

In 2015, we completed an impact survey with our stakeholders to ascertain their needs. One family member said “It's a complex situation and more resources are needed urgently”. We also found:

- 23% contact us because they need help to stop hoarding
- 12% need general information
- 12% want access to services
- 11% of people need contact with somebody who understands
- 11% need information on decluttering services
- 9% of people still need support 2-5 years after they first contacted us, therefore long-term support must be available.

People are referred for support through their local services, family members, professionals, neighbours, friends or they can refer themselves by calling or emailing, or can request help. We work in-partnership with other organisations such as MIND who refer beneficiaries onto us because they are unable to provide direct telephone support and/or remote advocacy support themselves.

HoardingUK directly supports both the client and professional in an attempt to engender a functional relationship, where all people engaged (person, family, professionals, etc.) work together to improve outcomes. As a result, we support social, health and community professionals directly by:

From our evaluation we know that as a result of using our services people with hoarding disorder:

- 83% have a better understanding
- 63% have been able to reduce hoarding
- 63% feel there is somewhere to turn to for support
- 50% have received information and support when they needed it

“Without HoardingUK I would have lost my tenancy...I am moving forward with my life.”

“I cannot praise highly enough the help and support I have received. HoardingUK helping me has been excellent in all respects. The work HoardingUK has done for me is of the highest calibre.”

“I really valued talking to someone who was non-judgemental and who totally got what was going on for me. Very useful to have people who can counsel you about your life. Practical tips on tackling situation aimed at your individual situation.”

And in professionals:

- 83% have a better understanding of hoarding behaviours
- 65% have been able to provide relevant information on to people with hoarding behaviours
- 51% are aware of support available and how to get it
- 37% feel more able to make a difference

- 34% feel there is somewhere to turn to for support
- And, importantly, 31% have been able to reduce hoarding behaviours in others and 5% have stopped hoarding behaviours in others.

“Hoarding is something which can be ruinous to a person's life. With HoardingUK's help, we can really turn that life around and give a person hope for their future.”

Our full impact survey is attached as Appendix A.

HoardingUK conducted research in Islington in 2009. Local housing organisations who participated included Centre 404, Family Mosaic, Notting Hill Housing Trust (Islington), Peter Bedford, St Martin of Tours, Single Homeless Project. Within six organisations fifty-nine people were identified as people who compulsively hoard requiring professional interventions.

The research did not include homeowners, landlords, care homes, community mental health teams, and environmental, emergency or psychological services. This suggests the number could be significantly higher. There is no specific accurate data management system in place about compulsive hoarding.

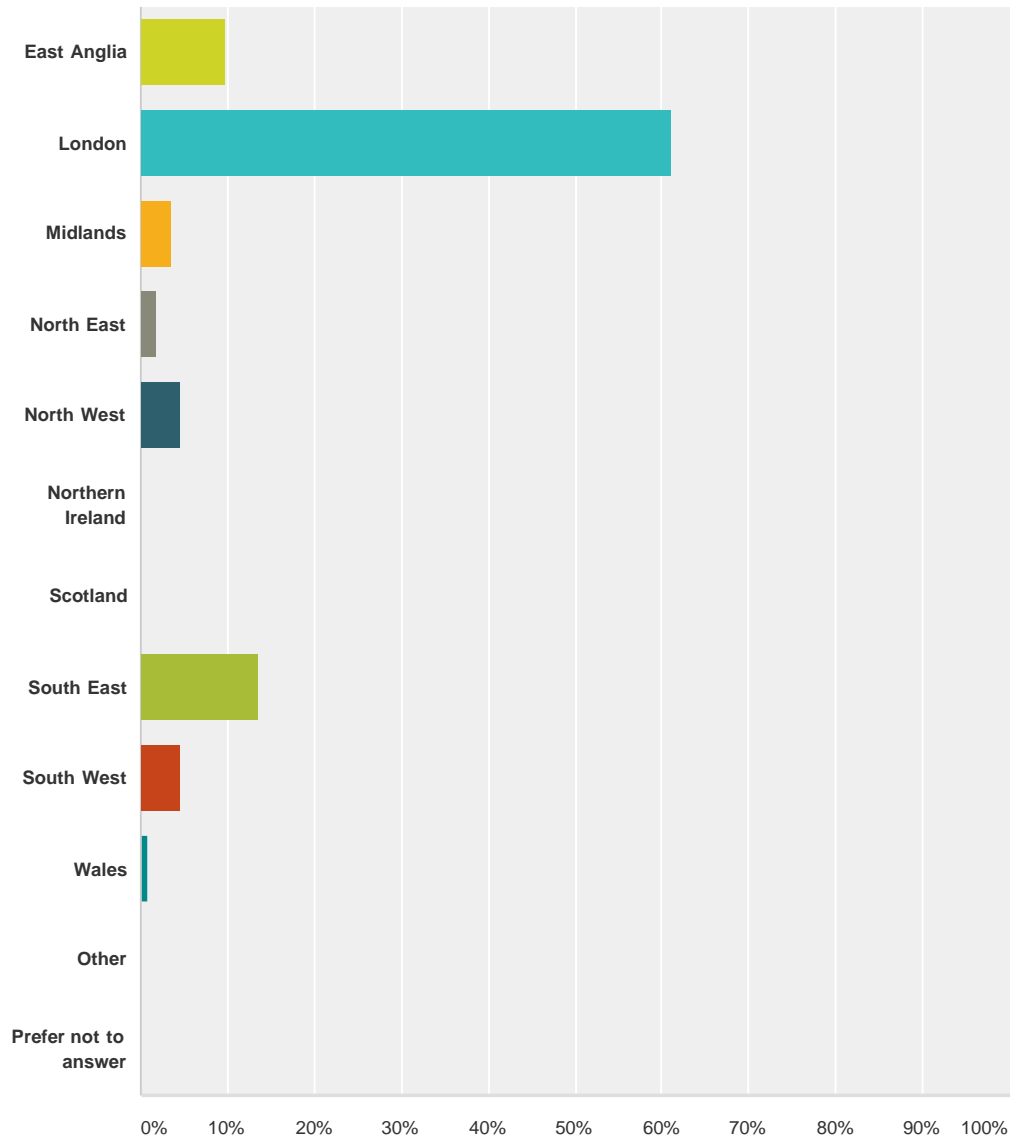
None of the interventions were considered 'successful' in the context of reducing hoarding behaviours by either service users or service providers. Instead time, resources and money were simply been poured into this problem with no significant improvement. HoardingUK has and will continue to deliver fundamental and necessary improvement to how hoarding support services are provided.

Over 90% of people who use our services rate them good to excellent.

HoardingUK has been a part of supporting personal, familial, social and professional change since its inception. We are proud of what we have accomplished. We are committed to carrying on and expanding our work.

See full Report
(Following)

Q1 In which region do you live?

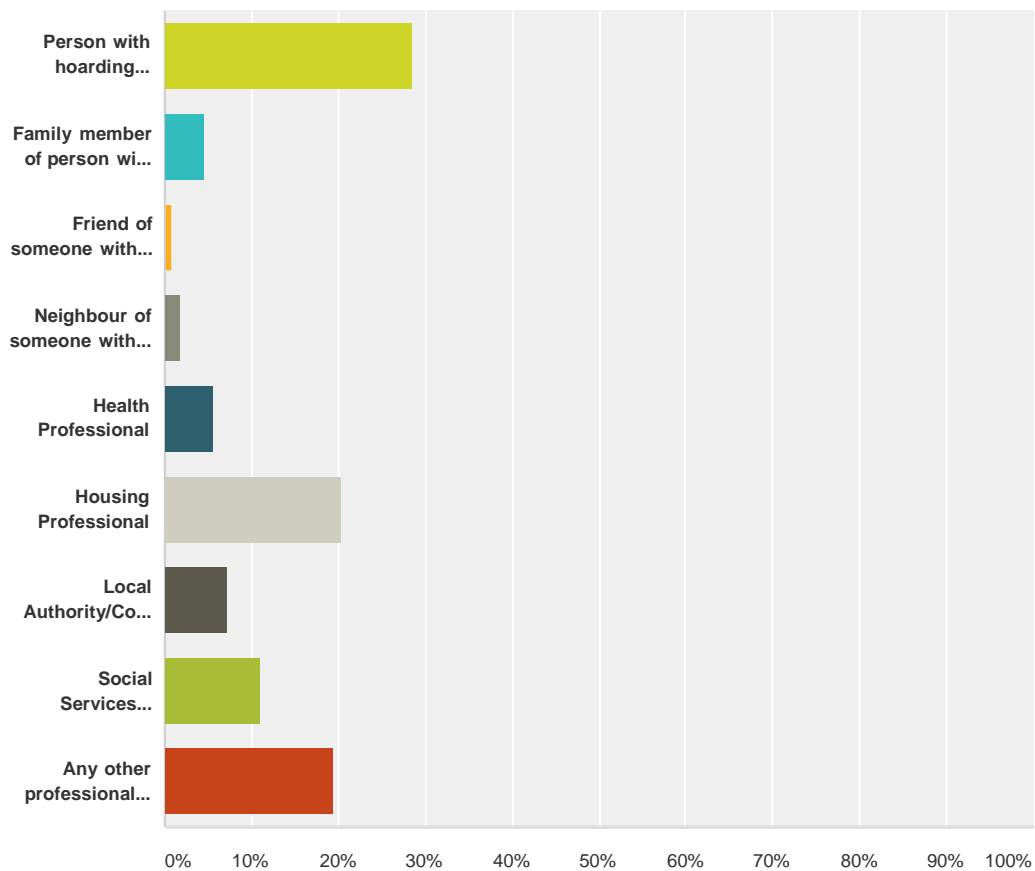


Answer Choices	Responses
East Anglia	9.91%
London	61.26%
Midlands	3.60%
North East	1.80%
North West	4.50%
Northern Ireland	0.00%
Scotland	0.00%
South East	13.51%

South West	4.50%
Wales	0.90%
Other	0.00%
Prefer not to answer	0.00%

#	Other (please specify)	Date
1	Yorkshire/Humberside	9/9/2015 4:14 PM
2	Hertfordshire	8/6/2015 4:23 PM
3	Barnet	8/3/2015 1:30 PM
4	Isle of Wight	8/3/2015 11:38 AM
5	Essex	8/3/2015 9:49 AM

Q2 How are you impacted by hoarding behaviours?

