is acknowledged that whilst tenants have certain responsibilities in relation to adhering to their Tenancy Agreement that Hoarding is considered a Mental Health Condition or Disorder. This means that a tenant in a Hoarding situation could be considered disabled under the meaning of the Equality Act (2010) definition of a protected characteristic. Staff Members representing the Council will therefore handle investigations of hoarding cases with sensitivity. This will require staff to balance the need to challenge breaches of tenancy with support for individuals to sustain their tenancy.

5.4 Engagement & Staff Safety

Nuneaton and Bedworth Borough Council will engage with the tenant at the earliest opportunity where concerns of suspected hoarding are identified. This initial engagement will include rapport building to develop and engender trust between all involved parties. It must be clear to the tenant that our goal is to support the tenant to sustain their tenancy and we are there to facilitate every opportunity that we can towards this end. At the earliest opportunity the tenant will be made aware that if improvements to the property condition are not managed there is a risk to the tenancy which could result in legal action or eviction.

5.5 An in person visit to the Property will be arranged at the earliest opportunity through correspondence with the tenant via in person conversations, letters, phone calls, texts or e-mails. During the visit the Council's staff will take reasonable precautions in relation to their own personal health and safety.

5.6 The reasonable precautions Nuneaton and Bedworth Borough Council staff takes when visiting a hoarding property may include but is not limited to:

- PPE such as suitable gloves, masks, clothing and footwear.
- Consider a two-person joint visit.
- Ensure pets are kept away from staff where doors cannot be safely closed.
- Consider sharps awareness and discuss with the tenant prior to moving room to room.
- Council Staff will leave if the tenant becomes verbally abusive, aggravated or aggressive and a further risk assessment completed.

5.7 The Warwickshire Vulnerable Adult Risk Management (VARM) process will be considered at the earliest possible opportunity and discussed with the tenant. This will aim to:

- Identify the safeguarding risks with the adult
- Convene a multi-agency discussion with the adult and/or their advocate alongside Adult Social Care and Mental Health Teams.
- Agree agency responsibilities, actions and timeframe to manage risks
- Record, monitor and review the risk management plan
- Agree when risks have been sufficiently managed and record the outcome
- Obtain consent for on-going referrals for the tenant.

5.8 During the initial engagement period with the tenant a discussion with the tenant will take place to determine their preferred method of communication and contact with Nuneaton and Bedworth Borough Council. This will be documented alongside any physical or mental health conditions and recorded on the Council's Housing Management System and adhere to all compliance requirements under the Data Protection Act (2018).

5.9 **Risk Assessment**

During the initial engagement process with the tenant a full Risk Assessment of the tenant's circumstances will be initiated by the Tenancy Management Officer (TMO) or Tenancy Support Officer (TSO). This will include, but is not limited to:

- Discussion with the tenant about their physical and mental health support needs. Identification of any tenant vulnerabilities including potential risky behaviours such as drug or alcohol dependence.
- Confirmation and details of any existing support networks such as Next of Kin, close friends, charities, professional agencies, or external third parties already engaged with the tenant.

- Consent to be obtained for onward referrals to Adult Social Care, Mental Health, General Practitioner, and Warwickshire Fire and Rescue Service.
- Identification of any risks within the tenants Property including fire risk, access and egress from the Property, electrical safety concerns and cleanliness and personal hygiene.
- Photographs being taken of the Property and saved to the Housing File and CX case.
- Completion of a Vulnerable Adult Risk Management (VARM) Assessment Form (See Appendix A).

5.10 **Clutter Image Rating Scale**

The Clutter Image Rating Scale (CIRS) was developed by the International OCD Foundation to provide a framework for professionals to determine the level of clutter within a property (See Appendix B).

Hoarding behaviours that are a fire risk with clutter within the home of CIRCS level 7 or above will meet the threshold for Intervention and Support. If the tenant's property is assessed by the Tenancy Management Officer or Tenancy Support Officer as meeting level 7 on the Clutter Image Rating Scale a Hoarding Case is to be opened on CX and an appropriate Action Plan developed as part of a multi-agency approach to support the tenant and manage any associated risk.

