**Housing and Hoarding**

The Housing Board wants to encourage all housing providers to identify a key contact for hoarding. To create a list of the providers who own & manage the most stock across our wider area, we have used the Cambridgeshire Insight housing provider listings.

Some providers are already signed up to the hoarding protocol, we would ideally like all to sign up to it.

Many have information on their websites about hoarding, successful projects, new stories of helping someone who hoards, and links to tenancy policies on the issue, so we know they are aware and taking action on the topic. A brief review of RP websites and hoarding is in included in Table 2

Initially we have looked at each district and identified RPS with >100 homes owned & managed, which equates in many districts to the biggest 10 or so RPs. Smaller RPs are of course also important and all are included in Annex 1, who re regulated by Homes England or complete an SDR return. This provides stock figures at March 2020, published Feb 2021.

Of course, an RP may own /manage homes in more than one district so we created a total number of homes across our area, and then sorted that in order, as they may prefer to provide one Hoarding contact for the whole area, who specializes. Of course that is totally up to them, it may be more convenient to provide a Hoarding contact in each location or office, but we used a table format to show which district each of the larger RPs own and manage homes in, to iron out asking for several reps from one RP because the own homes in more than one LA…

So this gives us a “hit list” of the top 15 housing providers (by number of homes owned and managed across the wider area) overall, focussing on those with a total of more than 1,000 homes:

* Cross Keys Homes
* Cambridge City Homes
* Chorus Homes
* Havebury Housing Partnership
* Clarion Housing Group
* Sanctuary Housing Association
* Flagship Housing Group (now known as Samphire Homes)
* SCDC homes
* bpha
* Accent Group
* CHS Group
* Longhurst Group
* MTVH
* Hundred Houses Society
* Hyde Housing Association

These providers are listed in Table 3 and we are seeking a hoarding contact form each, to work with Stuart Brown and hopefully form a network of knowledgeable people Stuart and colleagues can contact when reports f hoarding come through.

1. Hoarding leads / contacts

In which, people “put forward” as contacts have their name, job title, email and phone number added.

*Where no one has been put forward, I have added the names of people who are on the Hoarding Forum invite or cc list, in the hopes maybe we could ask if they’d like to be the Hoarding rep for their org, or they might take it back to their organisation to provoke a response. Or we could do an email to the whole Forum group, sending the incomplete table of contacts and asking them all to try to get their (housing) organisations’ box filled in.*

| Landlord | Hoarding contact | If no contact yet, been to Hoarding Forum? |
| --- | --- | --- |
| Accent Group | Keith Bowman  Customer Partnership Manager  keith.bowman@accentgroup.org  07436819194 |  |
| Bpha |  | Yes x 2 |
| Cambridge City Homes | Matt Siggery  Housing Officer Tenancy Sustainment,  Customer and Community Services  [matthew.siggery@cambridge.gov.uk](mailto:matthew.siggery@cambridge.gov.uk)  07540 303194  *Plus resident rep (Lulu)* |  |
| Chorus Homes | Dan Horn has requested | Yes x 6 |
| CHS Group | Anna Nightingale  Tenancy Support Officer, General Housing  CHS Group  0300 1113555  [anna.nightingale@chsgroup.org.uk](mailto:anna.nightingale@chsgroup.org.uk) |  |
| Clarion Housing Group | Sheree Jackson  Neighbourhood Response Officer, Clarion Housing  [Sheree.Jackson@clarionhg.com](mailto:Sheree.Jackson@clarionhg.com)  07825 754 366  Website: [www.clarionhg.com](https://protect-eu.mimecast.com/s/qtGHCPjXH3nRG8F0UBWQ?domain=clarionhg.com/) |  |
| Cross Keys Homes | Chris Sampson  Team Leader, Tenancy Sustainment  [Chris.Sampson@crosskeyshomes.co.uk](mailto:Chris.Sampson@crosskeyshomes.co.uk)  01733 396466  Website: [www.crosskeyshomes.co.uk](http://www.crosskeyshomes.co.uk) |  |
| East Cambs DC |  | Yes x 2 |
| Fenland District Council | Dan Pearce  Housing Options Team Leader  Fenland District Council  07710075037  01354 622371  [DPearce@fenland.gov.uk](mailto:DPearce@fenland.gov.uk)  Steve Hammond, Private Sector Housing Manager  [shammond@fenland.gov.uk](mailto:shammond@fenland.gov.uk) |  |
| Havebury Housing Partnership | Karen Smith  Hoarding and Wellbeing Support Advisor, Havebury  [karen.smith@HAVEBURY.COM](mailto:karen.smith@HAVEBURY.COM)  (01284) 722273 / 07956 411 010  Web: [www.havebury.com](https://protect-eu.mimecast.com/s/YWmHCLZMUQJnPlFqlwP4?domain=havebury.com) |  |
| Hundred Houses Society | Heather Simmons, Housing Officer  01223 315036  email [heather.simmons@hhs.org.uk](mailto:heather.simmons@hhs.org.uk)  “Heather has some experience of managing tenancies of hoarders and has also attended a local forum focussing on the issue.”  Message from Emily Shuttleworth, Housing Services Manager, HHS  Email: [emily.shuttleworth@hhs.org.uk](mailto:emily.shuttleworth@hhs.org.uk) |  |
| Huntingdonshire District Council |  | Yes x 7 |
| Hyde Housing Association |  | Not on HF list, no volunteer yet |
| Longhurst Group |  | Not on HF list, no volunteer yet |
| MTVH |  | Yes x 3 |
| Peterborough City Council |  | Yes x 3 |
| Samphire Homes (was Flagship) | Amy-Louise Nieves  Housing Manager  Samphire Homes (Flagship Group)  0845 258 6290  [Amy-louise.nieves@samphire-homes.co.uk](mailto:Amy-louise.nieves@samphire-homes.co.uk) |  |
| Sanctuary Housing Association |  | Yes x 2 |
| South Cambridgeshire District Council | Claire Gilbey  Housing Enforcement Team Leader, Housing Neighbourhood Services  [Claire.gilbey@scambs.gov.uk](mailto:Claire.gilbey@scambs.gov.uk)  01954 713035  Website: [www.scambs.gov.uk](http://www.scambs.gov.uk) |  |