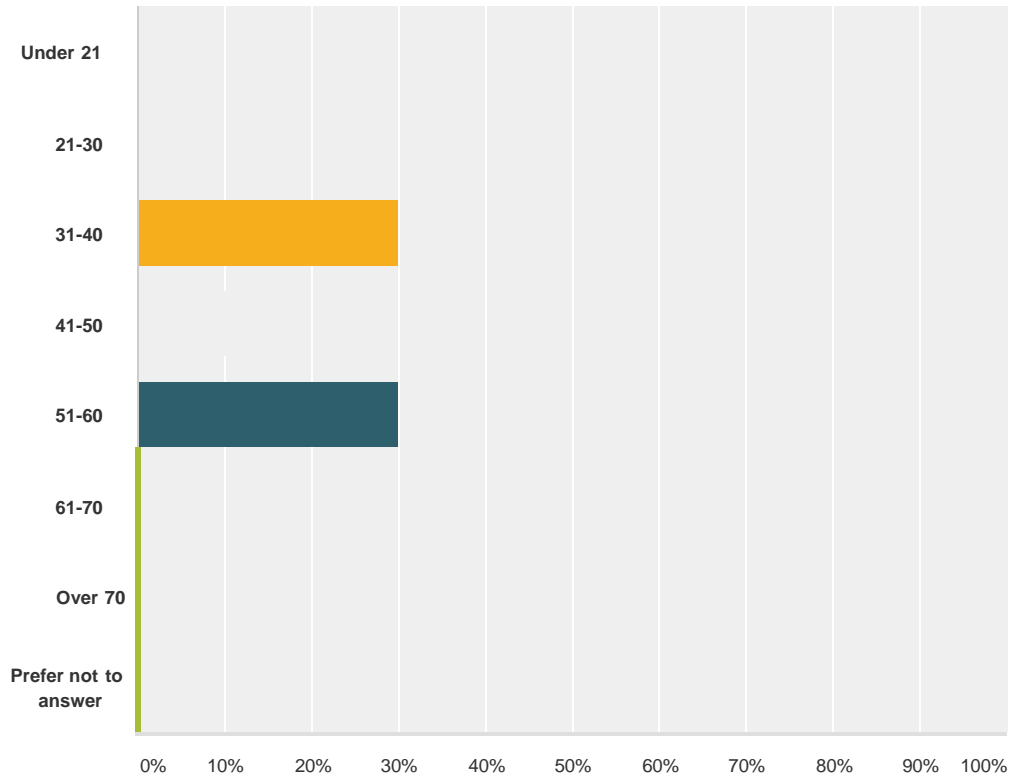


Answer Choices	Responses
Person with hoarding behaviours	28.70%
Family member of person with hoarding behaviours	4.63%

Friend of someone with hoarding behaviours	0.93%
Neighbour of someone with hoarding behaviours	1.85%
Health Professional	5.56%
Housing Professional	20.37%
Local Authority/Council Professional	7.41%
Social Services Professional	11.11%
Any other professional (Please indicate in comment box below)	19.44%

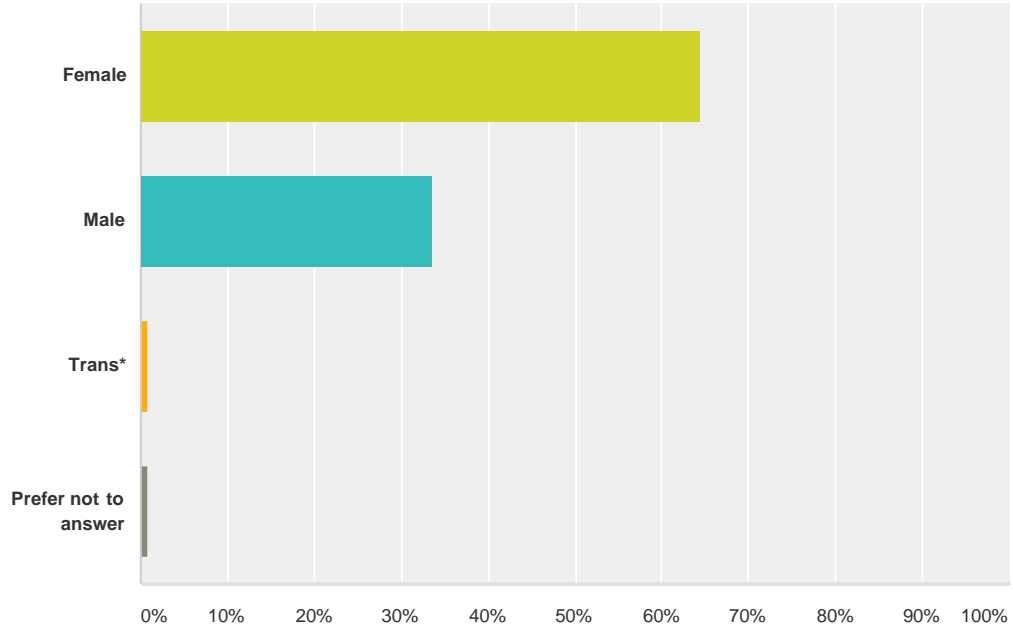
#	Other (please specify)	Date
1	Support Worker in mental health step down unit	8/19/2015 8:43 AM
2	Independent advocate	8/18/2015 5:03 PM
3	social worker (MH) voluntary agency	8/13/2015 2:31 PM
4	Support worker	8/12/2015 10:59 AM
5	Tenancy related floating support worker	8/5/2015 3:23 PM
6	service manager of islington floating support services	8/5/2015 3:19 PM
7	Mental Health Advocate	8/5/2015 10:20 AM
8	Floating support worker	8/4/2015 6:28 PM
9	social care - housing support	8/4/2015 3:12 PM
10	Support Worker for P3 Charity	8/4/2015 1:16 PM
11	Trainer	8/3/2015 5:54 PM
12	Myself	8/3/2015 1:30 PM
13	I am CEO of a charity and we see many clients suffering from severe hoarding	8/3/2015 1:14 PM
14	support worker with clients with Hoarding behaviours	8/3/2015 11:51 AM
15	Outreach Service Manager	8/3/2015 10:31 AM
16	Family Intervention Project keyworker	8/3/2015 9:49 AM
17	Housing association older persons worker	8/3/2015 9:42 AM
18	ALSO friend and family member with hoarding behaviours	8/2/2015 11:23 PM
19	Mental Health Charity	8/2/2015 8:26 PM
20	Support worker	7/31/2015 4:28 PM
21	Support Service	7/31/2015 4:15 PM
22	Support Worker with Hoarding Clients	7/31/2015 4:07 PM
23	Police	7/31/2015 2:49 PM

Q3 What is your age?



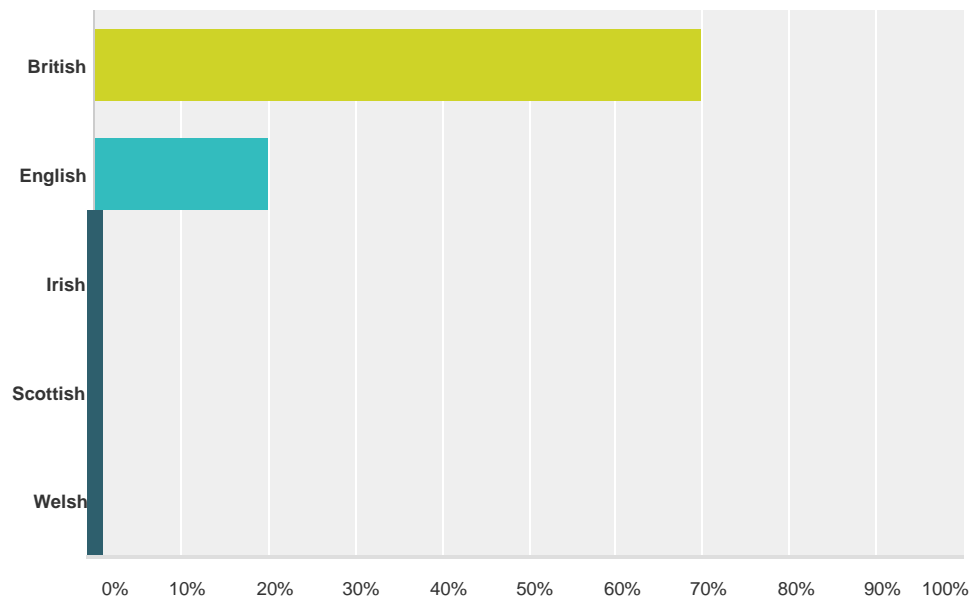
Answer Choices	Responses
Under 21	0.00%
21-30	6.36%
31-40	30.91%
41-50	19.09%
51-60	30.91%
61-70	8.18%
Over 70	3.64%
Prefer not to answer	0.91%

Q4 How do you identify your gender?



