

Type of Action	Breakdown of actions	Provider	Circumstances of use
Power of entry/ Warrant (s.287 Public Health Act)	Gain entry for examination/ execution of necessary work required under Public Health Act Police attendance required for forced entry (plus locksmith)	Environmental Health	Non-engagement of Hoarder. To gain entry for examination/execution of necessary work (All tenure including Leaseholders/ Freeholders)
Power of entry/ Warrant (s.239/240 Public Health Act)	Environmental Health Officer to apply to Magistrate. Good reason to force entry will be required (all party evidence gathering) Police attendance required (plus locksmith?)	Environmental Health	Non engagement of Hoarder/entry previously denied. To survey and examine for the existence of (HHSRS) category 1 & 2 hazards (All tenure including Leaseholders/ Freeholders)
Power of Entry (S17 of Police and Criminal Evidence Act)	Person inside the property is not responding to outside contact and there is evidence of danger.	Metropolitan Police	Information that someone was inside the premises was ill or injured and the Police would need to gain entry to save life and limb Preventing serious damage to another's property
Enforcement Notice (s.83 PHA 1936)	Notice requires person served to comply. Failure to do so can lead to council carrying out requirements, at own expense; though can recover expenses that were reasonably incurred. Local land charge section notified to register as debt against premises. RSL will be charged but can recharge where a tenant.	Environmental Health	Filthy or unwholesome condition of premises (articles requiring cleansing or destruction) Prevention of injury or danger to person served. (All tenure including Leaseholders/ Freeholders/Empty properties)
Litter Clearing Notice (Section 92a Environmental Protection Act 1990)	Environmental Health to make an assessment to see if this option is the most suitable.	Environmental Health	Where land open to air is defaced by refuse which is detrimental to the amenity of the locality. An example would be where hoarding has spilled over into a garden area.
Power of entry (FRS Act 2004 s44)	An employee of the fire service may gain entry into a premises without the owners consent if they reasonably believe a fire has broken out.	Fire Brigade	Fire or other emergency
Prohibition or Restriction of use (Regulatory Reform (Fire Safety)Order 2005)	The fire brigade can serve a prohibition or restriction notice to an occupier which will take immediate effect. In some circumstances this can apply to domestic premises including single private dwellings where the appropriate criteria of risk to relevant persons apply.	Fire Brigade	If a premises involves such risk to persons so serious that the use of the premises ought to be Prohibited or Restricted notice can be served on the responsible person (owner/occupier).

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Empty Property Order	The Rehousing Team can offer support and advice, working in partnership with other organisations. There is the possibility of Partners applying for a small loan / grant to help bring properties back into good repair and occupation.	Rehousing Team, London Borough of Lewisham	Where the property has been empty for many years and owner refuses offer of help. EDMOs (Empty Dwelling Management Orders) can be served on properties that have been empty for 6 months or more. The Rehousing Team would make an assessment based on the 13 grounds of exemption not being applicable and where there has been a measure of complaints from neighbours or elected members and a level of nuisance is occurring (fly tipping, arson, nuisance from pests, disrepair, graffiti etc).
Animal Welfare Act 2006 Offences (Improvement notice)	Education for owner a preferred initial step, Improvement notice issued and monitored, If not complied can lead to a fine or imprisonment	Animal Welfare agencies such as RSPCA/Local authority e.g. Environmental Health/DEFRA	Cases of Animal mistreatment/ neglect. The Act makes it not only against the law to be cruel to an animal, but that a person must ensure that the welfare needs of the animals are met. See also: http://www.defra.gov.uk/wildlife-pets/ .
Possession proceedings	Notice to Quit (NTQ), Notice Seeking Possession (NOSP) or Notice of Possession proceedings (NOPP) for introductory tenancies. Sequence of events to include consideration of Court Protocol to ensure circumstances, including capacity issues, have been considered and should form part of the evidence. May result in Court Judgement, and can lead to Eviction/ Possession.	Landlord	Notice served will depend on tenure type and circumstances. Possession is not taken lightly, and is in most cases a last resort. The notice stage in itself sometimes results in the resident agreeing a course of action to resolve, without the need to proceed to court. Proceedings may be commenced where there are health and safety grounds, including outstanding Gas safety checks, or where property neglect is affecting communal areas or behaviour is causing nuisance to others. NTQ normally served if the landlord suspects property has been abandoned. It can also be served to end a Non Secured Tenancy. NOSP is served because the tenant has breached the terms of the tenancy agreement. The notice must state what the breaches are. Schedule 2, part 1 of the Housing Act states sixteen grounds on which Possession of a secure tenancy can be sought. For cases of hoarding we would normally use ground 1 and may also use grounds 2 and/or ground 3.

