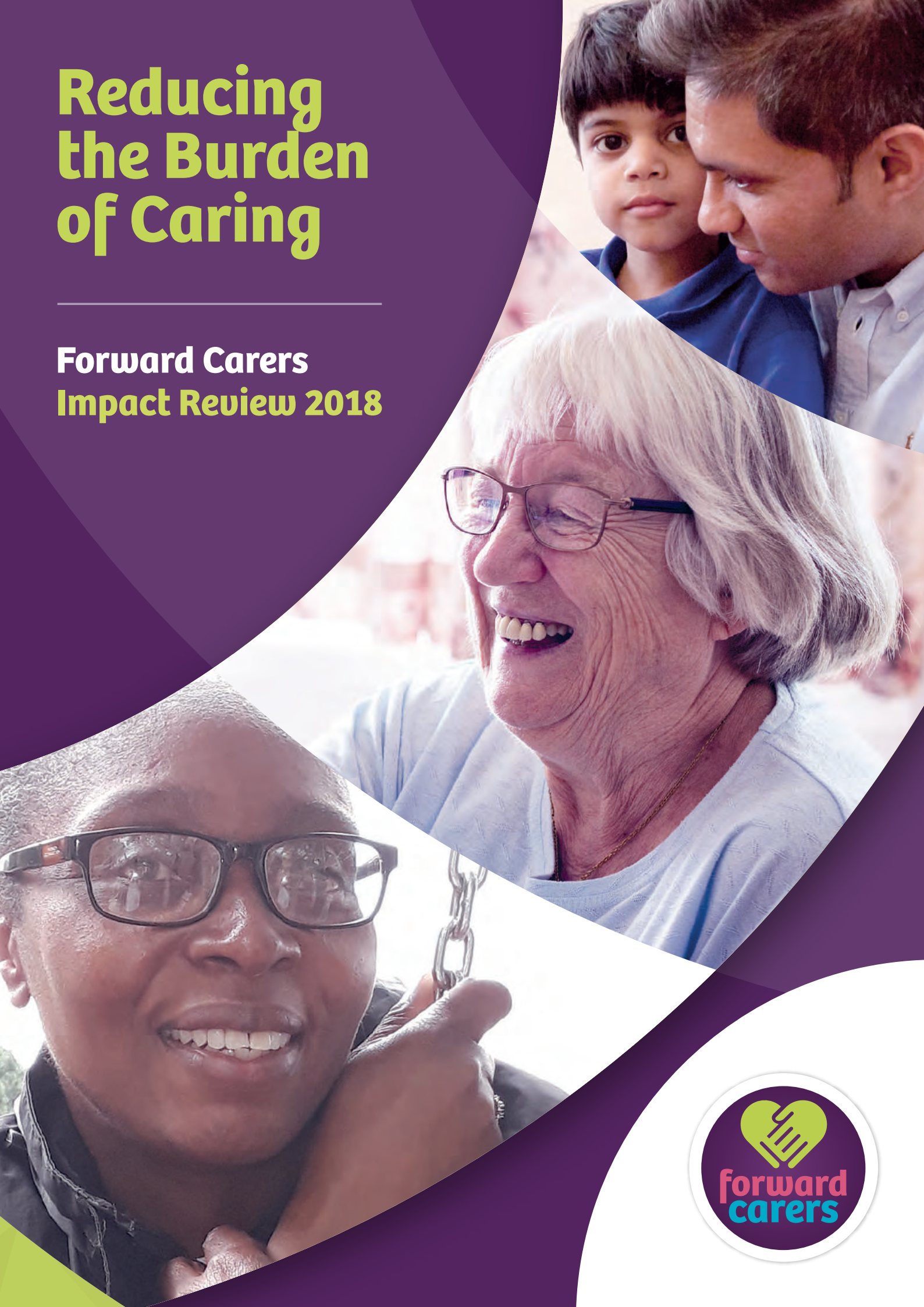
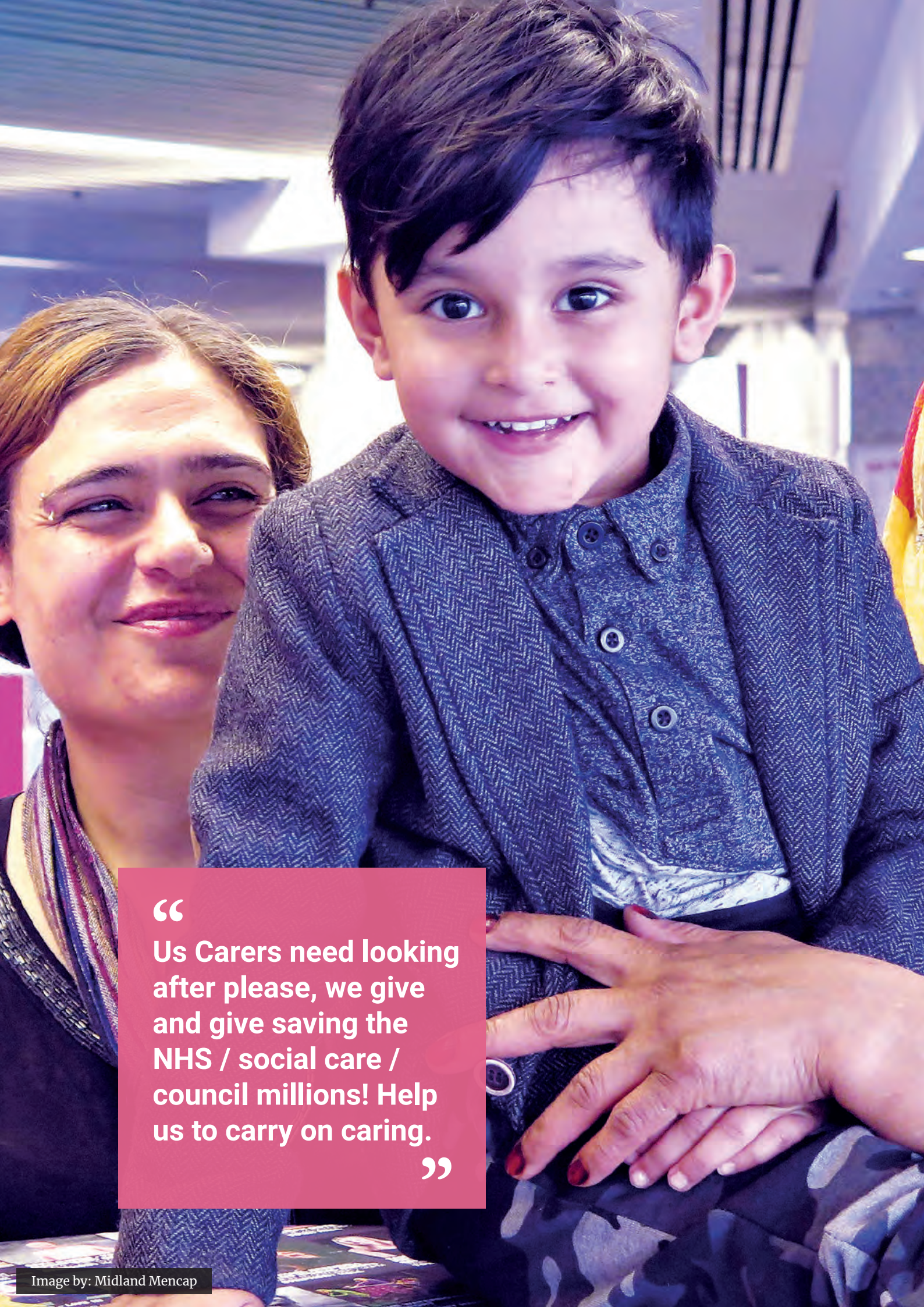