Answer Choices	Responses
Female	64.49%
Male	33.64%
Trans*	0.93%
Prefer not to answer	0.93%

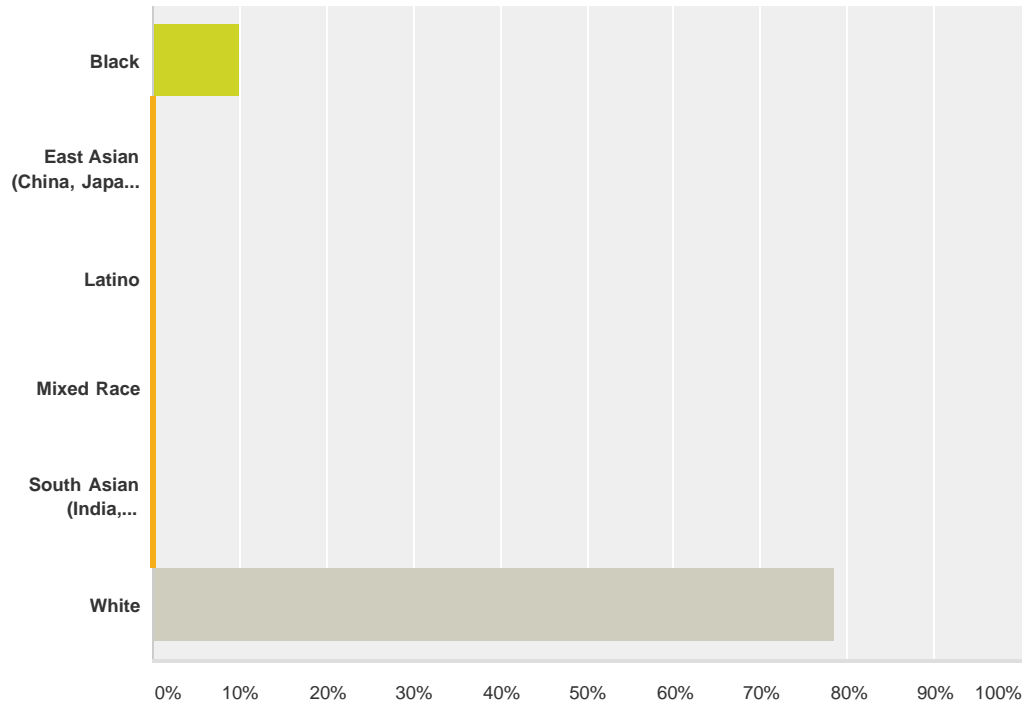
Q5 How do you identify your ethnicity?



Answer Choices	Responses
British	70.41%
English	19.39%
Irish	4.08%
Scottish	4.08%
Welsh	2.04%

#	Other (please specify)	Date
1	Jamaican, Canadian	8/19/2015 8:43 AM
2	Jewish	8/13/2015 2:31 PM
3	Bulgariana	8/10/2015 5:15 AM
4	British- born Jewish	8/9/2015 11:05 AM
5	Mixed black african white Irish	8/7/2015 3:34 PM
6	African	8/7/2015 1:37 PM
7	Portuguese	8/7/2015 10:26 AM
8	Dutch	8/7/2015 9:40 AM
9	African	8/5/2015 10:20 AM
10	Bangladeshi	8/3/2015 10:31 AM
11	African	8/3/2015 10:30 AM
12	Italian Scottish	7/31/2015 2:58 PM
13	African	7/31/2015 2:55 PM

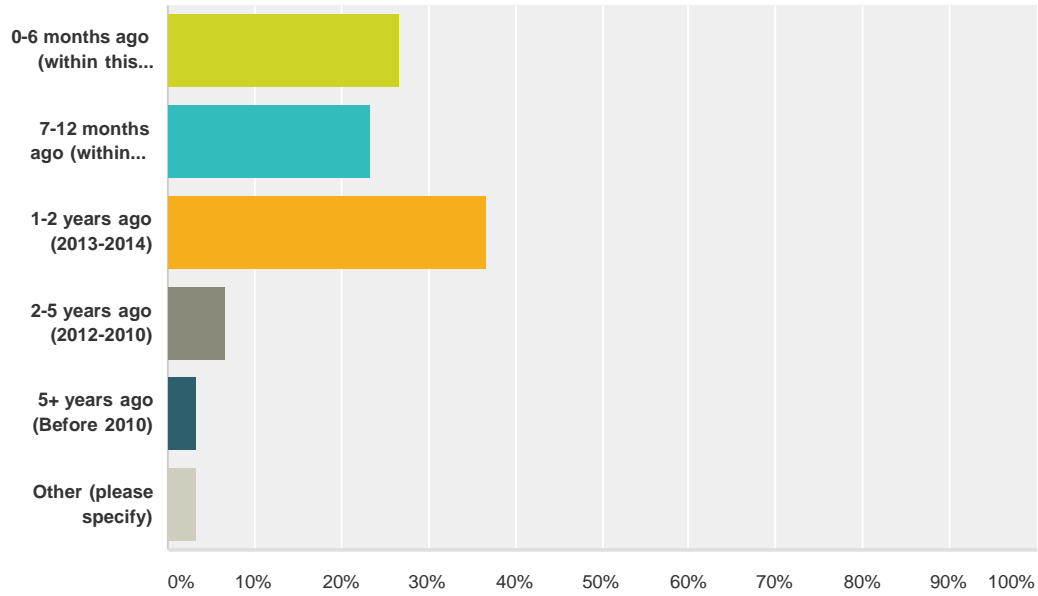
Q6 How do you identify your race?



Answer Choices	Responses
Black	10.28%
East Asian (China, Japan, Korea, Vietnam, Thailand, etc.)	0.93%
Latino	0.93%
Mixed Race	6.54%
South Asian (India, Pakistan, Bangladesh, Sri Lanka, etc.)	2.80%
White	78.50%

#	Other (please specify)	Date
1	African	8/31/2015 8:12 AM
2	Mediterranean	8/9/2015 11:05 AM

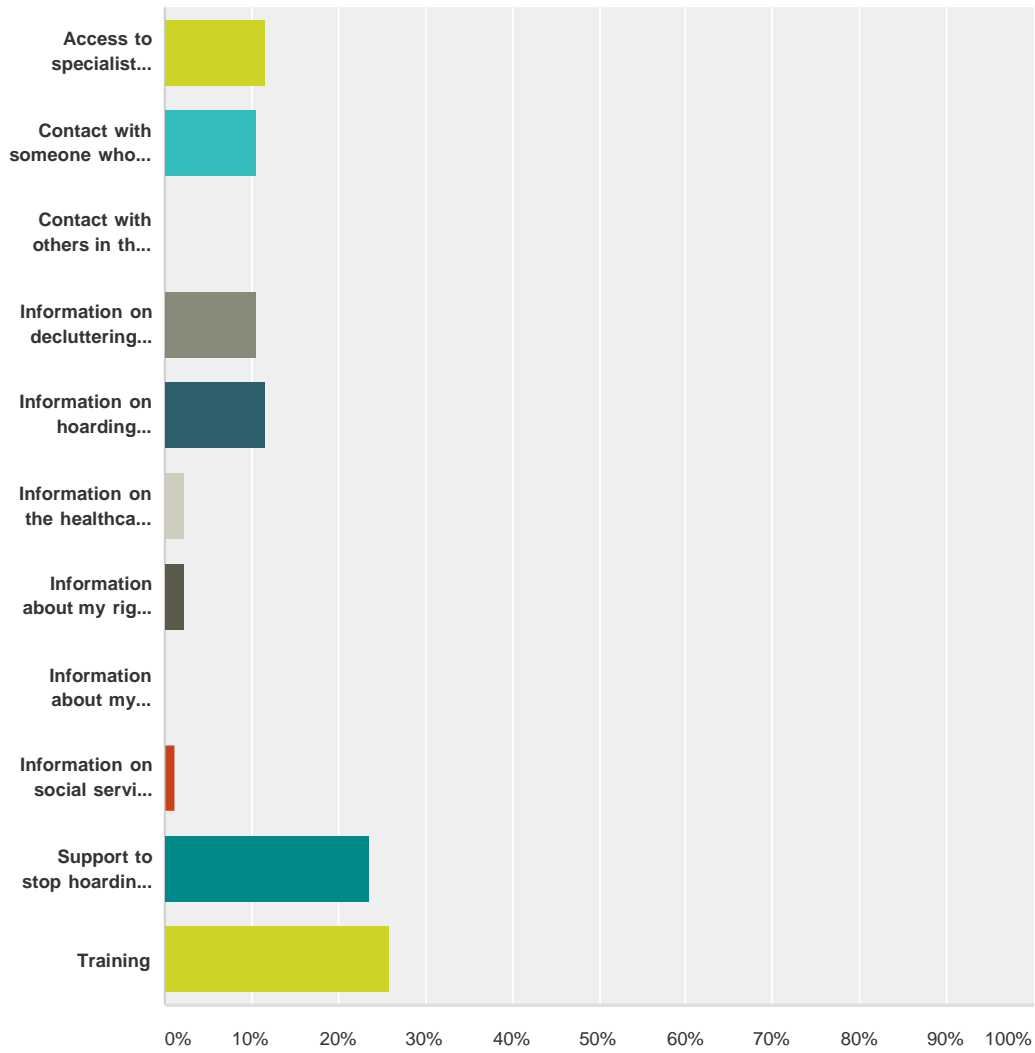
Q7 When did you first contact HoardingUK?