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ABC (Acceptable Behaviour Contract)	An individually written agreement entered into voluntarily by the person and the relevant agency. The ABC prohibits certain specified acts or behaviour, generally containing negative covenants (terms).	Council, Police or housing provider	ABC's are a voluntary agreement, and are being increasingly made with adults, not just young people. This is one of a number of ASB tools that can be used where nuisance behaviour accompanies the hoarding, and is of a sufficiently serious or long-term nature to require this approach. Although is not legally binding a breached agreement can be relied on if it subsequently becomes necessary to take enforcement action including Injunctions or possession proceedings.
Injunction	Application to county courts will require compiling evidence, witness statements, supporting paperwork etc. Would advise leaseholder of action by letter, including that we will apply for costs.	Landlord	Injunctions can be sought for a variety of reasons across tenure, however in this context, they may be an option where action needs to be taken to resolve a problem in a Leasehold property where it is having an affect on a neighbouring property, but which does not constitute an environmental hazard, for example a slow or intermittent leak.
National Assistance Act 1948 (Section 47 Power of Removal)	This is the power to remove but not necessarily to resolve so would have to be used in conjunction with other measures. An assessment would have to be carried out regarding the person's living conditions and their best interest. This would always have to be undertaken by a professional.	SCAIT	Where a person by way of chronic disease, age infirmity or physical incapacity is living in insanitary conditions and is unable to care for themselves. However, this action may be open to challenge under the Human Rights Act 1998.
Mental Health Capacity Assessment	Determine whether person has decision making capacity in this specific decision area. Where they don't, or there is doubt following the screening, the case would be referred to SCAIT.	Formal mental capacity test undertaken by Mental Health Service or Adult Social Care. (Initial capacity assessment test can be undertaken by anyone.)	Where a determination needs to be made as to whether person has decision making capacity (for a specific decision area). Determines next steps – i.e. whether a case should be referred to a Mental Health Practitioner or, if the person has capacity but is choosing to make unwise decisions or needs/has an Advance Directive in place – for example in cases of dementia where decision making capacity could deteriorate further.
Independent Mental Capacity Advocate (IMCA) service	Once it has been established that the Hoarder lacks mental capacity (by a professional) and has no family or friends who can make best interest decisions on their behalf, it may be necessary to consult an IMCA. SCAIT will make the referral to "poHwer".	SCAIT, London Borough of Lewisham	IMCA Service helps vulnerable people who are facing important decisions made by the NHS and Local Authorities about serious medical treatment and changes of residence. IMCAs can also be asked to be involved where there are family disputes over decision making.

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Safeguarding referral	Cases may be alerted by Partners or a member of the public. As per Safeguarding arrangements under LBL Safeguarding agreement, case is directed to appropriate team.	Lewisham council SCAIT (over 18s) Children & Young Families	Where there is a case of suspected or actual neglect or abuse – ‘adults at risk’ or children. If a safeguarding issue for an over 18 is identified, referrals should be made via SCAIT. Referrals can be made on a referral form or over the telephone where a SCAIT duty officer can record the details, provide advice and make any appropriate referrals.
Pest control treatments	Once verminous property identified Environmental Health or Housing Provider would commission. Access may be required to administer multiple treatments to be fully effective. Will often require clearance/partial clearance to take place first.	Pest control service (council's own Pest control or others)	Where verminous property identified, - e.g. Bedbugs/Cockroaches/Mice/Rats Could have implications for neighbouring properties if part of a block and require block treatment. Note – clearance will often have to be undertaken prior to chemical sprays. In some circumstances alternative methods/chemicals may be appropriate if lots of flammable items are involved
Clean and clearance	Where possible undertaken in partnership with the individual as part of support work, possibly including a timed action plan. However, external cleaning and clearance can be commissioned by housing provider, Environmental Health etc. Recharges for this work may apply depending on the tenure and individual policies.	Delivered by support provider, specialist clearance service, or Special Duty Team (London Borough of Lewisham)	Commissioned clearance measures tend to be undertaken where there is a time limit, specific reason for external assistance, or Hoarder is unable to carry out themselves. Specialist clearance or treatment companies may be required where there is infestation, substance abuse etc
External storage	Garages may be available, where items other than vehicles are permissible. Otherwise external storage provision may be sought.	Garage teams Or contact external storage companies eg. Safestore, Shurgard, Big Yellow, etc.	Temporary storage solution where clearance is underway, but items are required to be removed quickly to facilitate works e.g. major works programme. (Note - Items of value would be stored at residents risk). Storage costs would usually need to be met by private individuals.
Counselling	Referral to specialist counselling where appropriate. This may be in conjunction with GP. Counselling may continue after the clearance, to prevent reoccurrence.	Counselling Service - see Appendix 12 and 13.	Where bereavement/ loss / family breakdown may have triggered hoarding. Counselling may include cognitive behaviour therapy, or signposting to self-help groups.

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Advocacy	Organisations who can support a person in expressing their wishes and securing their rights.	Via SCAIT or refer to list of advocacies: http://www.lewishammylifemychoice.org.uk/i-need-help-with/information,-legal-and-financial-issues/someone-to-speak-on-my-behalf.aspx	Where a Hoarder may require support through legal matters etc
Financial Advice or Welfare Benefits Assessment	Referral to type of Advisor will depend on persons circumstances (e.g. Welfare Benefits Advisor, CAB, independent financial advisor)	Some organisations have in-house advisor, but more C.A.B may be a more general source of advice.	Where circumstances include a breakdown in financial area (loss of job/ loss of main breadwinner/ benefit paperwork lost/not accessed/ applied for) Telltale signs include lots of unpaid bills, fuel poverty, disconnected utilities etc Some people in private sector may be property rich but cash-poor and may require independent advice to maximise income
Aids and adaptations - Occupational Therapy (OT) assessment	Referral to Occupational Therapy through SCAIT Housing providers internal adaptations budget Discuss Grants or spreading payments for individuals eligible to pay or contribute.	SCAIT, internal , private, Commissioned providers.	Where hoarding may be triggered/exacerbated by a mobility or physical impairment Several options – determined by the nature of the impairment, tenure and funding solution based on the persons financial circumstances. Lewisham Disability Coalition may be able to offer additional advice.