

Angus Council  
Tenancy Inspection Protocol

## **1. Introduction**

The Angus Council Tenancy Inspection Protocol has been developed to provide guidance relating to inspection of Angus Council properties where concerns have been raised relating to home conditions.

The protocol should be read alongside the protocols and guidance listed in section 3.

## **2. Legislative Context**

Housing (Scotland) Act 2014

The Adult Support and Protection (Scotland) Act 2007

Adults With Incapacity (Scotland) Act 2000

Mental Health Care and Treatment Act (Scotland) 2003 - Section 33

Public Health etc. (Scotland) Act 2008

The Data Protection Act 2018

The General Data Protection Regulation (GDPR)

## **3. Other Relevant Policies, Protocols & Guidance**

[Tayside Self-Neglect and Hoarding Protocol](#)

[Tayside Practitioner's Guidance: Resolution and Escalation Arrangements](#)

[Housing Division – Protecting People Operational Guidance](#)

[Fire Safety Guidance \(under development\)](#)

## **4. Roles and Responsibilities**

All of our tenants have either an Angus Council Scottish Secure Tenancy (SST) or an Angus Council Short Scottish Secure Tenancy (SSST), which sets out their rights and responsibilities under the Housing (Scotland) Act 2014, including their repairs responsibilities.

The rights and responsibilities of those housed in temporary accommodation by the Council are stated in an Occupancy Agreement.

It is expected that all staff undertaking work as part of the inspection protocol will have received health and safety training appropriate to their role and appropriate risk assessments have been carried out for all job roles.

### Community Housing Teams

The Community Housing Manager, Community Housing Team Leaders and Community Housing Officers in each of the local Community Housing Teams are responsible for the management of

inspections for properties within their area. They are also responsible for ensuring tenants adhere to their tenancy conditions.

#### Angus Health and Social Care Partnership

Angus Health and Social Care Partnership lead on the assessment and provision of services to meet tenants' care and support needs.

Where a multi-agency response is required, this will include input from other services and agencies, including, but not limited to:

- Angus Council Children, Families & Justice Service
- Angus Council Environmental Health & Consumer Protection Service
- Scottish Fire & Rescue Service
- Third sector services

Taking legal action to enforce tenancy conditions is likely to be ineffective and will only be considered where all other efforts to support tenants have been exhausted. It is important that services work in partnership and tenants are given ongoing support to address their wider needs.

### **5. Communication of Concerns**

Any practitioner from any service who has concerns relating to the home conditions of an Angus Council tenant should report the concerns to the appropriate Community Housing Team by telephoning ACCESSLine on 03452 777 778.

Where a Housing Officer identifies concerns they will make contact with First Contact to establish if the tenant has ongoing support. If the tenant does not have ongoing support the Housing Officer will report an adult protection concern using the [on-line form](#) or by telephoning ACCESSLine on 03452 777 778.

### **6. Tenancy Inspection & Assessment of Risk**

The Housing Officer will arrange to complete a property inspection within seven days of the concerns being raised. This should be completed jointly with the practitioner reporting the concerns, where possible. Tenants will be given 24 hours' notice in writing of the planned inspection.

If the tenant refuses access to the property, the Housing Officer will work alongside partners to engage with the tenant to allow an inspection to take place. Where there are significant concerns relating to property conditions and reasonable attempts to engage with the tenant to allow access have not been successful, Angus Council will exercise their right to enter the property to inspect the condition of the property.

The inspection template will be completed which uses the Clutter Image Rating Scale to determine the level of risk and actions required (see appendices 1 and 2).

#### Properties assessed at Level 1

Home conditions do not cause significant concerns and no specialised assistance is needed. The tenant will be advised of what work is needed along with timescales for completion. Appropriate

referrals should be made if the tenant requires assistance with home care or housing support, subject to age and circumstances.

A follow up property inspection will be arranged within 4 months following the initial inspection. If no further concerns are identified, then no further inspections will be required.

