

YNOT Support® — Hoarding Remediation & Tenancy Sustainment Framework

Classification: Operational Policy — Front-line & Partner Agencies **Owner:** YNOT Support® C.I.C. **Version:** 1.1 (October 2026) | Review Cycle: Annual (Next Review: October 2027)

1. Purpose

This framework defines how YNOT Support® triages, stabilises and sustains tenancies for adults living with hoarding behaviours and the systemic risks that follow — gas-safety blockage, infestation, service-charge arrears, Section 21 / Section 8 notices and relationship breakdown with landlords and social housing providers.

It is **trauma-informed**, **statutory-aware**, and designed to be run jointly with Environmental Health, Fire Service Prevention, Adult Social Care safeguarding, and the tenant's registered GP.

The framework is intentionally paced. Hoarding is a chronic condition — not a cleaning problem. Rushed clearances cause relapse, re-traumatise the occupier, and routinely fail CQC/regulator scrutiny.

2. Clutter Image Scale (CIS 1-9) — Triage Protocol

YNOT uses the Clutter Image Scale (CIS, Frost, Steketee & Grisham, 2008) as the single, photo-anchored severity scale. Every intake must record a CIS reading per room, dated, with photo evidence stored in the Vault under `cis_assessment_report`.

2.1 Banding

CIS	Band	What it looks like	YNOT response
1-3	● Green — Early / mild	Normal "lived in"; floor and surfaces largely clear; low fire-load.	Education, routine coaching, 90-day re-check. No clearance.

4-5	● Amber — Moderate	Clutter encroaches on 25-50% of floor; blocked escape routes starting; appliance access impaired.	Pacing plan (Section 4), weekly check-ins, 1-metre CP12 corridor (Section 3) if boiler access impaired.
6-7	● High — Significant risk	50-75% floor coverage; one or more rooms unusable; vermin / damp signals present; blocked gas or electric meter access.	Joint visit with Environmental Health; emergency CP12 corridor (Section 3); safeguarding referral consideration under Care Act 2014 §42.
8-9	● Critical — Statutory risk	Floor-to-ceiling clutter; occupier sleeping on top of clutter; no clear exit; obvious fire, structural or sanitation hazard.	Immediate multi-agency case conference (Fire Service, EH, GP, Adult Social Care); mental-capacity screen; consider Mental Capacity Act 2005 best-interests pathway; tenancy at acute risk.

2.2 Scoring rules

- Score **per room**, not per property.
- The property's headline CIS is the **highest single-room score**.
- Photos are taken from the doorway, standing position, same angle at each re-check so change is visible.
- Readings older than **90 days** are stale and must be re-taken before any clearance decision.

3. 1-Metre Emergency CP12 Boiler Corridor Protocol

Gas-safety access cannot be deferred. Regulation 36 of the Gas Safety (Installation and Use) Regulations 1998 (GSIUR) requires an annual CP12 inspection of every gas appliance in a let property. Blocked boilers cause landlords to serve statutory notices and, within weeks, to disconnect supply.

The **1-Metre Corridor** is YNOT's minimum-viable intervention — it does **not** clear the property, it buys a safe, lawful inspection pathway.

3.1 Scope

A continuous corridor **1.00 m wide**, floor-visible, from:

1. the **front door of the property**, to
2. the **boiler / gas meter**, and
3. **each gas appliance** scheduled for inspection on the CP12.

3.2 Pacing

- Agreed with the occupier **in writing** (Vault: `cis_assessment_report` → "corridor_consent").
- Items moved out of the corridor are **not disposed of** without separate consent. They are relocated to a designated "sort later" zone in the same room, photographed before and after.
- Target completion: **48 hours** before the gas engineer's scheduled visit; last-resort same-day if the CP12 is already overdue.

3.3 What this protocol will NOT do

- It will not resolve the hoarding.
- It will not satisfy a Section 11 (fitness) inspection for the whole dwelling.
- It will not clear fire-escape obligations for the full property; only the inspection corridor.

A fuller clearance remains governed by the pacing model in Section 4.

3.4 Documentation on the Vault

Every CP12 corridor intervention produces four records uploaded to the occupier's Vault:

Document	Category tag
Pre-corridor photos (dated)	<code>cis_assessment_report</code>
Signed corridor consent	<code>cis_assessment_report</code>
Post-corridor photos (dated)	<code>cis_assessment_report</code>
CP12 certificate from the Gas Safe engineer	<code>cp12_certificate</code>

Any statutory notice served by the landlord before, during, or after the intervention is securely filed under statutory classification in The Safe Vault and reviewed by the Designated Safeguarding Lead (DSL) within 24 business hours.

