



Policy: Self-Neglect and Hoarding
Approved by: Leadership Group

Date 1 September 2026
Approved:

Frequency of review: Annually

POLICY STATEMENT:

Broadland Housing Association (BHA) is committed to meeting all its safeguarding responsibilities. The Care Act 2014 has now clarified the relationship between self-neglect and safeguarding. It has made self-neglect a category of harm about which the Local Authority, in conjunction with local partners, has a duty to make enquiries and assess need with the promotion of well-being at heart. Self-neglect can cover a wide range of behaviours such as neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

Hoarding and self-neglect behaviours are not the same and do not always present together.

Managing the balance between protecting adults at risk from self-neglect or hoarding behaviours against their right to self-determination is also a challenge for services.

BHA are committed to working in partnership with other agencies to ensure services are provided in a co-ordinated way, to develop appropriate strategies for working with and responding to the needs of those residents who compulsively hoard and by developing best practice in this area.

This policy has been developed to ensure Broadland complies with current legislation, regulatory expectations and good practice, and will be subject to ongoing review.

Policies apply to all legal entities within Broadland unless stated otherwise. Broadland should be interpreted as all legal entities in the association unless otherwise identified.

Failure to comply with approved policies and procedures may result in disciplinary action.

SCOPE:

The aims and objectives of BHA's Self-neglect and Hoarding Policy & Procedure are as follows:

Policy Name: Self-Neglect and Hoarding
Latest Revision: May 2026

Revised by: Claire Walker
Verified by: Leadership Group

- To assist in improving the quality of life for individuals and help them to live in a **safe and habitable environment**.
- This policy applies to all residents, members of their household and anyone who we contact with through our daily activities.
- To highlight when a self-neglect or hoarding case is also a safeguarding case.
- Co-ordinating a joint multi-agency approach to dealing with cases and sharing connected risks and actions.
- To identify and implement as effective range of support and enforcement measures.
- We will monitor cases to identify...
 - Progress/Blockages/Relapses
 - Costs
 - Best practises and learnings
 - Long-term outcomes

The procedures are detailed in the process flowchart.

Broadland Self-Neglect and Hoarding Flowchart gives a detailed account of how this Policy will be implemented.

KEY STAFF RESPONSIBILITIES:

Board

The Board is responsible for ensuring the continued development of certain policies

Senior management

The Management Team are responsible for ensuring that policies and procedures are followed by all concerned.

Staff

Employees are responsible for ensuring they are fully aware and adhere to the terms set out in the policy.

- All employees have a duty to act upon and report actual, suspected or allegations of abuse or neglect that they come across in their role.
- Neighbourhood Managers, Neighbourhood Officers, Sheltered Scheme Managers, Tenancy Support Co-ordinators, and Local Delivery Managers have additional responsibilities in working with other agencies as part of their role.
- We recognise that staff who spend more time in our homes such as repair staff, contractors, and cleaners have a significant role in seeing, hearing and reporting concerns.
- The Tenancy Support and Safeguarding Manager is responsible for monitoring all cases and feeding back to the Tenancy Support Team and Local Delivery teams about case management, learnings or best practice

Designated Officers

Have additional responsibilities including raising awareness of Safeguarding, carrying out internal training and representing Broadland as part of the Norfolk Safeguarding Adults Board and Norfolk Safeguarding Children Partnership.

The Designated Safeguarding Managers are the Assistant Housing Director (Core Operations) and the Tenancy Support and Safeguarding Manager.

The Designated Safeguarding Lead is the Tenancy Support Team Leader.

DEFINITIONS:

Broadland – all entities of Broadland Housing Association (unless otherwise stated)

H&S – Health & Safety

EIA – Equality Impact Assessment

Self-neglect

Self-neglect is defined in the Care Act Guidance as a wide range of behaviours that involve neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

Self-neglect is often defined across three domains; neglect of self, neglect of the environment and a refusal to accept help.

Neglect of self may include the following:

- Poor hygiene
- Dirty/inappropriate clothing
- Poor hair care
- Malnutrition
- Dehydration
- Medical/health needs unmet e.g., Diabetes – refusing insulin, treatment of leg ulcers etc.,
- Eccentric behaviour/lifestyle leading to harm etc.,
- Alcohol/substance misuse
- Social isolation

Neglect of the environment may include:

- Unsanitary, untidy, or dirty conditions, which create a hazardous situation that could cause serious physical harm to the individual or others etc.,
- Hoarding
- Fire risk e.g., Smoker with limited mobility/hoarder
- Poor maintenance of property
- Keeping lots of pets that are poorly cared for etc.,
- Vermin
- Lack of heating
- No running water/sanitation
- Poor finance management e.g., bills not being paid leading to utilities being cut off. Unexplained money being drawn from accounts etc.