Answer Choices	Responses
0-6 months ago (within this year)	26.67%
7-12 months ago (within this year)	23.33%
1-2 years ago (2013-2014)	36.67%
2-5 years ago (2012-2010)	6.67%
5+ years ago (Before 2010)	3.33%
Other (please specify)	3.33%

#	Other (please specify)	Date
1	Prefer not to answer	8/17/2015 7:32 PM
2	i don't remember - sorry!	8/7/2015 6:56 PM
3	via social services	7/31/2015 3:13 PM

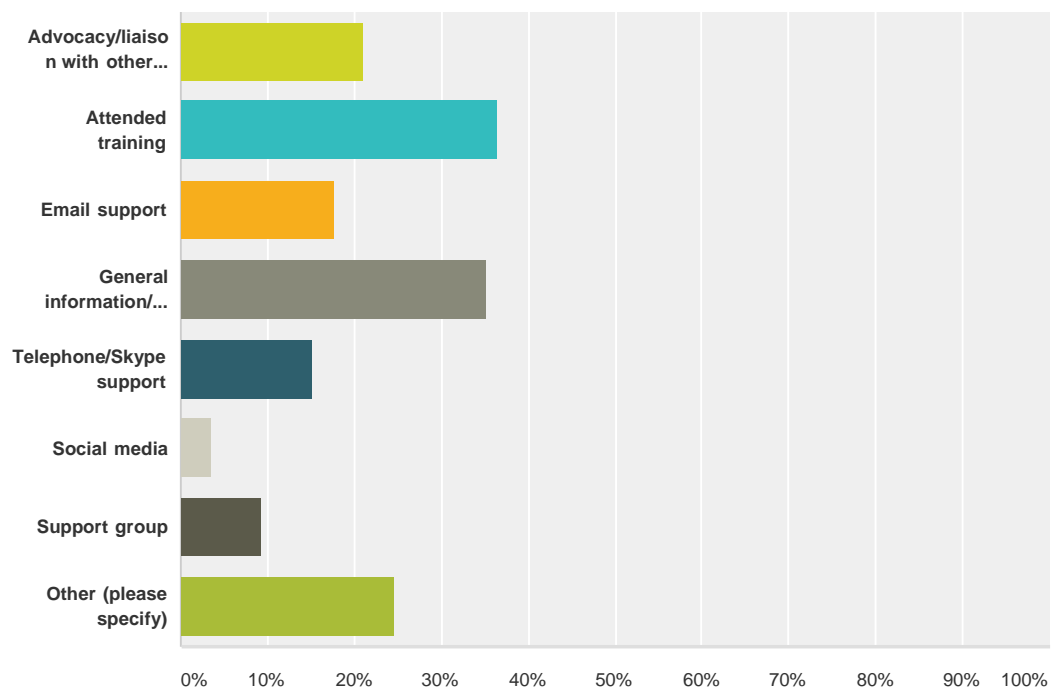
Q8 Why did you contact HoardingUK?



Answer Choices	Responses
Access to specialist services	11.76%
Contact with someone who understands	10.59%
Contact with others in the same situation	0.00%
Information on decluttering services	10.59%
Information on hoarding behaviours	11.76%
Information on the healthcare system and services available	2.35%
Information about my rights	2.35%
Information about my responsibilities	0.00%
Information on social services available	1.18%
Support to stop hoarding behaviours	23.53%
Training	25.88%

#	Other (please specify)	Date
1	I think HoardingUK and I both had access to specialist services to help mutual clients with support for hoarding	8/19/2015 2:43 PM
2	Also received training course organised through employer	8/19/2015 8:57 AM
3	Prefer not to answer	8/17/2015 7:32 PM
4	all of the reasons listed above for contacting HoardingUK	8/12/2015 1:46 PM
5	Quite a few of the options for the previous box apply to me as well: contact with somebody who understands, access to specialist services, contact with others in the same situation, info on hoarding behaviour, decluttering and my rights...!	8/10/2015 5:20 AM
6	and broader questions	8/7/2015 6:56 PM
7	consultation on effective treatment within the NHS	8/5/2015 4:15 PM
8	Working with service user	8/3/2015 12:19 PM
9	Through Mind and Mood, that is when i heard of you	8/3/2015 12:07 PM
10	And also people interfering with my life and choices	7/31/2015 3:09 PM

Q9 Which of HoardingUK's services have you used before?

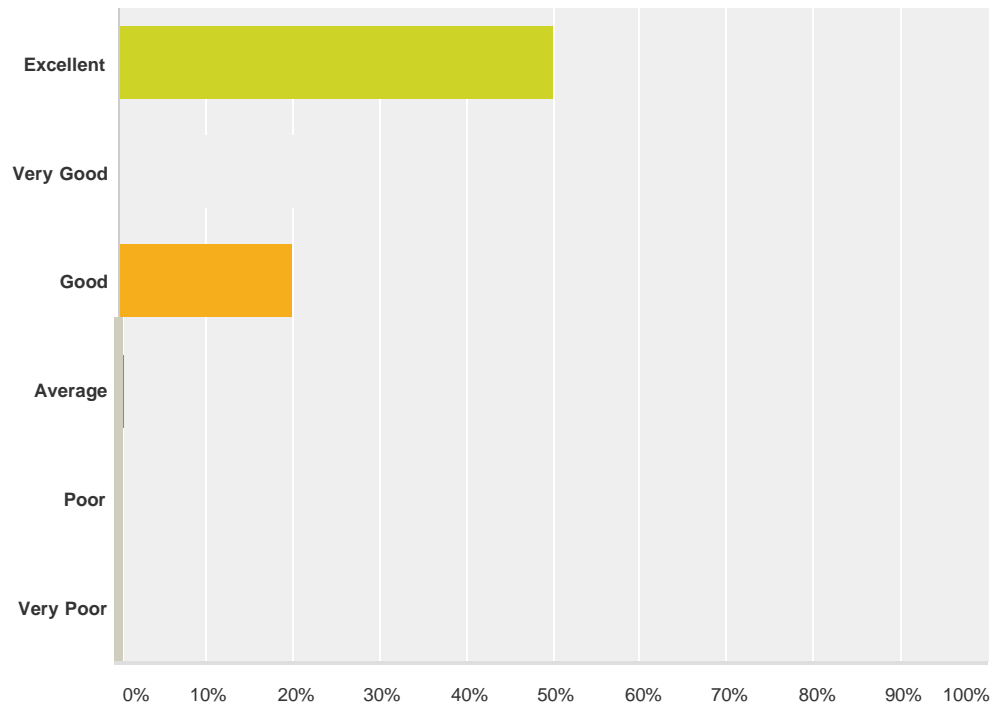


Answer Choices	Responses
Advocacy/liaison with others on my behalf	21.18%
Attended training	36.47%
Email support	17.65%
General information/support	35.29%
Telephone/Skype support	15.29%
Social media	3.53%

Support group	9.41%
Other (please specify)	24.71%

#	Other (please specify)	Date
1	HoardingUK and I benefit from supporting each others roles which indirectly and directly support people with hoarding behaviours	8/19/2015 2:43 PM
2	I have referred to HoardingUK for specialist support for hoarding issues for clients I have been supporting	8/18/2015 5:09 PM
3	assisting the council with a Client (hoarder) during a clearance	8/18/2015 12:02 PM
4	Prefer not to answer	8/17/2015 7:32 PM
5	One to one support and advice sessions.	8/17/2015 7:28 PM
6	Request for Presentation at Community Mental Health Team	8/17/2015 2:53 PM
7	advocacy and support for client	8/12/2015 11:08 AM
8	One to one support and advice sessions.	8/11/2015 1:02 PM
9	Peer-support group also	8/10/2015 5:20 AM
10	none of the above	8/7/2015 6:56 PM
11	Dont know	8/6/2015 8:26 PM
12	Home visits	8/6/2015 4:39 PM
13	consultation on proposed treatment packages	8/5/2015 4:15 PM
14	one to one work with service user.	8/5/2015 9:47 AM
15	none	8/4/2015 6:33 PM
16	None yet	8/3/2015 11:52 PM
17	none yet	8/3/2015 12:07 PM
18	None	8/3/2015 11:40 AM
19	None	8/3/2015 9:34 AM
20	website and materials	7/31/2015 11:10 PM
21	Arranged training for a staff team	7/31/2015 3:19 PM

Q10 How would you describe the quality of the support you received from HoardingUK?

