



Embedding Lived Experience

Use this fillable tool to review whether your policy, procedure or multi-agency approach is genuinely informed by lived experience, supports long-term progress, and is designed to strengthen engagement rather than simply respond to crisis.

Self-assessment checklist

- Lived experience has informed the design or review of our policy or framework.
- Our language is non-judgemental, person-centred and avoids shame.
- Our approach recognises that progress is often non-linear.
- We measure emotional, behavioural and engagement outcomes, not just environmental change.
- Staff have training in trauma-informed and therapeutic communication approaches.
- Engagement is prioritised over enforcement wherever possible.
- Partner agencies have a shared understanding of hoarding behaviours and risk.
- The person is involved in planning decisions about their space and support.
- Our review meetings consider wellbeing, trust and sustainability, not only clearance.
- We have a clear pathway for ongoing support, relapse planning and follow-up action.

Your score out of 10



What your score means

0 - 3: Policy-led

Your approach may rely too heavily on compliance, property condition and crisis response. This can increase the risk of disengagement, repeated intervention and short-term change that does not last.

4 - 7: Developing approach

There are positive foundations in place, but consistency, staff confidence and lived experience input may still need strengthening to improve long-term outcomes.

8 - 10: Embedded person-centred approach

Your system is more likely to support engagement, trust and sustained progress. Focus next on maintaining quality, reviewing outcomes and sharing good practice.

Recommended next steps

- Review policy language and procedures with lived experience input.
- Strengthen therapeutic and trauma-informed conversation skills across staff groups.
- Measure progress through emotional, behavioural, engagement and environmental outcomes.
- Build relapse planning and follow-up into your pathway, not just the intervention phase.
- Use this tool in team meetings, supervision or multi-agency review sessions.

Need support embedding this into practice?

The Hoarding Hub provides training, consultancy and practical tools to help organisations move from policy on paper to approaches that work in real homes, with real people, over time.