Reducing the Burden of Caring

**Forward Carers
Impact Review 2018**





“
Us Carers need looking
after please, we give
and give saving the
NHS / social care /
council millions! Help
us to carry on caring.
”



Table of Contents

INTRODUCTION

CEO Welcome	4
-------------	---

WHO WE ARE

We are Forward Carers	5
Birmingham Carers Hub	7
Our Partners	7
Who are Birmingham Carers?	8

OUR YEAR IN REVIEW

Our Year In Numbers	10
Our Year In Words	11

REDUCING THE BURDEN ON FAMILY CARERS

Why Care for Carers?	12
Strategy: Reducing the Burden	13

1. FULFILLING POTENTIAL

Improving Carer Wellbeing	14 - 21
----------------------------------	---------

2. FAMILY CENTERED

Putting Carers And Families First	22 - 27
--	---------

3. IMPACT DRIVEN

Making a Difference To Carers	28 - 31
--------------------------------------	---------

4. TRUSTED PARTNER

Working With Others	32 - 35
----------------------------	---------

OUR BUSINESS	36 - 39
--------------	---------

A Message From Our CEO



We're making an impact:

- **Over the past year, the improvement in Carer wellbeing has almost doubled.**
- **95% of Carers who received a Carers Assessment would recommend us to friends and family.**
- **We've launched innovative new schemes, such as Making Space for Carers, tackling Carer isolation, and the Working for Carers accreditation to help Carers juggle work and their caring commitments.**
- **We realised our goal of providing life-changing statutory Carers Assessment to over 2000 Carers.**
- **We distributed over £400,000 in new Carer wellbeing budgets to help Carers meet their wellbeing goals.**

Family Carers in Birmingham, like in the rest of the UK, are motivated by love yet driven by necessity. It is Carers alone who carry the majority of the caring burden, not doctors, professionals or the health and social care system. Without support, Carers risk reaching breaking point with significant consequences to themselves, their loved ones and to the health and social care system.

Our focus on improving Carer wellbeing, helps Carers to find the strength and confidence to carry out their role happily and healthily, keeping families together for longer. As you'll read throughout this review, we've made great strides this year, from doubling the improvement in wellbeing that Carers experience after using our services, to carrying out over 2000 Carers Assessments to identify Carer needs.

Carer wellbeing is intricately connected to the happiness and health of their wider families, so we have continued to support the whole family and to tackle the challenges within society and community that contribute to the caring burden. That's why we launched our new partnership schemes, Working for Carers – helping employers better support their employees with caring responsibilities – and Making Space for Carers, to reduce isolation amongst older Carers.