The only housing provider I can see on the HF list, not in my list above, is Muir Housing, (Sophie Powter)

1. Information on websites around hoarding

| Landlord | Researching their websites |
| --- | --- |
| Cross Keys Homes | - |
| Cambridge City Homes | Our Hoarding Policy sets out our position on working with tenants who exhibit hoarding behaviours. We are a signatory of the Cambridgeshire and Peterborough Multi-Agency Protocol for Working with People with Hoarding Behaviours (2016) and are committed to upholding its approaches.  Policy here:  <https://www.cambridge.gov.uk/media/9817/hoarding-policy.pdf> |
| Chorus Homes | - |
| Havebury Housing Partnership | “…Speak to Karen, our Hoarding and Wellbeing Support Advisor…”  <https://www.havebury.com/2021/05/17/hoarding-awareness-week-2021/>  (story was released in May 2021 and there was a similar story in 2020 so I think they probably do an annual awareness week – could be good to expand on this in 2022?) |
| Clarion Housing Group | Specific mention in tenancy management policy (saved in hoarding folder) |
| Sanctuary Housing Association | In 2012, had a specific partnership about hoarding in Hampshire, link here <https://www.averyassociates.co.uk/hampshire-hoarders-to-get-help-from-new-charity-scheme/> |
| Flagship Housing Group | Involved in a hoarding project in East Suffolk in 2020 (MHCLG funded) link here <https://www.eastsuffolk.gov.uk/news-archive-2020/help-available-to-those-struggling-with-hoarding/> |
| SCDC homes | - |
| bpha | Article written in about 2017, link:  <https://www.bpha.org.uk/living-hoarding-disorder/> |
| Accent Group | Listed as a form of ASB with the main emphasis appearing to be on reporting someone who hoards, but maybe I am being critical. Page here: <https://www.accentgroup.org/for-tenants/manage-your-home/anti-social-behaviour/> |
| CHS Group | Makes clear in Appendix 7, CHS is signed up to the Hoarding Protocol (dated Aug 2019)  <https://www.chsgroup.org.uk/wp-content/uploads/Safeguarding-Adults-Policy-Procedure-October-19.pdf> |
| Longhurst Group | <https://www.longhurst-group.org.uk/news/customer-s-health-and-wellbeing-improved-after-longhurst-group-helps-crack-hoarding-issues/>  (I can’t identify a date for this new story, possibly Jan 2020 from another story on the net, but at least it shows they are aware. No other mentions specifically on their website I can find…) |
| MTVH | - |
| Hundred Houses Society | - |
| Hyde Housing Association | Mentioned under ASB, with link to NHS site for where to get help  <https://www.hyde-housing.co.uk/tenants/antisocial-behaviour/is-this-antisocial-behaviour/unsanitary-conditions-or-hoarding/#!> |

1. Identifying the main stock owners / managers

Shading = where this RP is the stock transfer RP or the stock holding LA. Cambridge: City homes manage c. 7,800 tenancies, 1,100 leasehold and 96 shared ownership properties. Total = 9,996[[1]](#footnote-1). SCDC: 4,158 homes in total from booklet published 2019[[2]](#footnote-2).

