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| Level 1 Clutter image rating 1-3 | Household environment is considered reasonable. No specialised assistance is needed. If the resident 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. |
| 1. Property  structure,  services &  garden area | * All entrances and exits, stairways, roof space and windows accessible. * Smoke alarms fitted and functional or referrals made to fire and rescue service to visit and install. * All services functional and maintained in good working order. * Garden is accessible, tidy and maintained. |
| 2. Household functions | * No excessive clutter, all rooms can be safely used for their intended purpose. * All rooms are rated 0-3 on the Clutter Rating Scale. * No additional unused household appliances appear in unusual locations around the property. * Property is maintained within terms of any lease or tenancy agreements where appropriate. * Property is not at risk of action by environmental health. |
| 3. Health and safety | * Property is clean with no odours. * No rotting food. * No concerning use of candles. * No concern over flies. * Residents managing personal care. * No writing on the walls. * Quantities of medication are within appropriate limits, in date and stored appropriately. |
| 4.Safeguard of children & family members | * No concerns for household members. |
| 5. Animals and pests | * Any pets at the property are well cared for. * No pests or infestations at the property. |
| 6. Personal health and safety | * No personal protective equipment (PPE) required. * No visit in pairs required. |

**Clutter Assessment Guidelines**

When using the clutter rating scale also consider the following whilst rating rooms.

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| Level 2  Clutter Image Rating 4-6 | Household environment requires professional assistance to resolve the clutter and the maintenance issues of the property. |
| Property structure, services & garden area | * Only major exit is blocked * Only one of the services is not fully functional * Concern that services are not well maintained * Smoke alarms are not installed or not functioning * Garden is not accessible due to clutter, or is not maintained * Evidence of indoor items stored outside * Evidence of light structural damage including damp * Interior doors missing or blocked open |
| Household functions | * Clutter is causing congestion in the living spaces and is impacting on the use of the rooms for their intended purpose. * Clutter is causing congestion between the rooms and entrances. * Inconsistent levels of housekeeping throughout the property * Some household appliances are not functioning properly and there may be additional units in unusual places * Evidence of outdoor items being stored inside |
| Health & Saftey | * Kitchen and bathroom are not kept clean * Offensive odour in the property * Resident is not maintaining safe cooking environment * Some concern with the quantity of medication, or its storage or expiry dates. * No rotting food * No concerning use of candles * Resident trying to manage personal care but struggling |
| Safeguarding | * Note all additional concerns for householders within the property, particularly children or vulnerable residents with additional support. |
| Animal & Pests | * Pets at the property are not well cared for. * Resident is not unable to control the animals. * Animal’s living area is not maintained and smells. * Animals appear to be under nourished or over fed. * Sound of mice heard at the property. * Spider webs in house. * Light insect infestation (bed bugs, lice, fleas, cockroaches, etc.) |
| Personal health & safety | * Latex Gloves, boots or needle stick safe shoes, face mask, hand sanitizer, insect repellent. * Personal protective equipment required. |