4. Trauma-Informed Pacing Model

Hoarding behaviour is strongly correlated with grief, PTSD, autism, ADHD and attachment trauma. The YNOT pacing model inherits from the SAMHSA six principles — Safety, Trustworthiness, Peer Support, Collaboration, Empowerment, Humility — adapted for front-line tenancy work.

4.1 Four phases

Phase	Duration (typical)	Objective	What YNOT does	What the occupier does
① Stabilise	0-14 days	Immediate statutory risk reduced.	1-metre CP12 corridor; smoke-alarm check; CIS baseline.	Agrees corridor; signs consent.
② Trust	2-8 weeks	Occupier knows the clearance pace is theirs.	Weekly 30-min visit; one room designated "working room"; no bin-bags brought in uninvited.	Chooses the working room; agrees "keep / sort / release" categories.
③ Pace	8-24 weeks	Measurable CIS reduction in the working room by 2 points without relapse elsewhere.	Pair-sorts for 25-minute blocks (Pomodoro); photographs change; documents keepsakes to the Vault before release.	Decides what leaves. YNOT never decides.
④ Sustain	Ongoing	CIS held ≤ 4 property-wide for 12 consecutive months.	Monthly welfare call; annual CP12 reminder; relapse-plan on file.	Flags life events (bereavement, discharge, benefits change) early.

4.2 Red lines

YNOT will **not**:

- enter a property without written consent except where fire, life, or Section 42 safeguarding thresholds are met;
- authorise disposal of named keepsakes (photos, letters, children's items) without a Vault photo and the occupier's signature;
- continue pacing where the occupier lacks mental capacity for the decision at hand (triggers MCA best-interests pathway with Adult Social Care).

4.3 Multi-agency escalation ladder

1. **CIS 1–4**: Single-Operative Tenancy Sustainment Coordinator (governed by Dynamic Lone Working Protocol) + GP awareness.
 2. **CIS 5–6** · add Environmental Health + Fire Service Home Fire Safety Visit.
 3. **CIS 7** · add Adult Social Care safeguarding (Care Act §42) and the landlord's tenancy sustainment team.
 4. **CIS 8-9** · add Mental Health crisis team (MHA/MCA screen) and the landlord's legal/ arrears function. Case conference within 10 working days.
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5. Document Vocabulary (Vault)

All evidence records carry structured classification tags, enabling automated safeguarding risk aggregation and auditable multi-agency reporting without exposing unencrypted personal notes.

Tag	Meaning
cp12_certificate	Annual gas safety certificate (Section 11 LTA 1985 / Regulation 36 of the Gas Safety (Installation and Use) Regulations 1998 (GSIUR)).
cis_assessment_report	Clutter Image Scale scoring sheet + before/after photos.
tenancy_agreement	AST, licence, lodger agreement, resident licence.
statutory_notice	Section 21, Section 8, improvement notice, abatement notice, prohibition order.
other	Everything else (fallback — a sharper classification is assigned at DSL review).

Encryption, authorisation and audit behaviour are governed by the YNOT Support® Security

6. Outcome Measures

The framework reports monthly on four quantitative outcomes per active case:

1. **Property CIS trend** (highest-room score, month-on-month).
2. **CP12 compliance** — days since last valid certificate (target < 365).
3. **Statutory notice volume** — count of `statutory_notice` uploads in the last 90 days (target: 0).
4. **Tenancy status** — active / arrears / notice served / terminated.

Aggregated and anonymised outcomes feed the quarterly commissioner pack.

7. Governance & References

- Care Act 2014 (safeguarding adults, §42)
 - Mental Capacity Act 2005
 - Housing Act 1988 (Sections 8 & 21 notices)
 - Homes (Fitness for Human Habitation) Act 2018
 - Regulation 36 of the Gas Safety (Installation and Use) Regulations 1998 (GSIUR)
 - Frost, R.O., Steketee, G. & Grisham, J. (2008). *Measurement of compulsive hoarding: Saving Inventory-Revised and Clutter Image Rating*.
 - SAMHSA (2014). *Trauma-Informed Approach: Key Assumptions and Principles*.
 - NHS DTAC: Clinical Safety, Data Protection, Technical Security, Interoperability, Usability.
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This framework is a working document. It will be updated as case data is collected and as statutory thresholds evolve. Nothing in this document constitutes legal advice.

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