



Creating Carer-Friendly Communities

Impact Review 2019





“ Just knowing there’s support
for Carers is great. It is nice to
be listened to. ”



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A message from our CEO



We at Forward Carers are passionate about creating 'Carer-friendly Communities', so that Carers are better recognised and their contribution to society is truly valued. This year, following an open tender process, we were thrilled to successfully renew our contract with Birmingham City Council, Birmingham and Solihull CCG (BSOL CCG) and the Birmingham Children's Trust in recognition of the impact we have made locally for thousands of Carers.

Our unique partnership means we can support Carers at all stages of their role and respond to their diverse range of needs from sandwich Carers supporting children with additional needs and older parents, to those caring for loved ones with complex needs. We achieve this by building links throughout the wider community, working with statutory partners, within the NHS and alongside local and national businesses and groups. We are appreciative to all our partners who are striving with us hand in hand to make a difference to so many families here in the West Midlands.

In this review of the year, you will read about the positive impact we have had, the new services we have delivered, including Home from Hospital Sandwell, supporting people coming out of hospital back into their homes; the Carer-friendly Business Awards, training and celebrating employers who support Carers in their workforce; the new Top Tips guidance, helping Carers learn from those who have overcome their own challenges and the Unsung Heroes campaign, celebrating and amplifying the Carers' voice.

Throughout, you will read about the real experiences of many Carers, which describe the challenges they face, the love that drives them and the impact of the support they receive. I'm sure you will share our respect and admiration for those who care for others.

Thank you to all of our partners, together we have achieved so much to be proud of this year. And thank you especially to the 642,257 Carers across the West Midlands, each and every one of you is amazing!

Simon Fenton
CEO Forward Carers

2019 highlights

- **£6.14 social care saving, for every £1 invested in Forward Carers.**
- **96% of Carers who received a Carer's Assessment would recommend us to friends and family.**
- **1,064 Carers have received a life-changing statutory Carer's Assessment.**
- **£266,211 in Carer wellbeing payments distributed to help Carers meet their wellbeing goals.**
- **We've launched innovative new schemes, such as the Unsung Heroes campaign, Home from Hospital Sandwell and Carer groups in GP surgeries.**



We are Forward Carers

Forward Carers is a West Midlands based Carer and family support organisation. We pride ourselves on making a real difference to the lives of people caring for elderly, frail, sick or disabled family members through working in partnership. As well as offering support to Carers direct, we also advise and support organisations such as public body commissioners, providers and employers, in the following areas: Statutory Carer's Assessment; Outcome-focused partnerships; Case management systems; Carer quality of life tracking; Marketing including website design, digital marketing including growing online capability; Carer health facilitation, Corporate wellbeing. Forward Carers delivers Birmingham Carers Hub, a partnership of not-for-profits, funded by Birmingham City Council, BSOL CCG and the Birmingham Children's Trust.

As a Carer-friendly employer, we take our responsibilities to our Carer staff seriously which is reflected in the flexible support we provide. We are an award-winning social enterprise and committed to creating 'Carer-friendly Communities'.



OUR MISSION

Our Mission

is to improve the physical and mental wellbeing of Carers, young and old, including parent Carers, so that families stay healthier and happier together, for longer.



OUR VISION

Our Vision

is a world where Carers are happy and healthy and have the skills and knowledge to carry out their caring role. Carers will be able to fulfil their potential and their ambitions in life and work. The caring role will be recognised for its valuable contribution to society.



OUR VALUES

Our Values

underpin everything we do.

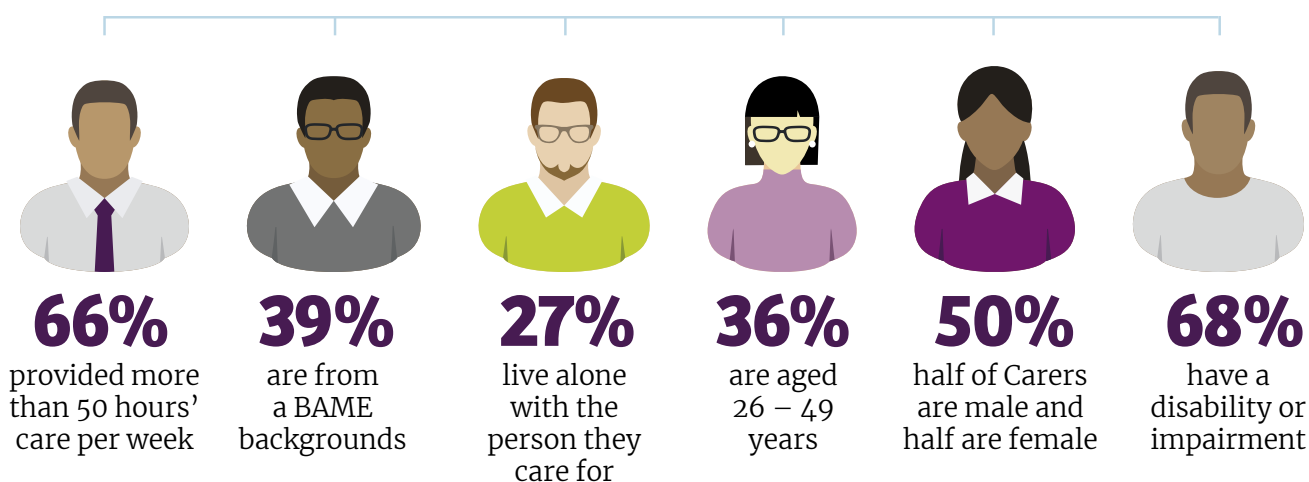
- **Fulfilling-potential:** Improving Carer wellbeing to fulfil their potential
- **Family-centred:** Placing Carers, families and their networks at the heart of what we do
- **Impact-driven:** Making a real difference to Carers and their families
- **Trusted-partner:** Working with others to make communities 'Carer-friendly'

