



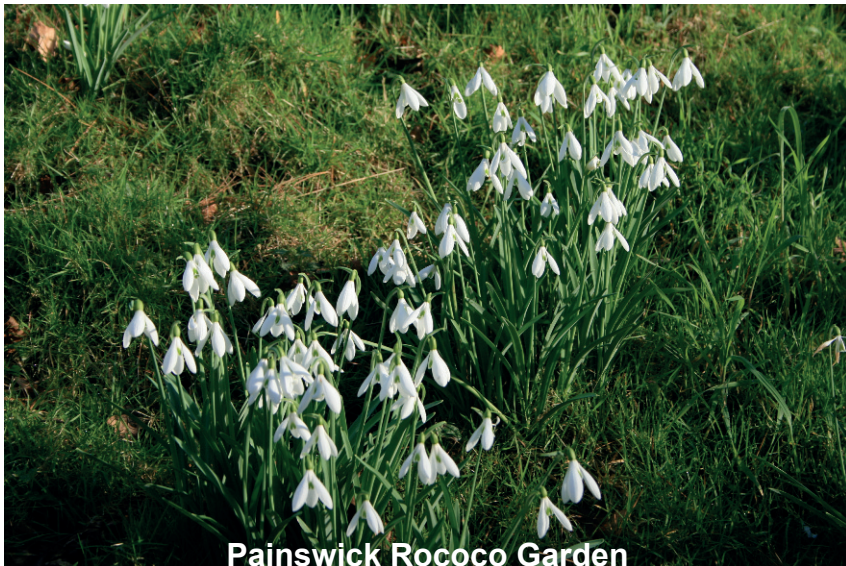
## South Gloucestershire Over Fifties Forum

*Campaigning for older people*

The South Glos Over 50's Forum

The Clocktower, Tower Road North, Warmley, Bristol, BS30 8XU  
email: southglosover50s@gmail.com or call 07967 102141

# Newsletter - Winter 2020



**Painswick Rococo Garden**

## **What has the Forum been doing in the three months September to December 2019?**

I thought you might be interested in a glimpse at what we have been doing .

### **What we have done.**

- We ran a Forum on Transport for all members and members of the public in South Glos Over 50. Speakers were Toby Savage, Tim Bowles and James Freeman plus a representative of all the South Glos Community Transport organisations at Lyde Green Community Centre. The event had

information about each of the Transport Fora, Age UK South Glos, our Over 50's display and the council provided timetables on all bus routes.

About 80 people attended. We asked people to write their questions but only a handful could be answered at the meeting so all the remaining questions about 25 were sent to each of the participant speakers for their response.

This feedback is later in this newsletter.

We are also following up on the issue of hospital transport via the CCG.

- We ran a series of area fora meetings, in five locations. Speakers ranged from Well Aware, the new HealthWatch, Avon Wildlife Trust, Healthy Eating, Libraries, Cadbury Heath Community Plan and 'Love your High St' as well as usual updates and discussion.
- Supported the Filton Town Council Older People's Group
- Held a Committee Meeting – our December meeting is postponed til January.
- Have continued to work with the CVS Associate regarding making a CIO application to the Charity Commission.
- Attended the CEF that cover Cromhall, Wickwar, Charfield etc to promote the Forum.

- As a pilot event we hired a bus from Kingswood CT for Gloucester Quays Victorian Christmas Market. 10 people went but sadly it was very wet so some enjoyment was lost.
- Another key promotion event has been with Connecting Kingswood Health & Wellbeing Sub Group. Through grant funding we were able to purchase some key fobs with a torch and had them printed with our information. For a promotion event in the Kings Chase Shopping Centre 200 tote bags were filled with information to support older people and families about voluntary organisations activities in Kingswood. As it was a Christmas event we also had information about drinking responsibly and other useful information for this time of year.
- Through the Ageing Better Partnership there are working groups and we try to ensure that a member of the Forum represents us at each working group meeting. (Social Isolation, Digital Inclusion, Housing, & Transport)
- The Forum also has a new information leaflet which will be placed in Libraries, and in other public amenities.
- Margaret has also represented the Forum at Leaders Board, Ageing Better Partnership, Mental Health Partnership, Patient and Public Involvement Forum for South Glos and across the Clinical

Commissioning Group area , Safer and Stronger Partnership and Equality Partnership meetings.

