






# Hoarding – From a Fire Service Perspective

‘What to be aware of and look out for’

 RoyalBerksFRS  
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 Royal Berkshire Fire & Rescue Service  
 [rbfrs.co.uk](http://rbfrs.co.uk)

**ROYAL BERKSHIRE**  
**FIRE AND RESCUE SERVICE**

# What to be aware of -

What items are being hoarded?

Does the hoarding consist of combustible materials, such as -

- ✓ Paper
- ✓ Plastic
- ✓ Oil
- ✓ Cardboard
- ✓ Wood
- ✓ Propane
- ✓ Butane
- ✓ Methane
- ✓ Electrical Appliances

These materials will cause the fire to spread and grow much quicker.



# What's the Clutter Rating of the property?



1



2



3



4



5



6



7



8



9



# Where is this on the clutter rating scale?



At first glance this may not appear to be a high risk property, as it's very low level clutter.

# A closer look



- It's not just clutter level 7/8/9 hoarding that's high risk to the Fire Service
- This room is level 2/3 on the clutter rating scale, but has trip hazards which makes it more dangerous
- There are discarded cigarettes, alcohol bottles, paper and electrics that make this a high risk
- The mattress has 150 burn marks on it
- The combustible materials in the room and the risk from the discarded cigarettes, make this high risk of having a fire and it spreading easily

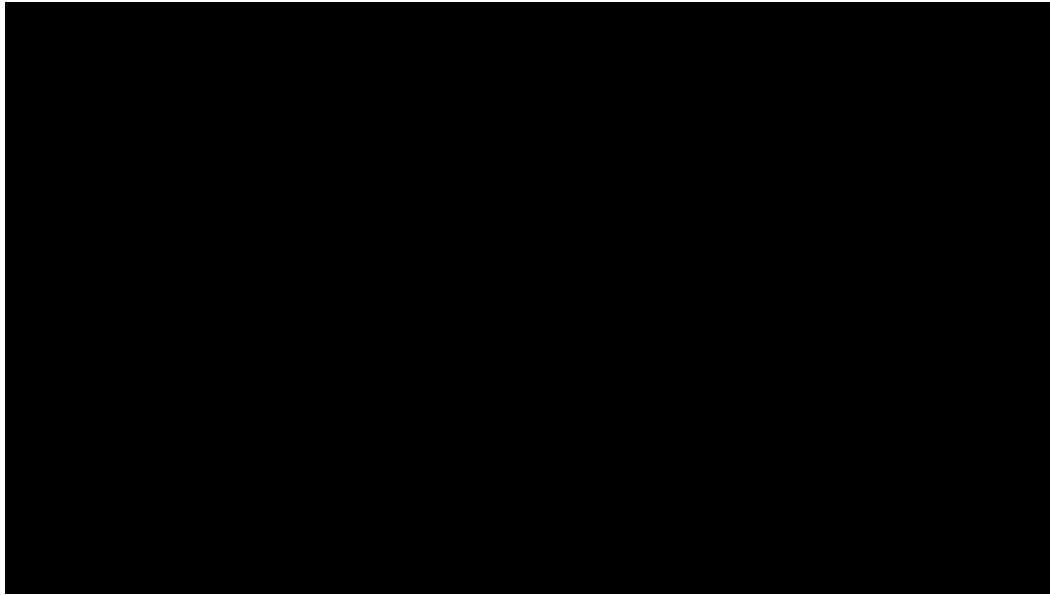


# What to look out for -



# Awareness of the risk posed to others-

- ✓ Occupant/s
- ✓ Neighbours
- ✓ Family / Friends / Carers / Support Workers Visiting
- ✓ Fire Fighters
- ✓ Ambulance Crews



# How can RBFRS help?

A Safe and Well Visit is a free service that we provide to eligible residents. Safe and Well visits are tailored to individual needs, relating to health and wellbeing, as well as fire risk reduction. A Safe and Well visit will take place in the home and can be arranged at a convenient time.