> Family-Centered:

Services

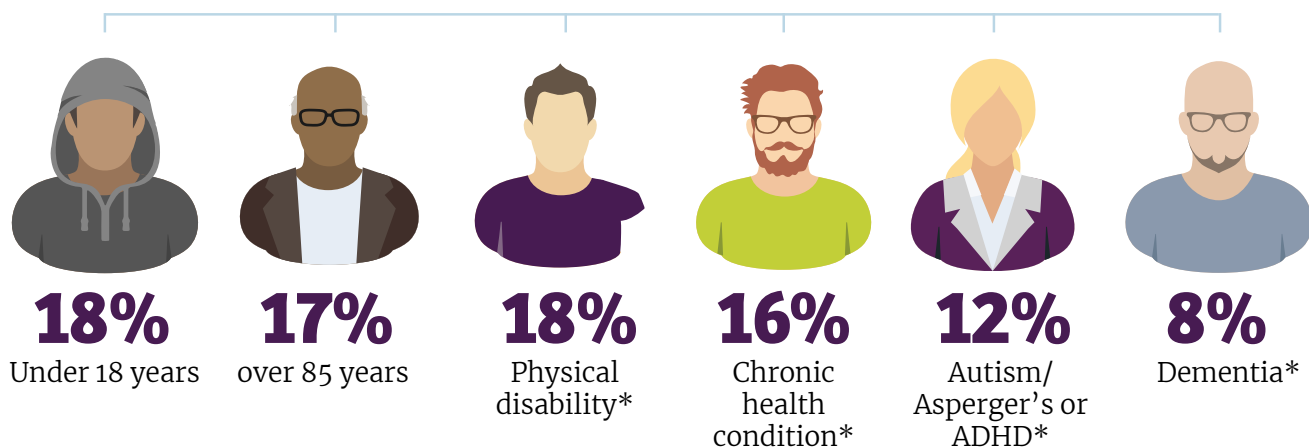


Who are Birmingham's Carers? *



* breakdown of known demographics of the 15,772 Carers registered with us

Who are Birmingham's Cared-for?



* This includes primary (the reason care is required) and secondary health conditions of the 15,772 Cared-for registered with us

The Caring Role

A Carer is someone who supports a serious illness, frailty, dementia, addiction, sick or disabled family member or friend. Carers play an amazing role looking after their families and contributing to their community. Many Carers put their loved one's needs above their own, meaning it can be a challenging, as well as a rewarding experience.

642,257
Carers in the
West Midlands

What Carers Do



Personal Care



Emotional Support



Physical Assistance



Health



Finances



Communicating



Household Chores

Life as a Carer – In Carers' words:

All Carers and every caring role is different, that's why the support and services we offer are designed to fit the needs of each individual. You can find out more about life as a Carer in the words of Vernatta, one of our Unsung Heroes (read about the Unsung Heroes project on page 18). Here, Vernatta talks about her life as a Carer.

Vernatta's story



“Our world has been turned upside down.”

“I am more than happy to take care of her.”

“Never felt more exhausted in my life.”

“I just feel overwhelmed all the time.”

“At the moment I am doing all right, but some days are getting a struggle.”

> Trusted-Partner:

Working in Partnership

We work closely with 17 partners to deliver a Carer support service we are all proud of. Forward Carers prides itself on our fair working principles, from providing training and guidance on service delivery and database management, to prompt payment of invoices for work done.

We believe the best outcome for Carers is achieved by partnering with a range of funders, agencies and organisations to deliver targeted support and services that improve Carer wellbeing. Our

partners reflect the diverse communities across Birmingham, so we can reach every Carer who needs us with the support they need.

In these partnerships, we deliver a range of services, including Birmingham Carers Hub, Home from Hospital Sandwell, Ageing Better Networks, Making Space for Carers and Carers Voice. We also support Working Carers and Parent Carers and safeguard vulnerable adults.



Our Funding Partners

We are incredibly grateful to our funders Birmingham City Council, Birmingham and Solihull CCG, Sandwell Council, BVSC and the National Lottery Community Fund; the Better Care Fund (NHS) and the Children's Trust. Throughout this review, you can read how our funders have enabled Forward Carers and our partners to significantly improve the wellbeing of Carers across Birmingham.



Partner Case Studies

"Forward Carers has played a huge role in the transition of the Birmingham Safeguarding Adults Board over the last 5 years and continue to do so. Forward Carers have particularly been integral to our development of a citywide partnership approach for safeguarding, supporting us to create trust and improved ways of working within Third Sector organisations. They are a key part of our committees and have presented and led at our partnership meetings. The Board and Forward Carers also worked together to deliver a successful Carers event focussed on safeguarding this year. The Birmingham Safeguarding Adults Board is very grateful for the leadership and involvement of Forward Carers in our citywide safeguarding adults' partnership."

