



Cumbria Safeguarding Adults Board Clutter Image Rating Tool (CIR)

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**Cumbria
Safeguarding
Adults Board**

Clutter Image Rating (CIR) – Bedroom

Please use the clutter image rating to assess what level the customer’s hoarding problem is at:

Images 1-3 indicate level 1

Images 4-6 indicate level 2

Images 7-9 indicate level 3

This toolkit should be read in conjunction with CSAB Hoarding Framework and Self-Neglect Guidance.



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Clutter Image Rating (CIR) – Lounge

Please use the clutter image rating to assess what level the customer's hoarding problem is at:

Images 1-3 indicate level 1

Images 4-6 indicate level 2

Images 7-9 indicate level 3

This toolkit should be read in conjunction with CSAB Hoarding Framework and Self-Neglect Guidance.



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Clutter Image Rating (CIR) – Kitchen

Please use the clutter image rating to assess what level the customer's hoarding problem is at:

Images 1-3 indicate level 1

Images 4-6 indicate level 2

Images 7-9 indicate level 3

This toolkit should be read in conjunction with CSAB Hoarding Framework and Self-Neglect Guidance.



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2. Assessment Tool Guidelines

Following completion of the CIR you should then refer to clutter assessment tool below as a guide for details of the appropriate action you should take. Record all actions undertaken in your agency's recording system, detailing conversations with other professionals, actions taken and action yet to be taken.

1. Property, structure, service & garden area	<ul style="list-style-type: none"> • Assess the access to all entrances and exists for the property (note impact on any communal entrances & exists). Include access to roof space. • Does the property have a smoke alarm? • Visual assessment (non-professional) of the condition of services within property e.g. plumbing, electrics, gas, air conditioning, heating • Are services connected? • Assess the garden, size, access condition.
2. Household functions	<ul style="list-style-type: none"> • Assess the current functionality of the rooms and the safety for the proposed use. Can the kitchen be safely used for cooking or does the level of clutter within the room prevent it? <p>Select the appropriate rating on the clutter scale.</p> <ul style="list-style-type: none"> • Please estimate the % of floor space covered by clutter. • Please estimate the height of the clutter in each room. • Lack of essential food, clothing or shelter.
3. Health and safety	<ul style="list-style-type: none"> • Assess the level of sanitation in the property. • Are the floors clean? • Are the work surfaces clean? • Are you aware of any odours in the property? • Is there rotting food? • Does the resident use candles? • Did you witness a higher than expected number of flies? • Are household members struggling with personal care? • Is there random or chaotic writing on the walls on the property? • Are there unreasonable amounts of medication collected? Prescribed or over the counter. • Is the resident aware of any fire risk associated to the clutter in the property?
4. Health and social	<ul style="list-style-type: none"> • Personal hygiene and appearance • Are there any health needs of the individual? • Are there any health needs of any other family members or people living in the property? • Are there any social care needs of the individual? • Are there any social care needs of any other people living in the property? • Is the person responsible for the care of any others? • Does the person engage with health and/or social care services? • Are they taking medication (or unable/unwilling to take prescribed medication)? • Malnutrition and/or dehydration.

5. Safeguard children & family members	<ul style="list-style-type: none"> • Do any rooms rate 7 or above on the clutter rating scale? • Does the household contain young people or children? • Does the household contain adults who have care and support needs?
6. Animals and Pests	<ul style="list-style-type: none"> • Are there any pets at the property? • Are the pets well cared for, are you concerned about their health? • Is there evidence of any infestations (mice, rats, bed bugs etc.) • Are animals being hoarded at the property? • Are outside areas being seen by the resident as a wildlife area? • Does the resident leave food out in the garden to feed wildlife (foxes etc.)?
7. Personal Protective Equipment (PPE)	<ul style="list-style-type: none"> • Following your assessment do you recommend the use of Personal Protective Equipment (PPE) at future visits? Please provide detail. • Following your assessment do you recommend the resident is visited in pairs? Please provide detail.