### **Why we have done it**

- Our Forum meetings enable people to engage with us about their issues and enable them to learn and be empowered by the information they gain.
- The Transport Forum event placed a marker about the dissatisfaction of people over 50 with transport service. The lack of bus services serving people where they go. It appears none of it is profitable and the Council has limited resources to pay for supported bus services. The campaign will get stronger.
- If we believe in stopping social isolation then transport is required. Better bus services to Southmead Hospital.
- We are keen to support groups who want to give older people a voice and we hope this will be positive for Filton residents.
- Our attendance at promotion events enables more people over 50 to know about our Forum as well as a point of reference.
- We are applying to be a CIO to develop a better legal framework for the organisation.

- We attend Strategic Partnership meetings, as noted on the monitoring, as we are keen that the voice of older people/people over 50 is heard.
- Our trip to Gloucester Quays was a pilot with the purpose of helping people get out and about. It is self-funding.

### **The difference we have made for individuals:**

- We have provided members with information to enhance their quality of life.
- We have enabled people to get one to one computer support
- We helped a lady having difficulty in contacting Waste and Recycling
- Sorry we don't always note the difference people tell us and we certainly don't get told by the majority.

### **Added Value**

- We were invited to be part of Yate Town Council consultation on making Yate older people friendly, and looking at how services could be grown for older people to attend. We were able to add some useful information not picked up through the research.
- We attended a Bristol event on older people's housing to see if they offered any solutions for people wanting to downsize.

- Have attended the 2 PPIF's for Bristol North Somerset and South Gloucestershire CCG and two PPIF's for South Gloucestershire – which our Chair is currently the Chair.
- Our Chair is part of an 'expert by experience' group within the CCG for Frailty and has attended 2 meetings in the last quarter.
- Spoke to Nigel Riglar about the Forum running a housing forum which he was very interested in as it could help release larger homes for families.

### **Plans for the future**

- A consultation meeting with South Glos Council regarding raising its fees and charges for Social Services
- A Housing Forum hopefully before the end of the financial year.
- Dave Perry CEO has agreed to be the guest speaker at our AGM in May
- Sirona coming to share their plans now they are the Community Health provided across the CCG area.
- CVS are keen we become full members and we will be working with them in the next few weeks to provide the evidence they require.
- Our CIO application will be sent to the Charity Commission.

# Margaret's Mumblings

I do hope everyone had a reasonable Christmas and the 2020 will be a good one for you.

There is a lot happening in the Forum and we would be pleased if you could support our events.

The Transport Forum before Christmas was well attended and you will see the response we got to your questions in this edition. We don't agree with all the answers but we appreciate them. Now we need to think how we move our pressure forward. I am now beginning to involve the MP's.

You may have seen James Freeman, Managing Director of First Bus saying recently on TV how unhappy he is that his Metro bus service is not doing what was promised because of very heavy rush hour traffic. With no continuous bus lane we cannot expect the service to provide what it says on the tin.

We are also awaiting the for the West of England Combined Authority Delivery Plan which I understand will be discussed on 15th February.

When Mike and I go to Nottingham they have trams and where the tram crosses a road there are traffic lights that automatically go red to road transport. There are also good bus services and with the train station there is really good connectivity.

I am sure we all agree if we had disruption to our road system but new it would make life easier for buses in the long run we might get less aggravated.

Well BREXIT is happening whether we agree with it or not so let's hope we find solutions so that the country benefits from being our own boss for all our residents.

Summer holidays are on some of our minds as we find the grey days so depressing and the weather is so wet. I am aware that what affects us weather wise is affecting other parts of the world too. The fires in Australia have been so devastating even if they are familiar with fires in their summer

Parts of Africa haven't seen rain for more than 2 years. Therefore famine is a real issue as they can't plant potential food. There is a real need for us to change the way we live to ensure our sustainability.

To local matters. We have some changes this year to our meetings. We have been working hard to prepare a new constitution and application to be a Charitable Incorporated Organisation - CIO. We got your permission to proceed at our last AGM. If we want to continue, as an organisation, into the future we need to ensure we are fit for purpose and can apply for funding as well as give our committee protection. We will be registered with the Charity Commission as an incorporated organisation which means we are also registered with Companies House as a limited company.

We will be looking for Trustees at our AGM who have to passion and skills to help us develop.

South Glos Over 50's Forum is hugely respected for what it does and the voice it gives you so we need to make sure we use it. I also wish I had time to develop the evening meetings for working members but if you are 50 -



70 years you aren't forgotten. Please give me a call or an email if there is a topic you would really like me organise so you get the information that helps.