Cherry Dale
Chair Birmingham Safeguarding Adults Board

Ageing Better in Birmingham has had the pleasure of working with Forward Carers for several years now. Working in partnership with Forward Carers they have played a pivotal role in assisting with the development of and supporting the delivery of our programme to support older carers overcome isolation and loneliness.

Forward Carers has engaged Older Carers across Birmingham on our behalf to ascertain what are the underlying root causes of loneliness and isolation for this group which in turn has allowed us to commission contracts that can address these. Forward Carers are also responsible for leading several commissioned contracts on our behalf that support Older Carers across Birmingham. This includes our Ageing Better Carers Hub, where well over 1000 people have been engaged by FCC to design, lead and / or participate in activities by communities for communities that help to reduce loneliness and isolation.

It is a pleasure to work in partnership with FCC and Ageing Better is stronger for this. Their passion for supporting Carers always shines through and it is always great to see their plans for how to further support Carers take hold and most importantly evolve around need. Birmingham's VCSE sector is strengthened by the pathway FCC has created and delivers on behalf of Carers across the city.

Phil Done
Relationship and Contracts Manager (Ageing Better)





“ I was so glad to speak to you in my mother tongue Urdu and very grateful for the service... which was very thorough. ”

Information and Advice

We help Carers to fulfil their potential by providing specialist Information and Advice in the form of Advice and Guidance in person, in the home and at our outreach centres, Online Support, Carer Resources and Carer Training.

2,460

**Carers registered with
Birmingham Carers Hub
in 2019**

1,067

**Carers assessments
undertaken**

All Carers are entitled to a statutory **Carer's Assessment** which offers Carers the chance to identify their strengths, their needs, the support and services available via Birmingham Carers Hub and partners and provides a referral or signposting to external services. In 2019, 1067 Carers had a life-changing Carer's Assessment.

Mr H's Story

Mr H and his partner have young children and a baby on the way. He also spends 50 hours each week caring for his adult son J who has autism and learning disabilities. Following a change in his medication, J became disruptive and aggressive and was moved into emergency respite for his own and his family's safety.

Mr H contacted Birmingham Carers Hub as he was worried about how to manage his eldest son's needs while protecting the safety of the rest of his family. He felt that his son's medication wasn't being properly managed and he didn't feel like he had a good relationship with social services. He was also anxious about the family's financial situation which was complicated by J's housing support and benefits payments.

Within one week of contacting us, we arranged for Mr H to have a Carer's Assessment at one of our outreach centres. The assessment gave him the space to talk about

his caring role, his priorities and about any needs that were not being met. As a result, we awarded him with a wellbeing payment of £250, which he spent on a UK break with his partner and younger children, giving them much-needed family time together. We also arranged for J to have an independent advocate to represent him at future case reviews with statutory services, giving Mr H the reassurance that his son's best interests would be considered.

A thorough review of the household finances and welfare benefits helped Mr H understand his options for the family.

He told us, "You are the only people who are listening to me and are there for me. I really do appreciate this".

We will continue to support him through this challenging time and throughout his journey of being a Carer.

* In the Carer Stories throughout the review, we use initials or have changed names to protect Carer and Cared-for identities'





“ Thank you for visiting me at home today and completing the Carer’s Assessment. Your professionalism, and empathy were very reassuring. It is so good to know there is someone there to listen. ”

Mr W, Perry Common

1,167

Enquiries received at our specialist Info & Advice Line and partner services

953

Carers with complex needs benefitted from 1757 1:1 support sessions

6

Birmingham Carers Hub drop-in centres provided over 400 outreach sessions for Carers

Online Support



forwardcarers.org.uk
24,809 people visited our website



forwardcarers.org.uk/enews/
4,983 people receive our regular enews updates



@forwardcarers
783 followers,
15,833 impressions per month



@BirminghamCarersHub
1,334 likes,
13,347 reached each month

Carer Resources

10

10 Top 10 Tips and toolkits produced in consultation with Carers who shared their own expertise

Carers don't have the time to read lots of text and long self-help guides, so we developed a set of visual resources to guide carers through some of the more challenging aspects of Caring. The guides offer a range of advice, including for those 'New to Caring', to having 'Difficult Conversations', right through to 'Planning for the Future'. The top 10 tips and toolkits have been developed alongside Carers who shared their own experiences and the ways they overcame their challenges, to support others.



Carer Training

116

Training spaces on 9 training courses

Each day in the UK, 6,000 people take on caring responsibilities for a loved one or friend. Many people feel unprepared for their new role. Our Moving and Handling the person you Care for, and First Aid for Carers training courses give Carers the skills to carry out their role safely and with confidence.

1

Health and Wellbeing Conference attended by 80 Carers

Carer responses to the annual Carers Survey showed that some Carers felt unsafe in their caring role. In partnership with the Birmingham Safeguarding Adults Board, we delivered a wellbeing conference to help Carers stay safe and well in their role.

Parent-Carer Support

4

Four partners, Action for Children, Contact, Kids and Midland Mencap, provide specialist services for Carers of children with additional needs,

including the Family Carer Information Service run by Midland Mencap which provides short breaks to enable Carers to have a rest from caring responsibilities.

