



## **New Carers Hub Contract - Answering Frequently Asked Questions - March 2025**

**At the beginning of March, we will be starting a new contract with the council to deliver Carers Hub services. We're sure you might have some questions about what this might mean for you as a carer:**

### **Why is there a new contract?**

It is normal for the council to review and update their contracts with people who provide various services in the city. We had reached the end of our old contract, and it was time to apply again. This new contract runs for a further 4-6 years.

### **Will I have to re-register as a Carer?**

No, if you are already registered with us you will remain on our books although you might find that there are some changes to what we can offer as an organisation. We will also be getting in touch with carers who we haven't heard from for some time, to see if you continue to need support.

### **What will be changing?**

We have some projects that will be changing because of what the council wants us to focus on. The Reablement project, which paired volunteers with an individual carer wanting to learn a new skill will no longer be running as it has been. However, the good news is that our volunteers will be able to support with more carers services such as peer support groups, which we know you all value. There has been an impact on Carers Hub services from The Alzheimer's Society, who will have less capacity to deliver support as part of the hub.

### **What specialist services will there be for adults?**

The Changes Ahead project for people who care for someone with a Mental Health condition will continue to run and the team will assess need and offer appropriate services.

The supportive and sensitive life limiting conditions service (formerly End of Life service) will also continue to support carers whose cared for person is reaching the end of their life.

Our Primary Care link team and Working Carers Lead will continue to work with local GPs and employers to improve their support of carers in the city. We will continue to deliver engagement work, listening to what carers want and need, as well as specialised peer support for groups including working carers.

## What about young carers?

The young carers service continues to run its excellent provision and as a parent you can still refer your child in, however it will now be open to children ages 5 and up and includes sibling carers. Young carers will still be assessed when they are referred, and our professional young carers team will identify what support a young person needs. The team work with young carers who have a significant and substantial caring and so support might be within the young carers service, or a referral to a suitable service. The team receives large numbers of referrals so there may be a wait for support, or this may be time limited.



## My child was referred as a sibling carer under the old contract and has been on the waiting list, what happens now?

We have a significant waiting list of sibling carers. The young carers team are prioritising allocating services to children who are on the waiting list. New sibling carer referrals will be added to the waiting list. We estimate that newly referred sibling carers will be assessed within 6 months.

## As a carer, can I volunteer for The Carers Centre?

Absolutely! We value the contributions of people with lived experience. We would recommend you think about how much free time you have so that you don't overload yourself on top of your caring role. Your health is a priority. You might want to think about joining our Carers Voice group where you are able to have a say in developments at the carers centre.

## I want to support my organisation / community group - can you help me in any way?

Yes we have online resources to help people become more aware of carers in their workplace, or other groups. These are still available and you can find them here:

<https://carershub.co.uk/awareness-training/>

## I want to be able to look at resources online, do you have any?

We have a range of fact sheets you can download. Find them here:

[www.thecarerscentre.org/resource/factsheets/](http://www.thecarerscentre.org/resource/factsheets/)

If you want online carer information you can access Carers UK's resource for free using the access code #EFC1498 <https://efcdigital.org/>

## Who can I contact if I have more questions about the changes in service?

You can send an email to [info@thecarerscentre.org](mailto:info@thecarerscentre.org) or contact us on 01273 746222.