We will be holding two South Gloucestershire wide Forum events in the next few months. You will see more about these in this Newsletter. There is also a transport sheet so if you want us to organise Community Transport for you make sure you send in the form or ring me 07967102141.

Due to time for the February meeting please make sure you ring me and leave a message if I do not answer. I will need your name, address and the long number on your Bus concession card please.

I need to send the list of people to collect to the Community Transport organisations a week before the events.

Our AGM is Thursday 28th May 1.30 pm for 2 pm . Again there will be Community Transport if you book it with me via a form or ring me and leave a message so I can get back to you.

Due to all these Forum meetings for everyone we just don't have the capacity to run meetings in five areas as well. I am sorry as I know how much you enjoy local meetings but they will be back before we know it. See more information about these events further into the Newsletter.

I look forward to seeing you at our events and please contact me if you have any queries.

## Transport Forum Answers to Written Questions

Following our Transport Forum event in October 19 we asked the Council, WECA and First Bus to respond to the questions you asked that we did not have time to ask at the meeting.

Here are the questions and responses. The blue response is from the Local Authority in consultation with WECA and the red response is from James Freeman at First Bus.

If there is not a response from the Council or First Bus it is because it is not for them to respond.

### 1. How are transport services met in our rural areas?

South Gloucestershire Council currently supports a wide range of bus services this includes services that are entirely funded by the council and others which are commercial services that receive top up funding for part of the service, e.g. Sundays or evening journeys. South Gloucestershire Council currently support 28 services where there would otherwise be no service.

The Transport Authority, South Gloucestershire Council, has responsibility under the 1985 Transport Act to take an overview of the total network available to the public and is empowered to procure services that commercial operators such as First West of England cannot do, by competitive tender, if it feels that to do so is in the public interest, represent good value for money and can be afforded. Main inter-town routes tend to carry enough paying customers to cover the costs of operation and generate sufficient profit to justify the operation but away from these lines, local authority tenders are necessary.

### 2. How much does the Diamond Travel Card cost South Glos Council?

The costs fluctuate depending on usage, for 2019/20 the Council have budgeted £1,995,155 this includes card production and re-imbursements to bus operators.

3. When will First Bus provide elderly residents of Bromley Heath with a decent bus service. Most importantly to Southmead Hospital also a rapid ride to Broadmead/City Centre. Why have we been missed out?

Currently there is no commercial offer to operate this service, South Gloucestershire Council funding for supported bus services is fully committed. The principles behind the metrobus is a limited stop service enabling a fast and reliable journey time. Access to Southmead Hospital remains a priority for the council but we are constrained with the funding available for supported buses.

As explained above the responsibility for the network lies with the local authority. We will provide services as and where we believe that we can carry enough passengers to operate at a profit. First is just an operator, not the transport authority. People often expect us to cross-subsidise poor routes from good ones, but (1) our good routes don't produce sufficient surplus and (2) we are not allowed to do this by virtue of competition legislation. (3) It is of course open to any operator to provide a commercial service at any time, should they wish to do so.

4. Is it possible to have the bus back, No10, we used to have from Mangotsfield to Downend, Parkway Station and Southmead Hospital please?

Currently there is no commercial offer to operate this service, SGC funding for supported bus services is fully committed. However we will add this to our list for service requests to consider if further funding arises.

5. No bus from Downend or Bromley Heath to Southmead Hospital

As per response to Q4.

See my answers to questions 3 & 4 above. Note to start a new route of any scale, we need to generate about £200,000 in revenue in the first year to cover all the costs. This is very difficult indeed to achieve. Hence these new routes need to be sponsored by the local authority.

6. No direct bus from Bromley Heath to Bristol. It takes over 20mins to get to a Metro bus stop.

As per response to Q4.

At the moment we cannot unfortunately justify adding to the m3 service (and Y1) that is already operating. SGC could procure this on contract, if they wished, but subject to believing that sufficient demand existed.

7. Can we have the X48 back please?

As per response to Q4.

No. I am afraid the X48 was killed off by the metrobus m3

8. Why does the M1 go every few minutes and half the time is empty?

The service operates every 10 minutes and has been running for less than a year, it takes time to build patronage on a new bus service. It's a long route end to end so whilst it can have low numbers on one section it can fill up quickly on other sections so it's about building capacity for the whole route.

The specification for the operation of metrobus m1 was set by South Glos, Bristol and North Somerset Councils as part of a £230 million scheme. It was therefore inevitable that in the early stages some buses would be lightly loaded. We have in fact had to introduce some reductions to frequency to deal with the absence of passengers on some journeys.