254

We funded 254 Max Cards so that families of children with additional needs can access discounted activities to spend important time together having fun as a family.

> Help with Family Finances:

Over £1m
the amount claimed in
welfare and benefits
entitlements
with our help

The impact on Carer finances can include costs associated with the caring role as well as, for many, the loss in earnings due to reduced working hours or leaving work to provide care full-time. Fair access to funds, can make the difference between a Carer thriving in their role and one facing burnout.

“ Just thought I’d let you know that PIP has been awarded, enhanced mobility and enhanced care. Thank you so much for your support. You are amazing. ”

FW, Sutton Coldfield

Spencer’s Story

Aged 19 years, Spencer was living in Southampton pursuing a career in banking when his mother, a single mum to his two younger brothers, was diagnosed with bowel cancer.

Spencer gave up his job and returned to the family home in Birmingham to take on the parental care of his brothers, while his mum went into hospital for major surgery and cancer treatment.

For over three months, Spencer looked after his brothers, making sure they were fed, clothed and attending school, keeping on top of household duties and visiting his mum in hospital, providing her with support, encouragement and reassurance.

When staff at the hospital advised Spencer to contact Birmingham Carers Hub, he hadn’t realised his new role had a name, Carer. During a Carer’s Assessment, we talked to Spencer about the impact of the significant responsibilities he had taken on and how these may increase and become more complex on his mother’s discharge from hospital.

We provided information and advice about the support the family are entitled to in the home and reviewed the family’s welfare benefits entitlements. We identified that Spencer was entitled to Carer’s Allowance and his mother was entitled to the Personal Independence Payment (PIP), which would improve the family’s financial circumstances.

During the assessment, our advisor identified one of Spencer’s biggest unmet needs – the opportunity to have some time-out. Spencer was given a £250 wellbeing payment to plan a special day out with his siblings to help him relax and have some quality time together following a very stressful few months.

Spencer does not know yet how the future will turn out. A lot depends on whether his mum’s condition is under control, whether she can rebuild her strength and mobility and if she copes emotionally with her medical needs and restrictions. Spencer knows he can come back to the Birmingham Carers Hub whenever he needs to. We wish him and his family all the very best.

Wellbeing Payment

As part of the Carer's Assessment, Carers may be allocated a Wellbeing Budget to spend in a way that will improve their wellbeing. This year Forward Carers distributed £266,211 to 1225 Carers. The budget is unique in that it is a gift of recognition to the Carer rather than a payment towards costs incurred in the caring role. Carers use their budget to pay for the things that matter to them, including trips and wellbeing activities, visits to local sites and places of interest and for items for the home and garden. The quotes below show just how much the budget means to Carers.

£266,211
in wellbeing budgets
distributed to 1225 Carers

“ I have recently attended a carers break from the Birmingham Buddhist Centre, this was amazing and the best support I could have ever wished for. ”

“ Carers hub do a really good job of helping in situations that sometimes are hard to deal with ... they really do care and take the burden away couldn't praise them enough thank you. ”

Mrs F's Story

Mrs F took her close friend M into her home and gave up her job to take care of him after he became disabled and homeless. Her caring role continues around the clock.

During Mrs F's statutory Carer's Assessment with Birmingham Carers Hub, she described the impact of her role on her finances as well as her physical and emotional health. Despite the notable impact on her life, she was very clear that she does not regret saving M from a life on the streets.

We talked to Mrs F about her needs and identified the things that would have the biggest positive impact on her wellbeing, such as the opportunity to pursue hobbies that are important to her. She was thrilled to be awarded a £250 wellbeing budget which she used to buy new baking equipment. She plans to also explore a potential business idea she discussed with the Advisor.

She told us, “My goodness I am stunned and cannot thank you enough. I have been pondering through some ideas for the future with regards to my cooking. It feels like such a long time since I dared to think about future plans for myself and this has really lifted and excited me. I just cannot begin to describe the high I am on, thank you so much. I found the Carer's Assessment and your approach truly wonderful. I was able to off-load a great deal and chat through my circumstances and options. Then in addition to that you have suddenly given me new hopes and dreams for the future... talk about transformational...thank you.”



> Improving Carer Wellbeing:

Carer burnout is the primary reason that family members are admitted into care homes, rather than the result of a loved-one's physical or mental health. We provide a wide range of wellbeing opportunities that help Carers relax, connect and take time out for themselves, giving them the energy to continue happily and healthily in their role.

Wellbeing and Relaxation Activities

We provide at least:

400

yoga sessions
per year

100

Wellbeing
and resilience
sessions per year

150

Tai Chi sessions
per year

181

Support groups
per year

4

Free overnight
Carers breaks
per year



Rimah's Story

Rimah had been supporting her husband Irfan for many years, but didn't identify as a Carer, to her she was 'just his wife'. Irfan has severe COPD and by the time Rimah contacted us, he was on end-of-life care, meaning she didn't feel like she could leave him on his own to attend her own appointments.

Birmingham Carers Hub referred Rimah to CERS (Carers Emergency Response Service) who completed an emergency assessment. She was delighted to know that CERS could arrange to come in to care for Irfan if she needed to attend an important appointment. She has never before had any outside support, other than from the good-will of her neighbours.