5.11 **Action Plan**

Upon identification of a hoarded property, as part of our multi-agency approach to supporting tenants with a Hoarding Disorder or living in a hoarded dwelling an Action Plan will be developed. This Action Plan will be developed in partnership with Warwickshire Adult Social Care, Coventry and Warwickshire Mental Health Teams, Warwickshire Fire & Rescue Service, the tenants support network, and the tenant themselves.

Nuneaton and Bedworth Borough Council will always assume that our tenants have full Mental Capacity unless a suitability trained and qualified professional determines this not to be the case. Where Staff have concerns around the Mental Capacity of a tenant then a suitable Safeguarding Referral will be completed as soon as reasonably possible.

The Action Plan will consider whether a temporary or permanent Decant or Management Move is required for the tenant taking into consideration the Decant and Management Move Policies. In addition, an assessment of the case will be made by the relevant staff member utilising any photographs taken or risk assessments completed.

This will determine if there are risks and concerns within the property such as:

- Lack of escape route from the property
- Poor electrical setup such as daisy chaining of extension cables or electrical appliances and sockets buried under possessions posing a fire risk
- Environmental concerns and unsanitary conditions
- Outstanding repairs including any concerns in the property around the Housing Health and Safety Rating System (HHSRS) contained within the Housing Act (2004).
- Any hazards identified in line with the 'Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025' known as "Awaab's Law". These will be referred to the Council's Repairs Hub for triage in line with Awaab's Law timeframes and to determine if the concerns fall outside of scope of Awaab's Law.

5.11 As part of the Action Plan, Staff will take a phased Problem-Solving Approach and consider all possible options to resolve, improve, or manage the hoarding case in partnership with the tenant. The plan developed with the tenant will focus on the emergency or life-threatening issues first.

Options include but are not limited to:

- Tenant removal and disposal of items agreed and identified.
- Removal, storage, and disposal of items by the Council or outside agency. This may be re-charged to the tenant.
- Deep clean of the property or clearance. This may be re-charged to the tenant.
- Repairs Inspector visits and repairs completion over time, for example installation of extra fire alarms whilst the property is slowly being cleared.
- Joint visits with Adult Social Care or Mental Health professionals

5.12 Information Sharing, Data Protection and GDPR

As part of the Action Plan with tenants every reasonable effort will be made to obtain consent from tenants to complete referrals to external outside agencies such as Adult or Children's Social Care, Mental Health, the Police and Warwickshire Fire and Rescue. On some occasions severe safeguarding concerns may override the requirement for consent. However, on every occasion all personal data and protected data will be treated in line with the Council's Privacy Notice in relation to the Data Protection Act (2018).

Under the UK GDPR, the Council must have a lawful basis to process personal data. For safeguarding purposes, we rely on the following:

- Article 6(1)(c) Processing is necessary for compliance with a legal obligation.
- Article 6(1)(e) Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority.

Where special category data is processed (e.g. health, ethnicity, or criminal offence data), we rely on:

- Article 9(2)(g) Processing is necessary for reasons of substantial public interest.
- Article 9(2)(h) Processing is necessary for the provision or management of health or social care services.

6. Safeguarding

6.1. Immediate Risk

Where an immediate and imminent risk of serious harm is identified the Staff Member engaging with the tenant will complete a dynamic risk assessment. If emergency services are required then contact will be made with the relevant service via 999, 101 or NHS 111. An urgent discussion will take place with Line Management to determine if a temporary decant is required in line with Nuneaton and Bedworth Borough Council's Decant Policy.

6.2 DASH Safeguarding Referral

Upon the identification of a possible Hoarding situation, whether meeting the Clutter Image Rating Scale (CIRS) level 7 or not, a Safeguarding Referral to Nuneaton and Bedworth Borough Council's Equality and Safeguarding Officer will be completed. This referral will then be assessed, and a discussion will take place with involved staff to determine appropriate next steps.

6.3 Adult Social Care Referral

Where consent has been obtained, or consent refused but a high level of risk identified, a referral will be made to Warwickshire County Council's Adult Social Care Team. This will be completed by sending an e-mail to adultreferrals@warwickshire.gov.uk with all relevant details of the tenant with the associated concerns and potential risks. Alternatively, a phone

call can be made to Warwickshire Adult Social Care on **01926 412080**. Any phone call will be followed up with an e-mail to the referral address and documented on the tenants Housing File.