Yet, there's only so much we can do alone. Unless we, as a society, get better at caring for the Carers, an increasing number will reach crisis point with serious consequences for themselves, their loved ones and the social care system. This year we launch Unsung Heroes, a community wide scheme to make the city of Birmingham 'Carer-friendly'. Finally, a huge thank you to all our partners and stakeholders, together we have continued to make a meaningful difference to the lives of Carers. And to all Carers, thank you for all you do.

Simon Fenton
CEO Forward Carers

We care for Carers, because

- **Carers play a vital role in keeping their family together**
- **Family and friends aren't burdens but, with out the right support, the caring role can be**
- **Without support, Carers will burnout**
- **Without Carers, the NHS would collapse**



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 an elderly frail, sick or disabled family member 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 Assessment, Resource allocation and Direct Payments; Outcome focused consortium, partnership or prime-contractor models; 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. We are an award winning social enterprise and committed to the Birmingham Business Charter for Social responsibility. As a Carer-friendly employer, we take our responsibilities to our staff seriously and have been awarded the Working for Carers outstanding accreditation.

Our Funders



Birmingham
City Council



We are incredibly grateful to our funders Birmingham City Council, BVSC and the National Lottery Community Fund; and the Better Care Fund (NHS).

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, in particular through the efforts of the Birmingham Carers Hub.



OUR MISSION



OUR VISION



OUR VALUES

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 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 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'



“

I am a Carer... all of the time, through the day and night, 24/7, even when Marc* is at the day centre or happens to get some sleep, or when I am out... I am always on call! It never stops!

”

* Name of Carer changed for anonymity



Birmingham Carers Hub

We work with our partners and Birmingham City Council to provide a wide range of free support and services tailored to Carers' needs and designed to improve Carer wellbeing.

Our core offer includes Statutory Carer Assessments, Advice and Information, Carer Wellbeing activities, Carers Emergency Response Service (**CERS**) and Carer Training.

We believe communities are best placed to serve families and those in a caring role to care happily and healthily. Our partners reflect the diverse communities across Birmingham, so we can reach every Carer who needs us.

Many partners offer Carer groups and events for Carers and families throughout the year.

“
Exceptional polite and
informative service
”

Working in Partnership



Birmingham Buddhist Centre

伯明翰華人社區中心
CCC-B Chinese Community Centre - Birmingham



Who are Birmingham's Carers?

A Carer provides physical, social or emotional support to sick or disabled family members or friends, it is a voluntary role. Each caring role is unique, but Carers share many traits, they work hard and are compassionate and dedicated. Carers play an amazing role looking after their families and contributing to their community.



**1 in 4 Birmingham
houses is home to a Carer**

112,558

Carers in Birmingham



“

It can be hard at times but love and patience are a must. 57 years married means so much. If it was me, my wife would do the same.

”

What Carers do

Communication Care

Emotional Care

Health Care



Financial Care

Personal Care

Domestic Care

Physical Care

Of the 14,000 Carers registered with us:



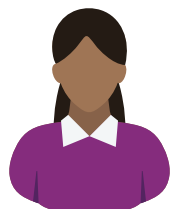
52%

Provided more than 50 hours' care per week



32%

Come from BME backgrounds



69%

Are female



35%

Are aged 26 – 49 years
(Three quarters are women)



20%

Live alone with the person they care for



13%

Have a disability



45%

Of Carers over 80 years are male

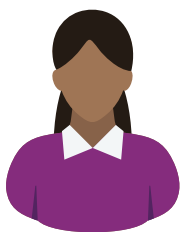
“

I enjoyed looking after my mum.

”



Our year in figures



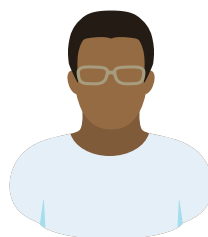
2901

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



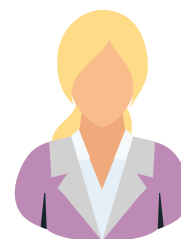
2030

Carers received a statutory Carers Assessment



4216

Carers received 12865 support sessions



2099

Carers with complex needs benefitted from 5312 1:1 support sessions

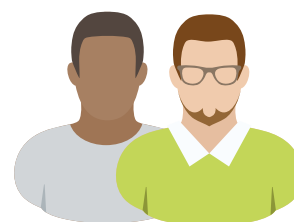
CERS



555
Carers registered with CERS



Emergency call outs when Carers faced a crisis



392

planned sittings



824

Carer Wellbeing Checks undertaken



16

Carer training sessions delivered to 114 Carers



10

employers with a total of 740 employees joined our Working for Carers scheme

FINANCIAL HELP



£437,600

in wellbeing budgets distributed to **1987** Carers



£15,947

distributed to set up **15** new Carer projects across **Birmingham**



£1,049,643

the amount claimed in welfare and benefits entitlements with our help

Our year in words

“

Everyone has been so helpful. I know if and when I need help they will be there to give it to me.

”

“

Many thanks for the exceptional information and advice. I am very happy with the support I got.

”

“

Without your service, Carers would be lonely and lost. So many Carers are unaware of help that they can source to make their life worthwhile and that they matter. Thank you for what you do.

”

“

Wonderful support and very useful information much needed help given when I most needed it. Thank You.

”

“

The assessment was very helpful as it made me aware of how much caring impacts my wellbeing.

