**Database of Hoarding-Related Projects/Interventions**

**Project Title**:

Safe Habitable Homes

**Project Location**:

Norwich Norfolk

**Project Lead**:

Rachel Omori

**Lead Organization**:

Norwich City Council

**Other Organizations involved**:

St Martins Housing Trust

Norfolk County council (Integrated care Co)

Norfolk county council – Adult social care – older people and physical disabilities team

Norfolk Fire Service

Various city council departments including housing, environmental health, Specialist support, Independent Living,

INTERACT – multi agency partnership

ICB

**Project Start date**: \_01\_\_/\_\_01\_/\_2023\_\_\_

**Project end date**: \_\_\_/\_\_\_/\_\_\_\_

**Funding obtained from?**

Health and wellbeing partnership – then added to through contribution from county council, social care & housing.

**Project Outline**

Aims: To support people living in Norwich (home owners and renters) who are experiencing hoarding and/or self neglect which is impacting on their home environment. The team use a trauma informed approach to build rapport, declutter at their own pace, and provide support to approach the underlying causes of the person’s SN&H behaviours. We aim to:

* Reduce the risk of falls ​​
* Reduce the risk of poor health related to clutter, infestation, or infection  ​​
* Improve the person’s self-reported wellbeing and the wider determinants of health  ​​
* Improve the person’s ability and confidence in engaging with wider services, including healthcare  ​​
* Reduce the risk of cluttering, hoarding and self-neglect behaviors restarting after clearance and support ​​
* Enable, educate and engage unpaid carers and families to be part of the support team, where appropriate ​​
* Increase compliance with housing safety checks and reduce the need for major repairs  ​​
* Reduce the need for formal housing procedures such as eviction or enforcement by anti-social behavior or public protection teams

Procedure:

Team co-located at city council offices. Access to multiple record system including city council housing, social care, system one (Health). Team able to use council resources including small van to help move items.

On line referral, Multi agency discussion re: whether to accept case or whether the team can support existing networks / support services to continue to engage in a positive way to reduce risk.

Use Dialog+ tool to enable resident to self report re: health outcomes

Aim to build networks and resilience to enable sustained improvement once team close the case.

Focus group meeting available for residents to attend and share stories

Follow up feedback visit by manager from St Martin’s to assess impact of service and how we might develop.

Link with independent trainer to provide reflective practice. Coaching and trauma informed practice training provided for team.

Measures of success?

**Advice to share – Do’s and Donts?**

Work in multi agency way to share risk / support staff resilience.

Create opportunities for people to set their own goals – get to know what is important to them

Everyone is different – be innovative – how can we help the person achieve what they want (in small steps)? eg shelves in the kitchen or a garage to store items for a short period to enable sorting prior to letting go of some items may really help break down barriers.

Attitude of staff is everything – kind and non-judgmental – able to gently motivate to progress but in a safe and non-threatening way.

Voluntary agency staff who have no power to evict or detain someone under the MHA, may be able to make more progress than statutory agencies can.

Small budget for skips / storage boxes/ cleaning etc to help achieve quick wins is really helpful

**Website/other links to the project report (if any):**

Initiative developed following research by Sarah Hanson and Bryony Porter UEA

[Council tenancies and hoarding behaviours: A study with a large social landlord in England — University of East Anglia (uea.ac.uk)](https://research-portal.uea.ac.uk/en/publications/council-tenancies-and-hoarding-behaviours-a-study-with-a-large-so)

**Additional thoughts – e.g. what we wished we had done, what was perhaps missing?**

We would love permanent funding for this service – it is currently due to end in Sept 2025 but we are working on our business case.