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| **Level 3 Clutter image rating 7-9** | |  | | --- | | **Household environment will require intervention with a collaborative multi-agency approach,. This level of hoarding constitutes a safeguarding alert due to the significant risk to health of the householders, surrounding properties and residents. Residents are often unaware of the implication of their hoarding actions and oblivious to the risk it poses.** | |
| Property structure, services & garden area | * Limited access to the property due to extreme clutter * Evidence may be seen of extreme clutter seen at windows & outide property * Garden not accessible and extensively overgrown * Services not connected or not functioning properly * Smoke alarms not fitted or not functioning * Property lacks ventilation due to clutter * Interior doors missing or blocked open * Evidence of structural damage or outstanding repairs including damp * There may be evidence of internal damp and / or mould. * Evidence of indoor items stored outside |
| Household functions | * Clutter is obstructing the living spaces and is preventing the use of the rooms for their intended purpose. * Room(s) scores 7 - 9 on the clutter image scale * Rooms not used for intended purposes or very limited * Beds inaccessible or unusable due to clutter or infestation * Entrances, hallways and stairs blocked or difficult to pass. * Toilets, sinks not functioning or not in use. * Resident at risk due to living environment. * Household appliances are not functioning or inaccessible. * Resident has no safe cooking environment. * Resident is using candles, electric or gas heating appliances. * Evidence of outdoor clutter being stored indoors. * No evidence of housekeeping being undertaken. * Broken household items not discarded e.g. broken glass or plates. * Concern for declining mental health. * Property is not maintained within terms of lease or tenancy agreement where applicable. * Property is at risk of notice being served by environmental health. |
| Health and safety | * Human urine and or excrement may be present. * Excessive odour in the property, may also be evident from the outside. * Rotting food may be present. * Evidence may be seen of unclean, unused and or buried plates & dishes. * Broken household items not discarded e.g. broken glass or plates. * Inappropriate quantities or storage of medication. * Pungent odour can be smelt inside the property and possibly from outside. * Concern with the integrity of the electrics. * Inappropriate use of electrical extension cords or evidence of unqualified work to the electrics. * Concern for declining mental health. |
| Safeguard of children & family members | * Hoarding on clutter scale 7-9 constitutes a Safeguarding Alert. * Please note all additional concerns for householders. |
| Animals & Pests | * Animals at the property at risk due the level of clutter in the property. * Resident may not able to control the animals at the property. * Animal’s living area is not maintained and smells. * Animals appear to be under nourished or over fed. * Hoarding of animals at the property. * Heavy insect infestation (bed bugs, lice, fleas, cockroaches, ants, silverfish, etc.) * Visible rodent infestation. * Refer to RSPCA. |
| Personal health and safety | * Visits where personal protective equipment (PPE) required: i.e. Latex Gloves, boots or needle stick safe shoes, face mask, hand sanitizer, insect repellent. |

To assess someone’s situation, it is useful to obtain the following information, in a sensitive way when the relationship allows once trust and rapport has been established to the following questions. This might take some time through general conversation rather than using an ‘assessment model’ approach.

1. The last time they allowed a friend or family member to visit them at home?
2. How do they get in and out of their home, do they feel safe living there?
3. Have they ever had an accident, slipped, tripped up or fallen? How did it happen?
4. How have you made your home safer to prevent this from happening again?
5. How do they move safely around their home (where the floor is uneven or covered, or there are exposed wires, damp, rot, or other hazards)
6. Has a fire ever started by accident?
7. How do they get hot water, lighting, heating in here? Do these services work properly? Have they ever been tested?
8. Do they ever use candles or an open flame to heat and light here or cook with camping gas?
9. How do they manage to keep themselves warm, especially in winter?
10. When did they last go out in their garden? Do they feel safe to go out there?
11. Are they worried about other people getting in to their garden to try and break-in? Has this ever happened?
12. Are they worried about mice, rats or foxes, or other pests? Do they leave food out for them?
13. Have they ever seen mice or rats in their home? Have they eaten any of their food? Or got upstairs and be nesting anywhere?
14. Can they prepare food, cook and wash up in their kitchen?
15. Do they use their fridge? Will they let you have look in it? How do they keep things cold in the hot weather?
16. How do they keep themselves clean? Can you see their bathroom? Are they able to use their bathroom and use the toilet ok? Have a wash, bath? Shower?
17. Can they show me where they sleep and let me see their upstairs rooms? Are the stairs safe to walk up? (if there are any)
18. What do they do with their dirty washing?
19. Where do they sleep? Are they able to change their bed linen regularly? When did they last change them?
20. How do they keep themselves warm at night? Have they got extra coverings to put on their bed if they are cold?
21. Are there any broken windows in their home? Any repairs that need to be done?
22. Because of the number of possessions they have, do they find it difficult to use some of their rooms? If so which ones?
23. Do they struggle with discarding things or to what extent do they have difficulty discarding (or recycling, selling, giving away) ordinary things that other people would get rid of?