6.4 **Children's Social Care Referral**

If a hoarded property is identified as also housing children, then a referral to Children's Social Services will be considered to obtain extra support for the family. Where consent has been obtained from the child's parents, or consent refused but a high level of risk identified, a referral will be made to Warwickshire County Council's Children's Social Care Team. This referral will be made through a call to Family Connect on **01926 414144** during working hours. Outside of working hours or late in a working day a referral will be made to the Emergency Duty Team on **01926 886922**. Warwickshire County Council's Spectrum of Support can be consulted prior to any referral being made to decide if concerns require a referral.

6.5 **Mental Health Referral**

Where consent has been obtained, or consent refused but a high level of risk identified, a referral will be made to Coventry and Warwickshire Partnership NHS Trust. A referral will be made to the Mental Health Access Hub by calling **08081 966 798** or an e-mail will be sent to mhreferrals@covwarkpt.nhs.uk with all relevant details of the concerns for the tenant, their contact details including registered GP surgery if known, their living circumstances, and any possible risks identified. Alternatively, a call will be made to NHS 111 and the Mental Health Option chosen to complete the referral.

6.6 **Warwickshire Fire and Rescue Service Referral**

Warwickshire Fire and Rescue are of particular importance where a Hoarding Case is identified or there is an increased risk of fire. Properties high on the Clutter Image Rating Scale present a high risk to any fire officer in attendance to an incident. A safe and well check is key for these individuals and to ensure that Warwickshire Fire and Rescue are aware of the risk and can initiate their support processes. It is often the case that people are more willing to allow the Fire Service into their property than any other professionals. The Council will refer the adult for a safe and well check with Warwickshire Fire and Rescue Service by completing a referral form available online here: [Warwickshire Fire and Rescue Safe and Well Referral Form](#)

6.7 **Mental Capacity**

The Council will always assume a tenancy has capacity, unless it is confirmed or stipulated otherwise by appropriate professionals such as Social Services or trained NHS staff. In cases where a tenant does not have capacity to manage their tenancy there are legal and safeguarding checks the Council must complete to ensure we are compliant with the Mental Capacity Act 2005.

If a tenant is determined by professionals to lack capacity, then Nuneaton and Bedworth Borough Council will work in partnership with professionals, support agencies, Next of Kin, and designated Deputies or those with Lasting Power of Attorney to make decisions in the best interests of the tenant at all times.

7. **Enforcement**

- 7.1 Nuneaton and Bedworth Borough Council has a duty to ensure the appropriate use of its Housing Stock. This includes ensuring that the Decent Home Standard is met and that tenants are living in a property that is fit and suitable for human habitation. In certain circumstances, where all appropriate support and assistance has been offered, and the property condition remains poor and there is an on-going significant risk of harm to the tenant or wider community then enforcement action may be considered by Council. The tenant will be informed in writing any time that legal action is being considered. If the tenant requires reasonable adjustments, for example large print, braille, or in person notification via a conversation then this adjustment will be made.
- 7.2 Once all opportunities to assist the tenant in sustaining their tenancy have been exhausted, a referral to the Council's Homelessness Prevention Team and Housing Solutions Team will be completed.
- 7.3 A meeting will be arranged with the Tenancy Management Officer, Tenancy Support Officer, and either the Tenancy Engagement Team Leader or the Landlord Services Manager to discuss and evaluate the case and associated risks.
- 7.4 Once this meeting has taken place, a joint decision will be made whether to proceed to Enforcement Action or to continue to manage, monitor and review the risk where appropriate.

Enforcement options include:

- Community Protection Notice (CPN)
- Referral to Environmental Health for Enforcement under The Prevention of Damage by Pests Act 1949

- Civil Injunction
- Possession (Eviction) Proceedings
- Item/Clutter Clearance and Deep Clean (possible re-charge to tenant)

7.5 Enforcement action will be taken as a last resort where all relevant support and safeguarding assistance has been offered and documented, or where the risk remains too high to be reasonably managed with the tenant remaining at the property.

8. Equality

8.1. Nuneaton and Bedworth Borough Council is committed to promoting equality of opportunity and to eliminating unlawful discrimination based on any of the protected characteristics set out within the Equality Act 2010 or other difference that can lead to discrimination or unfair treatment.