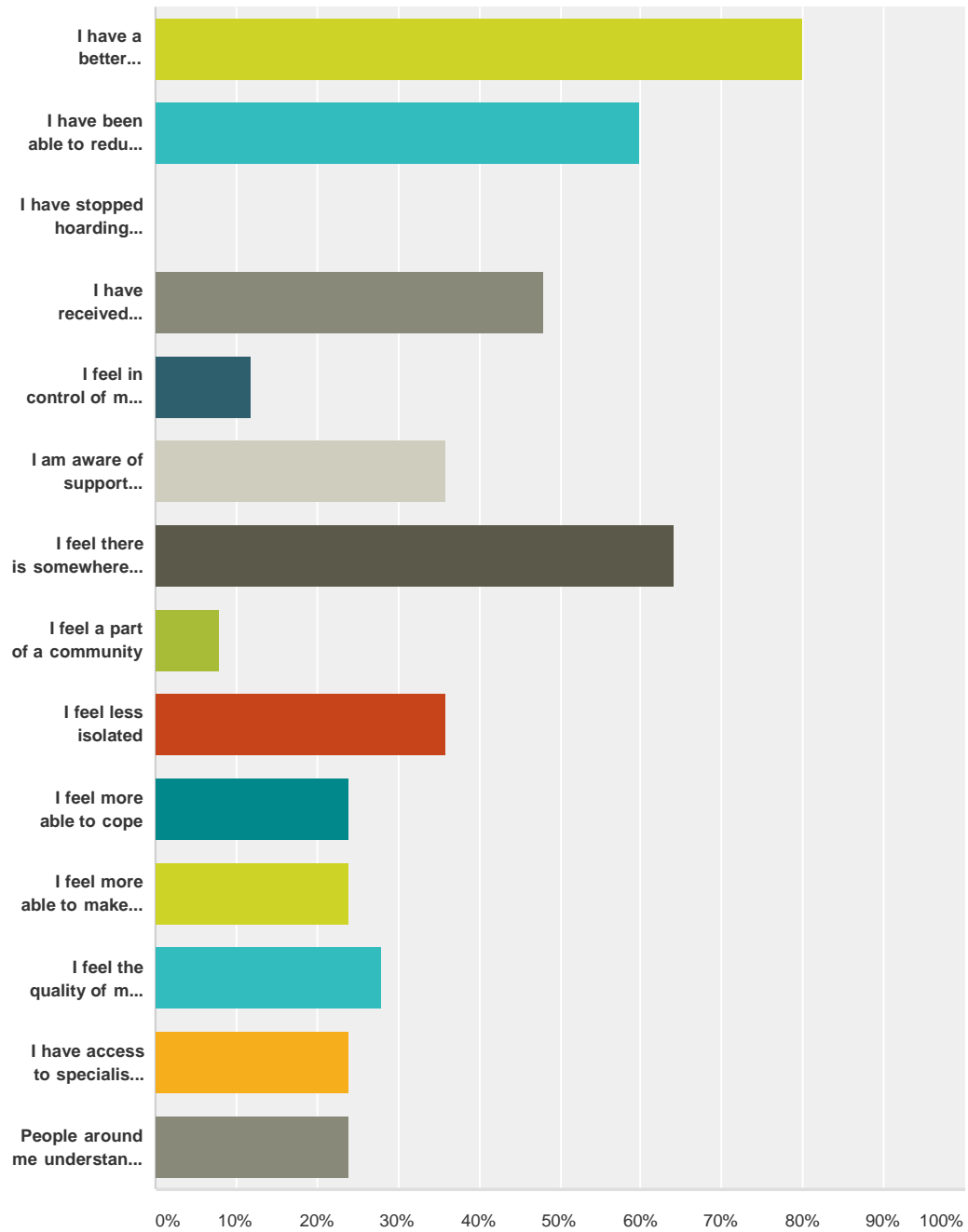


Answer Choices	Responses
Excellent	50.59%
Very Good	23.53%
Good	20.00%
Average	4.71%
Poor	0.00%
Very Poor	1.18%

#	Additional comments (if any)	Date
1	HoardingUK helped me with a client, I helped them with another client, we are both helping each other to get funds for more council services to support those with hoarding by drafting an evidence hub fact sheet to publish research and make a bid	8/19/2015 2:43 PM
2	Educative and inspiring; also changed my outlook in a way that enables me to appreciate it as a mental health condition.	8/19/2015 8:57 AM
3	Very informative and stimulating presentation	8/17/2015 2:53 PM
4	HoardingUK understands the process and difficulties of a hoarder and suggests a different way of approaching it.	8/14/2015 4:56 PM
5	professionalism, flexibility and collaborative working	8/13/2015 3:55 PM
6	I would prefer individual support by letter or e-mail or visits instead of a group which I experienced as personally threatening. However, I realise that this is not cost- or time-effective, or possible.	8/12/2015 1:46 PM
7	The help, support and advice excellent. I could not have coped without HoardingUK's help.	8/11/2015 4:33 PM
8	immeasurably valuable!...	8/10/2015 5:20 AM
9	Independent and on my side when I was angry so not making the right decisions and staff were responding to that aggressively.	8/7/2015 7:45 PM
10	i didn't feel i could get support from Hoarding UK	8/7/2015 6:56 PM

11	Havent had any support	8/6/2015 8:26 PM
12	We couldn't have asked for more unjudgemental help.	8/6/2015 4:39 PM
13	The training was very good, I learned loads and some very good usable information.	8/4/2015 6:33 PM
14	very tailored to specific needs for a variety of clients	8/4/2015 3:15 PM
15	It has helped me to declutter my home	8/3/2015 11:54 PM
16	n/a	8/3/2015 11:52 PM
17	Applicable and supportive is what i wanted, and what i received.	8/3/2015 5:23 PM
18	we are in the initial stages of helping a client. It is amazing to have someone who understands these issues as other mental health departments do not. really great support so far	8/3/2015 1:33 PM
19	As this is for my partner only good as her participation has been not fully comital	8/3/2015 12:52 PM
20	Infoirmative training and post training support available.	8/3/2015 9:57 AM
21	I didnt recieve a response to my email query	8/3/2015 9:34 AM
22	Very thorough training that has been invaluable	8/3/2015 9:19 AM
23	The first place I found that deals with hoarding and does nt stigmatise, but understands.	8/2/2015 11:32 PM
24	informed and friendly	7/31/2015 11:10 PM
25	From feedback of my team they have always been supportive and understanding of clients needs, along with understanding the support professionals can and should be offering to people living with hoarding behaviours.	7/31/2015 3:19 PM
26	i didnt have contact it was via social services	7/31/2015 3:13 PM
27	You are a wonderfull woman and I find it more comfortable to talk with you and doing the council in because you are more understanding then wen I was speaking with nhs doctors or staff who were supposed to support me that's way I ended up trying to support myself in my own way thanksHoardingUK.	7/31/2015 3:09 PM

Q11 This question is for people have hoarding behaviours. If this does not apply to you, please skip to question 12. Since contacting HoardingUK how do you feel?



Answer Choices	Responses
I have a better understanding of hoarding behaviours	80.00%
I have been able to reduce hoarding behaviours	60.00%
I have stopped hoarding behaviours	0.00%
I have received information and support when I needed it	48.00%
I feel in control of my situation	12.00%
I am aware of support available and how to get it	36.00%
I feel there is somewhere to turn to	64.00%
I feel a part of a community	8.00%

I feel less isolated	36.00%
I feel more able to cope	24.00%
I feel more able to make a difference by myself	24.00%
I feel the quality of my life has improved	28.00%
I have access to specialist support as a result	24.00%
People around me understand my situation more	24.00%

#	Other (please specify)	Date
1	I need to use your service a little more to feel and make comment on the impact	9/9/2015 4:19 PM
2	Prefer not to answer	8/17/2015 7:32 PM
3	i feelw I can reach out for support when I am ready.	8/14/2015 4:56 PM
4	I feel my health has improved.	8/11/2015 1:02 PM
5	I am not feeling guilty and useless. I am not feeling of a lesser kind... ! I KNOW there is future for me - I know it IS possible to be helped, to take things in control !!...	8/10/2015 5:20 AM
6	i haven't been helped except to know there are people who understand	8/7/2015 6:56 PM
7	I'm joining the hoarding group in my area	8/3/2015 11:54 PM
8	n/a	8/3/2015 11:52 PM
9	I wanted to be in denial about my hoarding, it has normalised it somewhat to me, having 'come out' about it. Also taken onboard that there are others in a far worse way than myself which was useful to me.	8/3/2015 5:23 PM
10	I haven't used HoardingUK yet	8/3/2015 12:07 PM
11	I havnt been in contact lately due to my own reasons but when I have it is very useful.I feel a lot more in control when I'm speaking to them and really want to try hard,if I havnt spoken to them for a while I just resort back to old behaviours.It makes me feel like somebody actually understands my issues and I am not alone in this.I feel like a weight has been lifted when I speak to HoardingUK.	8/3/2015 7:39 AM

