

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 Tenancy 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.

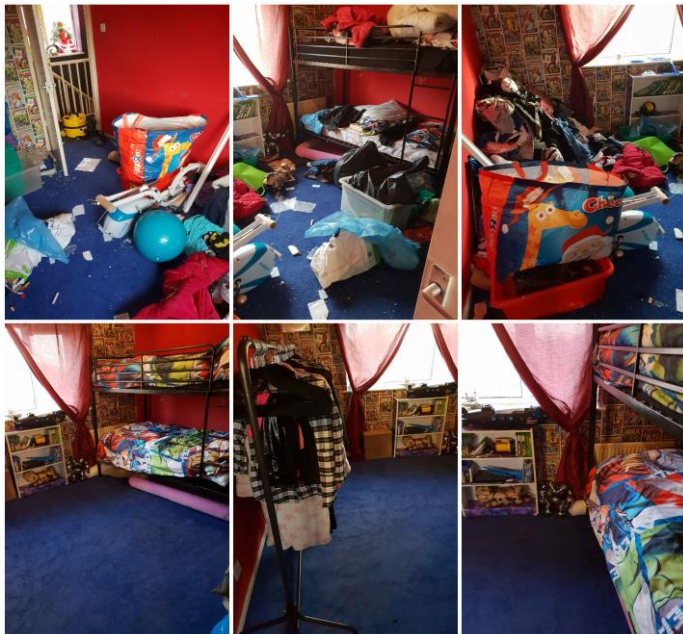
Our Support Officers specialise in particular areas, attend training and keep up to date with information, legislation and approaches to working. They provide holistic support to tenants in often complex situations to assist people to live independently, aiming for them to ultimately have less reliance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

What 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. We work in a trauma informed way which helps to find the trigger to this behaviour.

The scheme is available to anyone struggling with clutter, hoarding and disorder in their home. We 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.



What does Tidy Homes Tidy Minds do?



- Provide 1-1 practical support to de-clutter in clients homes for up to 3hr a session working in a trauma informed way
- Build trust and form relationships to find the trigger to the hoarding issue
- Work with statutory agencies to form a support network to improves 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 Greater Manchester Fire and Rescue Service
- Work with leading professionals in the hoarding world
- Member of main hoarding groups APDO and Hoarding UK
- Access to a FREE Virtual Hoarding Peer Support Group via Zoom Twice monthly

Virtual Hoarding Peer Support Group



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. Friends and family also welcome.

Following the latest government announcement regarding COVID-19 we are currently holding meetings online on Zoom on the first and last Thursday of each month at 7pm.

The first meeting will be **Thursday 25th February at 7pm**

The group is free to attend and open to friends, family and advocates.

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

Please call to confirm attendance.



Background to THTM



- Help with hoarding for Southway tenants started in 2015 with Lynsey Grundy just spending more time than usual with clients helping them physically declutter
 - Lynsey has over 20 years experience in the social work arena working within services for looked after children, housing, homelessness, substance use, sex offenders and tenancy support.
- In 2017 statutory services were asking for help for non-Southway tenants. After discussion with our senior management team we created Tidy Homes Tidy Minds to offer help to non-tenants for a fee.
- We joined APDO and Hoarding UK and also started to receive referrals through them as well as requests to do presentations and talks all over the UK.
- We took on an extra member of staff in **2019 Lorna Rattray** she is focused on working with Southway tenants whilst Lynsey works mainly with private clients. .
- We worked in partnership to develop the Manchester Safeguarding Partnership Self-Neglect & Hoarding Strategy and Toolkit 2019-2021
- Lynsey was nominated for a Women in Housing award in 2019 & 2021 Tidy Homes Tidy Minds is a finalist in the Northern Housing Awards

Promotion



Women in Housing Finalist 2019



Interview on North Manchester Radio



Interview with BBC Radio Manchester



Interview with Wythenshawe Community Radio



Finalist Northern Housing Awards

Hoarding facts & figures



- Hoarding Disorder was categorised as a stand-alone mental health condition by the World Health Organisation in 2018
- Community surveys suggest that 2-6% of the population in the UK hoard and that hoarding behaviours are three times as likely in older adults (aged 55-94) than younger adults (aged 34-44).
- It is estimated that only 5% of hoarders come to the attention of professional services (2008)
- The National Housing Federation reported that approximately 25% of domestic fire-related deaths involve an element of hoarding (2015)
- Hoarding is normally borne out of ACEs (Adverse Childhood Experiences & trauma).

The costs of managing hoarding cases



- Increase in building insurance premiums or invalidation of policy
- Crisis Cleans/clearouts cost the local authority & those not eligible for funding £1000's & reoccurrence of the hoarding is high
- The NHF did research on the costs of hoarding to social landlords and that was estimated as £45k which is made up of enforcement costs, staff costs, missed gas appointments, clearance, damage to property (damp, infestations) etc
- Over 100 hours of support from Tidy Homes Tidy Minds costs less than £4,000
- 83% of Tidy Homes Tidy Minds clients have been able to maintain their home after our intervention

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



Jenny's story In her own words

I started drinking at the age of 16 when I left school. By aged 23 I was drinking daily. I was involved in a violent and abusive relationship. I said I used the drink as an anaesthetic. This was partly true, but by this time I had developed a dependence on alcohol. The "relationship" I was in ended, I was then placed in a Women's Refuge for 18 months, where I carried on drinking.

After 17 years of out of control drinking, an abusive relationship and homelessness I finally stopped drinking.

It was fantastic being sober, I got a flat, a job, was paying my rent and bills, but there was an emptiness deep down. A hole in my soul. There was nothing more I enjoyed than browsing through a catalogue. (No internet shopping in those days!) I had managed to get credit with a catalogue and the browsing then became spending. I ran up quite a hefty bill with the catalogue company, but managed to pay it off. When I had paid it off I started spending again.

Then, within a short space of time, I suffered a number of bereavements and my spending went through the roof, I kept telling myself "I deserve this"

In 2020, I was again referred back to Tidy Homes Tidy Minds in the hope that I could get things sorted once and for all. This is when Lorna called to see me.

Since working with Lorna, I have donated over 137 bags to the charity shop and another 50 or so have gone to the tip.

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 service:

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

- Allocated specialist
- Initial risk assessment and agreeing an action plan with the individual and or referring agency
- Carrying out home visits at a time and duration agreed with the individual
- Assessing support needs, assisting with low level needs and signposting to supporting agencies
- Basic housing advice, for example, downsizing/over-crowding and referrals for specialist advice
- 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 & Intermediate Training tailored to needs of service
- Presentations and talks and an overview of hoarding and how it impacts on the client and your service.

"I know first-hand your passion and drive to ensure hoarding is given the focus it needs ... more organisations in the social housing sector need to learn from your approach."

Feedback from training participant

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

Our Values



Our vision is for hoarding disorder to be better understood as a mental health issue NOT a lifestyle choice. We want more people to receive the support they need to manage their condition, address adverse childhood experiences and other underlying issues to improve their quality of life. With greater awareness, we would hope to remove the stigma attached to hoarding behaviours so that more people will seek support at an earlier stage to reduce the risk of eviction or public health action. We would like to see holistic support being available to people with hoarding behaviours through statutory guidance and strategies being put into practice and housing providers, mental health services and other agencies incorporating hoarding support into their services.



Get in Touch



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 **@HomesTidy**

www.southwayhousing.co.uk/hoarding