



**Committee Title: Housing, Health & Community**

**Date: 18th September 2023**

<b>REPORT TITLE:</b>	Hoarding Policy
<b>REPORT OF:</b>	Lauren Stretch, Director of Housing

## **REPORT SUMMARY**

In the last two years the housing team have identified two serious hoarding cases within our stock. It quickly became apparent that there were no guidance documents or policies to help and support officers, only information from Social Care.

With the implementation of Tenancy Audits imminent, we are proposing to introduce a new Hoarding Policy to support officers and provide clear guidance on how to deal with these cases as we anticipate finding more as the new audits progress.

Our aim is to deal with each identified case in a safe, supporting, considerate and efficient manner.

## **RECOMMENDATIONS**

**For members to endorse the Health & Safety and Wellbeing Policy.**

### **SUPPORT ING INFORMATION**

#### **1.0 REASONS FOR RECOMMENDATIONS**

- 1.1 By implementing this policy, officers will have a guide to dealing with complex hoarding cases and if they are questioned on their actions, can refer to the document accordingly.
- 1.2 This will also be shared with residents should they query why we are doing something and will also assist in their understanding of hoarding.

#### **2.0 OTHER OPTIONS CONSIDERED**

- 2.1 Do nothing and rely on the guidance documents from social care was considered but as we are about to enter into a new phase of regular Tenancy Audits, it was felt that

more cases may present and having a policy to guide how we deal with these would be beneficial.

### **3.0 BACKGROUND INFORMATION**

- 3.1 During the last 18 months, during routine visits to properties, Officers have identified two serious cases of hoarding.
- 3.2 It immediately became apparent that there were no supporting or guidance documents to assist them in resolving these cases and the need for a new policy and procedure was identified.
- 3.3 The Housing department have engaged with Social care on how best to approach these types of cases and have used the guidance and support provided to deal with the two existing cases.
- 3.4 We have engaged with external accredited Hoarding specialists who have not only provided invaluable advice but have assisted with our residents.
- 3.5 Through this process, we have done lessons learnt exercises and built the policy and procedure off the back of this developing and improving it as we progress.

### **4.0 FINANCIAL IMPLICATIONS**

**Name & Title: Tim Willis, Director – Resources & Section 151 Officer**  
**Tel & Email : 01277 312500 / tim.willis@brentwood.rochford.gov.uk**

- 4.1 Hoarding cases can bring high void cost if they are not dealt with in a timely manner and this will affect the Housing Revenue Account.
- 4.2 There will also be cost implications to the support packages Housing choose to put in place to help Hoarders in their stock in the first instance.

### **5.0 LEGAL IMPLICATIONS**

**Name & Title: Claire Mayhew, Acting Joint Director – People & Governance & Monitoring Officer**  
**Tel & Email 01277 312500 / claire.mayhew@brentwood.rochford.gov.uk**

- 5.1 There are no direct legal implications however, legal input may be required where Tenancy Action is taken.

### **6.0 RESOURCE IMPLICATIONS: STAFFING, ICT AND ASSETS**

- 6.1 None

### **7.0 RELEVANT RISKS**

- 7.1 Failure to have a Hoarding Policy could put the Council at risk when dealing with such cases.

## 8.0 ENGAGEMENT/CONSULTATION

8.1 Tenant Talkback have been consulted on this policy.

## 9.0 EQUALITY & HEALTH IMPLICATIONS

**Name & Title:** Kim Anderson, Corporate Manager - Communities, Leisure and Health

**Tel & Email** 01277 312500 kim.anderson@brentwood.gov.uk

9.1 Hoarding is a recognised Mental Health illness and treatment can vary. Officers will require training on dealing with the sensitivities surrounding Hoarding and should ensure that any external professional is accredited to deal with such illnesses.

## 10.0 ECONOMIC IMPLICATIONS

**Name & Title:** Phil Drane, Director - Place

**Tel & Email** 01277 312500 / phil.drane@brentwood.rochford.gov.uk

10.1 There are no direct economic implications.

**REPORT AUTHOR: Name:** Nicola Marsh

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## APPENDICES

Appendix A: Hoarding Policy

Appendix B: Hoarding Guidance Essex Safeguarding

## BACKGROUND PAPERS

None

## SUBJECT HISTORY (last 3 years)

Council Meeting	Date
N/A	