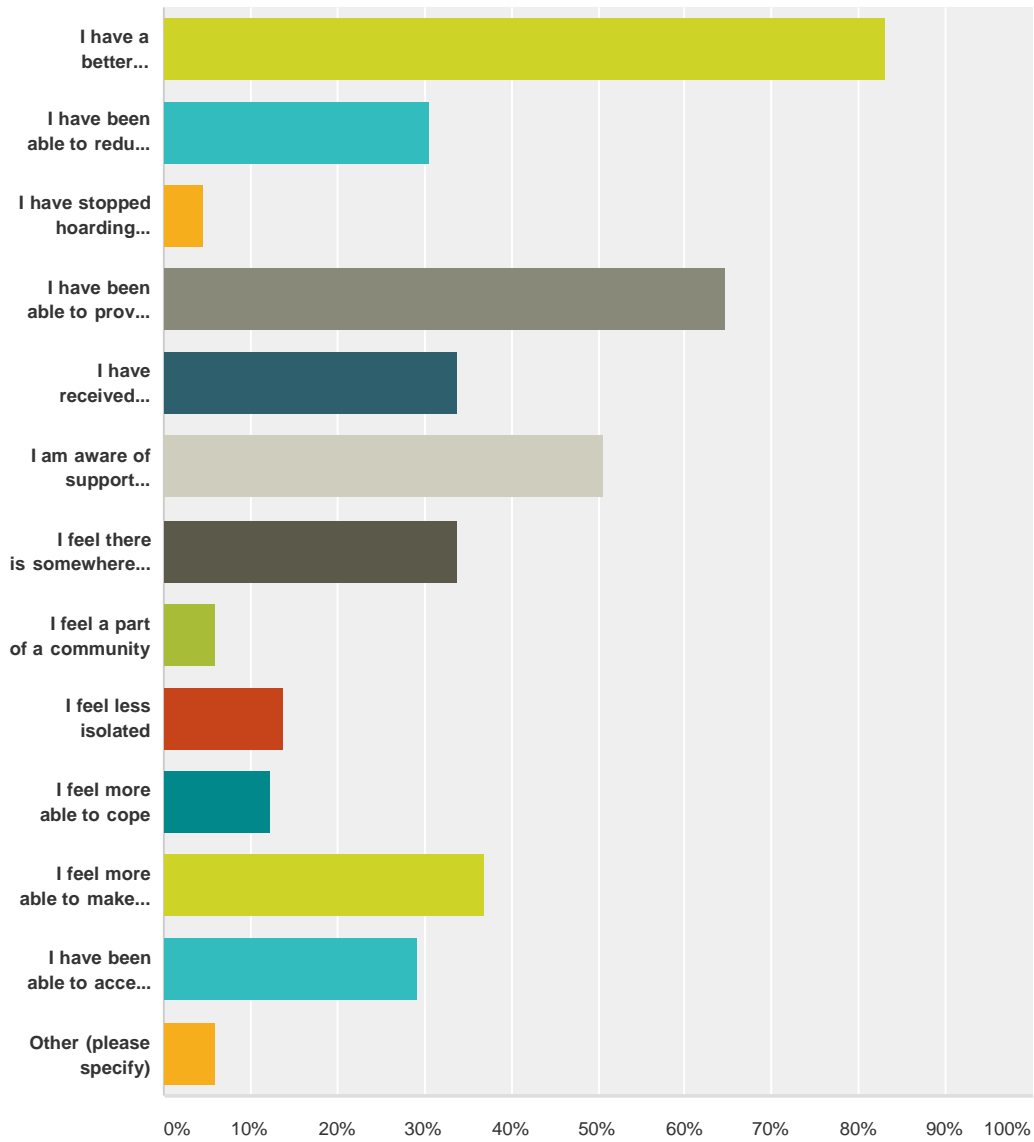
Q12 What is the biggest impact a result of your relationship with HoardingUK?

#	Responses	Date
1	increased understanding of multiple facets and causes of hoarding behaviour and impact of joined up and non joined up narrow practicing services,	8/19/2015 2:43 PM
2	Knowing this is a specialist service with up to date practices and, coupled with recognition of it being a mental health condition in the DSM-5 enables me with more confidence in intervention at our service.	8/19/2015 8:57 AM
3	Helped reduce the stress and negative impact on client during a clearance of a property	8/18/2015 12:02 PM
4	I was able to move back into my home after not having been able to live there for four years. This was done in a way that worked for me, my family and services.	8/17/2015 7:28 PM
5	being able to access one to one help for the person with hoarding condition even when GP and social services mental health team let the person down for the third time in 20 years.	8/17/2015 5:54 PM
6	Greater awareness in my team of this behaviour and an approach that helps to address this behaviour.	8/17/2015 2:53 PM
7	The confidence to know that I don't have to suffer alone.	8/14/2015 4:56 PM

8	Actually seeing the progress the client has made. Being able to think/work collaboratively to support the client in a holistic way.	8/13/2015 3:55 PM
9	Realised that the UK lacks 'joined up' services for hoarders, and that there is a critical need for them	8/12/2015 7:53 PM
10	Client received specialist support that has help them. I have a better understanding of hoarding behaviour and feel more able to support my client and others in the future. I feel more secure knowing there is support available.	8/12/2015 11:08 AM
11	Getting the help and understanding of my needs and weekly contact with help agency.	8/11/2015 4:37 PM
12	I have some hope for the future concerning my life. This is as a result of being helped and supported by a person of outstanding compassion and integrity who is totally trustworthy.	8/11/2015 4:33 PM
13	The biggest impact as a result of my relationship with HoardingUK is that it helped me realise that I have a serious condition that requires a progressive and painful journey ahead of me.	8/11/2015 1:02 PM
14	We are able to have an expert on the subject of hoarding work with the local authority in order for them to use that expertise to work with our hoarding service users to hopefully help reduce or eliminate the problem.	8/10/2015 11:55 AM
15	For the first time I am not feeling guilty - for the first time somebody did not scold or criticise me...!	8/10/2015 5:20 AM
16	I know there is an org but I haven't used it much up to now	8/9/2015 11:09 AM
17	Understanding that my father is not on his own and others with depression also suffer similar hoarding behaviours.	8/8/2015 9:59 AM
18	I have continued to live in a place where I had lived for fifteen years instead of being evicted.	8/7/2015 7:45 PM
19	just to know there are people who understand and interested and may offer more support in the future	8/7/2015 6:56 PM
20	It enabled someone to find a resolution.	8/7/2015 4:00 PM
21	support with the residents in time of need	8/7/2015 10:28 AM
22	It has helped my Husband understand a lot more about our hoarding condition and we feel our helper is a friend. Our house is a lot better bad feels like a house not a junk yard. We can not thank our helper enough!!	8/6/2015 4:39 PM
23	Feeling supported!	8/6/2015 2:32 PM
24	Knowing there is someone who understands.	8/6/2015 2:28 PM
25	Things are moving forward. It is a difficult process but very worthwhile. Even small improvements are worth it as in the past nothing seemed to work!	8/6/2015 2:25 PM
26	Acquired useful information on how to relate to hoarders and intervene.	8/6/2015 7:43 AM
27	The new confidence to deal with issues by the service users. Change in behaviours by service users.	8/5/2015 9:47 AM
28	A much greater understanding of working with people who have hoarding issues.	8/4/2015 6:33 PM
29	support for our organisation to work with clients who hoard effectively.	8/4/2015 3:15 PM
30	Learning how de-cluttering and tidying can negatively affect hoarders.	8/4/2015 2:37 PM
31	More knowledge	8/4/2015 8:06 AM
32	Having someone to talk to about my difficulties and somewhere to turn to for support without being judged	8/3/2015 11:54 PM
33	None yet	8/3/2015 11:52 PM
34	See above. + combination of: I really valued talking to someone who was non judgemental and who totally got what was going on for me. + in a non patronising appropriate to who i am manner. + Very useful to have trained people who can counsel you almost about your life, realising that no condition exists on it's own, everything is related. + practical tips on tackling situation aimed at your individual situation.	8/3/2015 5:23 PM
35	Information requested passed on to service user	8/3/2015 3:34 PM
36	It is such a relief to have found someone who truly understands the underlying issues so we can work out what makes a person hoard in the first place and thereby hopefully help prevent them from sliding back to this awful status quo in the future	8/3/2015 1:33 PM
37	Being able to sign post others for support that we may not be able to provide through local authority.	8/3/2015 1:07 PM
38	Our home is completely cluttered and not usable as should be	8/3/2015 12:52 PM
39	Knowing who to approach for advise	8/3/2015 12:21 PM
40	Good to have a specialist organisation that the community of professionals and service users can turn to.	8/3/2015 10:39 AM