”

“

Sensitive, polite, and caring over the phone, easy to understand and approachable. I do very much appreciate the extra help it also meant I got a little holiday this year, which I haven't for many years.

”

“

The emails are very informative and I share this information with other Carers I know.

”

“

We are extremely happy with the help and support we have received. Lisa is so informative and answers all our questions.

”

“

I have found your service very helpful, friendly and supportive. In particular, having Emergency response (CERS) is a welcome service which reassures me that I have the help when needed. Thank you.

”

Why care for Carers?

The contribution that Carers make of their time and resources is almost equivalent to the annual spend on the NHS; the long-term impact on their physical, emotional and financial wellbeing, is harder to quantify but no less significant.

It is Carers alone who carry the majority of the caring burden, not doctors, professionals or the health and social care system. As the number of Carers increases and the amount of hours dedicated to the caring role grows, Carers are at a growing risk of reaching crisis point

This incredible contribution is not sustainable. Without significant emotional, practical, financial and workplace support Carers would reach breaking point, devastating Carers, rupturing families and risking our health and social care system.

That's why our strategy is to Reduce the Burden of caring.

- The economic value of the contribution made by Carers in the UK in 2015 was **£132 billion**, nearly the total cost of all annual health spending*.
- Without Carers, the NHS would collapse.
- The number of Carers is rising faster than population growth. There are over **112,000 Carers in Birmingham alone**, that's one household in every four.
- The economic value of the contribution made by Carers in Birmingham in 2015 was **£2,358 million**, that's an **87.4% increase since 2001**.
- The number of Carers providing in excess of 50 or 100 hours of care per week is increasing, leaving Carers at greater risk of burnout.
- The number of Carers is likely to more than double by 2030**.

* <https://www.carersuk.org/for-professionals/policy/policy-library/valuing-Carers-2015>

**Birmingham Carers Strategy 2018 Consultation (Birmingham City Council).



Our Strategy: Reducing the Burden of Caring

Forward Carers provides a community-based network of emotional, financial, practical and workplace support designed to reduce the burden on Carers, families and the NHS.

Our strategy is founded upon our four core values:

FULFILLING-POTENTIAL

Improving Carer wellbeing to fulfil their potential

p14 – p21

FAMILY-CENTRED

Placing Carers, families and their networks at the heart of what we do

p22 – p27

IMPACT-DRIVEN

Making a real difference to Carers and their families

p28 – p31

TRUSTED-PARTNER

Working with others to make communities 'Carer-friendly'

p32 – p35

Fulfilling Potential: Improving Carer wellbeing to fulfil their potential.

Carers Assessments

Any adult who cares for an adult living in Birmingham is entitled to a Carers Assessment. In 2018, Forward Carers took over the delivery of statutory Carer Assessments from Birmingham City council.

A Carers Assessment offers Carers the chance to identify their strengths, their needs, the support and services available via Birmingham Carers Hub and partners and referral or signposting to external services. At the end of each assessment, we agree an action plan covering the support they will access, the actions they will take and any referrals that the assessor will make.



2030
Carers Assessed
in 2018

Carers Assessments are completed within an average of **29.2 days** from referral to completion

“

I feel better just by talking to you. You are the only person to have listened to what I have to say and understands how I feel.

Mrs H, Shard End, following Carer assessment

”



Case Study: Mr A

Mr A is 55 years old and lives with his wife and children in a small house in Birmingham. He works full time and is the main Carer for his elderly mother who has mobility difficulties and deteriorating health conditions.

He contacted us because he was feeling very low about the caring responsibilities for his mother, and the impact this was having on his wife and family.

Our Advisor provided him a supportive ear, she had relevant language skills and cultural awareness of issues around his sense of duty to his mother, which he appreciated. The Advisor

researched care home options and gave the caller the information in a simplified format that he was able to digest. They discussed involving the wider family to ask for their help.

Mr A's conversation with his family surpassed his expectations and led to the decision that his mother would move in with a sibling in more suitable housing.

Mr A visited Birmingham Carers Hub to thank the team member who supported him in person.

“

I am now 100% happy with the support I am receiving

”

Mr A, Birmingham, following Carer assessment



1903

Carers awarded a wellbeing budget

Wellbeing Budgets

As part of the Carers Assessment, Carers may be allocated a budget to help them address their wellbeing needs. The Carer Wellbeing Budget is unique, rather than offsetting costs relating to the caring role, it is designed for Carers to do something that makes them feel good and improves their wellbeing.

“

We are extremely grateful and thankful for the £250 gift. It helped us a lot and we had a lovely day out which the whole family enjoyed. It helped lift our spirits. Thank You.

”

£419,700

Total wellbeing budgets awarded

123

Carers £100

376

Carers received £150

1404

Carers received £250

Relaxation and Wellbeing Activities

Carers regularly put other people's needs ahead of their own, all too often at the expense of their wellbeing. But, looking after a loved one and looking after oneself can and should go hand-in-hand, it's better for everyone.

We provide wellbeing and relaxation activities that help Carers feel stronger and less stressed, giving them back the energy to continue in their role.

