



Carers Card FAQs

Forward Carers launched a Carers Card at the end of last year as part of our mission to create Carer Friendly Brum. We want to raise the profile of Carers so that they are recognised and valued in the community. Here are some frequently asked questions regarding the Carers Card, which we hope you will find helpful.

A How do I get a Carers Card?

You can upload a passport sized photo of yourself and apply for a Carers Card online here: www.forwardcarers.org.uk/discounts-and-benefits/carers-card



A What is the Carers Card used for?

This photo ID card is a visible sign that you are a Carer and includes emergency contact information reassuring you that in the event of an accident, the person you care for will receive the help they need. The card acts as verification that you are a carer, for example, you can use the card to show your employer or college that you have caring responsibilities.



A Where can I use my Carers Card?

Carers have been using the card during the Covid-19 pandemic to access particular supermarkets' vulnerable shopping hours. To find out which supermarkets accept the card to gain priority access, click [here](#). The card is part of the Carer Friendly Brum scheme and you will see the Carer Friendly Brum logo on shops and businesses that accept the card. While we build on this scheme we need your help. Please talk to your local shops and businesses who could support Carers within the community. For more information visit: www.forwardcarers.org.uk/carer-friendly-communities/about/



A Does the person you care for have to live with you?

No they don't, as long as you are registered with Birmingham Carers Hub you can apply for the card.



A Can more than one person in a household apply for a Carers Card?

Yes. Each person that applies would need to have an unpaid caring role and be over the age of 18. The person they care for would need to be a Birmingham resident or you yourself will need to live in Birmingham and be registered with Birmingham Carers Hub.



A What if I am not registered with Birmingham Carers Hub?

Registering with Birmingham Carers Hub is easy, just click [here](#) or call **0333 0069711**.



A If I don't receive Carer's Allowance, can I still apply for a Carers Card?

Yes you can. If you provide care to a partner, child, relative, neighbour or friend without payment and you or the person that you care for pay their council tax to Birmingham City Council, you can apply.



A Is the Carers Card free?

Yes the Carers Card is free of charge if you or the person that you care for live in Birmingham.



I don't live in Birmingham, can I still apply for the Carers Card?

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If you don't pay your council tax to Birmingham City Council, currently you are unable to apply for our Carers Card, however we hope to provide the Carers Card to people out of Birmingham soon but there will be an administrative cost. If you like to find out more email info@forwardcarers.org.uk

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What if I don't have a family member or friend to use as my emergency contact details?
That's okay, you can use your GP surgery name and contact number.

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What if I no longer care for somebody?

You can continue using the Carers Card for 6 months after notifying Birmingham Carers Hub.

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How will I know if you have received my application for the Carers Card?

You should receive a confirmation by e-mail that we have received your Carers Card application.

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How long will my Carers Card take to arrive?

We will send your card to you in the post which you should receive within 10 working days.

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How long is the Carers Card valid for?

The Carers Card is valid for 2 years and can be renewed by the Carer by reapplying for a card, either online or face to face with one of our partners

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Who do I contact if I am having issues applying for the Carers Card?

Email info@forwardcarers.org.uk and someone will get back to you. When emailing please also send us a contact number so we can resolve the issue quickly.

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Where can I get the discounts and benefits from?

The majority of the discounts and offers are available online through our partner PerkJam. Carers can gain free exclusive access to hundreds of perks, discounts, and freebies from big-name brands. To access these discounts click [here](#). You can also get discounts, benefits and offers by showing your Carers Card to businesses and services in Birmingham who are displaying the Carer Friendly Brum sticker. These businesses will be added to our website.

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Is your Carers Card the same as a Max card, or do I need to apply for the new card?

No, our Carers Card is different to a Max Card because it is in an adult Carers name, whereas a Max Card is the property of the child and in order to obtain a discount the child must be present. You will be able to access local discounts with our card where the Carer Friendly Brum sticker is displayed.