Rimah now feels that she is able to attend occasional appointments in the knowledge that her husband is safe and well cared for.

You can find out more about life as a new Carer and how it feels to realise you are in a caring role here

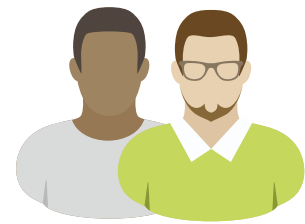
> Keeping You Safe in the Home:

Carers Emergency Response Service (CERS)

The Carers Emergency Response Service (CERS) is a FREE emergency care back-up service run by Midland Mencap on behalf of Forward Carers. In the event of Carer illness or accident or at times of crisis that prevent a Carer from being there for a loved-one, CERS provides a safety net. CERS also provides a free planned sitting service so Carers can attend appointments that simply can't be missed.



Emergency call outs when
Carers faced a crisis



Planned sittings

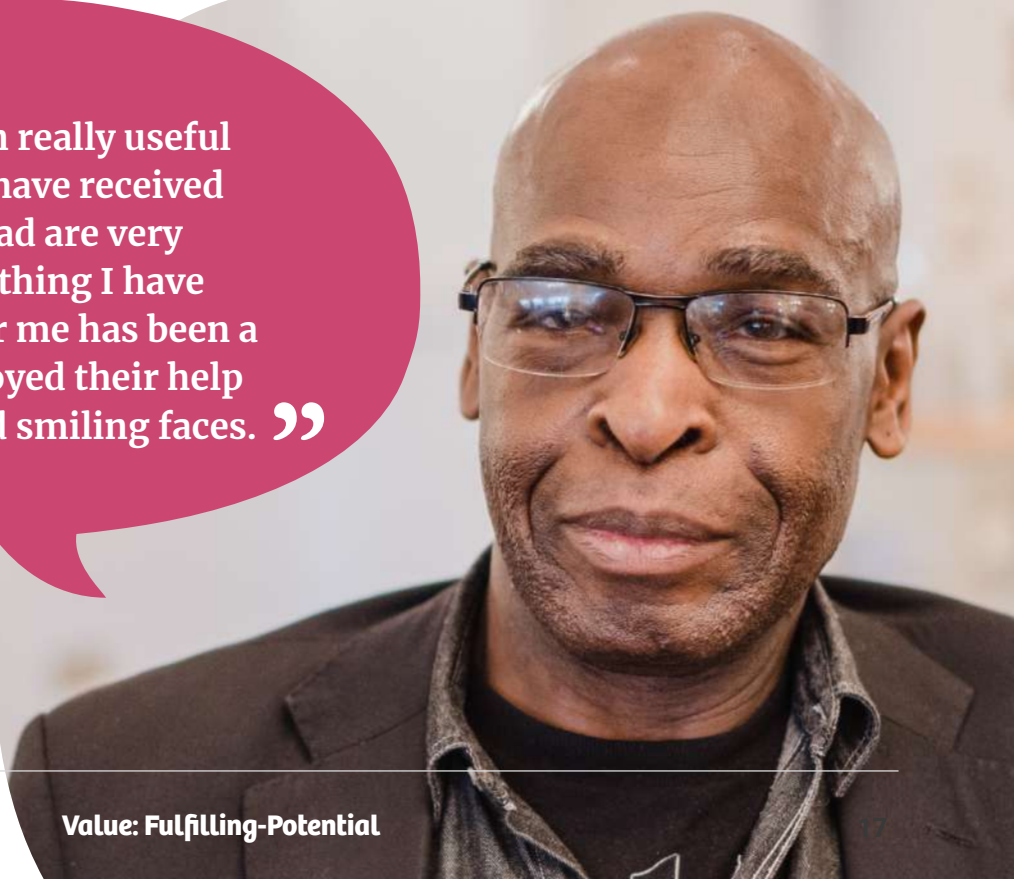
Home From Hospital Sandwell

Managing at home after a stay in hospital can be tough. Home from Hospital Sandwell volunteers offer patients at City Hospital up to six weeks' support in their own home after they have been discharged. Services include shopping, making and attending appointments and arranging household chores.

91

Sandwell residents
supported in their
own home after a stay
in hospital.

“ The service has been really useful for the short time I have received it. The staff I have had are very nice and helpful. Nothing I have asked them to do for me has been a problem. I have enjoyed their help and good nature and smiling faces. ”



> Creating Carer-Friendly Communities:

“ We are the silent group that no one knows to watch out for. ”

The title Carer isn't as familiar as other roles, like parent or friend, so Carers can feel invisible and misunderstood. A Carer-friendly community is one where Carers feel understood and acknowledged in their interactions across the community, from the local supermarket and bank to the GP surgery and by their employer.

Unsung Heroes

The Unsung Heroes campaign, led by Forward Carers, raises awareness and celebrates the role of family carers across Birmingham. The campaign is part of Ageing Better in Birmingham and funded by The Big Lottery Fund. Unsung Heroes aims to emphasise and amplify the role of the Carer so that the individual experiences of caring are better understood and supported by the entire community. We created 6 Carer videos to give voice to the reality of life as a Carer, in their own words.