## During the visit, we will:

- ✓ Ask a series of fire risk assessment questions.
  - ✓ Check each room of the property to identify any potential hazards.
  - ✓ Check that there are working smoke alarms on each level of the home and where appropriate, fit free ten-year smoke alarms.
  - ✓ Provide fire safety advice and show how to test smoke alarms.
  - ✓ Work with the occupant/s to create an escape plan.
  - ✓ Provide advice, signpost or refer to our partner agencies that can support with health or wellbeing needs.
- 
- ✓ [safeandwell@RBFRS.co.uk](mailto:safeandwell@RBFRS.co.uk)



# Other RBFRS Service Provisions

- ✓ ARP - [whitemann@RBFRS.co.uk](mailto:whitemann@RBFRS.co.uk)
  
- ✓ Fire Safe – [safe@RBFRS.co.uk](mailto:safe@RBFRS.co.uk)
  
- ✓ Protection Department –
  - Reading & West Berks: [westhubfiresafety@RBFRS.co.uk](mailto:westhubfiresafety@RBFRS.co.uk)
  - Bracknell & Wokingham: [centralhubfiresafety@RBFRS.co.uk](mailto:centralhubfiresafety@RBFRS.co.uk)
  - RBWM & Slough: [easthubfiresafety@RBFRS.co.uk](mailto:easthubfiresafety@RBFRS.co.uk)
  
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# Hoarding Disorder

A hoarding disorder is where someone acquires an excessive number of items and stores them in a chaotic manner, usually resulting in unmanageable amounts of clutter. The items can be of little or no monetary value.

Hoarding is considered a significant problem if:

- the amount of clutter interferes with everyday living - for example, the person is unable to use their kitchen or bathroom and cannot access rooms
- the clutter is causing significant distress or negatively affecting the quality of life of the person or their family - for example, they become upset if someone tries to clear the clutter and their relationship suffers

It's thought that around 1 or 2 people in every 100 have a problem with hoarding that seriously affects their life

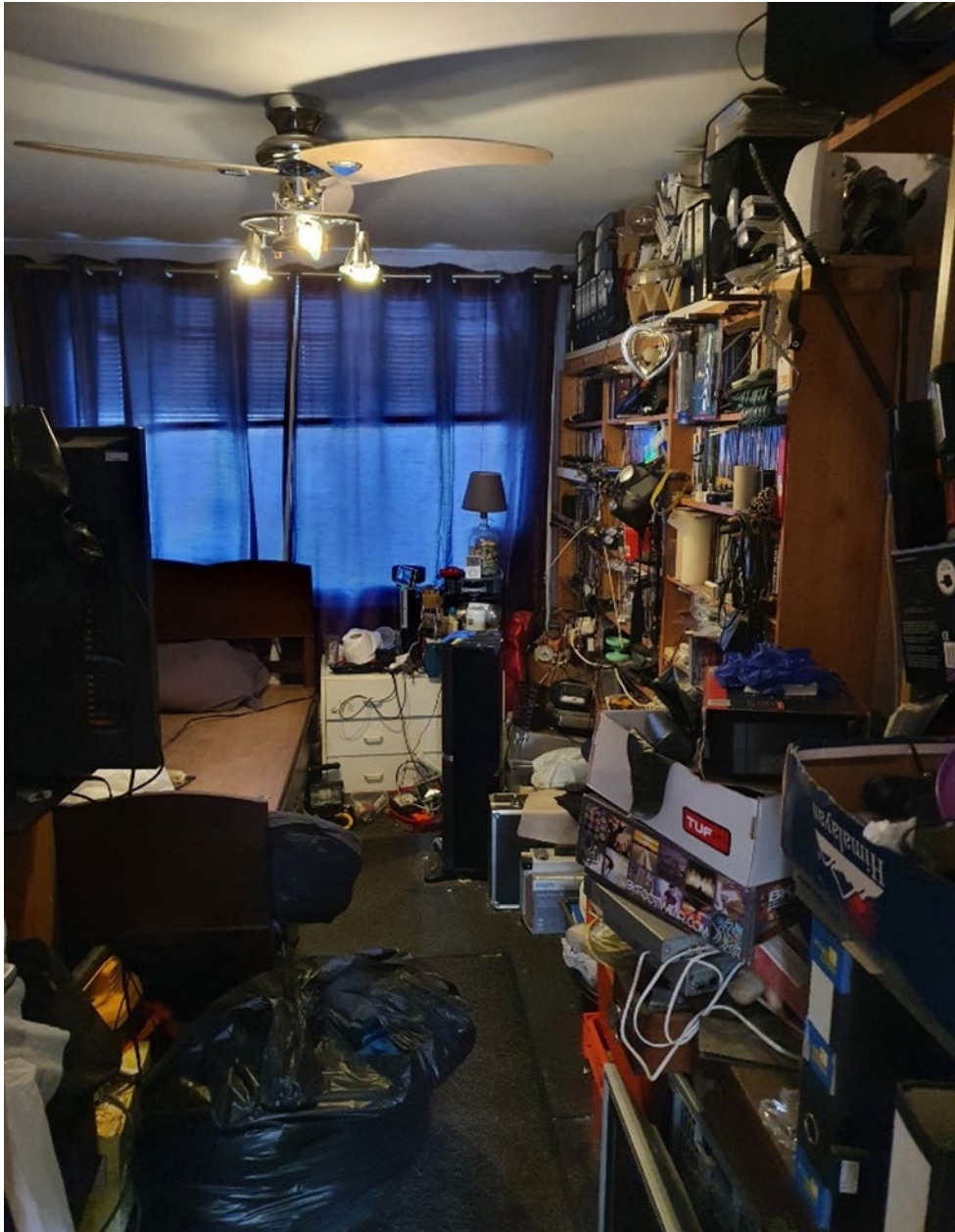
Roughly 7,000 properties means we approximately have 70-140 hoarders



