



Dear Family Carer

July 2019

Family Carers update from the Carers Steering Group in Suffolk!

We are now ready to share the slides and other relevant information gathered at three events for carers in April and May. We received a lot of information about family carer experiences and many viewpoints were shared at these.

The full set of slides is available at the following link*: [Family-Carer-Events-Presentation-April-May-2019.pdf](#).

The report about the carers survey is now available at the following link*: [Suffolk-Carers-Steering-Group-Report-2019.pdf](#)



Since the events we have been busy. In Social Care for example we have started work on making improvements regarding process and practice as raised by carers at carer events and in the survey. You will also see that supporting documents used at carer events in April and May, and in our published report containing carer views give a date of 1 April 2020 when describing next steps.



October 2020 is the new date for the changes to start in response to the work we have identified as being necessary to prepare for future services.

The next milestone in our calendar is an event in Kesgrave on **Monday 9 September from 1.30 to 3pm** which we would like you to be part of. It is an important date because we plan to meet all the organisations that are showing an interest in providing support for carers from autumn 2020.

The organisations attending will be advised about what is needed to deliver advice and support for carers in Suffolk. Organisations will have the opportunity to ask questions, about how they might be able to meet some of our asks. Having carer representatives there would mean there will be carers that know first-hand what our priorities are or should be.



We know we can only properly design services with help from carers. We know that not everyone will be available to help or will want to get involved. Caring commitments can change quite quickly and getting involved may or may not be possible for you right now.

If you are interested in being part of what happens next by attending the event on 9 September, please read on.

We will have carers in attendance from the Carers Steering Group to work to ensure carer priorities are reflected in the process. The role of carers at the market engagement event like yourself involves coming along and having a listen and a chat with organisers of the event and organisations taking part. We would especially be interested to know your thoughts about what you see and hear afterwards, not necessarily on the day.

It would be good to know who would like attend in advance. If you want to take part or if you have any queries about the event, please contact me using the following email address: family.carers@suffolk.gov.uk using the heading: Helping with the Family Carer Services event: family.carers@suffolk.gov.uk by Friday 23 August. We will confirm your space along with further details about the agenda when we have received responses from everyone.

Please tell any family carers you know about these plans if you think they would like to be included as well.

Best wishes

Helen, on behalf of the Carers Steering Group in Suffolk

Helen Robinson

*If you would like a copy of this information in a different format, please email family.carers@suffolk.gov.uk