

Tidy Homes Tidy Minds Hoarding Scheme



Southway Housing Trust



About Us

Southway Housing Trust is a not-for-profit local housing company established in 2007, working in and around South Manchester. We're a committed and forward-thinking not-for-profit local housing company and are passionate about providing excellent homes and outstanding customer care.

We own and manage almost 6,000 homes across Burnage, Chorlton, Didsbury and Withington.

Our Vision

We will work in partnership with others to make South Manchester a place that people are proud of - a safe place where people choose to live, work and play.

Our Purpose

To provide high quality affordable homes in desirable neighbourhoods where people are happy to live and have the opportunity to achieve their potential. We also have a wider purpose to make best use of our resources to achieve our social objectives.

Southway Community Support Team

Southway recognises that some individuals living in our homes reach a point where they require intensive support and many have lost the support they have been receiving from other agencies. The Community Support Team provides one to one support to adults and families living in Southway's homes. The Officers dedicate time to resolving a situation, linking across multiple agencies, using specialist knowledge and experience, immersing themselves in a case so that it can be dealt with sensitively and effectively.

Our Support Officers specialise in particular areas, attend training and keep up to date with information, legislation and approaches to working. They provide holistic support to tenants in often complex situations to assist people to live independently, aiming for them to ultimately have less reliance on public services, to manage their homes themselves, to access support in their neighbourhood and live fulfilled lives.

Who is Tidy Homes Tidy Minds?



This project provides a specialist resource to identify and address properties affected by hoarding with the aim of making a real long term difference to the individual's life. The approach equips individuals with skills and coping techniques to maintain their homes in the future alongside providing a better and safer living environment.

The scheme is available to anyone struggling with clutter, hoarding and disorder in their home. I cover most area's in the North West including homes that are privately owned, private tenants, other social housing tenants and sheltered/supported housing. There is a cost for the service to non-Southway tenants.



tidy homes tidy minds

Support to help people with Hoarding Behaviours

How can we help?

- 1-2-1 practical support
- Working with multi-agencies to form support packages
- Help with landlords

Professional Services

- Talks
- Presentations
- Training
- Consultancy

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APDO
Association of Professional Debtors & Organisers

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What is Tidy Homes Tidy Minds?



- Provide 1-1 practical support to de-clutter in clients homes for up to 3hr a session
- Build trust and form relationships to find the trigger to the hoarding issue
- Work with statutory agencies to form a support network to improve life outcomes and address hoarding problems
- Provide an alternative to eviction
- Consultancy, training and presentations on hoarding available to other services
- Can incorporate tenancy support work to form a package of support
- Work in partnership with GMFRS
- Work with leading professionals in the hoarding world
- Member of main Hoarding groups APDO and Hoarding UK
- *NEW* Peer Support Group to start Jan 2020 facilitated by THTM

Hoarding Peer Support Group 2020



Are you feeling down about clutter in your home?
Does sorting through and throwing away items seem too big a task?
Are embarrassment and shame stopping you having friends and family round?

Hoarding Peer Support Group

For your New Start this New Year

A **free support group** for those who experience difficulty with hoarding behaviours. Friends and family also welcome.

**Fortnightly sessions from
Thursday 9th January 2020, 2-4pm.**

Grove Lane Community Centre
Grove Lane, Didsbury, Manchester M20 6UF

To find out more contact Lorna on 07702 849 872
or Lynsey on 07766 504 707.

Refreshments available. Please call to confirm attendance.



Background to THTM



- Help with hoarding for Southway tenants started in 2015 with Lynsey just spending more time than usual with clients helping them physically declutter
- In 2017 statutory services were asking for help but we could only offer the service to our Tenants, but after discussion with the Exec Group we created Tidy Homes Tidy Minds and the offer was put out that I could help non-tenants but for a fee.
- I joined APDO and Hoarding UK and also started to receive referrals through them. Including requests to do presentations and talks all over the UK. I also have over 20 years experience in the Social Work arena working with Looked after Children, housing, homelessness, all substance misuse, sex offenders, tenancy support.
- To date from Jan 2018 I have helped 17 private cases of which 5 are still ongoing. All cases completed have continued to keep homes in order with support from either Statutory Services, cleaners and support from agencies
- I now have an extra member of staff that deals with predominantly Southway Tenants that have issues with hoarding and property condition she currently hold 6 cases.

Promotion



Women in Housing Finalist 2019

Interview on North Manchester Radio

Interview with BBC Radio Manchester



Interview with Wythenshawe Community Radio

Facts & Figures



- Hoarding Disorder is a stand alone Mental Health condition as of August 2018 (WHO)
- 2-6% of households hoard
- Estimated cost to housing for one household hoarding is £45k (Catalyst Housing)
- Building Insurance increase in premiums or invalidation of policy
- Only 5% of hoarders come to the attention of professional services (2008)
- In Islington it is thought that between 4000 & 11000 people may be experiencing hoarding behaviours – Manchester has double the amount of inhabitants than Islington
- 272 fires in Islington between 2010-2015 were caused or involved Hoarding – there are no stats on how many in Manchester.....yet!
- 10 fatalities and 41 hoarding related injuries reported in Islington

