County Council Carer’s questionnaire

If you are an unpaid Carer who has received services and support from Carlisle Carers – we need your help please.

Carlisle Carers through Carers Support Cumbria are heading towards the end of their present contract with Cumbria County Council. The renewal of this contract is very important to Carlisle Carers as a support organisation, as it provides the funding for the carer assessments and some support. However, there are many other means of support being delivered by Carlisle Carers through small pots of funding that add tremendous value to the package of support that our Carers are able to access.

The new contract will not automatically be to provide the same services for Carers, and it may not be Carlisle Carers who are chosen to deliver on behalf of the County Council, it all depends on the next tender and who else is in competition to win the contract.

This county wide contract expires on 30th September 2018 and this may mean an end to the support you get from Carlisle Carers.

So Cumbria County Council are asking Carers to complete the questionnaire (attached) to help them look at the kind of support you have had, and focuses on what it is that you most need to support you in your caring role. This information will be used to inform the contents of the next tender and identify what services need to be delivered to support unpaid Carers. So the questions are all focused on the support you presently receive from Carlisle Carers, not from any other organisation like any paid Carers who come to your house and provide help for the person you care for.

We would be really grateful if you could take the time to complete the questionnaire on line at www.surveymonkey.co.uk/r/RWTLNJQ

Carlisle Carers are confident that we provide a good service to Carers in the Carlisle area and would like to continue to deliver and develop the service. However, this is completely out of our hands, and the decision as to who will be given the next contract will be based on which is considered to be the best tender submitted, and the decision will lie with the County Council.

So, if you value the support we have provided, please take the time to let the Council know by completing this online questionnaire, and letting them know about your experience.

There are paper versions available if you would prefer, and these are available direct from the County Council, or from Carlisle Carers direct.

If you have any queries whilst filling this in, please do not hesitate to contact us.

Your input and experience is very much valued, and this is a means of getting your voice heard, and influencing future service provision for unpaid Carers.

Dawn Kenyon

Chief Executive Carlisle Carers