

About hoarding disorder

An estimated

3 million

people in the UK experience
hoarding difficulties.

There are many reasons why someone may struggle with accumulating possessions or find it hard to discard items. Hoarding difficulties are often linked to life experiences, trauma, poor mental health, or neurodivergence.

Many people experience feelings of shame and may not seek help until they reach crisis point.

Thankfully, there is growing recognition of hoarding as an issue that affects many people across our communities. Research and understanding continue to develop, and more services are becoming available to offer meaningful support, from helplines and peer groups to in-home practical assistance.



Making Space support group

You are also welcome to attend our Making Space support group, which runs twice a month. It offers a safe and understanding space to talk about possessions and share experiences with others in similar situations.

WORKING ALONGSIDE YOU

What we offer

- Working alongside you to make changes that support your goals and the future you want in your home.
- A supportive, collaborative approach: we do not believe in forcing change.
- Encouragement to reconnect with friends and family, or re-engage in social activities to reduce isolation.
- Wherever possible, we aim to recycle or rehome items through charity shops and recycling centres rather than sending things to landfill.
- Support to arrange removal of unwanted white goods and furniture.
- Information about local groups, organisations and services, including referrals where appropriate.

We are not a cleaning or large clearance service, but we will support you to make sustainable changes at your own pace.



☎ 0300 323 0700

✉ making.space@wecr.org.uk

🌐 www.wecr.org.uk

📍 5 Hide Market, Waterloo Road,
Bristol BS2 0BH

*Depending on current funding, please check our website for more information.



Making Space

Specialist hoarding support service

- Does your home feel overwhelming right now?
- Are you finding it hard to know where to start?
- Would it help to talk to someone who understands?

You're not alone.

If clutter is affecting how you feel, your safety, or your wellbeing, we're here to offer emotional and practical support, in a non-judgemental and compassionate way. Support is available to help you feel safer and more in control at home.





EMOTIONAL AND PRACTICAL SUPPORT

How we help

We provide both emotional and practical support. You will be matched with a Making Space team member who visits regularly and works alongside you to:

- Make a personalised plan
- Identify priority areas
- Organise possessions
- Support decision-making
- Arrange removal of items you no longer wish to keep

We review progress together and carry out a reassessment around session six to check whether your needs or goals have changed.

As our funding allows us to support a limited number of people each year, there may be a waiting list.

ABOUT US

If you're struggling with too many possessions in your home, Making Space can help.

We are a service for people living in Bristol and surrounding areas*. We visit weekly or fortnightly to help you feel more comfortable, safe and confident in your home through practical and emotional support.

We are funded by housing providers* in the Bristol area to support people experiencing hoarding difficulties. Since starting in 2014, we have supported hundreds of people to create safer, more manageable living environments.

This has helped:

♥ Improve wellbeing

🏠 Reduce fire risk

✓ Enable safer access for essential repairs

✦ Reduce social isolation

Making Space is part of We Care Home Improvements, who have been supporting people to live safely and independently in their homes for nearly 40 years.

Our experienced staff and volunteers are trained to work with people experiencing hoarding difficulties. We work in a non-judgemental, empathetic and empowering way.

All team members have enhanced DBS checks and up-to-date training in mental health, neurodiversity and confidentiality.

What should I do if I want help?



- 1 If you would like support from Making Space, please ask the person who gave you this leaflet to make a referral, or you can refer yourself.
- 2 A referrer must ask for your consent before sharing your information with us.
- 3 You will then be contacted by the Making Space team to discuss your circumstances and ensure the service is right for you.
- 4 Once ready, we will arrange an initial assessment appointment, usually with the person who referred you.

We will never share your information with commercial organisations.

If you are a Bristol City Council tenant, we will need to inform your Housing Officer that we are working with you.