Other services working with the tenant will support property checks during their visits to the home. Should property conditions deteriorate at any time, the Housing Officer should be notified immediately by other services working with the tenant by telephoning ACCESSLine on 03452 777 778.

#### Properties assessed at Level 2

The tenant requires assistance to resolve the clutter and maintenance issues in the property. This will likely require a multi-agency response led by the Angus Health and Social Care Partnership and a referral may be required for Adult and/or Child Protection intervention. The Housing Officer will make contact with First Contact to establish if the tenant has ongoing support. If the tenant does not have ongoing support the Housing Officer will report an adult protection concern using the on-line form or by telephoning ACCESSLine on 03452 777 778.

The Housing Officer will attend multi-agency meetings arranged and support any inquiries or investigations and contribute to protection planning and follow-up actions.

A follow up property inspection will be completed within 2 months and the risk level reassessed.

Other services working with the tenant will support property checks during their visits to the home. Should property conditions deteriorate at any time, the Housing Officer should be notified immediately by other services working with the tenant by telephoning ACCESSLine on 03452 777 778.

#### Properties assessed at Level 3

The tenant requires intervention with a collaborative multi-agency approach and the involvement of a wide range of professionals, led by the Angus Health and Social Care Partnership. This level of clutter or maintenance issues constitutes a safeguarding alert due to the significant risk to the health and safety of the household, surrounding properties and residents. The Housing Officer must report an adult protection concern using the on-line form or by telephoning ACCESSLine on 03452 777 778.

The Housing Officer will attend multi-agency meetings arranged and support any inquiries or investigations and contribute to protection planning and follow-up actions.

A follow up property inspection will be completed within 1 month and risk level reassessed.

Other services will support property checks during their visits to tenants. Should property conditions deteriorate at any time, the Housing Officer should be notified immediately by other services working with the tenant by telephoning ACCESSLine on 03452 777 778..

### **7. Professional Disputes or Disagreements**

Professional disputes or disagreements will sometimes arise over one practitioner, service or agency's actions, inactions, or decision-making. Should any professional disputes or disagreements

arise, practitioners should refer to the Tayside Practitioner's Guidance: Resolution and Escalation Arrangements.

### **8. Monitoring & Reporting**

Concerns, assessment of risk and inspections will be logged under customer services on NEC Housing.

The following will be reported to the Housing Management Team and the Angus Adult Protection Committee on a quarterly basis:

- The number of properties where concerns have been raised by risk level – 1, 2 and 3.
- Percentage of inspections completed as per agreed inspection rate.

## Appendix 1: Clutter Image Rating Scale

The clutter Image Rating Scale should be used to determine the level of risk and action required. This will aid assessment, however professional judgment and analysis will also be required.

### Clutter Image Rating: Bedroom

Please select the photo that most accurately reflects the amount of clutter in your room.



1



2



3



4



5



6



7



8



9

## Clutter Image Rating Scale: Kitchen

Please select the photo below that most accurately reflects the amount of clutter in your room.



1



2



3



4



5



6



7



8



9

## Clutter Image Rating: Living Room

Please select the photo below that most accurately reflects the amount of clutter in your room.



1



2



3



4



5



6



7



8



9

### Level 1 Characteristics

<p><b>Level 1</b> Clutter Image Rating 1-3</p>	<p>Household environment is considered standard, no specialised assistance needed. Appropriate referrals can be made if the tenant requires some assistance with home care or housing support, subject to age and circumstances.</p>
<p><b>1. Property Structure, Services and Garden Area</b></p>	<ul style="list-style-type: none"> <li>• All entrances and exits, stairways, roof space and windows accessible</li> <li>• Smoke alarms fitted and functional</li> <li>• All services functional and in good working order</li> <li>• Garden is accessible, tidy and maintained</li> </ul>
<p><b>2. Household Function</b></p>	<ul style="list-style-type: none"> <li>• No excessive clutter, all rooms can be safely used for their intended purpose.</li> <li>• All rooms rated 0 – 3 on the Clutter Image Rating Scale (CIRS)</li> </ul>