We provide at least:

500

yoga sessions per year

90

Tai Chi sessions per year

90

overnight Carer breaks

100

wellbeing and resilience sessions

“

I have received the Wellbeing Budget this year which has been beneficial and has contributed greatly to us being able to have a four night break away. The first “escape” in two years. Thank you to Birmingham Council and the Carers Hub who have made this possible.

”

“

The yoga I attend has made a world of positive difference as I am able to use the techniques to stay calm and safe.

”



Info and Advice

The Birmingham Carers Hub Information and Advice Line offers specialist advice for Birmingham Carers. We help Carers make sense of their role, offer unbiased support and advice and connect Carers to the services they need.

3,000+
Carer referrals made
each year

“

You are the most helpful person and you have given me all the information I required. I really appreciate your service and it is very useful and good to know I can talk to you any time I require advice and information.

Mr M, Handsworth Wood, feedback on the telephone

”

“

**An absolute life line!
Brilliant.**

”

“

I feel that I am not alone and there is help and support available for me. The Hub services make me feel important and proud of myself as a Carer.

”

Social Media



@BirminghamCarersHub

1080 likes,

10792 reached each month



@forwardcarers

648 followers,

5117 impressions per month



forwardcarers.org.uk/enews/

5000 people receive our regular enews updates

21,308

Carers visit our website,
16% return for ongoing help



forwardcarers.org.uk

Services Booklet

Our new Booklet of Services for Birmingham Carers is packed full of useful information and advice for local Carers, including all support and services accessible via Birmingham Carers Hub and partners; health and wellbeing tips, and useful details such as local services and welfare and entitlement information.



Carer Groups and Activities

Loneliness and social isolation can seriously affect Carer health and wellbeing. Connecting with others and spending time with people who understand the reality of caring can make the world of difference. Birmingham Carers Hub partners run a wide range of events for Carers and families across the city.

400+
Carers attended

75
Carers Groups across the city

Making Space for Carers & Ageing Better Networks

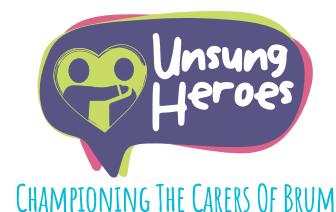
The Ageing Better in Birmingham programme is designed to bring together the Birmingham Community to help those over 50 years to overcome isolation. Making Space for Carers launched in April 2019 as a new initiative to help Carers improve social networks and friendships and access peer support within the community. This is done by setting up spaces for groups to meet across Birmingham. 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 understanding and kindness of others in a similar situation.



15 spaces across the city and 178 Carers accessed a total of 46 spaces

Unsung Heroes

Unsung Heroes is a two-year campaign, launched in October 2019, to raise awareness of the issues Carers face, to ensure all services, activities, employers, organisations and institutions are carer-friendly, and to improve access to services and support. The campaign will use the voices and experiences of real Carers to achieve this.



£15,947

**Distributed to set up
and run new groups**

Ageing Better Fund

Ageing Better Networks can apply for the Ageing Better Fund which provides grants of up to £2,000 to help local people in Birmingham set up groups and organise activities to reduce isolation amongst people over 50 years. Ageing Better funded groups range from New Beginnings, a group for Carers who have lost a loved one; to the Barmy Knitters, whose gloves for people with dementia are made with interesting shapes and textures inside, and Bridging the Gap, an intergenerational meeting of college students and care home residents.

First Aid and Moving and Handling Training For Carers

Each day in Birmingham, on average 100 people's lives change as they become Carers for a loved one or friend. Many people feel unprepared for their new role. Our training courses give Carers the skills to carry out their role safely and with confidence.

16
training sessions
delivered to

114
Carers across Birmingham
and the Black Country.



**100% of Carers
rated their First
Aid course as
good or excellent.**

“

We are proud to hear from Carers that they feel more empowered, safe, more self-confident, have a great skill-set, meet new Carers and form peer support networks after attending our training sessions.

Paul Jones, Family Carers Information Service, Midland Mencap

”

20
people trained to identify
and support 'hidden Carers'

Hidden Carers training


Hidden Carer workshops train Carers to identify 'hidden' Carers, those who may not realise they are a Carer, or those who may not be receiving support due to their English skills or other circumstances that make them 'hard to reach'.

Family-centred: Placing Carers, families and networks at the heart of what we do.

We take a family-centred approach to Carer support. The benefits of happy, healthy Carers extend far and wide, to families, communities, workplaces and the social care sector. Being a Carer is one role alongside other lifelong relationships such as being a mum, husband, brother or daughter.

Parent Carers

Parent Carers support young people with additional needs, usually on a lifelong basis. Support often includes help with school and education needs, health, housing, social care and more. Our partners Midland Mencap, Action for Children, Contact and Kids provide a range of specialist support for parent Carers in Birmingham, from short breaks for children with additional needs, parenting support and workshops.



Case Study: Parent Carer Workshops

Our partners run a range of workshops for Parent-Carers. In 2018, over 200 Parent-Carers took part in Contact's behaviour workshops, helping them to develop strategies to manage their child's behaviour and find out how to get help and support. Challenging behaviour can occur for many reasons, including communication issues that make it harder for a child to express themselves, over stimulation, environmental factors or medical needs. Challenging behaviour can impact the child's social, school and sibling relationships. With the right support, Parent-Carers can manage behavioural challenges and help their child flourish.

