

Clutter Image Assessment Tool Guidance

<p style="text-align: center;">Level 1 Clutter Image Rating 1 – 3</p>	<p style="text-align: center;">Household environment is considered standard. No specialised assistance needed. Appropriate referrals can be made if the tenant required some assistance with home care or housing support subject to age and circumstances</p>
<p>1. Property structure, services and garden area</p>	<ul style="list-style-type: none"> • All entrances and exits, stairways, roof space and windows accessible • Smoke alarms fitted and functional otherwise refer to Fire Service. • All services functional and in good working order • Garden is accessible, tidy and maintained.
<p>2. Household function</p>	<ul style="list-style-type: none"> • No excessive clutter, all rooms can be safely used for the intended purpose • All rooms rated 0-3 on the Clutter Rating Scale • No additional unused household appliances appear in property • Property is maintained to the council's standards
<p>3. Health and Safety</p>	<ul style="list-style-type: none"> • Property is clean with no odours (pet or other) • No rotting food • No concerns about candles • No concerns about flies • Tenant (s) manages personal care/may require some assistance for health reasons
<p>4. Safeguard of Children and Family Members</p>	<ul style="list-style-type: none"> • No concerns for household members
<p>5. Animals and Pests</p>	<ul style="list-style-type: none"> • Any pets are well cared for • No pests or infestations at the property
<p>6. Personal Protective Equipment (PPE)</p>	<ul style="list-style-type: none"> • No PPE required

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Actions Required:

Level 1 Clutter Image Rating 1 – 3	Actions: single agency response
1. First responder	<ul style="list-style-type: none"> • Discuss concerns with the tenant(s) and develop an Action Plan which adult has participated in, developing with realistic timeframes. • Discuss with NOK/family/carer where appropriate • Provide advice and assistance if required with gardening, refuse services e.g. garden maintenance scheme, extra recycling bins, uplift of unwanted items • Identify any care/support needs and refer to Social Care Direct for a Needs assessment if appropriate and agreed by the tenant (if not already a client). • Signpost for emotional and practical support – voluntary/charity organisations • Issue a request to Scottish Fire and Rescue for Home Safety Check and to provide fire safety advice • Income maximisation check and referral to Welfare Rights if appropriate • Make sure points 2,3 & 4 taken forward if required
2. Animal Welfare	<ul style="list-style-type: none"> • No action unless advice requested
3. Safeguard of Children and Family Members	<ul style="list-style-type: none"> • No actions unless concerns raised.
4. Scottish Fire and Rescue	<ul style="list-style-type: none"> • Carry out home visit and share outcome with original referrer.

Rating 1-3: Level 1 (Green) Images 1 – 3 indicate Level 1. **Single agency response:**

- The property is considered standard and no specialist assistance required unless the tenant needs help maintaining their tenancy. In these circumstances the plan should comprise of practical actions for the tenant which would include recycling of unwanted items, getting help with the garden, additional waste bins plus signposting to other agencies, e.g Welfare Rights and voluntary organisations
- Duty to Inquire only carried out if there are other unmanaged risks we know about. We only need to know, suspect or believe an adult at risk of harm. Refer to Social Care Direct.

Clutter Image Assessment Tool Guidance

<p style="text-align: center;">Level 2 Clutter Image Rating 4-6</p>	<p style="text-align: center;">Household environment requires assistance to resolve the clutter and the maintenance issues in the property</p>
<p>1. Property structure, services and garden area</p>	<ul style="list-style-type: none"> • Only major exit is blocked • Concerns that services are not well maintained • Smoke alarms are not installed or not working • 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
<p>1. Household function</p>	<ul style="list-style-type: none"> • Clutter is causing congestion in the living spaces and is impacting on the use of the rooms for their intended purpose • Clutter is congested between rooms and entrances • Rooms score between 4-6 on the clutter scale • Inconsistent levels of housekeeping throughout the property • Some household appliances are not functioning properly and there may be additional units in unusual places • Property is not maintained to the council's standards • Evidence of outdoor items being stored inside
<p>2. Health and Safety</p>	<ul style="list-style-type: none"> • Kitchen and bathroom are difficult to utilise and access • Offensive odour in the property • Tenant is not maintaining a safe cooking environment • Some concerns with the quantity of medication or its storage /expiry dates • Tenant trying to manage personal care but struggling • Tenant has good fire safety awareness with little risk of ignition • No risk to structure of the property
<p>4 Safeguard of Children and Family Members</p>	<ul style="list-style-type: none"> • Properties with adults/children presenting care and support needs should be referred to Adult/Child protection through Social Care Direct.
<p>5 Personal Protective Equipment (PPE)</p>	<ul style="list-style-type: none"> • Is PPE required? • Latex gloves, boots or needle stick safe shoes, face mask, hand sanitiser, insect repellent

Actions Required:

