



Microprovider Advice & Support Programme

In partnership with



communitycatalysts®
unlocking potential effecting change

WHY?

CHOICE - the right service for the right person

Where traditional or existing services don't necessarily match peoples' needs or desired outcomes, microproviders may be able to offer an alternative - something more flexible or bespoke that other services might not be able to provide.



WHAT?

WHAT IS A MICROPROVIDER?

There are many terms that exist which can sometimes be used interchangeably; 'private/paid carer', 'P.A.', 'home-help' etc are all used in different situations.

Microprovider is a relatively new term but denotes someone is a **self-employed** enterprise or venture offering flexible and person-centred services or support at fair prices. It is small, always independent and focussed on local people helping other local people.

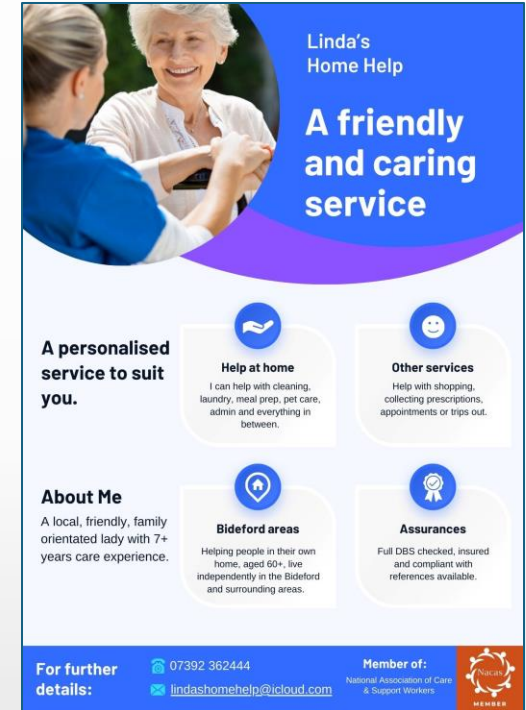
A Microprovider offers paid-for support and care to help local people with everyday tasks, to stay well or get out and about.

Types of support may include:

- personal care,
 - domestic help
 - cleaning
 - cooking
 - shopping
 - de-cluttering
 - handyperson support
 - admin help
 - gardening
 - social activities
 - pet care
 - transport
- Microprovider may work independently or as part of a group but is always self-employed.
 - Very often local and part of the same community
 - Could be part of a larger package of support.

Example Microprovider – Nov’ 23

- Linda worked for a local care provider in N. Devon. She was disillusioned with her employer and felt that a change in their ethos meant that she couldn’t provide the quality support she felt people needed.
- Linda was very apprehensive about becoming self-employed – risk to her income, lack of support, unsure of legalities etc .
- Linda worked through the programme in 6 weeks and now has 10 clients and is delivering approximately 24 hrs p/w. She has to turn down work on a regular basis now!



Linda's Home Help

A friendly and caring service

A personalised service to suit you.

Help at home
I can help with cleaning, laundry, meal prep, pet care, admin and everything in between.

Other services
Help with shopping, collecting prescriptions, appointments or trips out.


About Me
A local, friendly, family orientated lady with 7+ years care experience.

Bideford areas
Helping people in their own home, aged 50+ live independently in the Bideford and surrounding areas.

Assurances
Full DBS checked, insured and compliant with references available.

For further details: 07392 362444
lindahomehelp@icloud.com

Member of: National Association of Care & Support Workers



“Just want to say thank you for your help and time over the last few weeks. Without your help and guidance I wouldn’t have had the confidence to become a PA. Your programme structure was very helpful and easy to work through, and the follow up emails were useful when I needed encouragement or reminding of what I needed to do, to make sure that my micro enterprise is set up in the correct way.”