|  | Cambridge | ECDC | FDC | HDC | SCDC | PB | WS | Total |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Cross Keys Homes |  |  |  | 376 |  | 10,430 |  | 10,806 |
| Cambridge City Homes | 9,996 |  |  |  |  |  |  | 9,996 |
| Chorus Homes[[3]](#footnote-3) | 245 |  |  | 6,110 |  |  |  | 6,355 |
| Havebury Housing Partnership |  |  |  |  |  |  | 6,162 | 6,162 |
| Clarion Housing Group | 262 | 155 | 4,086 | 126 | 658 | 390 | 222 | 5,899 |
| Sanctuary Housing Association[[4]](#footnote-4) | 503 | 4,350 | 298 |  | 149 |  | 348 | 5,648 |
| Flagship Housing Group (now Samphire Homes) | 168 | 132 |  |  | 303 |  | 4,620 | 5,223 |
| SCDC homes |  |  |  |  | 4,158 |  |  | 4,158 |
| bpha | 1,276 |  |  | 909 | 888 | 539 |  | 3,612 |
| Accent Group |  |  | 430 | 496 | 345 | 1,677 |  | 2,948 |
| CHS Group | 902 | 488 | 209 | 352 | 810 |  |  | 2,761 |
| Longhurst Group |  | 132 | 313 | 450 |  | 1,748 |  | 2,643 |
| MTVH[[5]](#footnote-5) | 815 | 81 |  | 398 | 844 |  | 194 | 2,332 |
| Hundred Houses Society | 842 | 111 |  |  | 244 |  |  | 1,197 |
| Hyde Housing Association |  |  |  | 158 |  | 985 |  | 1,143 |
| Muir Group Housing Association |  |  | 125 | 624 |  |  |  | 749 |
| Home Group |  |  | 112 |  |  | 525 |  | 637 |
| Anchor Hanover Group |  |  |  | 189 |  | 145 | 176 | 510 |
| Orbit Group & Orbit South |  |  |  |  |  |  | 488 | 488 |
| Papworth Trust |  |  |  |  | 437 |  |  | 437 |
| Housing 21 |  |  |  | 107 |  | 130 | 120 | 357 |
| Stonewater |  |  |  |  |  |  | 235 | 235 |
| Catalyst Housing | 185 |  |  |  |  |  |  | 185 |
| Riverside Group | 154 |  |  |  |  |  |  | 154 |
| Orwell Housing Association |  |  |  |  |  |  | 148 | 148 |
| Places for People Group |  |  |  |  | 129 |  |  | 129 |
| Hastoe Housing Association |  | 118 |  |  |  |  |  | 118 |
| YMCA Trinity Group |  |  |  |  |  | 117 |  | 117 |
| L&Q Housing Trust | 107 |  |  |  |  |  |  | 107 |

1. Information requested from housing providers:

|  |
| --- |
| Name |
| Job title |
| Team |
| Organisation |
| Phone number |
| Email address |
| Any notes you think might be useful for Stuart to know about them (i.e. why they are particularly being put forward as hoarding contact point). |
| Please add any other info you think would be helpful, or just let me know if this is not feasible or if you need more information etc. |

1. Other useful hoarding related stuff I found while googling…

|  |
| --- |
| [Clouds End CIC - Social enterprise specialising in hoarding issues](https://www.cloudsend.org.uk/) |
| <http://hoardinguk.org/> |
| <https://www.nhs.uk/mental-health/conditions/hoarding-disorder/#what-to-do> |
| <https://www.cambsfire.gov.uk/home-safety/caring-for-the-elderly-and-vulnerable/hoarding/> |
| <https://helpforhoarders.co.uk/> |

1. Cambridgeshire Fire, email December 2021 relating to the MH, SA and Housing Toolkit…

“Agencies usually refer a few ways either by phone 0800 917 9994 or via email [firefire@cambsfire.gov.uk](mailto:firefire@cambsfire.gov.uk) or on the cambs fire web page [www.cambsfire.gov.uk](https://protect-eu.mimecast.com/s/q74YCJ8GSKRyXvSGXldr?domain=cambsfire.gov.uk) then a link for home safety, this is usually the route the public take. These contacts would also be the same for arson/asb.

These contacts go to our dedicated admin team who book the jobs we do, they will take details. We don’t risk score our professional agencies requests, all we ask is the referrer leaves their contact details.

We also offer free training to agencies who deliver any kind of service to vulnerable adults, it’s called ‘Olive Branch’ and is a basic fire safety awareness and includes hoarding.  We delivered this to most of the care providers in Cambridgeshire and some other professions, however Covid put a stop to it of the last 18 months, but we are hoping to get this back up and running. It just gives a brief overview of what we look for and some of the key factors in fire safety. This course can also be booked using the same contact details.”

1. <https://councilanywhereorg.sharepoint.com/sites/CCC-HousingServices/SitePages/City-Homes.aspx> [↑](#footnote-ref-1)
2. <https://www.scambs.gov.uk/media/15403/accessible-housing-statistical-information-leaflet-december-2019.pdf> [↑](#footnote-ref-2)
3. previously Luminus, part of the Places for People group [↑](#footnote-ref-3)
4. & Sanctuary Affordable Housing [↑](#footnote-ref-4)
5. formerly Metropolitan [↑](#footnote-ref-5)