9. Why doesn't the M3 go to Cribbs?T

The route was considered as part of the project design phase and has been carefully considered and designed. The m3 is

one of the best performing metrobus routes which indicates the majority of passengers are happy with the route into Bristol.

The council is developing an extension of the existing metrobus network called the Cribbs Patchway metrobus extension. This new metrobus route will serve Cribbs Causeway via the new neighbourhood to be constructed on the former Filton airfield, Gipsy Patch Lane, Hatchet Road and Bristol Parkway Station. It is due to commence operation in spring 2022 and although precise service patterns are not yet confirmed, we anticipate it joining up with metrobus services on the ring road to the east.

Because it goes to the City Centre! You can change at UWE on the 19/19a to go on to Cribbs Causeway. It is possible that when the new metrobus section is opened through Gypsy Patch Lane bridge that the authorities will seek to offer an Emerson's Green – Parkway – Cribbs Causeway service.

10. Following the introduction of the Metrobus is there any chance it could come through Downend/Bromley Heath to give us a quick route to Bristol City Centre and to Southmead Hospital?

With respect to your suggestion of an additional metrobus stop to serve the Bromley Heath area I can confirm that although South Gloucestershire Council would be responsible for funding any new infrastructure. Any request would need to be judged against the design principles behind the operation of metrobus; a limited stop service enabling fast journey times and reliability. Stop locations were a critical part of the design phase and have been carefully considered and modelled. We can feed this back to the metrobus performance review group which has representation from Bristol City Council, North Somerset Council, South Gloucestershire Council, West of England Combined Authority and metrobus operators.

It's a good idea but unlikely to be taken up by the metrobus authorities. We did in fact suggest this before the services were introduced, but there is no official appetite to vary routes or even stops at this stage. Maybe this will develop in the future.

11. When will the 'talking buses' going to be in use 100%?

This is a fair question. Our newest buses are fitted with this important feature as standard, though we have found that the software is sometimes unreliable. The Government has plans to make the provision of audio and visual next stop information mandatory on local buses in a couple of years' time (we await the details right now).

Is there ever going to be an improved service from Yate to Bath? See my answers to questions 3 & 4. This is a matter for SGC. The current contract for the 620 route is operated by Stagecoach.

12. Is there ever going to be an improved service from Yate to Bath?

There are no immediate plans to improve the service offer between Yate and Bath.

13. Why are First Bus operating buses that are at least 15 years old?

Although we have many vehicles that were purchased in the last three years across our fleet of 600 buses we have a minority that are much older. The oldest bus in our fleet is actually nearly 20 years old. All the fleet is regularly tested and compliant with present-day legislation. The spike in age recently was caused by a significant increase in bus deliveries up to 2017 to provide universal level-boarding access. We are just starting to take delivery of 77 brand new bio-methane powered buses that will operate amongst other places on South Glos Lynx services to Yate and Thornbury

from Bristol. A new bus cost £280,000, so we need to get a good life out of them!

14. What are the terms and conditions of the new community buses?

The terms and conditions of the new Community Transport vehicles are as follows:

- Vehicles requested by Community Transport operators will only be used for 'not for profit' activities.
- Bids will only be accepted for procurement of new vehicles.
- Community Transport operators should be willing to supply data for monitoring and evaluation purposes. E.g. Annual patronage data, number of lost days for new vehicles. Data will be anonymised and used in a final published report.
- A contribution from the sale of older vehicles towards matched funding contribution is to be received by 31st March 2020.
- Community Transport Operators will be required to sign a contract covering the use, maintenance and future disposal of the vehicles supplied.

15. What is the current position in regard to the work of the social and economic impacts of automatic vehicles. I believe discussions between WECA and UWE are in hand.

WECA still to respond.

Do you perhaps mean autonomous vehicles? If so, there are developments across the country. At present First West of England is not involved, so I can't really comment further.

16. Does the 43 change numbers at Cadbury Heath? 4 buses went down but it was over an hour before a bus came back.

No, that does not generally happen. I am sorry that you obviously had a very long wait as I can understand how

frustrating that would be. I can't really explain this, although if you could supply some more details of the day and time we could investigate.