LEVEL 1 - Assessment

Level 1 (images 1-3)	<p>Household environment is considered standard. 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.</p>
1. Property, structure, service & garden area	<ul style="list-style-type: none"> • All entrances and exits, stairways, roof space and windows accessible. • Smoke alarms fitted and functional or referrals made to fire brigade to visit and install. • All services functional and maintained in good working order. • Garden is accessible, tidy and maintained.
2. Household functions	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Property is clean with no odours, (pet or other). • 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. Health and social	<ul style="list-style-type: none"> • No undue concerns over personal hygiene/appearance. • Person has no care and support needs. • If they have care and support needs these are being adequately addressed. • Engaging with Health and social services. • No concerns over malnutrition.
5. Safeguard children & family members	<ul style="list-style-type: none"> • No concerns for household members.
6. Animals and Pests	<ul style="list-style-type: none"> • Any pets at the property are well cared for. • No pests or infestations at the property.
7. Personal Protective Equipment (PPE)	<ul style="list-style-type: none"> • No PPE required. • No visit in pairs required.

Level 1 (images 1-3)	Household environment is considered standard. 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.
Referring Agency	<ul style="list-style-type: none"> • Discuss concerns with resident. • Raise a request to the Fire Brigade to provide fire safety advice. • Refer for support assessment if appropriate. • Refer to GP if appropriate.
Environment Health	<ul style="list-style-type: none"> • No action
Social Landlords	<ul style="list-style-type: none"> • Provide details on debt advice if appropriate to circumstances. • Refer to GP if appropriate. • Refer for support assessment if appropriate. • Provide details of support streams open to the resident via charities and self-help groups. • Provide details on debt advice if appropriate to circumstances. • Ensure residents are maintaining all tenancy conditions.
Practitioners	<ul style="list-style-type: none"> • Complete Hoarding Assessment. • Make appropriate referrals for support. • Refer to social landlord if the client is their tenant or leaseholder.
Emergency Services	<ul style="list-style-type: none"> • Ensure information is shared with statutory agencies and feedback is provided to referring agency on completion of home visit.
Animal welfare	<ul style="list-style-type: none"> • No action unless advice requested.
Safeguarding Adults	<ul style="list-style-type: none"> • No action unless other concerns of abuse are noted.

LEVEL 2 - Assessment

Level 2 (image 4-6)	Household environment requires professional assistance to resolve the clutter and the maintenance issues in the property.
1. Property, structure, service & garden area	<ul style="list-style-type: none"> • 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.
2. Household functions	<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 causing congestion between the rooms and entrances. • Room(s) score between 4-5 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 within terms of lease or tenancy agreement where applicable. • Evidence of outdoor items being stored inside.
3. Health and safety	<ul style="list-style-type: none"> • 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. • No writing on the walls.
4. Health and social	<ul style="list-style-type: none"> • Concerns over personal hygiene/appearance. • Some health and care needs. • No services involved, or some services involved but no regular engagement. • Some concerns over malnutrition/dehydration.
5. Safeguard children & family members	<ul style="list-style-type: none"> • Hoarding on clutter scale 4 -7 doesn't automatically constitute a Safeguarding concern/referral. • Please note all additional concerns for householders. • Properties with children or vulnerable residents with additional care or support needs may trigger a safeguarding referral under a different risk.

6. Animals and Pests	<ul style="list-style-type: none"> • Pets at the property are not well cared for. • Resident is not unable to control the animals. • Animals 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, ants, etc)
7. Personal Protective Equipment (PPE)	<ul style="list-style-type: none"> • Latex Gloves, boots or needle stick safe shoes, face mask, hand • sanitizer, insect repellent. • PPE required.

Level 2 (image 4-6)	Actions
Referring Agency	<ul style="list-style-type: none"> • Refer to landlord if resident is a tenant. • Refer to Environmental Health if resident is a freeholder. • Raise a request to the Fire Brigade to provide fire prevention advice. • Provide details of garden services. • Refer for support assessment. • Referral to GP. • Referral to debt advice if appropriate. • Refer to Animal Welfare if there are animals at the property. • Ensure information sharing with all agencies involved to ensure a collaborative approach and a sustainable resolution.
Environment Health	<ul style="list-style-type: none"> • Refer to Environmental Health within your local district/ borough council with details of client, at time of inspection, Environmental Health Officer decides on appropriate course of action; • Consider serving notices under Environmental Protection Act 1990, Prevention of Damage By Pests Act 1949 or Housing Act 2004. • Consider Works in Default if notices not complied by occupier.
Social Landlords	<ul style="list-style-type: none"> • Visit resident to inspect the property & assess support needs. • Referral to assist in the restoration of services to the property where appropriate. • Ensure residents are maintaining all tenancy conditions. • Enforce tenancy conditions relating to residents responsibilities. • Ensure information sharing with all agencies involved to ensure a collaborative approach and a sustainable resolution.
Practitioners	<ul style="list-style-type: none"> • Refer to Hoarding Toolkit; Questions to Ask • Complete Practitioners Assessment • Ensure information sharing with all agencies involved to ensure a collaborative approach and a sustainable resolution.