41	Unfortunately the individual in question refused to engage so we could not access further support	8/3/2015 10:33 AM
42	On going support and advice to aid families I work with	8/3/2015 9:57 AM
43	I am able to assist hoarders and help them understand their condition and behaviours and also help to avoid eviction and stop repeat behaviours in future properties.	8/3/2015 9:49 AM
44	Developing a risk assessment from the information and documents provided which is now used in every hoarding case. We also have a greater understanding of how to approach hoarding cases.	8/3/2015 9:19 AM
45	none	8/3/2015 9:05 AM
46	training	8/3/2015 8:39 AM
47	When my partner can see I am trying it helps us get along a bit better.Its very small to him but things have to be done in tiny steps to achieve anything.	8/3/2015 7:39 AM
48	Feeling empowered to make the changes at my own pace. Not being made to feel bad or blamed, not being "in trouble" has made me feel stronger and therefore I have started to recover and am making regular progress now. The threat based and blaming attitude of some other agencies has previously made me worse by undermining my mental health.	8/2/2015 11:32 PM
49	Ease of referral and access to advocacy and support group	8/2/2015 8:31 PM
50	I have been able to understand my hoarding and make a start on doing something about it	8/1/2015 12:55 PM
51	Along with other help I dont feel so wierd and ashamed of my behaviours I realised there are always reasons for behaviours	7/31/2015 11:10 PM
52	It helped me learn more about hoarding and if i had a client that needed help i would know who to contact	7/31/2015 5:36 PM
53	I have a better understanding of how to evaluate the level that the client is hoarding to, giving me a better understanding of when to intervene, also it has aided my client to start decluttering withHoardingUK's support on the phone while I physically support.	7/31/2015 4:39 PM
54	A greater understanding of hoarding behaviours	7/31/2015 4:31 PM
55	More confidence in my face-to-face work with hoarding clients.	7/31/2015 4:20 PM
56	Pace of change	7/31/2015 4:19 PM
57	I do not feel as if I am alone with this problem that there are others with the same or similar & that I can hopefully get my life back.	7/31/2015 3:39 PM
58	Far greater understanding of the hoarding condition, and the length of time it can take to assist people.	7/31/2015 3:14 PM
59	social services had the contact	7/31/2015 3:13 PM
60	it has made me aware of what to be aware off in life.	7/31/2015 3:09 PM
61	They have provided a theoretical framework to situations that confuse and deskill professionals.	7/31/2015 3:00 PM
62	better understanding	7/31/2015 2:59 PM
63	The client is working towards clearing there house.	7/31/2015 2:33 PM

Q13 This question is for people who know or work with someone with hoarding behaviours. (Please tick all that apply. If this doesn't apply to you please skip.)



Answer Choices	Responses
I have a better understanding of hoarding behaviours	83.08%
I have been able to reduce hoarding behaviours in others	30.77%
I have stopped hoarding behaviours in others	4.62%
I have been able to provide relevant information on to people with hoarding behaviours	64.62%
I have received information and support when I needed it	33.85%
I am aware of support available and how to get it	50.77%
I feel there is somewhere to turn to	33.85%
I feel a part of a community	6.15%
I feel less isolated	13.85%
I feel more able to cope	12.31%
I feel more able to make a difference	36.92%

I have been able to access specialist support as a result	29.23%
Other (please specify)	6.15%

#	Other (please specify)	Date
1	one of my clients with hoarding problems is currently on the waiting list for a psychological therapy and next appointment to client's consultant psychiatrist we will request to for formal diagnosis of hoarding	8/19/2015 8:57 AM
2	this service provides a first class link where NHS and social services have repeatedly failed the hoarder and the support worker trying to get them help.	8/17/2015 5:54 PM
3	No change	8/6/2015 8:26 PM
4	None of the above	8/3/2015 9:34 AM

Q14 What is the biggest impact a result of your relationship with HoardingUK?

#	Responses	Date
1	better mutual understanding	8/19/2015 2:43 PM
2	Feel more confident to work with people with a hoarding condition.	8/19/2015 8:57 AM
3	Knowing more about how to support people with hoarding behaviours in a realistic way, and knowing about support available for professionals working with people with hoarding behaviours	8/18/2015 5:09 PM
4	Better outcome for our clients	8/18/2015 12:02 PM
5	Real help when, genuine follow up and a person willing to go the extra mile to support the hoarder and the support worker who was fed up with being passed around a totally inadequate mental health system, social services and GP referral system that continually buck passed.	8/17/2015 5:54 PM
6	Better understanding of condition and how best to approach the problem.	8/17/2015 2:53 PM
7	See 12	8/13/2015 3:55 PM
8	Just knowing that I am not the only Hoarder in the world, and that others also struggle with it. Most importantly realising that HoardingUK is there to turn to should the worst case scenario/emergency situation happen.	8/12/2015 1:46 PM
9	Knowing that i have expert advice and support at hand on this difficult subject .	8/10/2015 11:55 AM
10	that I know I'm not the only one and that there is an org for us	8/9/2015 11:09 AM
11	Understanding the behaviour and the reasons.	8/8/2015 9:59 AM
12	not really an impact except to know that it exists	8/7/2015 6:56 PM
13	It has helped somebody in need.	8/7/2015 4:00 PM
14	Help with support	8/7/2015 1:41 PM
15	Deeper understanding about what NOT to do.	8/7/2015 9:42 AM
16	We can contact our helper when ever we need her. We feel so lucky and are very grateful to have had the help.	8/6/2015 4:39 PM
17	Greater information & understanding of hoarding. Great help & engagement with my daughter.	8/6/2015 2:25 PM
18	Casual through training	8/6/2015 7:43 AM
19	staff have received training support and advice on how to better support this client group.	8/5/2015 3:28 PM
20	Life changing results and better insight about hoarding.	8/5/2015 10:30 AM
21	Change in Hoarding behaviours of service users in a positive way.	8/5/2015 9:47 AM

22	Greater knowledge, but also I feel much confident dealing with clients who hoard, and approach supporting them in a completely different way.	8/4/2015 6:33 PM
23	raised awareness of interventions and support	8/4/2015 3:15 PM
24	Learning how de-cluttering and tidying can negatively affect hoarders.	8/4/2015 2:37 PM
25	Answer same as above in question 12	8/3/2015 11:54 AM
26	None yet	8/3/2015 11:52 PM
27	knowing that we can help someone who we may previously have had to turn away	8/3/2015 1:33 PM
28	Being able to access support and advice	8/3/2015 1:07 PM
29	Still to be seen	8/3/2015 12:52 PM
30	A resolution to a difficult family shared living situation, with the service user of Hoarding UK supported to access alternative accommodation along with a plan for decluttering hoarded properties.	8/3/2015 12:19 PM
31	Being able to get support and information.	8/3/2015 11:53 AM
32	All of the above	8/3/2015 11:40 AM
33	See 12	8/3/2015 10:39 AM
34	Understanding Hoarding behaviour to be able to make a difference.	8/3/2015 9:57 AM
35	before my training and contacts for support I had no idea how to help hoarders and felt that I was risking making then worse or handling the situation wrong risking them and me. now I have a plan, assessment sheets and support there when I need further advice. I now feel equipped with the right tools to help hoarders.	8/3/2015 9:49 AM
36	I contacted your organisation for guidance, advice and support with a hoarding case. After my initial email contact I was asked to provide further information and didn't receive a response after this.	8/3/2015 9:34 AM
37	Greater understanding of supporting hoarders	8/3/2015 9:28 AM
38	The training has enabled us to develop a consistent approach to hoarding cases.	8/3/2015 9:19 AM
39	HoardingUK is a great resource for information and support when needed.	8/3/2015 9:05 AM
40	Turning it around so that largely I have stopped acquiring and started to discard. There is a mountain to deal with still, but I am moving in the right direction at last as a result of the support from HoardingUK.	8/2/2015 11:32 PM
41	Able to refer many hoarders to organisation. A very widespread often hidden experience	8/2/2015 8:31 PM
42	It helped me learn more about hoarding and if i had a client that needed help i would know who to contact	7/31/2015 5:36 PM
43	The support given to my long term hoarder client has help her to find out how and where she was going wrong with her need and want to declutter, she understands herself better which has given her the tools to push forward, also the fact that she has to account for what she has done to declutter between sessions has now made her more proactive.	7/31/2015 4:39 PM
44	Knowledge of hoarding	7/31/2015 4:19 PM
45	Quality training and support for both our staff team and clients.	7/31/2015 3:19 PM
46	to make my life less confusing and what I need to work with Nicola	7/31/2015 3:09 PM
47	I know their is not a magic bullet but there is a need to network with all involved agencies.	7/31/2015 3:00 PM
48	n/a	7/31/2015 2:59 PM

Q15 How did you hear about us?