17. The digital numbers on the front of buses are difficult to read in orange would it be better in green or red?

It's interesting to read this. The almost universal adoption of electronic displays has led to the very widespread use of orange displays. They are good but not perfect for everyone. Bath Bus Company use green and I have seen red in use in Reading where I used to work. I wouldn't say that either would be much easier to read than the orange – although colour clarity does depend on the observer to quite an extent. The big news is that we are switching to white displays for our new buses, which I think are a good deal clearer.

18. Why does the 45 bus at 5.25 pm get taken off and if one is waiting at Old Market the next 45 is full so does not stop making it difficult for workers?

I am sorry to hear of this. Cancellations at that time of day only really happen as a result of delay by traffic congestion or breakdown. This autumn we have been operating additional 44a journeys towards Hanham to provide extra capacity along Church Road etc, so that everybody wanting to travel further can be accommodated on the 45 (and indeed 44) journeys.

19. We want to encourage greater use of buses. Long term parking in Yate town centre is very limited. Will the council commit to increasing long term parking in Yate please? Could the old Magistrates Court be made into a multi-story car park?

There are a number of plans for transport improvements in Yate. Colleagues in Transport Policy and Planning will shortly be undertaking a masterplan study for central Yate covering the



area from Yate Rail Station to and including town centre. The study will inform future street design and development opportunities. This study will be carried out next year with plans to consult on proposals this time next year. This will include the consideration of car parking and bus improvements.

We are also providing a Park and Ride site on the outskirts of Yate to enable long stay parking but intercepting journeys before people reach the town centre. This will enable forward travel to the centre by bus and potentially other modes of travel such as hire bike. The business case is currently being worked up and subject to demonstrating a commercial case for the site, a planning application will be progressed next year.

20. Some bus services are paid for by South Glos Council, is there any plan to pass these contracts onto the Community Transport organisations?

No, the Community Transport Groups are not currently set up to operate local bus services.

21. Surely second hand buses from Leeds are more a liability than an asset?

First is a nationwide company and moves its assets around to get the best out of them, These are mid-life vehicles with plenty of go in them yet. They allow us to release much older stock for disposal. This is important as we are embarking on a big programme to convert buses to the latest Euro VI emissions standards over the next year. Sadly, we do not generate sufficient profits from our operations here to justify more new buses than we actually receive.

22. Does Bristol /South Gloucestershire get its fair share of new buses for its general fleet?

Yes. Our owners are constantly telling us that we get more than our fair share of new buses into West of England. With 77 new bio-methane double-deckers arriving in the next four months, I am inclined to agree with them!

23. What happened to the 'queue buster buses' in use last summer?

The Q-Busters were operated in late-November and December last year. This year they are back – 14 buses in all. They are easily spotted as they have Q-Busters written in big letters on their flanks! We hire these extra buses in, short-term, from dealers.

24. The Y1 and Y2 are excellent from Yate and the Y6 is essential. However could there be a single decker bus every half an hour?

Currently there is no commercial offer to operate this service, SGC funding for supported bus services is fully committed.

I am not sure I understand the question. The reason we use mainly double-deckers these days is that at the busiest times we need the capacity of the double-decker (75 as against 37 or so) and there would be no point in running lots of little buses as the main cost is the driver – so single-decker buses are less likely to generate the necessary profit.

25. Could the 17 bus be increased to Hanham and the shopping centre every half an hour?

Currently there is no commercial offer to operate this service, SGC funding for supported bus services is fully committed.

I am afraid there aren't enough passengers travelling to justify extending the half-hourly service beyond Kingswood/ So that's a no. Of course, SGC could support a higher frequency, but that would be a matter for them.

26. The bus stop opposite the Gallagher retail park is in need of a shelter with a seat/ bar. It serves lots of shops and would be much appreciated.

We will add your request to our Public Transport Infrastructure Priority List for funding consideration in 2020/21.

This is a matter for the local authority – bus stops and shelters are outside my remit, I am afraid.

27. Can the bus stop opposite Hanham Methodist Church be cleaned?

This request has been passed to our maintenance crew to be actioned.

28. Could there be a shopper's bus serving Hanham, Kingswood ASDA, Aspects and the Gallagher Retail Park. A possible route would be from Hanham starting at the former bus depot, now Tollgate Hire, Victoria Road stop, up Hanham Road, to Kingswood around the 420 including Black Horse Road and around to Kings Chase Shopping Centre, proceed down the A420 to the Ring Road, proceed along the Ring Road, towards Hicks, exit at Tower Lane onto Craven Way taking in ASDA and Gallagher Retail Park along Aldermore Way then at the traffic lights back to Hanham. Some services, afternoon and evening, could include the Aspects Leisure Park.

