**Database of Hoarding-Related Projects/Interventions**

**Project Title**:

Provider Framework

**Project Location**:

Norfolk

**Project Lead**:

Jenna Bardwell

**Lead Organization**:

Norfolk County Council

**Other Organizations involved**:

Norwich City Council (Rachel Omori)

Micro providers who can provide cleaning / clearing services in a trauma informed way

Framework is open for other district councils to join

**Project Start date**: \_18\_\_/\_\_09\_/\_2023\_\_\_

**Project end date**: \_\_\_/\_\_\_/\_\_\_\_

**Funding obtained from?**

No specific funding required as council’s spend as they need the service

**Project Outline**

Aims:

Contract framework has enabled 15 organisations to promote their services and skills in supporting people to de-clutter / clean in a trauma informed way.

All providers needed to demonstrate they meet minimum standards eg re: safeguarding, H&S, trauma informed approach etc.

The framework doesn’t guarantee any work for providers but when council’s need a organisation to help with a task they can approach any of the framework providers. The providers have specified their charging rates in the contract.

Procedure:

Teams who are supporting people with SN&H can ask micro providers to help eg to do a deep clean to enable essential works to take place. This will always be with the resident’s agreement and often 2 providers are asked to visit to quote for the job – how the provider engages with the resident is part of the criteria used to select which provider we use.

Measures of success?

**Advice to share – Do’s and Donts?**

Having a detailed knowledge of each provider’s strengths and areas of expertise helps us to easily select the best provider for the job. It doesn’t feel competitive between providers and we can usually get work done quickly to maximise the window of opportunity when the resident is open to change and support.

The framework has been a useful tool to enable us to have a conversation with a provider where concerns were expressed. We met with reps from the organisation, clarified expectations and agreed to monitor – we could have withdrawn them from the framework but following discussion it was clear this was not necessary.

**Website/other links to the project report (if any):**

More info is on the Norfolk Safeguarding Adults Board website

[Self-neglect and hoarding support - Provider Framework | Norfolk Safeguarding Adults Board](https://www.norfolksafeguardingadultsboard.info/protecting-adults/abuse-and-neglect/types-of-abuse/self-neglect-and-hoarding/self-neglect-and-hoarding-support-provider-framework/)

**Additional thoughts – e.g. what we wished we had done, what was perhaps missing?**