#	Responses	Date
1	My son who is concerned about the hoarding situation I have got and live in searched the internet and came up with you.	9/9/2015 4:19 PM
2	request for help for specialist bio waste collection which in turn led to nurturing a broader partnership approach	8/19/2015 2:43 PM
3	Through a seminar held at the Croydon Council in 2014 and attending a training course in April 2015	8/19/2015 8:57 AM

4	Central Training email brochure	8/18/2015 5:09 PM
5	Internet and networking	8/18/2015 12:02 PM
6	Social worker	8/17/2015 7:28 PM
7	internet research.	8/17/2015 5:54 PM
8	Website	8/17/2015 2:53 PM
9	internet search initially then email contact and facebook.	8/14/2015 4:56 PM
10	From a colleague who had worked with HoardingUK and from others who had attended training.	8/13/2015 3:55 PM
11	Internet	8/12/2015 1:46 PM
12	Client attended a support group, passed info to me.	8/12/2015 11:08 AM
13	Social Worker referred.	8/11/2015 4:37 PM
14	By telephone from another person who had help from HoardingUK.	8/11/2015 4:33 PM
15	My mother advised me to contact HoardingUK	8/11/2015 1:02 PM
16	From Hoarding UK	8/10/2015 11:55 AM
17	A colleague.	8/10/2015 10:24 AM
18	Stuart Low Trust	8/10/2015 5:20 AM
19	heard a talk at a charity	8/9/2015 11:09 AM
20	Google.	8/8/2015 9:59 AM
21	Referred by professionals.	8/7/2015 7:45 PM
22	searching online	8/7/2015 6:56 PM
23	Via a friend.	8/7/2015 4:00 PM
24	website	8/7/2015 3:40 PM
25	Through a training that was sent to me as a result of my direct working with someone with hoarding behaviour	8/7/2015 1:41 PM
26	email	8/7/2015 10:28 AM
27	training	8/7/2015 9:42 AM
28	Thriving Families.	8/6/2015 4:39 PM
29	Through the hoarding community	8/6/2015 2:32 PM
30	Internet	8/6/2015 2:28 PM
31	Internet	8/6/2015 2:25 PM
32	From training arranged by Brent Adult Social Care	8/6/2015 7:43 AM
33	Internet	8/5/2015 10:46 PM
34	By staff and managers	8/5/2015 4:41 PM
35	Via a colleague in SHP	8/5/2015 3:28 PM
36	Through a professional	8/5/2015 10:30 AM
37	internet.	8/5/2015 9:47 AM
38	Training was provided by the charity I work for in response to myself and other staff asking for more knowledge and ways to support our clients to address the hoarding as many are at the point of losing their homes.	8/4/2015 6:33 PM
39	via research online.	8/4/2015 3:15 PM
40	Google	8/4/2015 2:37 PM
41	information via the local authority	8/4/2015 8:06 AM
42	A referral from my housing association to help me with the de cluttering of my home	8/3/2015 11:54 PM
43	Recommendation	8/3/2015 11:52 PM

44	Internet	8/3/2015 3:34 PM
45	through a colleague	8/3/2015 1:33 PM
46	Trianing	8/3/2015 1:07 PM
47	Google	8/3/2015 12:52 PM
48	Informed in the referral to our service that a member of the family was working with Hoarding UK.	8/3/2015 12:19 PM
49	Through a support group i attend	8/3/2015 12:07 PM
50	Colleague	8/3/2015 11:53 AM
51	Training arranged by employer	8/3/2015 11:40 AM
52	From Housing colleagues	8/3/2015 10:39 AM
53	Central Training	8/3/2015 10:33 AM
54	Email circulation	8/3/2015 9:57 AM
55	Via Adult Social Care	8/3/2015 9:50 AM
56	Training event was organised.	8/3/2015 9:49 AM
57	Search Engine	8/3/2015 9:34 AM
58	website	8/3/2015 9:28 AM
59	Online	8/3/2015 9:19 AM
60	Training	8/3/2015 9:05 AM
61	web	8/3/2015 8:39 AM
62	My fiancé got in touch with you on behalf of myself.	8/3/2015 7:39 AM
63	Google search	8/2/2015 11:32 PM
64	Flyer	8/2/2015 8:31 PM
65	I looked it up online by Googling Hoarding	8/1/2015 12:55 PM
66	From Penrose Synergy	7/31/2015 5:36 PM
67	Training	7/31/2015 4:39 PM
68	From my managers!	7/31/2015 4:20 PM
69	Training department	7/31/2015 4:19 PM
70	I read about it.	7/31/2015 3:39 PM
71	Online.	7/31/2015 3:19 PM
72	from Westminster society	7/31/2015 3:09 PM
73	Through a self neglect conference.	7/31/2015 3:00 PM
74	researched to gain more insight into behaviours of people with hoarding uk	7/31/2015 2:59 PM
75	Environmental health	7/31/2015 2:33 PM

**Q16 Any further comments on our work or
the support you have received?**

#	Responses	Date
1	I only spoke to HoardingUK a few times and slightly gave up as I felt over the phone wasn't enough. But now I wish to try again and continue.	9/9/2015 4:19 PM
2	Its great to know and work withHoardingUK	8/19/2015 2:43 PM

3	Training very thorough and clearly from a place of expertise and knowledge of hoarding from different perspectives - HoardingUK also very clear and realistic when I have spoken to them about referring clients to their service	8/18/2015 5:09 PM
4	I don't really no much about the service.	8/17/2015 7:32 PM
5	Without HoardingUK I would have lost my tenancy. With HoardingUK I was able to remove myself from temporary housing with family which had become a tense situation. While it is difficult am moving forward with my life.	8/17/2015 7:28 PM
6	superb support from the founder who really understands the issues involved and is in a position to actually make a difference where others have failed.	8/17/2015 5:54 PM
7	I have found the support group really useful and motivational. I do plan to continue, with the support of HoardingUK, my decluttering process when I am in the right place emotionally.	8/14/2015 4:56 PM
8	It has been really valuable to work with a specialist in the field, who also works with the psychological aspects of hoarding and who has the ability to connect with the client as a unique individual.	8/13/2015 3:55 PM
9	Very good	8/11/2015 4:37 PM
10	I cannot praise highly enough the help and support I have received. HoardingUK helping me has been excellent in all respects. The work HoardingUK has done for me is of the highest calibre. HoardingUK is a truly remarkable.	8/11/2015 4:33 PM
11	I have had very helpful sessions I feel much better about my hoarding behaviour.	8/11/2015 1:02 PM
12	An immense thank you! I will always be coming to you, to yr meetings - even when (hopefully!!) I will have taken control of my situation!...	8/10/2015 5:20 AM
13	not really, not sure how much help in practice there is, when in conflict with council	8/9/2015 11:09 AM
14	obviously i'm pleased to hear Hoarding UK may be further developing - what i have found the most helpful are the two books by Brooks Palmer, but he's in the States, so i wish there was someone here in UK like him	8/7/2015 6:56 PM
15	Keep it up.	8/7/2015 4:00 PM
16	All of the employees are amazing people. Thank you all for understanding and helping. We couldn't have done it without you guys. Thank you so very much.	8/6/2015 4:39 PM
17	Thank God for HoardingUK!	8/6/2015 2:32 PM
18	Excellent work. Hope it can increase for others who need help & thank you very much for the help.	8/6/2015 2:25 PM
19	I wish Social Workers can make a direct referral to Hoarding UK instead of going through health institutions e.g. GP	8/6/2015 7:43 AM
20	Hoarding UK have helped shape and develop the skills of the staff team and the services in Islington.	8/5/2015 3:28 PM
21	It is a life changing service that is required in the community, it empowers people to deal with the actual triggers of hoarding. The service also helps people to feel safe and build the confidence to deal with their issues at their own pace, it is also very flexible and person centered.	8/5/2015 10:30 AM
22	HoardingUK has a particular skill at explaining the issues which impact hoarders to the layperson. HoardingUK has supported us to advocate for our clients who have been frequently at risk of eviction.	8/4/2015 3:15 PM
23	More training for me and my team would be appreciated.	8/4/2015 2:37 PM
24	I'm really pleased to have learned of your organisation and I would fully recommend it to other people in my situation . I don't know what I would have done without it or how I would have coped otherwise ! Thank you so much for your help and support !	8/3/2015 11:54 AM
25	n/a	8/3/2015 11:52 PM
26	Hoarding is something which can be ruinous to a person's life. With Megan's help, we can really turn that life around,, and give a person hope for their future	8/3/2015 1:33 PM
27	It's a complex situation and more resources are needed urgently	8/3/2015 12:52 PM
28	Thank you so much!	8/3/2015 11:40 AM
29	Very proactive and responsive	8/3/2015 10:39 AM
30	Excellent service	8/3/2015 9:57 AM
31	HoardingUK is very clear in their knowledge and very approachable. HoardingUK are highly experienced and see it as a psychological issue which needs hearing and helping, and helping people to equip themselves with skills to live safely and with more control over what is in the house.	8/3/2015 9:49 AM
32	None	8/3/2015 9:05 AM

33	When I speak to HoardingUK it really helps me want to try and as a result I did remove what HoardingUK asked me to but I still have a long way to go.I need to keep in touch more regularly but this is my fault.I know HoardingUK is always there if I need down help. It is fantastic and so grateful they have set this up got people like me.	8/3/2015 7:39 AM
34	The problem in this country is muchore common than most people realise, and with the recognition of the medical diagnosis in the DSMV, a charity to support hoarders, family and carers is very much needed and long overdue.	8/2/2015 11:32 PM
35	Great organisation supporting a largely unseen and unmet need	8/2/2015 8:31 PM
36	There needs to be more services like this and more access around the country	8/1/2015 12:55 PM
37	I had a fantastic trainer when i did the training.	7/31/2015 5:36 PM
38	Keep up the good work, would love to link our service with this for the long term greater good .	7/31/2015 4:39 PM
39	The training was excellent but more resources are required to address the issues of hoarding	7/31/2015 4:19 PM
40	I have nothing but positive feedback for HoardingUK and feel their service is much needed and appreciated.	7/31/2015 3:19 PM
41	no top job	7/31/2015 3:09 PM
42	There is an urgent need for work with older people who hoard to be resourced.	7/31/2015 3:00 PM
43	none	7/31/2015 2:59 PM