Help with Family Finances (Welfare Benefits)

The impact on Carer finances includes the added costs associated with caring as well as, for many, the loss in earnings due to reducing working hours or leaving work to care full-time. We help Carers navigate the complex welfare system and claim the benefits they are entitled to.

£1,049,643

claimed in Carer and family benefits.

“

Wonderful long conversation with your team member. She gave me lots of useful information and sent me plenty of leaflets and extra information through the post.

”



Case Study - Mrs B

Mrs B cares for her husband who has depression and suicidal feelings which require continuous support. As a result, Mrs B has reduced her working hours and arranges for a family member to remain in the house for her husband's safety when she is at work.

Mrs B contacted our partner ACP for help after her husband's claims for ESA and PIP (types of benefit) were rejected by the Department of Work and Pensions. Working part-time and without the welfare benefits they were entitled

to, it would be very difficult to provide for the family. Advisors at ACP liaised with the family Doctor and a specialist to provide supporting evidence for the benefit claims. They also made a claim for Council Tax support

The family were delighted that all their claims were awarded, resulting in a total payment of £6922. They have now been able to stop living off handouts from family and friends and start to pay back their debts and take control of their lives again.



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.

555

Carers registered with CERS

64

Emergency call outs when Carers faced a crisis

392

planned sittings which allowed Carers to attend important appointments



Case Study: CERS

Following a fall whilst out shopping, Bill, an elderly Carer who supports his wife Sandra, had to be temporarily hospitalised. When CERS arrived at the property to cover the gap in care, it soon became evident that both Sandra and Bill were struggling to maintain their accommodation. Despite her health condition and age, the only space available for Sandra to sit throughout the day was a stall in the kitchen.

CERS staff not only provided the appropriate care for Sandra while Bill was in hospital but also tackled the living arrangements, going above and beyond their role. A lovely surprise awaited Bill on his return from hospital – over the course of the 48-hour emergency provision, the CERS team had worked to create a clean, safe and pleasant environment for the couple to enjoy.

Max card

The Max Card scheme is a discount card for families of children with additional needs.

Being active, spending time and having fun together is so important, money shouldn't be a barrier for families with children with additional needs.



“

The Max Card is fantastic, we will use this for our daughter and the whole family can benefit.

”

Mr G, Carer of young person with autism



Carer Health MOTs : Case Study

The Carer Wellbeing Service, run by our partner Health Exchange, includes a Carer Health MOT (Height, weight, BMI and blood pressure check).

Ms. K is a 60-year-old Carer for her son with multiple needs. She had worsening arthritis that was having a negative impact on her life and, potentially, her caring role.

She wanted to lose weight to alleviate the stress on her joints but wasn't sure how to achieve this. At Health Exchange, she received

a Carer's assessment which identified several needs. They referred her to Occupational Health to arrange adaptations to her home that would improve her living situation. Via a referral to Birmingham Carers Hub, Ms K was able to access advice about her financial situation, including welfare benefits information, and details about where she could go swimming, and about the many free Carer support groups available to her.

Family Friendly Events



Poverty truth

Birmingham Poverty Truth brings together the real voices of people who have experienced poverty to share their stories and influence decisions about how to tackle poverty. In 2018, the Poverty Truth commission priorities included Homelessness, Mental Health and Parenting.

Simon Fenton, CEO of Forward Carers, and Sadiq Muraj, Forward Carers employee and Carer to his wife, worked closely with the group to address the reality of Carer poverty. A new Carer Passport for Birmingham Carers has been agreed as a key priority. The passport will increase Carer recognition and allow businesses to offer Carer discounts.



