

By Question

Question 2

What's Working? Who are we working with?

Table 1

What's working?

- Establish a relationship with client
- Non-judgemental approach
- Common ground
- Being empathetic
- Having a client led approach
- Realistic about time, change and accepting parameters
- Having a specialist team
- Learning from past experiences
- Chasing mindsets/sharing best practice
- Hoarding forum South Wales
- Not being afraid to challenge
- Assessing risks (person, neighbours, home, family, obligations)
- Taking clients feedback and implementing it
- Being persistent 'dog with a bone'

Who are we working with?

- Our role is to sustain tenancies and empower people
- Boundaries
- Finances
- Funding
- Mindsets
- Lack of resource/waiting list
- Mental health
- Non engagement/fear of people judging processes and procedures
- Work politics/top-down approach health and safety/risk
- Tenancy agreements/conflict of priorities

Table 2

What's working?

- Holistic approach
- Look at person not the home
- When agencies work together
- Focus with help of CBT
- Need to know what you need
- Gradual informing of agencies
- Educating hoarders
- Networking
- Organisation skills

Who are we working with?

Supporter

- Self directed
- Anxious about visitors
- Worried about domestic disruption that will stop process already ongoing

Hoarder clearer

- Waste disposal issues
- Cannot cope with embarrassment
- Closed off to visitors

Hoarder

- Consent about removal
- House not a home

- No provisions to organise, due to building disruption, so replaces items with stuff already got
- Loss of status in community
- Financial physical limitations
- Time of day

Table 3

What's working?

- Support group user component
- In safe space/non-judgemental - linked with MH psychological services had a conference all professionals and people from support group who gave their account of what hoarding issues meant to them
- Framework of different agencies
- Hoarders having a voice and sense of control being able to impact services
- Common (person-centred approach) ground when being approached.
- Telephone support

Who are we working with?

- As I'm self-employed, my time is boundaried, I don't have access to networks as easily as when I was employed by an organisation
- Safeguarding; when to report my concerns
- Am I your friend?
- What do you expect for what you pay me?
- Health and safety for me, working with fire-risks and sometimes filth
- Fire service - fire and wellness checks, invoice consent from occupant.
- Fire safety of others

Table 4

What's working?

- Nothing
- Recognition of hoarding but not understanding
- Finding support groups
- Hoarding UK and what they offer
- Hoarder bundle/clutter bundles
- Talking - for one member
- Not talking - as family and medical don't understand

Who are we working with?

- To not make the outside of the house a giveaway
- To maintain my safety inside the house
- To provide a supportive understanding role but also give tough love
- Respect that it's not my stuff I'm dealing with
- Realising when to take time out
- Be mindful of OCD

Table 5

What's working?

- Support groups
- Long term support
- Trauma therapy
- Gestalt therapy (where and when these available)
- Increased awareness
- Us all coming together
- Training for organisations

Who are we working with?

- Safety (client and professional)
- Fire: Access; getting out and services getting in
- Falling over things - From litigation
- Confidentiality
- Conflicts
- Realistic expectations eg: time

Table 6

What's working?

- Agencies are starting to work together
- Agencies are aware of fire safety and contact fire services
- Fire service are understanding
- Awareness raised in all roles in HA's
- We've learnt that skip clearance isn't the answer
- Agencies understand that there isn't a quick fix
- We've learnt that trust is important
- We've learnt that needs to be person centred and know what's important to the person
- We've learnt not to ignore it or see it as a lifestyle choice

Who are we working with?

- Time and money
- Resources
- Impact on others
- Confidentiality
- Honesty
- Emotion
- Appropriate services to refer too

Table 8

What's working?

- Changing awareness of the issue/approach
- Support groups
- MDT approach - not sure yet, but we are working on it
- Training staff/Partner agencies
- Hoarding champions - peer support for staff
- Focus on the person not the stuff - Make a commitment to make this happen
- Support teams

Who are we working with?

- Roles:
 - Housing Provider (Sustainable tenancies meet compliance, Obligation, Legislation)
 - GMP (Reporting it. The right attitude)
 - Local Authority (Keep this high on the agenda. Stop the clock on assessments)
- Boundaries
 - H + S (Legislation. Be a

- Partnership working/sharing info

‘professional friend’)

Table 9

What’s working?

- Start of multi-agency working
- Changes are taking place
- Agencies are talking
- Access to leading organisations
- Support comes before enforcement
- Tenancy sustainment
eg: supporting people

Who are we working with?

- To maintain public health
- To work to the law (boundary)
- SP Non stat service to help people maintain their tenancies
- Boundary WG guidance/funding
- Housing support - staying within our limits (boundary)
- Not crossing over into enforcement
- Filling the gap of other services
- Tenancy management - Tenancy support (conflict) Value driven process
- Build a talking, multi-department group

Table 10

What’s working?

- Trevalis (steps)
- Locality (more national)
- Cross tenure (support for different tenure)
- Do’s and don’ts in HUK website
- For clearances (needed)
- Specific to how your supporting (family/professional)
- Info comes from clients
- Training/knowledge for professionals
- Support groups
- Multi-agency approach

Who are we working with?

- Lack of signposting
- Lack in clarity of responsibility, roles of organisations across housing, social services (Who gets things done? Who’s involved? Who do I talk to?)
- Waiting lists for support
- ‘Dumping’ cases
- Time limited support, ‘SMART’ working, need to make things simpler. Steps and goals
- Lack of skills (MENTAL HEALTH SUPPORT) to engage with housing, social work, practical skills to declutter
- Support is only available for the rich (not for the commoner). For political/economic reasons for political control between rich/poor therefore the person who wants to recover they will never get the help

Table 11

What's working?

- Joined up working in some local areas
- Support groups/Peer support
- Professionals more aware of what not to do
- Of selling, giving things on internet
- Recognition that more suitable support is needed
- Professionals recognise promotion of recycling is a problem
- Professional declutterers
- Hoarding UK (advocacy, training, telephone support)

Who are we working with?

- What is your role, boundaries, what gets in way, how can move forward
- Trust
- Boundaries; can be difficult to set
- Unrealistic expectations
- Communication; not having own work mobile
- Difference between client and professionals
- Can become dependent
- Not their 24 hours
- Rapport Vs Boundaries
- CONSENT: keep checking, don't make assumptions, clear communication

Table 12

What's working?

- Persistence
- Multi agency approach
- Person-centred
- Listening, hearing, understanding
- Right skills (build relationship) and confidence (time conversations)
- Right procedure (holistic property, safety)
- Fire service
- Not time limited (no quick fix)
- Harm reduction

Who are we working with?

- Voluntary/consent
- HA (enforcement)
- Partnership working (fire, police, ss)
- Third sector/training (complimentary)
- Empathy