

# Moore Training Solutions' Hoarding Support Package

## Hoarding in Social Housing (HISH)

Social housing providers invariably find hoarding disorder an incredibly difficult, costly and resource intensive issue to tackle. I deliver "Dealing with Hoarding Disorder" workshops to providers across the UK and the Republic of Ireland. The common findings from housing professionals across the board is lack of understanding of hoarding disorder, lack of inter-agency support - particularly with cuts in social services and mental health teams, and a lack of a coherent and structured approach within the individual providers on tackling hoarding disorder. Furthermore, as hoarding disorder is now recognised as a specific mental illness, providers are finding it much more difficult to address in court due to the legal protection for tenants with a disability.

As a result of increasing demand from individual providers for ongoing support I have introduced this Hoarding in Social Housing (HISH) Support Package, representing true value for money with potential for massive housing and asset management savings.

### The one-year package includes:

- Bespoke Hoarding Policy and Procedure
- Template for In-house Hoarding Database (to share with Fire & Rescue)
- Full day Hoarding Workshop introducing step-by-step Hoarding Procedure and including awareness on Cognitive Behavioural Therapy (CBT)
- Monthly (x12) two-hour conference call/meetings to discuss progress of cases
- Access to regional HISH associate Cognitive Behavioural Therapists - for extreme cases and those closely related to Obsessive Compulsive Disorder
- Membership of HISH national online hoarding forum - for sharing of best practice and complex cases nationally

**HISH Support Package £3,800** (plus vat)



**AVERAGE COST OF HOARDING CASE over £35,000\***

\*National Housing Federation "Hoarding - Key considerations and examples of best practice" publication 2015



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### **Bespoke policy and procedure**

Jack will spend up to a day with key contacts within the organisation to develop a workable and effective Hoarding Policy and Procedure, based on best practice examples. The most important aspect here is a step by step procedure for frontline officers to feel confident with. The full day training session will also give frontline staff an opportunity to make suggestions for amending/fine-tuning the procedure.

### **Full day Hoarding Workshop**

This in-house proven workshop gives delegates an understanding of the potential causes and effects of hoarding disorder and the tools and responses frontline staff should adopt. These workshops attract consistently positive feedback. Workshop content includes:

- Relevant legislation & case law
- Involving fire & rescue in inter-agency approach
- Identifying best assessment methods using Clutter Image Rating
- Supporting individuals in clearance and change – timescales, action planning and psychological support
- An overview of CBT including tips and etiquette
- Enforcement action / injunctions / possession
- Introduction to in-house Hoarding Policy and step by step Procedure

**Payment for HISH Support Package;** Invoice on confirmation of booking the package and payment is expected within 30 days. Dates for Policy and Procedure meeting and full day training workshop to be agreed at time of booking or as soon as practicable after.

### **Contact**

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