It feels like there currently is no local service that covers this circle particularly between Hanham and Kingswood and the Retail Park. It would be a shoppers bus and could reduce the cars and link people in the area. We know that 'Love Your High Street' will make Kingswood more of a destination too.

As per response to Q4.

This, too, is one for the local authority. We could not imagine such a service being commercial, sadly – though no doubt of enormous value to its potential users!

# **DATES FOR YOUR DIARY**

**Friday 28th February 2020**

**A Forum meeting for all**

## **A consultation to discuss a rise in Council fees and charges.**

This consultation is with South Glos Council commencing at 10 am at Stoke Gifford Retirement Village, Edward Parker Road, BS16 1YG. Come off at the roundabout and follow the building around.

Please park around the back of the building where there is a large car park.



**Friday 3rd April 2020**

**A Forum meeting for all**

**Housing in Later Life**

We talk about the difficulties of downsizing but this event will give you lots of ideas and information to make life easier to manage as we grow older.

There will be a Market Place of organisations who can help and assist as well as give information.

Our opening speaker is Sue Adams OBE, Chief Executive of Care & Repair England. Sue has a wealth of experience and information to share. She is travelling down from Nottingham especially for us.

At St Michael's Centre, Stoke Gifford BS34 8PD. Very close to Parkway Railway Station, 10 am for 10.30 am start, until 12.45 pm



# Thursday 28th May 2020

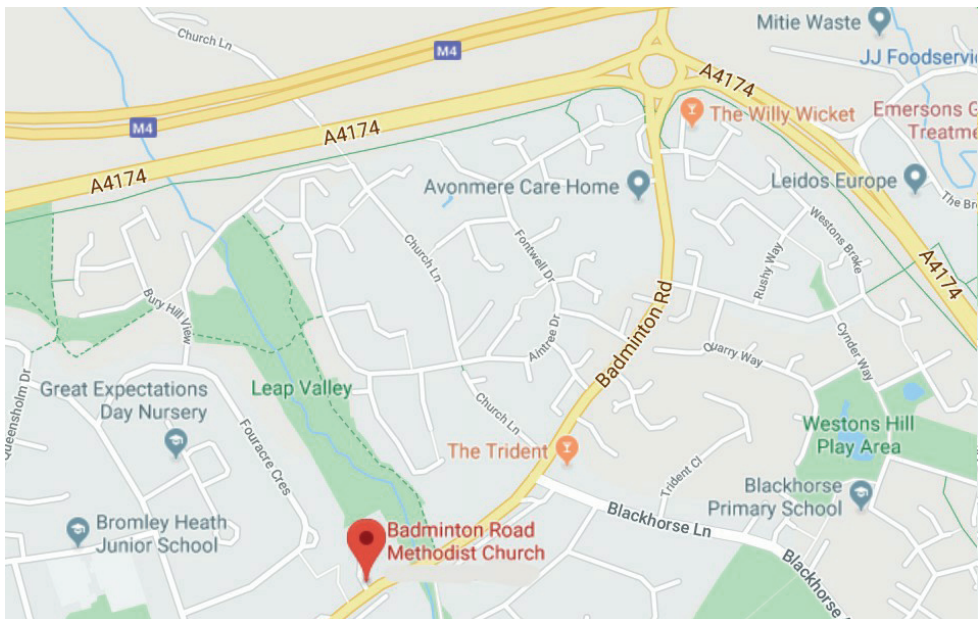
## Our AGM at Badminton Road

Dave Perry, CEO South Glos Council will be our guest speaker following our business meeting. It will be held at the Methodist Church, Downend, BS16 6NU.

1.30 pm for 2 pm start.until 4 pm.

If you need transport for the February meeting please ring me 07967102141. I need you to provide your name, address and the long number on your transport concession card. It is also helpful to know whether you have a wheelchair, a walker or some other aid that the bus will need to allow space for please.

Please use the form for transport for the April and May meetings. Remember I need at least a week's notice please.



## Thinking about trips

On this occasion I am not referring to the trips and falls we can have when we get older that sadly can mean a broken arm or hip, no I am talking about outings.

At our AGM last year we got into groups to talk about the Forum and what we'd like it to do and what we don't like. One of the suggestions was that we should organise outings and those going would be charged so it covered all the costs.