<p style="text-align: center;">Level 2 Clutter Image Rating 4-6</p>	<p style="text-align: center;">Actions In addition to the actions below listed, these cases need to be monitored regularly due to the risk of escalation</p>
<p>1. First responder</p>	<ul style="list-style-type: none"> • Share concerns with landlord if a private tenant as needs to be aware of risks to others • Issue a request to the Scottish Fire and Rescue Service for a Home Safety Check and to assess for monitored smoke alarms/assistance technology • Provide advice and assistance with gardening, refuse services e.g. garden maintenance scheme, extra recycling bins, uplift of unwanted items. • Referral to Social Care Direct if concerns re Adult/Child protection concerns. Consent is preferable but not essential • Referral to GP if consent given • Referral to GP/Wellbeing Support Services if not already known. • Income maximisation check referrals to Welfare Rights if appropriate • Referral to SSPCA if animals at the property • Hold a multi-agency meeting (MDT) and adopt a collaborative approach. Share relevant information with necessary statutory services/agencies to ensure a sustainable solution. • Make sure points 1,2,3, & 4 taken forward if required
<p>2. Scottish Fire and Rescue Service</p>	<ul style="list-style-type: none"> • Carry out a Home Safety Check and assess for monitored smoke alarms/assistive technology. • Additional equipment to be considered – fire bucket, fire retardant bedding, sprinkler systems, etc.
<p>3. Animal Welfare</p>	<ul style="list-style-type: none"> • Contact should be made with the SSPCA to advise about animal welfare • Educate tenant regarding animal welfare if appropriate • Provide advice/assistance with rehoming animals
<p>4. Safeguard of Children and Family Members</p>	<ul style="list-style-type: none"> • Referral to Social Care Direct if concerns raised about adult/child protection
<p>5. Personal Protective Equipment (PPE)</p>	<ul style="list-style-type: none"> • Wear latex gloves, boots or needle stick safe shoes, face mask, hand sanitiser, insect repellent. • Joint visit is advisable – housing, fire service, social work

Rating 4-6: Level 2 (Amber) images 4-6: Single/Multi Agency response

- Emerging issues and increased risks within the property are identified and the tenant needs assistance to address these. It is a requirement at this level that a **Duty to Inquire** is carried out by a Council Officer to establish if a single or multi agency approach is required to manage the risks
- ideally with the tenant(s) consent, but not essential if adult is at risk of harm or others.
- If the Duty to Inquire warrants further investigations, then it will be progressed under Adult Support Protection Procedures for decision making on whether an Inter-agency Referral Discussion and Adult Protection Case Conference (APCC) are required.

Clutter Image Assessment Tool Guidance

Level 3 Clutter Image Rating 7-9	Household environment will require intervention with a collaborative multi agency approach and the involvement of a wide range of professionals. This level of hoarding constitutes a Safeguarding alert due to the significant risk to health of the householders, surrounding properties and residents.
1. Property structure, services and garden area	<ul style="list-style-type: none"> • Limited access to the property due to extreme clutter • Extreme clutter may be seen at windows • Extreme clutter may be seen outside of the property • Garden not accessible and extensively overgrown • Services not connected or functioning properly • Property lacks ventilation due to cluster • Evidence of structural damage or outstanding repairs including damp • Interior doors missing or blocked open • Evidence of indoor items stored outside • Worker must risk assess property for own safety
2. Household functions	<ul style="list-style-type: none"> • Clutter is obstructing the living spaces and is preventing the use of the rooms for the intended purpose. • Room (s) score 7-9 on the clutter image scale. • 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 • Tenants at risk due to living environment • Household appliances not functioning or inaccessible • Tenant has no safe cooking environment • Tenant is using candles • Evidence of outdoor clutter being stored indoors • No evidence of housekeeping being undertaken • Broken household items not discarded e.g. broken glass • Property is not maintained to the Council's standards.
3. Health and Safety	<ul style="list-style-type: none"> • Human urine and excrement may be present • Excessive odour in the property may also be evident from the outside • Rotting food may be present

	<ul style="list-style-type: none"> • Evidence may be seen of unclean, unused and /or buried plates & dishes • Broken household items not discarded e.g. broken glass or plates • In appropriate use of electrical extension cables or evidence of unqualified works to electrics • Concern for declining mental health and self-neglecting behaviours
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4. Safeguard of Children and Family members	<ul style="list-style-type: none"> • Concerns about impact of hoarding on children and vulnerable adults
5 Animal and Pets	<ul style="list-style-type: none"> • Animals at the property at risk due to the level of clutter in the property • Tenant may not be able to control the animals • Animals 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, coach roaches, ants, silverfish etc) • Visible rodent infestation.
6 Personal Protective Equipment (PPE)	<ul style="list-style-type: none"> • Latex gloves, boots or needle stick safe shoes, face mask, hand sanitiser, insect repellent. • Joint visits if required.

Actions Required:

Level 3 Clutter Image Rating 7-9	Actions
1. First responder	<ul style="list-style-type: none"> • Contact Social Care Direct immediately to share the risks. There will be a Duty to Inquire with the expectation of an IRD leading to APCC unless it can be evidenced that a single agency approach can manage risks. • Issue an urgent request to Scottish Fire and Rescue for a home visit (within 48 hours) to provide a Home Safety Check and risk assessment.

	<ul style="list-style-type: none"> • Contact landlord as they have responsibilities as a registered social landlord • Refer to GP to request assessment of decisional and executorial capacity due to risk of serious injury and potential death • Income maximisation check and urgent referrals to Welfare Rights. • Contact SSPCA
2 Scottish Fire and Rescue	<ul style="list-style-type: none"> • Carry out a home visit (within 48 hrs) to provide a Home Safety Check and risk assessment and provide feedback to lead worker on completion of home visit.
3. Safeguard of Children & Family members	<ul style="list-style-type: none"> • DTI with the expectation of an Interagency Referral Discussion (IRD) and Adult Protection /Child Protection Case Conference (APCC) to take place as a matter of urgency unless it can be evidenced a single agency approach can manage risk.
4. Animal Welfare	<ul style="list-style-type: none"> • Urgent (ideally 48 hrs) visit to property to undertake wellbeing check on animals • Remove animals to safe environment • Educate tenant about animal welfare • Provider advice/assistance with rehoming animals

Rating 7-9: Level 3 (Red) images 7-9 Multi Agency response

Very real issues exist within and out with the property. In these circumstances a Duty to Inquire carried out immediately to a Council Officer triggering an Inter-agency Referral Discussion (IRD) and Adult Protection Case Conference (APCC).