

# **Understanding the true incidence of hoarding- Environmental Health**

Q1 Local Authority Name:

Dover District Council

## **Section 1: Knowledge and experience**

Q2 Which country do you work in?

England

Q3 Please name the county you work in

Kent

Q4 What is your job title?

Freedom of Information Officer

Q5 Within your local authority, which departments normally deal with hoarding cases?

Indirectly via the Private Sector Housing Team.

Q6 How many members of staff within Environmental Health work directly with hoarding cases?

Zero as we only have indirect involvement.

## **Section 2 - Case Handling**

Q7 Do you have a process for recording a case of hoarding?

No

Q8 If yes, how is it recorded?

Not applicable.

Q9 If not, how do you currently record on your systems?

Generically, not specifically

Q10 Do you use a specific code or marker to identify hoarded properties in your district?

No

Q11 If yes, what is this process?

Not applicable

Q12 Do you feel your authority/service adequately identifies high risk, hoarded properties?

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### **Section 3: Mapping and Tracking**

Q13 Do you maintain a record of hoarding cases in your district?

No

Q14 Is there a set criterion for adding a property to the record?

No

Q15 If yes, what format does this take?

Not applicable.

Q16 Do you share this record with other teams?

No.

Q17 If yes, with whom do you share this information?

Not applicable.

Q18 How is this record maintained?

Not applicable.

Q19 Who holds the record of these properties?

Not applicable.

Q20 Is this information shared beyond your service? If yes, who is it shared with?

No.

### **Section 4: Identification**

Q21 What criteria is used to identify a hoarding case?

The Council does not hold this information.

Q22 Do you use any of the following tools in this decision?

No.

Q23 If using the Clutter Image Rating – what level is considered 'needing action'?

Not applicable.

Q24 Have you seen a rise in cases in the past year? If yes, to what degree?

Maybe

### **Section 5: Protocols and best practice**

Q25 Do you have an agreed protocol for hoarding? If yes, please provide the title of this document and a link if available

No.

Q26 If you are able, please could you share a copy. This will help us to identify key elements of best practice

Not applicable.

### **Section 6: Multi agency working**

Q27 How are decisions around multi agency working made?

Case specific

### **Section 7: Third sector organisations**

Q29 If you work with any third sector charities or community interest companies (CICs) please provide details of these organisations below

Town & Country Housing (Home Improvement Agency) organise, and co-ordinate cases referred to them. Dover District Council funds the clean and clear cases through the Disabled Facilities Grant funding stream. They receive referrals from all in Q28

### **Section 8: Referrals**

Q28 Do you refer to...

	Yes (1)	Sometimes (2)	No (3)
Safeguarding (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fire and Resuce Authority (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adult Social Care (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Childrens Services (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mental Health (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GP (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Animal Welfare (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Charity (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Yes, all of the above (see response to Q29).

### **Section 9: Barriers**

Q30 What are the barriers/ biggest challenges to this type of work?

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### **Section 10: Training**

31 Does your local authority provide staff with hoarding training?

Yes.

Q32 If yes, who provides training?

External company and Charity

Q33 How frequently is training delivered?

Annually.

### **Section 11: Actions**

Q34 Which organisation normally takes the lead with hoarding cases?

Housing Association.

Q35 Does this differ with non engagement?

The Council does not hold this information.

### **Section 12: Costs**

Q36 Which of the following costs does your local authority environmental health team typically associate with hoarding cases? (select all that apply).

Cleaning and clearance costs  
 Waste disposal costs  
 Pest control costs  
 Staff time and resources costs

Q38 What is the average cost of a hoarding case?

£2500-5000

Q39 How do you record associated costs?

Email and data storage system