	<ul style="list-style-type: none"> <li>No additional unused household appliances appear in the property</li> <li>Property is maintained</li> </ul>
<b>3. Health and Safety</b>	<ul style="list-style-type: none"> <li>Property is clean with no odours (pet or other)</li> <li>No rotting food</li> <li>No concerns about candles</li> <li>No concerns about flies</li> <li>Tenant/s manages personal care/may require some assistance for health reasons</li> </ul>
<b>4. Safeguard of Children and Family Members</b>	<ul style="list-style-type: none"> <li>No concerns for household members</li> </ul>
<b>5. Animals and Pests</b>	<ul style="list-style-type: none"> <li>Any pets are well cared for</li> <li>No pests or infestations at the property</li> </ul>
<b>6. Personal Protective Equipment (PPE)</b>	<ul style="list-style-type: none"> <li>No PPE required</li> </ul>

### Actions

Level 1 is Clutter Image Rating 1-3. This may result in a single agency response or referral to another agency or service. Services involved should follow their own single agency guidance on appropriate actions to be taken to provide support and early intervention. If there is no significant identified risk to adults or children living in the property then a coordinated multi-agency Adult Protection or Child Protection response is unlikely to be required at this stage.

### Level 2 Characteristics

<b>Level 2 Clutter Image Rating 4–6</b>	<b>Household environment requires assistance to resolve the clutter and the maintenance issues in the property.</b>
<b>2. Household Function</b>	<ul style="list-style-type: none"> <li>The only major exit is blocked</li> <li>Concerns that services are not well maintained</li> <li>Smoke alarms are not installed or not working</li> <li>Garden is not accessible due to clutter or is not maintained</li> <li>Evidence of indoor items stored outside</li> <li>Evidence of light structural damage including damp</li> <li>Interior doors missing or blocked open</li> </ul>
<b>3. Health and Safety</b>	<ul style="list-style-type: none"> <li>Kitchen and bathroom are difficult to utilise and access</li> </ul>

	<ul style="list-style-type: none"> <li>• Offensive odour in the property</li> <li>• Tenant is not maintaining a safe cooking environment</li> <li>• Some concern with the quantity of medication, or its storage/expiry dates</li> <li>• Tenant trying to manage personal care but struggling</li> <li>• Tenant has good fire safety awareness with little risk of ignition</li> <li>• No risk to the structure of the property</li> </ul>
<b>4. Protection Concerns</b>	<ul style="list-style-type: none"> <li>• Properties with adults/children presenting care and support needs should be referred to Adult/Child Protection</li> </ul>
<b>5. Animals and Pests</b>	<ul style="list-style-type: none"> <li>• Animals at the property at risk due to the level of clutter in the property</li> <li>• Animals living area is not maintained and smells</li> <li>• Visible rodent infestation</li> </ul>
<b>6. Personal Protective Equipment (PPE)</b>	<ul style="list-style-type: none"> <li>• Is PPE required?</li> <li>• Latex gloves, boots or needle stick safe shoes, face mask, hand sanitizer, insect repellent</li> </ul>

### Actions

Level 2 is Clutter Image Rating 4-6 and is likely to result in a multi-agency response. Consider the need for a referral to Adult and/or Child Protection. Provide relevant information regarding circumstances of individuals at risk, the degree of risk, actions already taken etc. Support any inquiries or investigations, contribute to protection planning and follow-up actions.