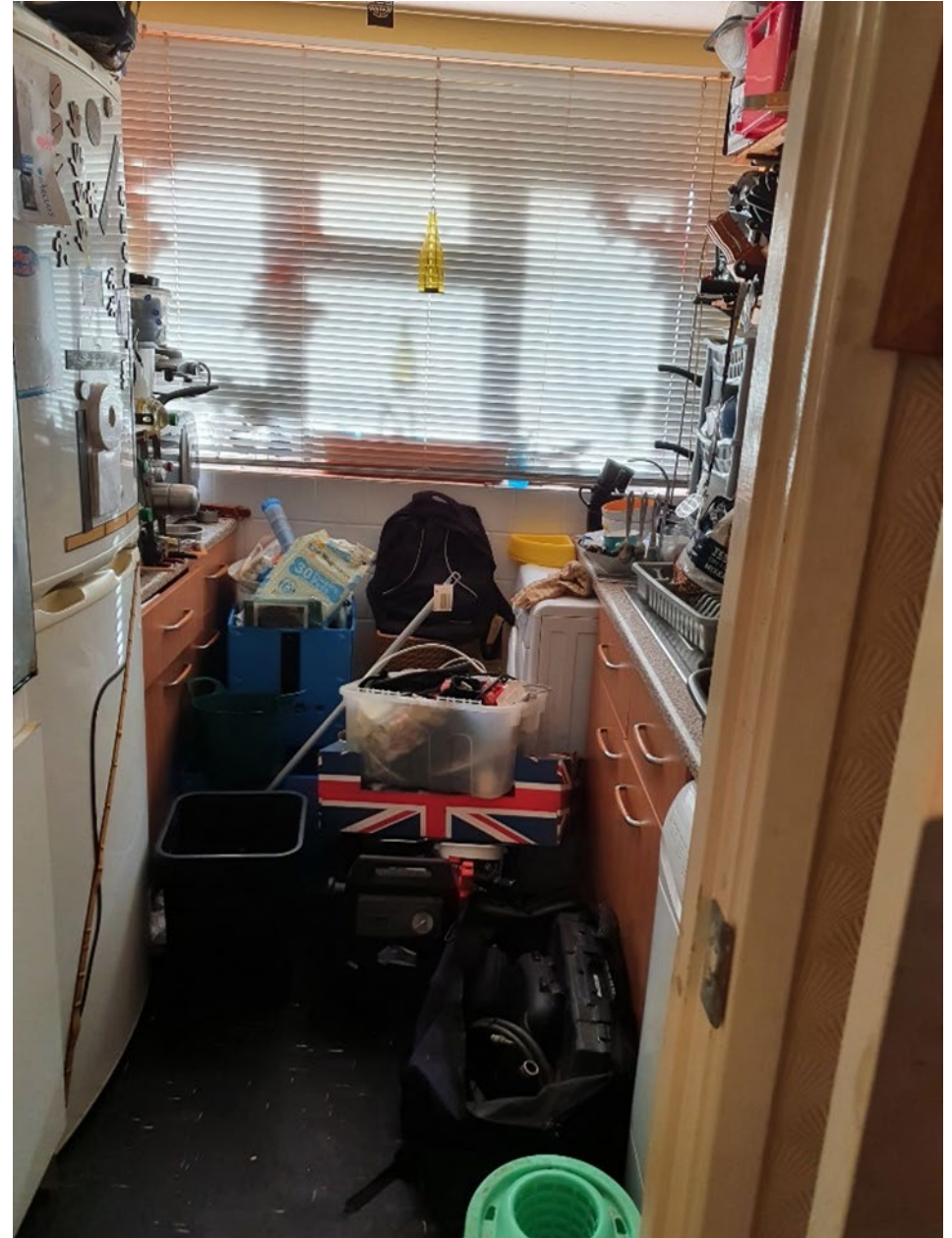




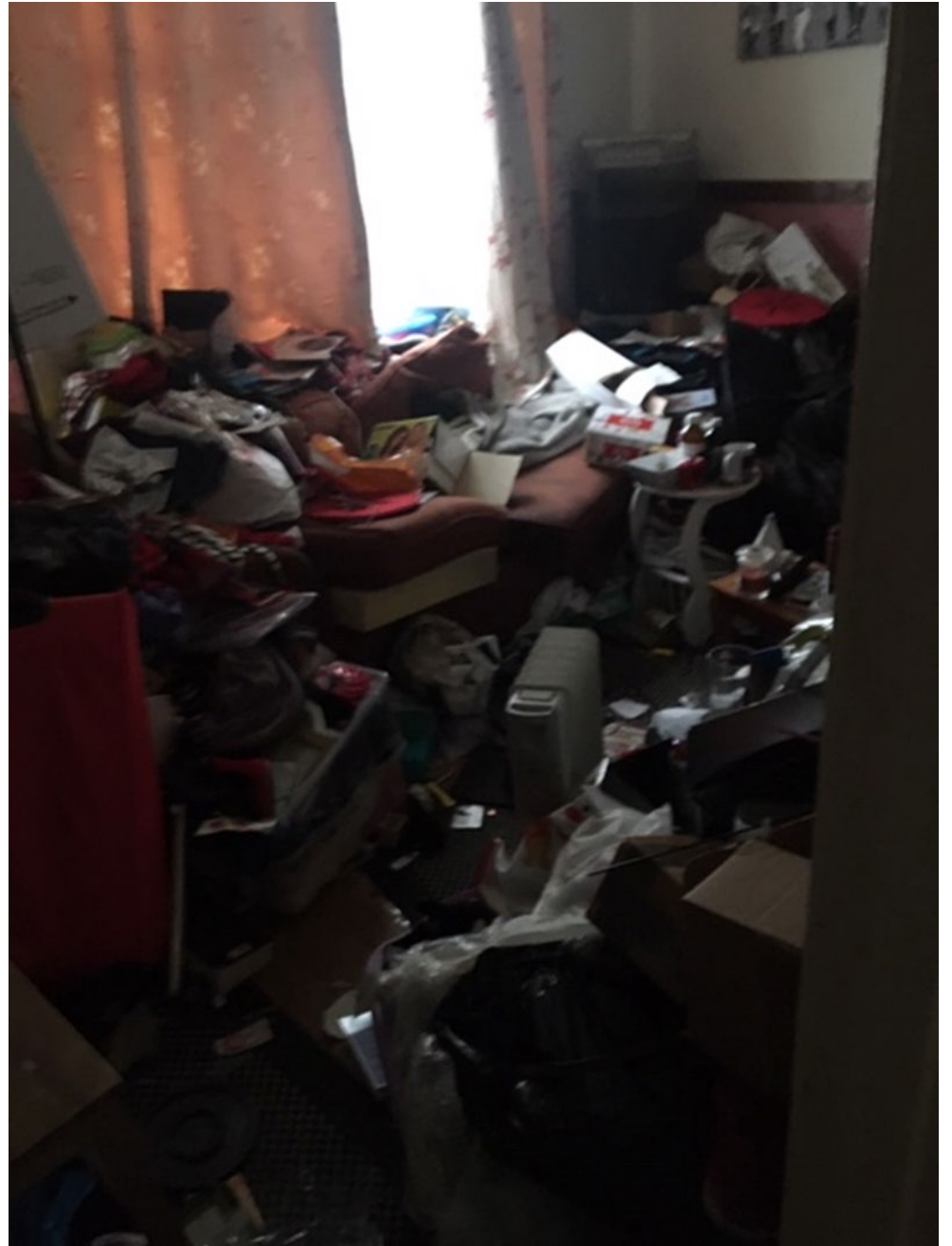


















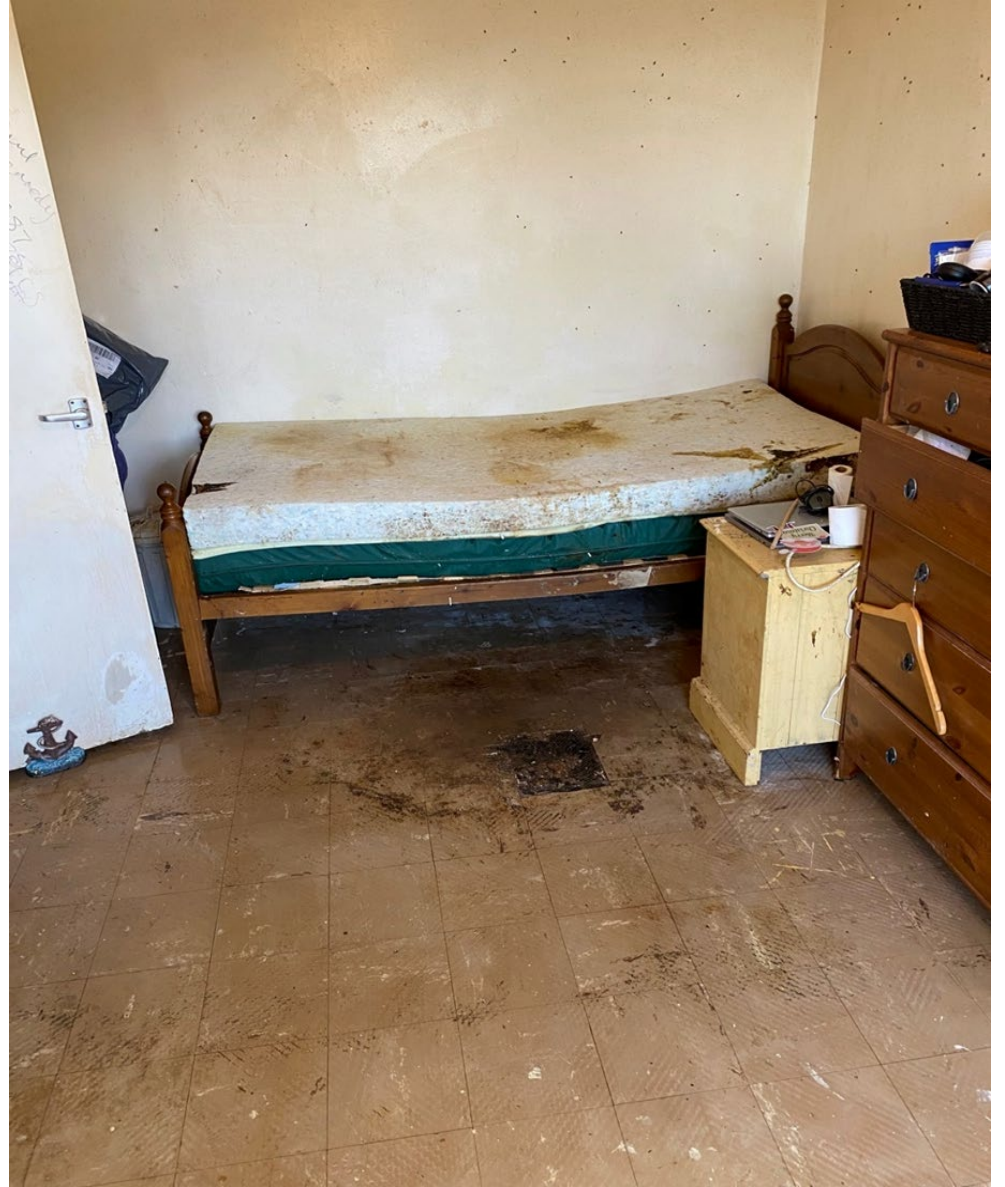














# What we can do to support our Customers

1. Assess what you see - is there imminent danger? Is it above the 4 on the clutter rating scale?
2. Ask if they have any support in place - Family, other support agency such as social services
3. If possible, take some pictures - ask their permission! But do not push this, if they say no leave it
4. Please do not use the word hoarding - some customers can get very defensive about this

# How to report

Email the Hoarding inbox with the details of what you have seen and said, include what you think that they are collecting please give as much detail as you can

**[hoarding@silvahomes.co.uk](mailto:hoarding@silvahomes.co.uk)**

# Any questions?



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