

Tenancy Forum

11 June 2026, 10:00am – 11:30am, Online via Teams

Agenda

09:55 Online access open

10:00 Welcome, introductions and housekeeping
Tawny White, Head of Innovation & Insights, Worthing Homes and Forum Chair

10:05 Actions from last meeting – what did we learn?
We discussed safeguarding in our last session, has anyone taken anything from that discussion and started to put it into practice, or is there anything you'd like to share or reflect on?

10:25 **Hoarding and Tenancy Support: A Multi-Agency Approach to Safety and Wellbeing**

Hoarding presents complex challenges that span wellbeing, safeguarding, fire safety, and community impact. Effective responses require a coordinated, compassionate, and multi-agency approach that balances risk management with dignity, support, and long-term engagement.

In this session we will bring together insights from frontline practitioners, tenancy support teams, and specialist organisations to explore how social landlords, support organisations, and emergency services can work together to better understand and respond to hoarding behaviours, strengthen tenancy sustainment, and improve safety outcomes for residents and their neighbours. We will explore how a coordinated multi-agency approach can improve outcomes for residents affected by hoarding, strengthen safeguarding responses, and support tenancy sustainment through earlier identification and collaborative intervention.

Speaker panel:

Heather Matuozzo, Founder, Clouds End CIC

Heather is a pioneer in hoarding support, known since 2009 for her empathetic, trauma-informed practice and her skill in bringing agencies together. She will explore how housing providers can work with residents for lasting change rather than relying on high-relapse cleans, promoting more sustainable, circular solutions.

As hoarding and anxiety-related issues continue to rise, her expertise is increasingly vital, and she will also address the impact of Awaab's Law and the value of trauma-informed approaches across housing services.

Camilla O'Brennan, Multi-Agency Prevention Officer (Safeguarding Deputy), Fire & Road Safety Team, West Sussex Fire & Rescue Service

Camilla brings specialist expertise in fire risk, vulnerability, and cross-agency safeguarding, offering vital insight into how coordinated partnerships can better support residents affected by hoarding.

11:05 Interactive Q&A and a discussion

A focussed discussion exploring:

- How does your organisation currently identify and respond to hoarding concerns
- Which partners do you currently work with on hoarding cases, and what helps those relationships function well

11:20 **Wrap Up & Key Takeaways**

11:30 **Next Steps and close**

Tawny White, Head of Innovation & Insights, Worthing Homes and Forum Chair