## Level Three Characteristics

<b>Level 3 Clutter Image Rating 7–9</b>	<b>Household environment will require intervention with a collaborative multi-agency approach and the involvement of a wide range of professionals. This level of hoarding constitutes a Safeguarding alert due to the significant risk to the health of the householders, surrounding properties and residents.</b>
<b>1. Property Structure, Services and Garden Area</b>	<ul style="list-style-type: none"> <li>• Limited access to the property due to extreme clutter</li> <li>• Extreme clutter may be seen at windows</li> </ul>

	<ul style="list-style-type: none"> <li>• Extreme clutter may be seen outside the property</li> <li>• Garden not accessible and extensively overgrown</li> <li>• Services not connected or functioning properly</li> <li>• The property lacks ventilation due to clutter</li> <li>• Evidence of structural damage or outstanding repairs including damp</li> <li>• Interior doors missing or blocked open</li> <li>• Evidence of indoor items stored outside</li> </ul>
<p><b>2. Household Functions</b></p>	<ul style="list-style-type: none"> <li>• Clutter is obstructing the living spaces and is preventing the use of the rooms for their intended purpose</li> <li>• Room(s) scores 7 – 9 on the Clutter Image Rating Scale (CIRS)</li> <li>• Beds inaccessible or unusable due to clutter or infestation</li> <li>• Entrances, hallways and stairs blocked or difficult to pass</li> <li>• Toilets, sinks not functioning or not in use</li> <li>• Tenant at risk due to the living environment</li> <li>• Household appliances not functioning or inaccessible</li> <li>• The tenant has no safe cooking environment</li> <li>• Tenant is using candles</li> <li>• Evidence of outdoor clutter being stored indoors</li> <li>• No evidence of housekeeping being undertaken</li> <li>• Broken household items not discarded, e.g. broken glass</li> <li>• Property is not maintained to the Council's standard</li> </ul>
<p><b>3. Health and Safety</b></p>	<ul style="list-style-type: none"> <li>• Human urine and excrement may be present</li> <li>• Excessive odour in the property may also be evident from the outside</li> <li>• Rotting food may be present</li> <li>• Evidence may be seen of unclean, unused and/or buried plates &amp; dishes</li> </ul>

	<ul style="list-style-type: none"> <li>• Broken household items not discarded, e.g. broken glass or plates</li> <li>• Inappropriate quantities of medication</li> <li>• Concern with the integrity of the electrics</li> <li>• Inappropriate use of electrical extension cables or evidence of unqualified works to electrics</li> <li>• Concern for declining mental health</li> </ul>
<b>4. Protection Services</b>	<ul style="list-style-type: none"> <li>• Properties with adults/children presenting care and support needs should be referred to Adult/Child Protection</li> </ul>
<b>5. Animal Welfare</b>	<ul style="list-style-type: none"> <li>• Animals at the property at risk due to the level of clutter in the property</li> <li>• The tenant may not be able to control the animals</li> <li>• Animals living area is not maintained and smells</li> <li>• Animals appear to be undernourished or overfed</li> <li>• Hoarding of animals at the property</li> <li>• Heavy insect infestation (bed bugs, lice, fleas, cockroaches, ants, silverfish, etc.)</li> <li>• Visible rodent infestation</li> </ul>
<b>6. Personal Protective Equipment (PPE)</b>	<ul style="list-style-type: none"> <li>• Latex gloves, boots or needle stick safe shoes, face mask, hand sanitizer, insect repellent</li> <li>• Joint visits if required</li> </ul>

### **Actions**

Due to the significant level of risk present, this level will require a multi-agency coordinated protection response. All services should make Adult/Child Protection referrals. Provide relevant information regarding circumstances of individuals at risk, the degree of risk, actions already taken etc. Collaborate with colleagues in key meetings that follow.

Support any inquiries or investigations, contribute to protection planning and follow-up actions.

If at any time there are protection concerns for children, adults and/or animals then appropriate referrals should be undertaken immediately.

