



## Help with Hoarding

**A dedicated team has been established to support people with hoarding behaviours**

Enabling people to be independent and safe at home



GUILDFORD  
BOROUGH

## What is hoarding?

Hoarding was classified in 2018 as a mental disorder and defined as the excessive collection and retention of materials to the point it impedes a person's day to day functioning.

Extreme cluttered environments can impact on people's ability to use cooking facilities which affects general health and wellbeing, the inability to manage personal care becomes challenging affecting self-esteem and interaction with others. Often there are limited places within the home environment to be comfortable and sleep well.

Often properties become dilapidated and run down increasing the risk of damp, mould, vermin and can be exposed to excessive cold conditions due to failing heating systems. Hoarding also poses an increased risk of fire, 30% of people that die in house fires are hoarders.

## Being mindful

Hoarding can be seen by people as a solution to manage a problem. People who hoard experience symptoms such as fear and anxiety, social isolation, deterioration in health and wellbeing. A sense of shame is often felt, and people can be reluctant to invite friends into their home environment which impacts on their social life and also prevents tradespeople entering to undertake essential repairs.

---

When working with people with hoarding behaviours we are mindful that people may have been affected by loss, trauma or have an underlying condition. It's important that people are given time to share their stories to enable the team to build a relationship of mutual respect, trust and understanding.

## **How can Care & Repair help?**

Care & Repair introduced a hoarding protocol in 2023. It has a multi-disciplinary approach working with the Fire Service, Adult Social Care, Housing and the Mental Health Team. This ensures the right people are available to support individual needs.

We have a dedicated team that can work initially on a one to one basis. An informal assessment is completed, this is a dynamic process which helps the team build an understanding of the resident. This enables the team to create an individual action plan that is jointly agreed with the resident to work towards improving the home environment.

---

# Funding

Grants are available, subject to means test, under the Home Improvement Assistance Scheme which enables homeowners to make essential repairs to their properties.

A discretionary prevention grant has been made available to help with the removal of hoarded items from the home environment. This is awarded on a case by case basis.

For more information or a referral form please contact:

**Care & Repair (Home Improvement Agency)**  
**Guildford Borough Council**  
**Millmead House**  
**Millmead**  
**Guildford**  
**GU2 4BB**

**Tel: 01483 444476**

**Email: [Hoarding@guildford.gov.uk](mailto:Hoarding@guildford.gov.uk)**

**Website: [www.guildford.gov.uk](http://www.guildford.gov.uk)**



**GUILDFORD**  
**B O R O U G H**