Chaos 2 Order

FUNDED BY Birmingham City Council

NORTHFIELD Community Partnership Community Development Trust

CLOUDS END We can sort it together.

MISSION

Funded by Birmingham City Council's Adult Social Care Directorate, the aim of this project is to better educate and upskill the agencies who encounter hoarding behaviour and help them integrate that understanding into their everyday procedures.

There is a limited amount of capacity and funding to help citizens via a **Hoarding Assistance Request**. This can only be applied for after agencies have used their usual funds to address these issues. Citizens have to consent to be part of the project.

WHO IS IT FOR?

ANYONE WORKING WITH A CITIZEN **IN BIRMINGHAM WITH HOARDING BEHAVIOUR**

CLUTTER IMAGE RATING 5 OR ABOVE

HOW TO ACCESS THIS SERVICE

Email **alessia@cloudsend.org.uk** to enquire about any of the services below.

CASE STUDY

The first time we assisted PW we arranged a clearance of his property and reduced his Clutter Image Rating from a 7 to a 3. A request for assistance came again a year later with several CIR level 9s this time so when we assigned him to our hoarding coordinator they knew straight away that they wanted to take a different approach this time. After discussing some of PW's different challenges and attending a joint visit with his housing officer our hoarding coordinator concluded that PW was still acquiring a lot and unable to organise by himself; he believed he fitted quite well into the "organisational dyslexia" category we talk about a lot at Clouds End. The plan was to work on better organising with a view to working towards a clearance when he is in a stronger position to maintain his home better. About a month later we arranged a van collection who happened to attend the property when the carers were present and managed to get them helping too! Our hoarding coordinator has kept in touch with PW since and ensured that he wasn't left without support after the intervention; PW's support worker had stopped working with him so our hoarding coordinator oversaw handing the reins over to his new support worker to ensure that PW wasn't left unsupported as we identified that this citizen was someone who will need regular support.

MULTI-AGENCY HOARDING AWARENESS TRAINING

Zoom

10-4pm

23/11/26
01/02/27
12/04/27
16/06/27
09/09/27
01/11/27

LEARN MORE

FREE TO ANYONE WHO WORKS IN BIRMINGHAM

PRACTICAL HELP AVAILABLE

One per citizen.

CLEAR
Up to 2 rooms. Bulky items can also be cleared with this service.

SKIP
For the citizen to fill themselves or with help they arrange.

VAN COLLECTION
When a skip isn't appropriate or possible. Citizen to get items ready for collection.

ONE-TO-ONE WORK
There is limited capacity to cover short-term sorting at a pace that helps the citizen make a start.

STORAGE (e.g boxes, filing cabinet, bookshelves)
To help citizens organise their items by making better use of their available space.

HOW WE CAN ASSIST

HOARDING COORDINATOR

When a citizen's Hoarding Assistance Request is accepted they will be assigned to a hoarding coordinator who will work together with the them to understand what support best fits. This is a short-term intervention designed to be maintained by both the citizen and the professional.

PSYCHOLOGICAL HELP AVAILABLE

All available without the need for a Hoarding Assistance Request.

THE BIG SORT
Various Fridays, 10-1pm, at Scrapstore. Event where citizens can meet, donate craft-related items and partake in craft activities.

COUNSELLING
We have partnered with a counsellor who specialises in hoarding behaviours. She offers a reduced rate for referrals that mention Clouds End CIC.

SUPPORT GROUPS

Northfield Fire Station
1st Thursday of the month.
2-3:30 pm
Run by Heather.

WhatsApp
peer-to-peer support group that is largely left to its own devices with Clouds End's overseeing.

Zoom
Last Wednesday of the month.
7-8 pm
Run by Sam Wainman.