If you belong to a Community Transport they have a programme of outings to this, that and the other. Therefore, the Committee discussed whether organising trips was needed. We felt that we should give it a try and arranged for a small group of people to go to the Victorian Christmas Market at Gloucester Quays. By the time everyone was picked up it was 10.30 am and although the journey didn't take long it was late morning before they arrived.

A couple that went, reported that they had a very good day in spite of the weather - it was raining quite heavily for most of the morning but improved into the afternoon. They said we had a good look around the Christmas Market and a number of shops. They bought things they would have had get from elsewhere and a good meal. They arrived home about 4.30 pm.

- Is this something you would like us to organise?
- Where is it you liked to go?
- Would you be happy to pay for the trip? We charged £15 for the Gloucester Quays trip.

We would need to arrange it in areas otherwise the driver might be all day picking up! It is something for you to think about. You can contact us for your comments (see details on front cover).

If anyone would like to organise trips let me know. It could be just for your area or for the whole Forum.



## **Do you care for someone?**

### **Did you know you have a right to a Carer's Assessment?**

Do you look after someone? Or perhaps you know someone who does? Families, friends and neighbours often provide crucial care for someone who couldn't manage without their help and 61% of carers in South Gloucestershire are age 50+. You could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems.

If you are a carer, you have the right to a carer's assessment. Carers Support Centre, a local charity, can help you with this.

In your assessment, you can talk about the impact caring has on your life. This will give you some space to think about how caring affects your physical, mental and emotional well-being and how this may change in the future. An assessment also often leads to a small one-off payment that will give you the chance to take a short break or do something for your own well-being.

Local carer, Vicky, gave up work to care for her mum. She visits her for many hours each day to help with household tasks, shopping, meal preparation, paperwork and appointments. This commitment to her mum impacts her income, her other relationships and her own well-being.

Her carer's assessment gave Vicky an opportunity to talk about her caring role and find out about help available. She was also awarded a small one-off payment to pay for something that would benefit her.



*Vicky said: "It was helpful to meet with someone from the Carer's Support Centre team to go through the assessment process. That's partly because, with so much on my plate, finding the time and energy to complete the paperwork would probably have been overlooked or felt like yet another demand on me. It was good to talk about my situation with someone impartial but helpful. And I found speaking my answers out loud somehow helped me to see and think about the level of responsibility and impact of my caring role."*

Get in touch with CarersLine at Carers Support Centre to find out more about carer's assessments. If you care for an adult, Carers Support Centre can help with your assessment. If you are a young carer or a parent carers of a child under 18, phone Children and Family Services at South Gloucestershire Council on 01454 868008 to ask about a carer's assessment.

CarersLine: 0117 965 2200  
carersline@carerssupportcentre.org.uk  
www.carerssupportcentre.org.uk

1. For further information contact Freya Jeffries:  
[FreyaJ@carerssupportcentre.org.uk](mailto:FreyaJ@carerssupportcentre.org.uk) 0117 939 2562

2. A carer is someone who provides support to family or friends who could not manage without their help. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems. All the care they give is unpaid.

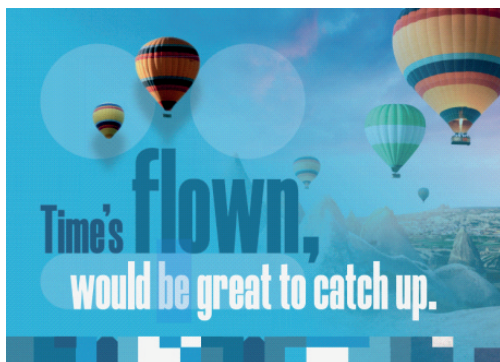
3. Carers Support Centre provides a range of services to carers of any age living in the Bristol and South Gloucestershire areas. These include support, information and advice, carers' groups, training, breaks for carers, and

the Carers Emergency Card. Carers Support Centre is a Carers Trust network partner.

4. Carers are people who provide unpaid care for someone who is ill, frail or disabled. There are 40,138 carers in Bristol (13.5% of the Bristol population). There are 27,639 carers in South Glos (14.7% of the South Glos population) ONS Census 2011.



Photograph posed by models.



## Reconnect by sending a postcard

In partnership with One You South Gloucestershire [oneyou.southglos.gov.uk](http://oneyou.southglos.gov.uk) we would like to encourage our membership to send one of a selection of free

postcards to help you reconnect with a friend, family member or neighbour you may have lost touch with.

The overarching aim of this initiative is to raise awareness of the growing issue both nationally and in South Gloucestershire of loneliness and social isolation. In the busy modern world it is all too easy to lose touch. In a small way by using these postcards as a means of reconnecting we can together help to make a difference.