CHAMPIONING THE CARERS OF BRUM



You can watch them here

Making Space for Carers

In partnership with Ageing Better in Birmingham, we run Making Space for Carers which aims to reduce isolation and give value and purpose to the lives of older carers. This is done by setting up spaces for groups to meet across Birmingham, which are led by volunteers with experience of caring. Our spaces exist in businesses, GP surgeries and community centres to provide a place where people can relax in a non-judgemental environment, benefitting from the understanding and kindness of other Carers in a similar situation.

993

Carers attended
151 Making Spaces
groups at 10 Spaces

4

Spaces in GP
surgeries across
Birmingham

The Impact of Making Space for Carers in Carers' own words:

- It has given me back some confidence.
- It's great to talk to other people.
- Reassuring! I think I'm on the right track. Given me hope.
- Increased my knowledge about support and benefits available to Carers.
- (I've learnt) that there are so many Carers.
- Increased knowledge and awareness.
- Have signed up for support at the Doctor so I can look after myself.



Ageing Better Networks



Ageing Better Networks can apply to the Ageing Better Fund which provides grants of up to £2,000 to help local people in Birmingham set up groups and activities to reduce isolation amongst people over 50 years.

Birmingham residents over 50 years old now have many new opportunities to get together, from Singing for Improved memory, Connecting with Clay and gentle exercise groups, older people are connecting in ways they find enjoyable and meaningful.

18

groups have received a total of £20,717 to set up new Carer projects

Carer-friendly GP surgeries:

As part of the Making Space for Carers, funded by Ageing Better in Birmingham, we have set-up Spaces in four GP practices across Birmingham, where we work closely with and advise practice managers and Carer Leads to ensure that Carers are understood and supported.

Dear Making Spaces,

Thank you for all the work you do.

Just to let you know that you have helped us

- 1. Identify more Carers*
- 2. Helped us formulate our own Carers annual health review template*
- 3. Helped us reduce the did not attend (DNA) rate of Carers*
- 4. Get feedback which praises all the efforts we have made including linking Carers to yourself at the hub and arranging Carer events through our patient groups and making time to see Carers to suit their schedules.*

> Creating Carer-friendly Businesses:

Carer-Friendly Business Awards:

This year we set-up the inaugural Carer-Friendly Business Awards to recognise businesses across Birmingham that have contributed to supporting carers in their community and / or workplace.

15

**Birmingham
businesses
nominated**

Congratulations to the Winners:

Working for Carers Award:

Gateway Family Services
(Edgbaston)

Community Business Award:

The Hall Green Health GP
Surgery (Stratford Road)

Carer Champion Award:

Craig Jenkins, Regional
Ambassador for the Families
and Carers network at NatWest/
Royal Bank of Scotland



Case study: Carer Champion

Craig Jenkins, Regional Ambassador for the Families and Carers network at NatWest/Royal Bank of Scotland, is shown collecting the Carer Champion Award from Councillor Mary Locke.

Craig was recognised for collaborating with the bank's Human Resources (HR) department, ensuring members of staff, who are also in a caring role at home, are able to maintain a good balance of wellbeing and support from their place of work.

"We were hugely impressed with the high-quality award entries we had and also some of the inspiring work that is being done across Birmingham to help those who are caring for a loved one. We believe Craig Jenkins, and fellow winners Gateway and Hall Green Health GP Surgery are excellent examples of workplaces which are making a real impact and difference to someone in their caring role".

Forward Carers CEO, Simon Fenton

You can find out about more about Carers' experiences of seeking a work life balance, in their own words, here



Our year in figures



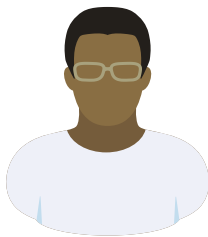
2460

People registered as Carers so they are no longer alone in their caring role



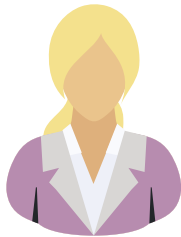
1067

Carers received a statutory Carer's Assessment



12,991

Support sessions delivered to 4,314 Carers



953

Carers with complex needs benefitted from 1,757 1:1 support sessions

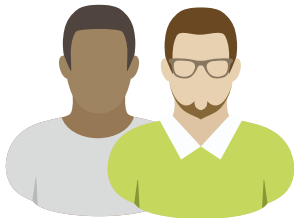
CERS



241
Carers registered with CERS



Emergency call outs when Carers faced a crisis



128

Planned sittings

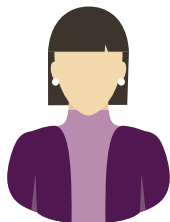


464

Carer Wellbeing Checks undertaken



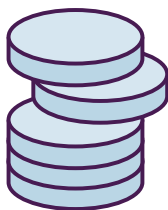
Training spaces on 9 Carer training courses



15

Employers nominated in the inaugural Carer-friendly business awards

FINANCIAL HELP



£266,211

In wellbeing budgets distributed to 1225 Carers



18

groups have received a total of £20, 717 to set up new Carer projects across Birmingham