THTM Case Study 1



- Referral from CPN in Mental Health for older gentleman Mr S with clinical depression and ex-alcoholic
- Mr S was self funding lived in a private house. In the past was a successful business man earning a 3 figure salary, married with 2 sons
- The stress of work resulted in becoming addicted to alcohol. Lost his home, divorced wife and separated from family and fell deeper into depression. Yo-yo between being sober then returning to alcohol but when I met him had been sober for 12 years
- Had physical health issues as well as mental COPD, possible onsets of dementia
- House had lots of unfinished jobs, was very cluttered and unclean
- Took about 3 months to do each room and at end of each session I would set him tasks to complete before the next session.
- He loved the opera and classical music but hadn't been to Bridgewater Hall for a long time after about 6 sessions he told me he had been and wept through it because he hadn't realised how detached from the world he had become. He continued to go every week from there on.
- His two sons were adults with their own children but due to the condition of his home they hadn't been to visit and he hadn't been to visit them in about 5 years. They lived down South and again around 8 sessions we spoke about visiting them nothing was set in stone but he said he would try. After one particular Bank Holiday we had a session and he was so excited to tell me he had plucked up the courage to drive there and back and had a wonderful weekend with them
- When we had completed the work, we sat down and looked at his income as he was looking to employ a cleaner. He was 72 and only had a works pension and state pension and due to his health and mental issues I felt he would qualify for Attendance Allowance, so I completed the application form for him and he was awarded £55.00 a week which paid for his new cleaner I found Vee's Frebreeze!!!

THTM Case Study 2



- Referral from CPN in Mental Health for older gentleman Mr S with clinical depression and ex-alcoholic
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THTM Case Study 3



- Referral via clients mum who got my details from APDO
- Client Miss S a social housing tenant with 4 children and single mum
- On assessment of property which was 3 bed parlour house with adaptations, as son had been born with cerebral palsy due to medical negligence at birth. The house was extremely cluttered and dirty. Ms S informed me that her son had had a pay-out from the medical negligence board and this was in a trust fund held and managed by a solicitors. The money is a substantial amount.
- All the bedrooms were in accessible and could not be used for purpose intended. All children and mum slept on sofas in living room
- Miss S was very compliant but didn't see very interested to do anything herself on the first session she did about 30 mins and then her friend arrived and took over assisting me. It soon became evident quite quickly that parenting skills were lacking. Children's services had been involved due to concerns from school but case had since been closed.
- Miss S seemed to think that everything could be replaced by the trust fund and wasn't particularly bothered about stuff being donated. Whilst sifting through the clutter there were lots of letters for considerable amounts of debts and when discussed she again just dismissed them.
- After about 6 sessions I was concerned about things I was hearing and seeing and sat down with client to discuss a referral to Early Help as I felt she needed support I also made a referral to tenancy support. When I contact Social Services Advice and Assessment they were very reluctant to look into case because of the work I had already done as all bedrooms were now fit for purpose. Miss S cancelled quite a few appointments due to ulcerated legs.
- In the February there was a serious incident and all 4 children were put on Police Protection Order and removed. A Child in Need meeting was called and my report and the fact that I had reported my concerns and they were not looked into 4 months previous were looked into by the LA.
- All 4 children are now being cared for by Dad in the family home but due to the decluttering I did all children now have a room to sleep in and care and support are in place to keep on top of the cleaning
- **This is an example of the Multi Agency work I do as well as my knowledge in other areas of support**

THTM Proposal



Tidy Homes Tidy Minds can offer the following levels of services:

1: Case management includes, but is not limited to:

- Allocated specialist
- Assessment (risk & need) visit including inspection of property and establishing whether the client is ready to engage with practical support
- Determine risk and agreeing an action plan with the individual and or referring agency
- If engaging, carrying out home visits at a time and duration agreed with the individual
- Assessing support needs, assisting with low level needs e.g. managing bills & low level debt, applying for grants to assist with white goods and signposting to supporting agencies
- Provision of basic housing advice if required including downsizing/over-crowding and referral to housing options team
- Record keeping, monitoring progress and full case report

2: Case Consultancy includes:

- Desk top case review
- Written case action plan
- Advice on setting up hoarding scheme within your service

3: Hoarding Training

- Basic Hoarding Training tailored to needs of service
- Presentations and talks and an overview of hoarding and how it impacts on the client and your service.

THTM Fees



Task	Estimated Time	Estimated Cost
<u>Case Management</u>		<i>*All costs inc VAT*</i>
Assessment	1 hour visit	FREE
Session	Per Hour	£35.00
Low Risk Case	1 x 3hr visit per week for 12 weeks	£1260
Medium Risk Case	1 x 3hr visit per week for 24 weeks	£2520
High Risk Case	1 x 3hr visit per week for 36 weeks	£3780
	<i>*3hrs in minimum</i>	
Consultancy Costs	Charged per hour	£35
Presentation Costs	One hour presentation	£120
Training Costs	Dependant on need	Price on request
Attendance to Multi Agency Meetings etc	Per hour	£35

Get in Touch



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 **@HomesTidy**

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