Impact-Driven

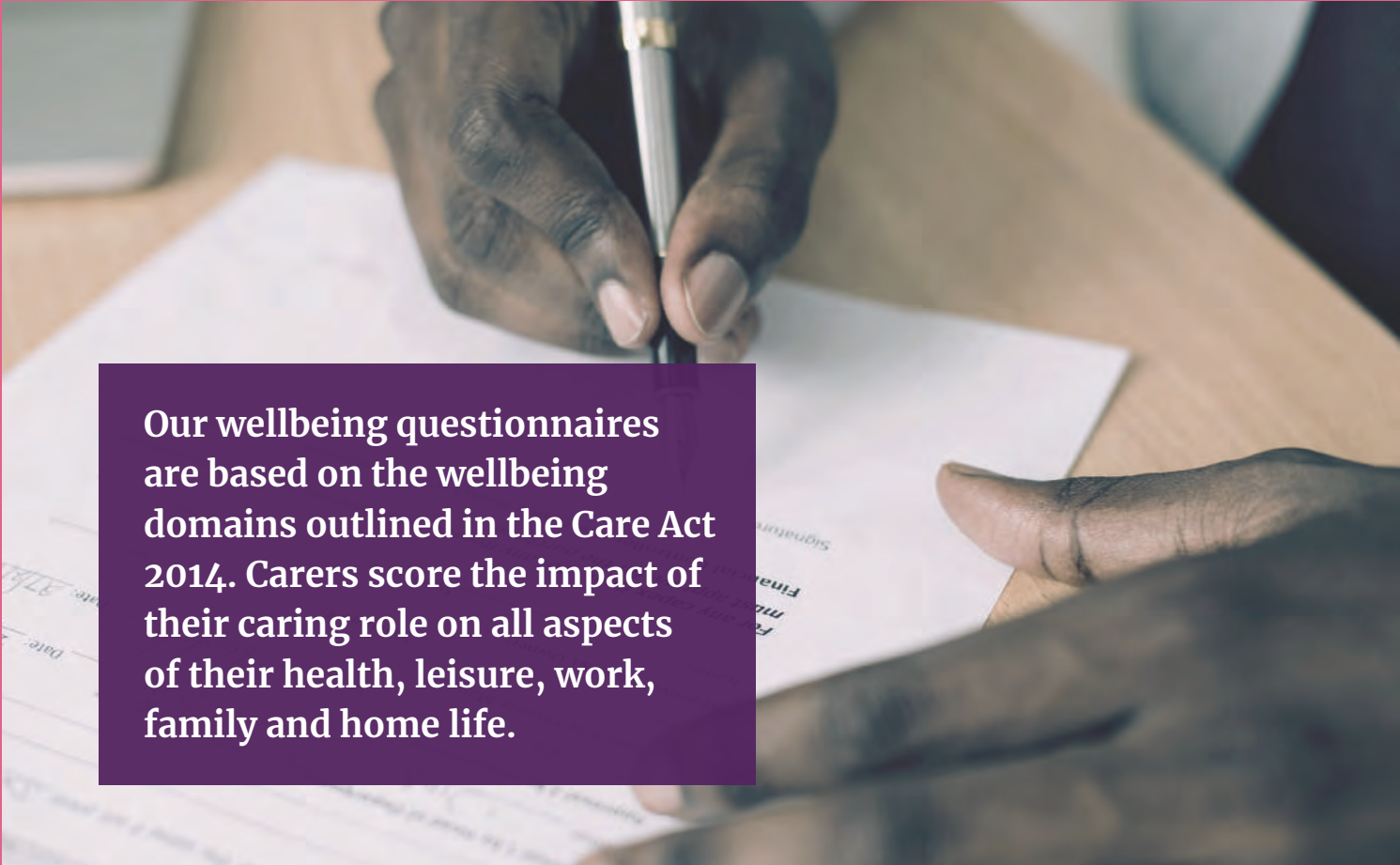
Impact monitoring is one of our core values. We want to be certain that the support and services we invest in make a significant difference to Carer wellbeing. We record Carer wellbeing in two ways; as part of their comprehensive Carers Assessment and review; and via a Wellbeing Check questionnaire before and after they undertake our services.

2030

Carers assessed

16%

average improvement in wellbeing scores



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.

Nearly **7** out of **10**

Carers showed improved wellbeing after using our services.

“

Without the local Carers support team I would have gone more down with my coping skills. You all do a wonderful job, keep going for the people's sake.

”

Quality Assurance

The friends and family test

Carers do an amazing job, yet so often they feel, and sadly are, undervalued. In August 2018 we sent a thank you card to thank Carers for their fantastic efforts, remind them of the services and support available to them and to ask for their feedback on our services.

1861

Carers sent a thank you card

221

feedback responses received,
including 169 comments

“

Without your service Carers would be lonely and lost. So many Carers are unaware of help that they can source to make their life worth while and that they matter. Thank you for what you do.

”

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.

95%

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

New Quality Assurance Measures

In 2018, we introduced a new SMS text service to ask Carers about their Carers Assessment. We wanted to give Carers a more immediate and more convenient way to provide feedback. We will be reviewing these results in 2019.

Health and Social Care Saving

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.

For every £1 spent on Forward Carers, £6.56 is saved by social care.

(that's a total saving of up to £10.68m each year!)*

*based on Adass and Carers UK methodology



Case Study: Mrs D

Mrs D contacted us a few days before Christmas because her partner had lost his benefits at short notice and they were trying to survive on a very low income. Mrs D is a Carer but she also has her own health problems.

Mrs D was given a special donation of food and luxury items by Age Concern Birmingham which helped them to enjoy Christmas, as well as getting a benefit check and a range of advice and support from the Carers Hub team.



“

I would definitely recommend all Carers to seek support no matter how difficult time is to get whilst caring.

”

We are a Trusted-Partner

We work closely with our 16 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. Below are just a few of our partnership highlights.

We Work in Partnership with BVSC to deliver Ageing Better in Birmingham

We are a key partner with Ageing Better in Birmingham, a programme to bring together the Birmingham Community and help those over 50 years to overcome isolation. It is funded by the National Lottery Community Fund.

As part of the Ageing Better Networks, we run:

- **The Ageing Better Fund (in partnership with Age Concern)**
- **Making Space for Carers**
- **The Unsung Heroes campaign.**

Birmingham City Council

We work with the council in a range of ways, including to undertake Statutory Carers Assessments, on Carer engagement, consultations and delivery of the Carer Quality of Life Survey. The Carers Survey asks Adult Carers about their quality of life and feeds into future service decisions.

1800
Carers sent a survey

539
completed surveys returned





Case Study: Mr J

Working with Birmingham City Council to Safeguard Carers

Mr J is a Carer for his disabled wife. When we received his Carers Survey response, we were very concerned about the impact of his caring role and unsuitable living situation on his mental health. He was at the end of his tether and feeling suicidal.