If efforts to tackle loneliness are not made the number of over 50s in the UK experiencing loneliness is set to reach 2 million by 2025/6, an increase of 49% in 10 years, (*Age UK 2018, All the lonely people*).

So brighten up someone's day by forwarding them the, and including your own special message.

We hope lots of you will send at least 1 postcard and if you're happy to share we would love to hear about how using the postcards helped you reconnect with someone.

So don't delay, brighten up someone's day by sending a postcard.

Postcards will be available at our events in February and April. We are also investigating the cost of including them in your next Newsletter April/May for those who get their newsletter by post.



## Carers groups run independently in South Glos

Please note these groups are independent and not run by Carers Support Centre and this may not be a comprehensive list. Please ring the contact given for more information and to check details.

	Location		When	Contact
ALL CARERS	Emersons Green – Mill House, Emersons Green Way, Bristol BS16 7AE		1st Thursday 2–4pm	Cathy Truman <b>07979 896064</b>
	Yate – Yate Library, Large Meeting Room, Yate Shopping Centre, W Walk, Yate BS37 4AX		1st Tuesday 10–12pm	
PARENTS OF DISABLED CHILDREN	Kingswood – Kingswood Community Centre, New Cheltenham Road, Kingswood BS15 4FS <i>Drop-in for parent carers to meet with other parent carers</i>		CONTACT FOR DETAILS Weekly drop-in, Thursday mornings term time only	team@sglospc.org.uk <b>01454 501 009</b>
	Mangotsfield – Mangotsfield Time Out (carers support group run in partnership with Resound) Blackhorse Road, Bristol BS16 9BP		CONTACT FOR DETAILS Monthly support group 9.30–11am	
	Hanham – Hanham Baptist Church Hall, High Street, Hanham BS15 3QY <i>Little Treasures stay and play group for parent carers and their children with additional needs. Suggested donation £3 per family</i>		CONTACT FOR DETAILS Weekly drop-in, Thursdays 10–12pm term time only	
DEMENTIA SUPPORT GROUP	Filton	PLEASE CONTACT FOR LOCATION DETAILS	2 <sup>nd</sup> Weds 1.30–3pm	Alzheimer's Society <b>0117 961 0693</b>
	Yate		2 <sup>nd</sup> Monday 1.30–3pm	
	Thornbury		3 <sup>rd</sup> Tuesday 2–4pm	
MENTAL HEALTH CARERS SUPPORT GROUP	Filton – Upper Horfield, Community Trust, Eden Grove BS7 0PQ		1 <sup>st</sup> Wednesday 6.30–8.30pm	Steve Forge sglosmhcarers@yahoo.com <b>07768 318 215</b>
	Yate – Yate Library, Large Meeting Room, Yate Shopping Centre, W Walk, Yate BS37 4AX		3 <sup>rd</sup> Tuesday 2.30–4.30pm	
	Kingswood – Kingswood United Church, 11 Moravian Road BS15 8LR		2 <sup>nd</sup> Monday 10.30–12.30pm	
TIME FOR CARERS	Various locations – Various social and craft activities for South Glos carers to enjoy a social life and break away from the person they care for		£5 annual membership fee Most events are free	Contact Alison Allan <b>07597 278 204</b> time4carers@gmail.com
BRISTOL & AVON CHINESE WOMEN'S GROUP	Bradley Stoke – The Jubilee Centre, Savages Wood Road, Bradley Stoke BS32 8HL		RING FOR DETAILS	Yan <b>0117 955 4486</b>
SOUTH GLOS CHINESE ASSOCIATION	Bradley Stoke – Leisure Centre, Fiddlers Wood Lane, Bradley Stoke, Bristol, BS32 9BS		Thursday 11am–1pm	Wayne Song <b>01454 612 458</b> Weijie_song2003@yahoo.co.uk
CARERS GROUP & SING-ALONG	Frampton Cotterell – The Beacon Room at Zion Church, Woodend Road BS36 3HY <b>GROUP</b> – for carers and the person they care for		GROUP 2 <sup>nd</sup> Wednesday 2–4pm	Rona Volkmer <b>01454 886 925</b> Jane Bradbeer <b>01454 775 786</b> Office <b>01454 776 618</b>
	<b>SING-ALONG</b> – open to all but many carers and former carers attend		Sing-along 4 <sup>th</sup> Wednesday 2–3.30pm	