Email from Linda - November ‘23

Microprovider Project Worker

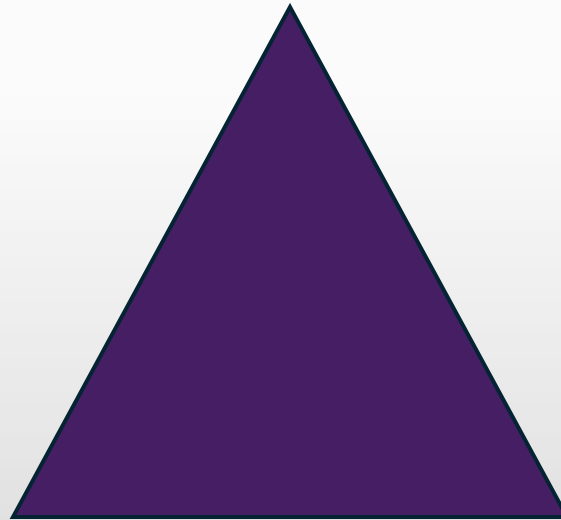
- Simon Tickner –employed by Disability Focus
- Project part-funded by DCC in yr3
- Support, advice and resources from Community Catalysts

My Role

- Continuing to support & assist new microproviders with set-up or improve help improve existing ones.
- Ensure microproviders work to a set of quality standards
- Develop wider community links and networks to encourage greater participation in the programme
- Stimulate microprovider market through publicity and action

HOW?

ORGANISED &
PROFESSIONAL



LEGAL

LOCAL &
CONNECTED

Content of the programme

Each participant commits to the **‘Doing it Right’ standards** (used elsewhere in other authorities and championed by Community Catalysts). Content of the programme is centred around:

- Understanding compliance issues – CQC, HMRC, Data protection etc
 - Best practice – assessment, planning & review principles
 - Contracts and service agreements (and contingencies)
 - DBS, Safeguarding and risk assessment
 - Policy writing
 - Insurance, tax, invoicing, fee setting
 - Discussions around accessing / updating training
 - Advertising, finding work, linking with others
-
- Typically between 5 & 6 meetings with each potential Micro covering these areas
 - Programme complete once all areas covered and standards met

Find me on this local directory

smallgoodstuff

by communitycatalysts

www.smallgoodstuff.co.uk/Devon

The screenshot shows the website interface for the Devon directory. At the top, there is a navigation bar with the 'smallgoodstuff' logo, language options for English and Cymraeg, a search bar, and links for 'Create a contact list', 'Log in', and 'REGISTER'. Below this is a main menu with 'HOME', 'ABOUT', 'DIRECTORY', 'RESOURCES', 'NEWS', and 'CONTACT'. The 'Directory' section is highlighted with a green background and a white 'Directory' button. A pink banner below the header contains the text 'Some things to think about when you're looking for care or support' and a 'FIND OUT MORE' button. The main content area features a search filter section with dropdowns for 'SHOW MEMBERS IN' (set to Devon), 'TYPES OF SUPPORT' (set to All types), and 'INCLUDE' (set to At any distance). There is also a 'FROM' field for 'Postcode' and a 'SEARCH BY KEYWORD' field. A 'FILTER MY RESULTS' button is positioned to the right of these fields. Below the filters, there is a 'Create a contact list' link and a 'Sort by' dropdown set to 'Distance'. Two search results are displayed in a grid. The first result is for 'Gina Cares', featuring the smallgoodstuff logo, a heart icon, and an 'Add to contact list' link. Below the name is a 'DESCRIPTION' section with the text 'I provide a personalised and caring service to help people live as well and'. The second result is for 'Wendy Newman Care', featuring a logo for 'National Association of Care & Support Workers', a heart icon, and an 'Add to contact list' link. Below the name is a 'DESCRIPTION' section with the text 'Providing bespoke, individual, respectful and person centered care needs for those'.

www.smallgoodstuff.co.uk/devon/

BENEFITS

- Keeping things small-scale and local.
- A good quality alternative to traditional services
- Personalised, trustworthy support
- Support for those “hidden entrepreneurs” – people who need a hand just to get started.
- New carers attracted to sector
- Retention of carers in sector (who are thinking of leaving)
- Raising standards and ensuring compliance of self-employed carers
- Networks of Microproviders emerging

SECTOR SUPPORT

- Sharing information about the programme
- Conversations with local community organisations
- Linking Microproviders to one another
- Building local networks of support with microprovid

Simon Tickner

Microprovider Project Worker

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Facebook: [Supporting self-employed microproviders | Facebook](#)