## Appendix 2 - INSPECTION FORM (Concerns Raised)

Date of Inspection	
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### Tenant Details

Name			
Address			
Postcode			
Phone No		Email	
Date tenancy started		Type of tenancy	SST/SSST

### Household Details

Name	Sex M/F	Relationship	DOB	NI No	Working ft/pt	Unemployed	Student	Disabled

<b>Repairs History – any concerns/patterns</b>	
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### House Inspection

<b>LIVING ROOM</b>	Good	Fair	Poor	Remarks e.g. not A/C light fitting or noting any repairs required.
Decoration				
Woodwork				
Fittings				
Clutter Image Scale Rating:				
<b>HALL</b>	Good	Fair	Poor	Remarks

Decoration				
Woodwork				
Fittings				
<b>KITCHEN</b>	Good	Fair	Poor	Remarks
Decoration				
Woodwork				
Fittings				
Clutter Image Scale Rating:				
<b>BATHROOM</b>	Good	Fair	Poor	Remarks
Decoration				
Woodwork				
Fittings				
<b>BEDROOM 1</b>	Good	Fair	Poor	Remarks
Decoration				
Woodwork				
Fittings				
Clutter Image Scale Rating:				
<b>BEDROOM 2</b>	Good	Fair	Poor	Remarks
Decoration				
Woodwork				
Fittings				
Clutter Image Scale Rating:				
<b>BEDROOM 3</b>	Good	Fair	Poor	Remarks
Decoration				
Woodwork				
Fittings				
Clutter Image Scale Rating:				
<b>BEDROOM 4</b>	Good	Fair	Poor	Remarks
Decoration				
Woodwork				
Fittings				

Clutter Image Scale Rating:				
<b>Garden</b>	Good	Fair	Poor	Remarks
General Condition				
<b>External Condition</b>				Remarks
<b>Risk Assessment</b>				
<b>Property Structure Services and Garden Area</b>	Are all entrances and exits, stairways, roof space and windows accessible?	Y / N		<u>Comments</u>
	Are Smoke alarms fitted and functional?	Y / N		
	Are all services functional and in good working order?	Y / N		
	Is the garden accessible, tidy and maintained?	Y / N		
	Is there evidence of indoor items stored outside?	Y / N		
	Is there structure damage (inc damp)?	Y / N		
	Are interior doors missing or blocked open?	Y / N		
<b>Household function</b>	Is the property maintained?	Y / N		
	Is there clutter?	Y / N		
	Can all rooms be safely used for their intended purpose?	Y / N		
	Are beds accessible and useable?:	Y / N		
	Are there additional unused / broken household appliances in the property?	Y / N		
	Is there a safe cooking environment?	Y / N		
	Is there a risk to the structure of the property?	Y / N		
	Are toilets and sinks functioning and in use?	Y / N		
<b>Health and Safety</b>	Is the property clean with no odours (pet or other)?	Y / N		
	Is there rotting food?	Y / N		
		Y / N		

	Are there concerns about candles/ other fire hazards? Are there concerns about flies? Is the tenant managing their personal care? Is there human urine and excrement present? Are there inappropriate quantities of medication? Are there electrical safety concerns? Are there concerns for declining mental health?	Y / N Y / N Y / N Y / N Y / N Y / N	
<b>Safeguarding of Children and Family Members</b>	Are there concerns for any children or adults within the household?	Y / N	
<b>Animals and Pets</b>	Are pets well cared for? Are there pests or infestations within the property? Can the tenant control the animals? Are the animals undernourished or overfed? Is there hoarding of animals within the property?	Y / N Y / N Y / N Y / N Y / N	
<b>Personal Protective Equipment (PPE)</b>	Is PPE required?	Y / N	
<b>Assessed level of risk</b>			<b>Level 1</b> <input type="checkbox"/> <b>Level 2</b> <input type="checkbox"/> <b>Level 3</b> <input type="checkbox"/>

**Do any of the following circumstances apply to the household?**

Asylum seeker/refugee	Yes	No
Mental health illness or behavioural disorder	Yes	No
Physical health issues	Yes	No
Domestic abuse	Yes	No
Debt problems	Yes	No
Learning difficulties – including illiteracy and numeracy	Yes	No
Drug or alcohol use	Yes	No



