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Resources

[Bury Housing Services Hoarding Procedure](#)

[Safeguarding hoarding and self neglect](#)

[Safeguarding procedure including Mental Capacity](#)

[Mind Guidance](#)

[Fire service safety assessment referral](#)

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What to do

It is essential to assess and categorise the level of hoarding present in a property to identify the associated risks. This risk assessment enables the lead partner to implement appropriate actions to mitigate those risks and enhance the individual's overall quality of life. The lead partner will inform relevant partner agencies of the situation. This may include, but is not limited to, the Fire Service, the landlord, and Safeguarding teams. This approach will involve working collaboratively with the individual to ensure the right support is in place. Where engagement is not achieved, and risk remains unaddressed, the matter will be escalated to Environmental Health Housing Services to ensure effective risk management.

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Partnership

Professionals should actively engage with individuals to help them recognise hoarding behaviours and collaborate in developing tailored support systems that prioritise their safety and overall wellbeing.

In addition, it is essential that professionals maintain strong communication and partnership with wider multi-agency teams. This collaborative approach not only helps prevent further neglect but also encourages individuals to connect with their communities, fostering support networks and long-term resilience.

Enforcement action should be considered if unable to reduce the risk of harm to the resident or neighbouring properties.

Hoarding Awareness

[Bury Safeguarding Partnership](#)



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Family and Wider Support Network

Hoarding awareness equips professionals with the knowledge and sensitivity to support adults affected by hoarding behaviours. The goal is to ensure that appropriate steps are taken to safeguard both the individual and others in the household.

This includes recognising the importance of mental health support and understanding how family, friends, and community networks can play a vital role in the individual's journey toward safety, stability, and wellbeing.

1

Background

Hoarded properties result from an overwhelming urge to accumulate items and a persistent difficulty in discarding possessions that may appear useless. Over time, this behaviour can lead to excessive clutter that causes significant stress and negatively affects a person's health, wellbeing, and relationships. It also poses serious fire and safety risks within the home and to the surrounding community.

Hoarding disorder can be especially difficult to treat, as many individuals affected may not recognise it as an issue or fully understand the impact it has on their lives and those around them. Feelings of guilt or shame may further prevent them from seeking the help they need.

2

Why it matters

Supporting someone in gradually reducing their possessions can help ensure the safety of both the individual and their household. Providing emotional support and connecting them with peer groups or local community networks can significantly improve their wellbeing and reduce feelings of isolation.

It is vital to encourage individuals who are experiencing hoarding behaviours to seek help. Their difficulty discarding items can lead not only to mental health challenges and social withdrawal, but also to serious health and safety hazards. Without the right support and intervention, the issue is unlikely to resolve on its own.

3

Individual

Engaging in open conversation and actively seeking the individual's perspective is crucial in fostering awareness and personal accountability. It is essential that professionals identify and revisit the person's desired outcomes at key stages - beginning, middle, and end to ensure these goals remain central to the process. Embracing the principle of *"no decision about me without me"* empowers individuals to make informed choices about their own health and wellbeing, rather than feeling directed by a rigid system.

Throughout, professionals should uphold a commitment to treating each person with **dignity, empathy, and respect**, placing their voice at the heart of all support offered.