Emergency Services	<ul style="list-style-type: none"> • Ensure information sharing with all agencies involved to ensure a collaborative approach and a sustainable resolution. • Provide feedback to referring agency on completion of home visits.
Animal welfare	<ul style="list-style-type: none"> • Visit property to undertake a wellbeing check on animals at the property. • Educate client regarding animal welfare if appropriate. • Provide advice / assistance with re-homing animals.
Safeguarding Adults	<ul style="list-style-type: none"> • No action unless other concerns of abuse are noted. • If other concerns of abuse are of concern or have been reported, progression to safeguarding referral and further enquiries may be necessary.

LEVEL 3 - Assessment

Level 3 (images 7-9)	Household environment will require intervention with a collaborative multi agency approach with the involvement from a wide range of professionals. This level of hoarding constitutes a Safeguarding concern/referral 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.
1. Property, structure, service & garden area	<ul style="list-style-type: none"> • Limited access to the property due to extreme clutter. • Evidence may be seen of extreme clutter seen at windows. • Evidence may be seen of extreme clutter outside the 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. • Evidence of structural damage or outstanding repairs including damp. • Interior doors missing or blocked open. • Evidence of indoor items stored outside.
2. Household functions	<ul style="list-style-type: none"> • 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. • 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.

3. Health and safety	<ul style="list-style-type: none"> • 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.
4. Health and social	<ul style="list-style-type: none"> • Serious concerns over personal hygiene/appearance. • Significant health needs that are not being addressed. • Care needs that are not being addressed. • No involvement for health/care services or non- compliance. • Serious concerns over malnutrition/dehydration. • Lack of essential food, clothing or shelter. • Significant concerns around self-harm.
5. Safeguard children & family members	<ul style="list-style-type: none"> • Hoarding on clutter scale 7-9 constitutes a Safeguarding concern/referral. • Please note all additional concerns for householders. • Caring responsibility for a child or adult at risk with care and support needs
6. Animals and Pests	<ul style="list-style-type: none"> • 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. • 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, cockroaches, ants, silverfish, etc.) • Visible rodent infestation.
7. Personal Protective Equipment (PPE)	<ul style="list-style-type: none"> • Latex gloves, boots or needle stick safe shoes, face mask, hand sanitizer, insect repellent. • Visit in pairs if required.

Level 3 (images 7-9)	Actions
Referring Agency	<ul style="list-style-type: none"> • Raise Safeguarding concern/referral within 24 hours. • Raise a request to the Fire Brigade within 24 hours to provide fire prevention advice.
Environment Health	<ul style="list-style-type: none"> • Refer to Environmental Health at your local district/borough council with details of client, landlord (if relevant) referrers details and overview of problems • At time of inspection, EHO decides on appropriate course of action. • Consider serving notices under Environmental Protection Act 1990, Prevention of Damage by Pests Act 1949 or Housing Act 2004. • Consider Works in Default if notices not complied by occupier.
Social Landlords	<ul style="list-style-type: none"> • Visit resident to inspect the property & assess support needs. • Attend multi-agency Safeguarding meeting. • Enforce tenancy conditions relating to residents responsibilities. • If resident refuses to engage serve Notice of Seeking Possession under Ground 13 to Schedule 2 of the Housing Act 1988.
Practitioners	<ul style="list-style-type: none"> • Refer to Hoarding Toolkit; Questions to ask • Complete Practitioners Assessment • Ensure information sharing with all agencies involved to ensure a collaborative approach and a sustainable resolution.
Emergency Services	<ul style="list-style-type: none"> • Attend Safeguarding multi-agency meetings on request. • Ensure information sharing with all agencies involved to ensure a collaborative approach and a sustainable resolution. • Provide feedback to referring agency on completion of home visits
Animal welfare	<ul style="list-style-type: none"> • Visit property to undertake a wellbeing check on animals at the property. • Remove animals to a safe environment. • Educate client regarding animal welfare if appropriate. • Take legal action for animal cruelty if appropriate. • Provide advice / assistance with re-homing animals.
Safeguarding Adults	<ul style="list-style-type: none"> • Safeguarding concern/referral should progress to referral for multi-agency approach and further investigation of any concerns of abuse.
Safeguarding Children	<ul style="list-style-type: none"> • Refer to Children's Safeguarding Mash if children or young people present within 24 hours.