8.2 Nuneaton and Bedworth Borough Council also understands the requirements to provide reasonable adjustments to vulnerable individuals, those with disabilities, or protected characteristics. Wherever possible in cases of hoarded properties Nuneaton and Bedworth Borough Council will make any reasonable adjustment where possible to assist the tenant to sustain their tenancy or to safeguard them from harm.

9. Related Documents

9.1. This policy refers to the following documents:

- Tenancy Agreement
- Hoarding Procedure
- Safeguarding Policy
- Vulnerable Persons Policy
- Dementia and Complex Needs Policy
- Anti-Social Behaviour Policy
- Damp and Mould Policy
- Recharge Policy
- Decant Policy
- Property Condition and Garden Policy
- Downsizing Policy
- Equality Policy
- Allocations Policy

10 References

10.1 This policy refers to:

- Care Act 2014
- Mental Capacity Act 2005
- Mental Health Act 1983
- Equality Act 2010
- Housing Act 2004
- Housing Act 1985
- Anti-Social Behaviour, Crime and Policing Act 2014
- The Prevention of Damage by Pests Act 1949
- Environmental Protection Act 1990
- Social Housing (Regulation) Act 2023
- The Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025
- Data Protection Act (2018)

11. Review Date and Responsibility

- 11.1 This policy will be reviewed every three years or on the introduction of new legislation; regulation; or good practice.
- 11.2 The Landlord Services Manager retains the overall responsibility for the implementation of this Policy. The Tenancy Management & Engagement Team Leader and Independent Living Team Leader are responsible for the operational delivery of this policy and the associated procedures. This includes responsibility for monitoring and reviewing, staff awareness and training, policy development and communication to tenants.
- 11.3 Delegated authority to change; amend; and update this policy will be given to the Landlord Services Manager or Director for Social Housing & Community Safety in consultation with the Portfolio Holder.

This document has been published by Nuneaton and Bedworth Borough Council

7th November 2025

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APPENDIX A – Hoarding Risk Assessment

VARM Risk Management

Plan:

INSERT NAME OF ADULT

DOB:

Address:

Unique VARM ID #:

Date of meeting:

Probability / Likelihood	Consequence/Impact				
	Insignificant / Negligible (1)	Minor (2)	Moderate (3)	Major (4)	Catastrophic (5)
Almost Certain (5)	5	10	15	20	25
Likely (4)	4	8	12	16	20
Possible (3)	3	6	9	12	15
Unlikely (2)	2	4	6	8	10
Rare (1)	1	2	3	4	5

The Risk	Potential Consequences of the Risk	RAG Score	Actions to Mitigate Risk (Include additional resources if required)	By whom	By When

Triggers for Instigating Review of Plan	
Situation	Action to be taken

APPENDIX A – Continued:

Agreed date to review plan:		Signature of Chair:	
		Date:	
Signature of Adult (if agreed):		Date:	

APPENDIX B – Clutter Image Rating Scale (CIRS)

The Clutter Image Rating Scale is accessible here:

<https://hoardingdisordersuk.org/wp-content/uploads/2014/01/clutter-image-ratings.pdf>



Level 1 Clutter Image Rating Scale 1 - 3	Level 2 Clutter Image Rating Scale 4-6	Level 3 Clutter Image Rating Scale 7-9
<p>Household environment is considered standard. No specialised assistance is needed. If the tenant 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.</p>	<p>Household environment requires professional assistance to resolve the clutter and the maintenance issues in the property.</p> <p>Carry out a Risk Assessment, confirm CIRS score. Consider DASH Safeguarding referral and referral to Warwickshire Fire and Rescue Service. Document support offered and signposting to relevant agencies such as Adult Social Care or Mental Health. Tenancy Management Officer engagement via Property and Garden Condition Policy.</p>	<p><u>Multi-agency approach required.</u> 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 risk to health of the householders, surrounding properties and tenants. Safe and Well referral to Warwickshire Fire and Rescue Service. Carry out a Risk Assessment, confirm CIRS score, complete <u>ALL</u> Safeguarding referrals. Share risk information. Document everything.</p>