

The future direction of Carers Gloucestershire Frequently Asked Questions

Why has the decision been taken to pause day-to-day business at Carers Gloucestershire?

The core services that Carers Gloucestershire has been providing are transferring along with the majority of staff to PeoplePlus who are taking up the statutory carer contract from April 1, 2019. The loss of income and staff after April 2019 will have a significant impact on the charity's infrastructure and delivery of services. By taking time out to undertake a strategic review, the trustees can ensure that the best use is made of the charity's financial reserves to support carers in the future.

Trustees are committed to commissioning research and analysis into future options for the charity to enable them to gain an understanding of where there are additional opportunities.

As part of the review, they will also seek the views of carers, former colleagues, volunteers and other local charities and organisations.

Which services are transferring?

The services that will transfer are:

- Information, advice and guidance
- Carers assessments and support planning
- Carers Emergency Scheme
- Carers breaks
- Carers wellbeing payments
- Hospital liaison
- Carers' voice
- Positive Caring education and training
- Emotional and wellbeing support
- Peer support and support groups

Carers Gloucestershire has been working with PeoplePlus, Gloucestershire County Council and Guideposts to help ensure a smooth transition of carer support for when the new Gloucestershire Carers Hub goes live on April 1.

The Carers Gloucestershire phone number, **0300 111 9000** will transfer to the Gloucestershire Carers Hub from April 1, so please continue to use this number to access carer support.

What will happen to services that Carers Gloucestershire currently provides outside of the statutory contract?

Conversations are underway with the commissioners of remaining services and we'll provide updates as soon as we can.

We will keep the relevant pages up-to-date on our website, www.carersgloucestershire.org.uk with signposts to other services and advice.

SENDIASS: At the moment, there is no change to the support provided to parent carers through the SENDIASS contract. Discussions are ongoing with the commissioners of services to ongoing arrangements. We will provide updates as soon as possible.

Challenging Behaviour Project: Funding for this project ended at the end of March 2019. If you require support or information, please contact the Challenging Behaviour Foundation Family Support Line on 0300 666 0126 or call PeoplePlus on 0300 111 9000.

How do I share my views on the future direction of Carers Gloucestershire?

The current position has been reached after reviewing the charity's purpose and values, after not securing the statutory contract.

During the coming months as the review of the charity's role continues, there will be opportunities for sharing views on emerging plans for Carers Gloucestershire's future.

We will post updates on our website and social media pages when there is information and news to share.

If you are on our current database, we will retain your details unless you contact us to request that your contact information is deleted. If you wish to get in touch for your contact details to be added, or removed, please email mail@carersgloucestershire.org.uk

How will I get in touch with Carers Gloucestershire during this period?

Seeking support

If you are a carer, PeoplePlus will be providing advice and support for carers at a new Gloucestershire Carers Hub from April 1, 2019. They will be providing information, advice and guidance, carers' assessments and support planning, the Carers Emergency Scheme, carer breaks, well-being payments, hospital liaison, carers' voice, Positive Caring training, emotional and wellbeing support plus peer support and support groups.

Please contact them on 0300 111 9000 or email carers@peopleplus.co.uk if you are seeking support, or if you are a practitioner wishing to refer a carer.

Enquiries about Carers Gloucestershire

During this period of review, we are pausing day-to-day operations and will keep carers and supporters updated by posts on our website and social media pages.

Our email address remains mail@carersgloucestershire.org.uk [NB we will set an autoreponse on the email reiterating support arrangements and signposting to useful contacts.)

I am currently registered with Carers Gloucestershire, what will happen to my data?

We were in touch in February and March 2019 to ask for your consent to transfer your personal information over to PeoplePlus to ensure the continuity of support. Please contact PeoplePlus directly on 0300 111 9000 if you agreed to have your data transferred and wish to discuss your carer record.

Carers Gloucestershire will continue to hold your data during this interim period and will write to you when we have more news about our future plans. If you wish to have your details removed from our database in the meantime, please email mail@carersgloucestershire.org.uk

Will Carers Gloucestershire stay at its current premises in Gloucester?

The current offices at Messenger House, 35 St Michael's Square, Gloucester, GL1 1HX will be closed at the end of April. Updates on where any new services will be delivered will be shared in due course.

How will I get advice and support during this time?

PeoplePlus will be providing advice and support for carers at a new Gloucestershire Carers Hub from April 1, 2019. They will be providing information, advice and guidance, carers' assessments and support planning, the Carers Emergency Scheme, carer breaks, well-being payments, hospital liaison, carers' voice, Positive Caring training, emotional and wellbeing support plus peer support and support groups.

Please contact them on 0300 111 9000 or email carers@peopleplus.co.uk if you are seeking support, or if you are a practitioner wishing to refer a carer.

I currently volunteer with Carers Gloucestershire. How will I be updated about future opportunities?

Carers Gloucestershire's volunteers have a unique insight into our work the needs of carers and we hope would be willing to contribute to our conversations moving forward.

Volunteers who have asked to stay on our mailing list will be updated in the coming months along with FAQs and information about getting involved on our website and social media pages. If you wish to get in touch with us during this period, please email mail@carersgloucestershire.org.uk