

## Developing a hoarding protocol

A hoarding protocol should be established between key partners to:

- Identify, support and intervene with people who experience problems with hoarding.
- Investigate and share information on the problems related to hoarding from different professional and community perspectives.
- Deal with incidents in a structured, systematic, co-ordinated and consistent way.
- Establish procedures for early intervention *before* formal, crisis interventions.
- Agree a consistent response to alerts and referrals.
- Identify likely financial implications for all partners of dealing with incidents of hoarding and consider a joint funding protocol for all partners to share costs to minimise the impact on individual budgets.
- Develop “informal” multi-agency solutions which maximise the use of existing services and resources and which may reduce the need for formal statutory solutions and enforcement.
- Ensure commitment from all partners to be involved with individual cases and to contribute to joint solutions.
- Establish planned and regular meetings (monthly) with all relevant partners to assess cases, agree appropriate interventions and to establish whether there are other implications e.g. safeguarding.
- Ensure all relevant partners are aware of incidents of hoarding and are appropriately engaged in responding to referrals.

- Ensure all relevant partners are involved agreeing on-going interventions so that the individual receives the most appropriate support.
- Improve communication regarding hoarding and incidents of hoarding between partners and services.
- Share responsibility for dealing with hoarding cases.
- Plan and co-ordinate further actions such as inspection, cleaning, repairs, re-housing, temporary accommodation options etc.
- Identify the appropriate lead for each case (often the service to which the person is already known or who received the initial alert).
- Ensure a structured, systematic, co-ordinated and consistent system for monitoring and reviewing (at least every six months) both individual cases and incidents of hoarding as well as for reviewing the hoarding protocol itself and associated policies and procedures.
- Ensure all staff involved are appropriately trained, up-dated and supported.

The other good practice included in this guidance will apply.