- Prevents or precludes the use of living spaces for what they were designed for etc.,

Any of the above may be accompanied by a refusal to engage with services.

Hoarding

Hoarding can be described as collecting and being unable to discard excessive quantities of goods or objects and at times animals. Hoarding can also become a concern for others when health and safety are threatened by the nature or amounts of “clutter” accumulating within and sometimes overflowing from, the person’s environment.

RELVANT KEY LEGISLATION AND RELATED DOCUMENTS: (not limited to)

Legislation	Documents
Children Act 2004 Children and Families Act 2014 Equality Act 2010 Housing Act 2004 Human Rights Act 1998 Working Together to Safeguard Children 2026 Care Act 2014 Mental Capacity Act 2005 Data Protection Act 2018 (UK GDPR)	Anti-Social Behaviour Policy Domestic Abuse Policy (residents) Professional Boundaries Policy Equality, Diversity and Inclusion Policy Repairs Policy Recharge Policy Safeguarding Policy Tenancy Agreement Norfolk Safeguarding Children (NSCP) Procedure Manual Health and Safety Policy

EQUALITY IMPACT ASSESSMENT:

This policy has had an Equality Impact Assessment (EIA) that has identified that this policy does not discriminate either directly or indirectly and does not disadvantage any individual or group.

DATA PROTECTION

This policy (and associated procedures) requires a Privacy Impact Assessment (PIA) and one was completed on 21 May 2026 and appropriate risk mitigations implemented.

Please refer to the Tenant and Employee Privacy Notices, and the Data Protection Policy and Procedures, for details on Broadland's use, security, sharing and retention of personal data.

IMPORTANT PRINCIPLES:

Broadland recognises that no two individuals, or cases, are the same and that people who self-neglect and/or hoard often have a variety of physical, mental, financial, and other support needs. Therefore, partnership and multi-agency work is essential in meeting the needs of the residents and others living in or near the property.

We will consider the most appropriate method of solving the problem considering a range of available options and considering the severity and urgency of the situation. Options may include:

- We are committed to supporting residents with a self-neglect and hoarding tendency and who are willing to engage with support. The appropriate support will be identified following an assessment with the resident to identify the level of need and appropriate services for the individual resident.
- Where support from internal Officers is not the most appropriate a referral to floating support or another local service provider will be made.
- We will work with Residents and External Agencies/Partners to implement an agreed plan of action.
- We will sign post Residents to relevant statutory and non-statutory organisations including Social Services and follow Safeguarding procedures for anyone identified at immediate Risks.
- Where it is suspected someone may lack mental capacity, the staff member should refer to Social Services for a mental capacity assessment as a matter of urgency.
- We will assist Residents to source grants to aid funding for helping with the management of the case i.e., provision of skips, removal costs etc.
- We reserve the right to serve a NOSP (Notice of Seeking Possession) at any time if or when engagement and /or progress is not maintained, dealing with this as a breach of the tenancy on Ground 13.
- Damage to the fabric and fittings of the home because of Self-Neglect and Hoarding will be addressed under our Recharge Policy and any subsequent Property Neglect Procedures.
- We aim to raise awareness of Self-Neglect and Hoarding Disorder, with respect to the impact on the tenant, others living within the property, neighbours and the wider community through appropriate training, communications, and publicity.
- We will participate in the Housing Sub-Group of the Norfolk Safeguarding Board, which includes Self-neglect and Hoarding.

- We will work in partnership with the Norfolk Safeguarding Adults Board in line with their Self-neglect and Hoarding Strategy
- We will support tenants in ensuring their home is safe and habitable supporting them in addressing their self-neglect and hoarding behaviours. However, enforcement action will be implemented...
 - where significant harm to the tenant or others is identified.
 - there has been continuous failed engagement by the tenant whose actions have a detrimental effect on the tenant, property, or others.
 - access to the property is denied by the tenant for statutory gas and electrical safety checks is required to ensure we meet our duties under relevant safety regulators.
- We will regularly review our Policy and Procedures in line with new legislation or recommended good practice.