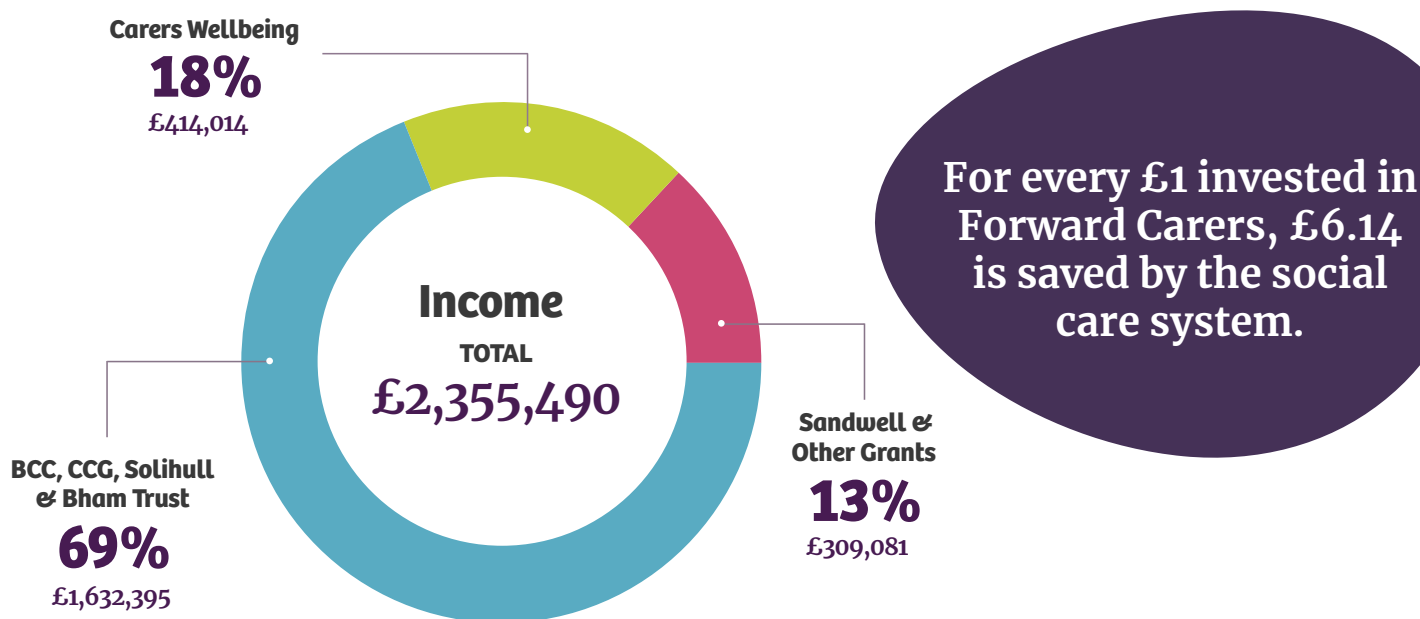
Over £1m

the amount claimed in welfare and benefits entitlements with our help

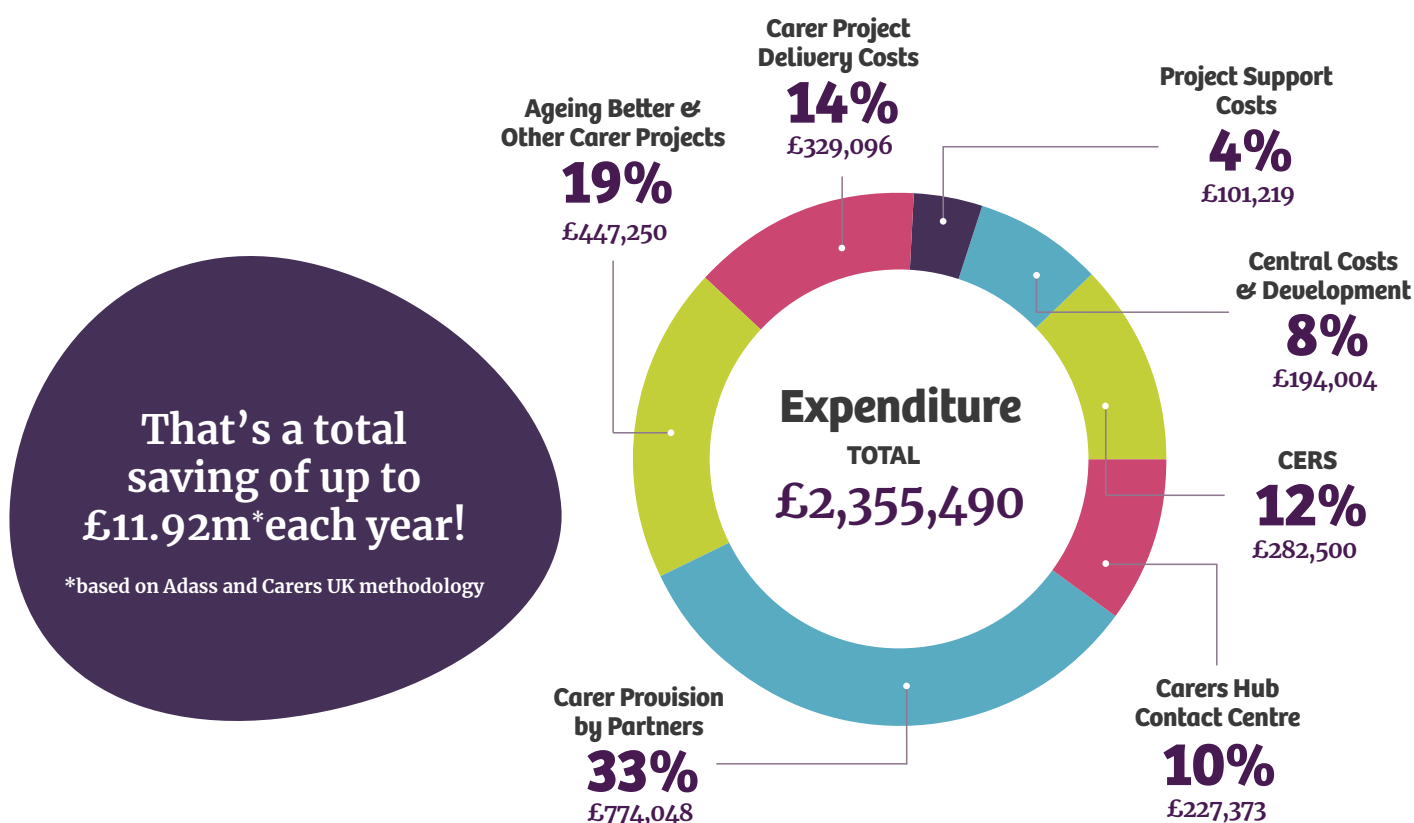
> Impact-Driven:

