



Hoarding increases the risk of a fire occurring and makes it more difficult for people living within the property to evacuate safely. Fire can also spread to neighbouring properties if the level of hoarding is severe or if flammable items such as gas containers are being stored. It also poses a high risk to firefighters attending the scene.

### The sharing of information is extremely important for firefighter safety

Avon Fire & Rescue Service is required by the Fire Services Act, 2004, regulation 7.2d to make arrangements for obtaining information needed for the purpose of extinguishing fires and protecting life and property in their area.

The multi-agency approach to sharing information about hoarding enables compliance with the Act and also strengthens the operational risk assessment when dealing with incidents and fires where hoarding is present.

#### Fire risk factors:

- Previous fires.
- Burns on carpets, furniture or clothes.
- Evidence of unsafe candle use.
- Poor quality/damaged wiring.
- History of falls.
- Dementia.
- Evidence of mobility difficulties.
- Hoarding disorder.
- Decision making difficulties.

- Carelessness with smoking and smoking materials.
- Careless with cooking practices.
- Alcohol/drug use.
- Home oxygen user.
- Sensory impairment (hard of hearing/deaf)
- Unsafe use of electrical equipment – overloaded sockets/extension leads, unsafe use of portable heaters, for example, too close to combustible materials.
- No working smoke alarm.
- Unable to hear or respond appropriately to smoke alarm.
- Unable to evacuate home in event of fire.

#### Avon Fire & Rescue Service

Police & Fire Headquarters  
PO Box 37, Bristol, BS20 8JJ  
Telephone 0117 926 2061

[www.avonfire.gov.uk](http://www.avonfire.gov.uk)

- All organisations and agencies already working with Avon Fire & Rescue Service please book Home Fire Safety Visits via the referral mechanisms in place.  
Organisations or agencies wishing to work with Avon Fire & Rescue Service, or any issues related to referring please contact the Vulnerable Adults referral advocate on **0117 926 2061**.

## Clutter Image Rating Scale



- Working with hoarding and self neglect

Relocate Reduce Remove



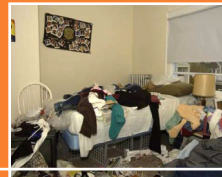
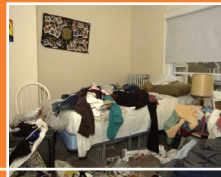
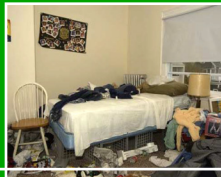
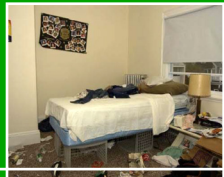


# The clutter image rating scale

## Level 1

## Level 2

## Level 3



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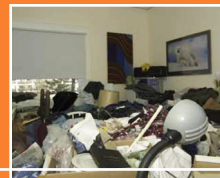
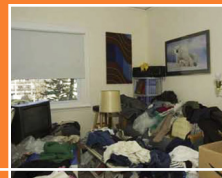
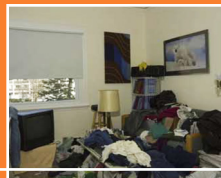
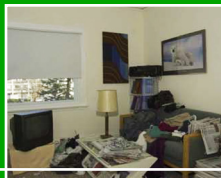
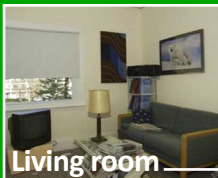
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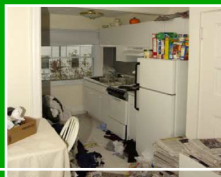
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### Level 1 clutter image rating 1-3

### Level 2 clutter image rating 4-6

### Level 3 clutter image rating 7-9

Household environment is considered standard. No specialised assistance is needed. If the resident would like some assistance with general housework or feels they are declining towards a higher clutter scale, appropriate referrals can be made subject to age and circumstances.

Household environment requires professional assistance to resolve the clutter and the maintenance issues in the property.

Household environment will require intervention with a collaborative multi-agency approach with the involvement from a wide range of professionals. This level of hoarding constitutes a safeguarding alert due to the significant risk to health of the householders, surrounding properties and residents. Residents are often unaware of the implication of their hoarding actions and oblivious to the risk it poses.

#### Avon Fire & Rescue Service

To carry out a Level 1 Home Fire Safety Visit. Share risk information.

#### Avon Fire & Rescue Service

To carry out a level 1/2 Home Fire Safety Visit with bespoke advice based on the risks present. Consider assistive technology. Share risk information.

#### Avon Fire & Rescue Service

To carry out a Level 2/3 Home Fire Safety Visit in a joint agency approach. Consider assistive technology. Share risk information.