Demonstrating our impact is one of our core values – we collect data across our partnerships to evaluate the difference we are making to Carers’ lives. And, our quality assurance measures check that Carers are satisfied with the support they have received. Investing in Forward Carers delivers benefits to Carers and their families and reduces the burden on the social care system.

We’re proud to be a social enterprise. Any profit we make is invested back into supporting our partners deliver services to Carers through innovation and meeting gaps in provision.



For every £1 invested in Forward Carers, £6.14 is saved by the social care system.



That’s a total saving of up to £11.92m* each year!

*based on Adass and Carers UK methodology

Improving Carer Wellbeing

Our wellbeing questionnaires are based on the wellbeing domains outlined in the Care Act 2014. Carers score the impact of their caring role on all aspects of their health, leisure, work, family and home life. The support and services we provide help Carers thrive in all domains.

464

Wellbeing
Checks
completed

7/10

Carers showed
improved
wellbeing after
using our services

19.2%

Average
improvement in
Carer wellbeing
score

Quality-Assured

96%

Carers who received a Carer's Assessment said they were likely or extremely likely to recommend us to Friends and Family in a similar situation

Carers Survey

1800

Carers sent a Carers Survey asking about their Caring experiences, 302 completed responses returned. The Carers Survey asks Adult Carers about their quality of life and feeds into future service decisions.

The 'Friends and Family test' has been used in most NHS services since 2013, it's a fair and transparent way to monitor service satisfaction and to compare responses across different services.

Our Financial Impact

For every £1 invested in Forward Carers, £6.14 is saved by social care.

(that's a total saving of up to £11.92m each year!)*

Without our support and services, many Carers would need extra help. Our package of Carer support contributes a substantial cost saving to the NHS, facilitates increased economic contributions from Carers who remain in work, and reduces statutory costs for funded care and support. And, most importantly, improving Carer wellbeing helps Carers continue in their valuable role, happily and healthily.

*based on Adass and Carers UK methodology





“ Thank you for your kindness, empathy and your support when I was so desperate and needed someone just to listen to me. I want you to know a million thanks wouldn't be enough so I'll just say 'thanks a million'! ”

Mrs R, Carer in Saltley

2020 Business Priorities

> Trusted-partner:

Develop measures to make Birmingham a Carer-Friendly city:

- Work with businesses to become 'Carer-Friendly'
- Grant-fund innovative Carer projects

> Fulfilling-potential:

Expand our services to help more Carers live a fulfilling life at work and at home:

- Expand support for young adult Carers
- Provide training and support to help Carers into or back to work

> Carer and Family-centred:

Improve access to Carer-friendly services:

- Launch a portal so carers can easily find local services
- Develop Carer-Friendly trusted accreditation for sitting services

Improve Carer visibility and recognition:

- Develop a Carers recognition and discount card
- Integrate Carer referral routes from GPs and hospitals
- Prioritise support for Dementia Carers

> Impact-driven

Continue to measure the impact of our services

- Convert to a Community Interest Company (CIC) to show greater accountability and transparency
- Continue to invest in hearing the Carers' voice and ensuring we collect data across our partnerships to evaluate the difference we are making to Carers' lives.



A huge thank you to...

Our Partners

who provide invaluable support and services to make a real difference to life for Carers.

Our Funders



Carers

Our grateful thanks to the Carers whose words and images feature in this review. The quotes and case studies used throughout come from written feedback provided by Carers and from case studies submitted by our partners. Please note, the Carer quotes shown on or alongside Carer images should not be attributed to the people in the images.

Finally, and importantly, thank you to all the wonderful Carers who work so hard and contribute so much to the lives of friend and loved ones. You are amazing.

If you are a Carer or know someone who is, please visit our website at:



forwardcarers.org.uk



Info & Advice Line 0333 006 9711

If you are a funder, commissioner, provider, employer or Carer and would like to find out more about the work of Forward Carers Consortium Ltd then please contact us at **info@forwardcarers.org.uk**





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