Birmingham Carers Hub staff arranged a Carers Assessment and home visit to meet Mr and Mrs J and assess their situation.

The home visit confirmed that the bathroom needed significant modifications in order to meet Mr J's needs. The team were also very concerned to see that the elderly couple's only means of heating the house was via the gas rings on their kitchen hob.

Mr and Mrs J's financial situation prevented them from dealing with these issues.

Outcome

- A handyman visit was arranged as a short-term measure to address some urgent needs.
- Carers Assessment undertaken and £250 wellbeing budget allocated.
- Backdated pension and Carers Allowance claim successfully made
- Occupational Health visit arranged to review bathroom requirements and agree available funding.
- Additional sources of funding for bathroom adaptation identified
- Warm Home discount agreed with British Gas

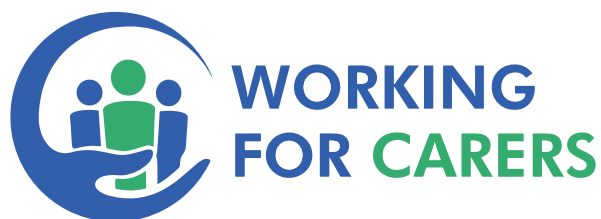


“

I would definitely recommend Birmingham Carers Hub to friends or family if they need help.

”

Supporting Carers and Employers



As a part of our drive to help Carers remain in, or gain employment, we have partnered with Working for Carers, a charity that offers a membership and accreditation scheme for employers. Through membership of this programme, businesses can gain access to a range of resources to help them to improve support for the Carers in their workforce, and promote their status as a 'Carer-friendly' employer. In 2018, **10 employers** with a workforce of **740 employees** joined the Working for Carers scheme. Helping businesses and helping Carers.



With 1 in 8 employees juggling work and a caring role, supporting Carers in the workforce makes good business sense. Employers who support staff to balance their caring and work commitments benefit from:

- ✓ Increased productivity
- ✓ Reduced absence
- ✓ Staff retention / improved morale

We'd like to celebrate the following companies who recently received accredited Working for Carers status: ACP Group, Age Concern Birmingham, Barefoot Yoga, CHS Healthcare, Disability Resource Centre, Gateway Family Services CIC, Greater Birmingham Chamber of Commerce, Midland Mencap, Headway Birmingham and Solihull, Health Exchange.

Case Study: The Benefits of Working for Carers accreditation

The Greater Birmingham Chambers of Commerce (GBCC) is a membership based business support organisation which aims to connect, support and grow local businesses from across the region.

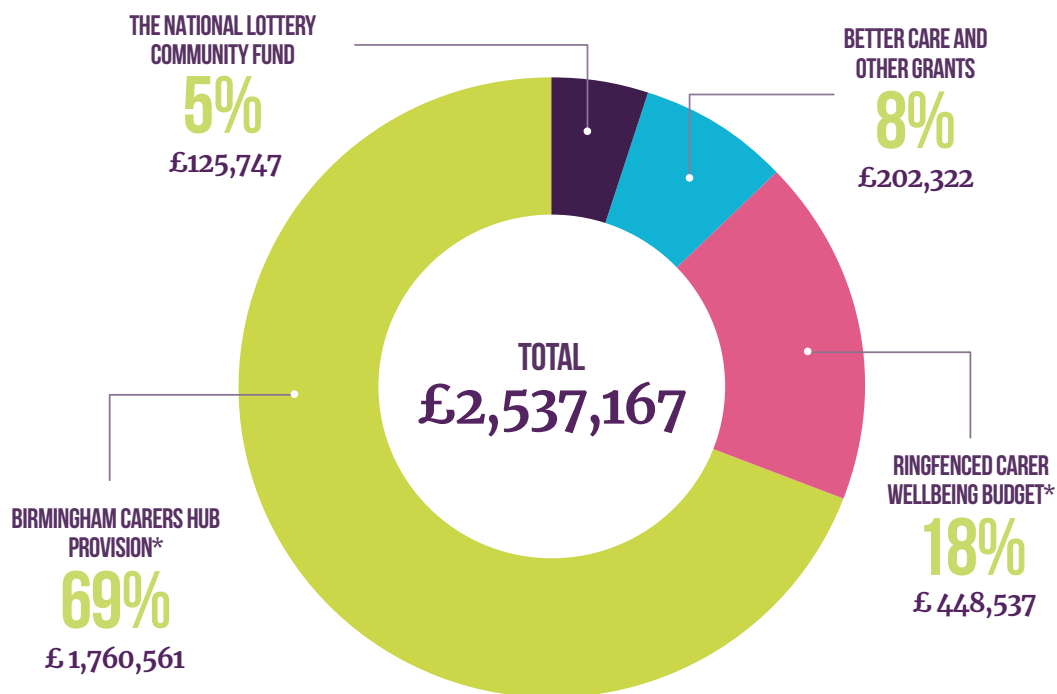
The GBCC felt that Carers are under-represented in the workforce and wanted to have a clearer understanding of who Carers are and what to do in order to better support

them. Working for Carers provided a clear means of demonstrating their commitment to Carers and provided staff training to improve understanding of the Carer role throughout the workforce.

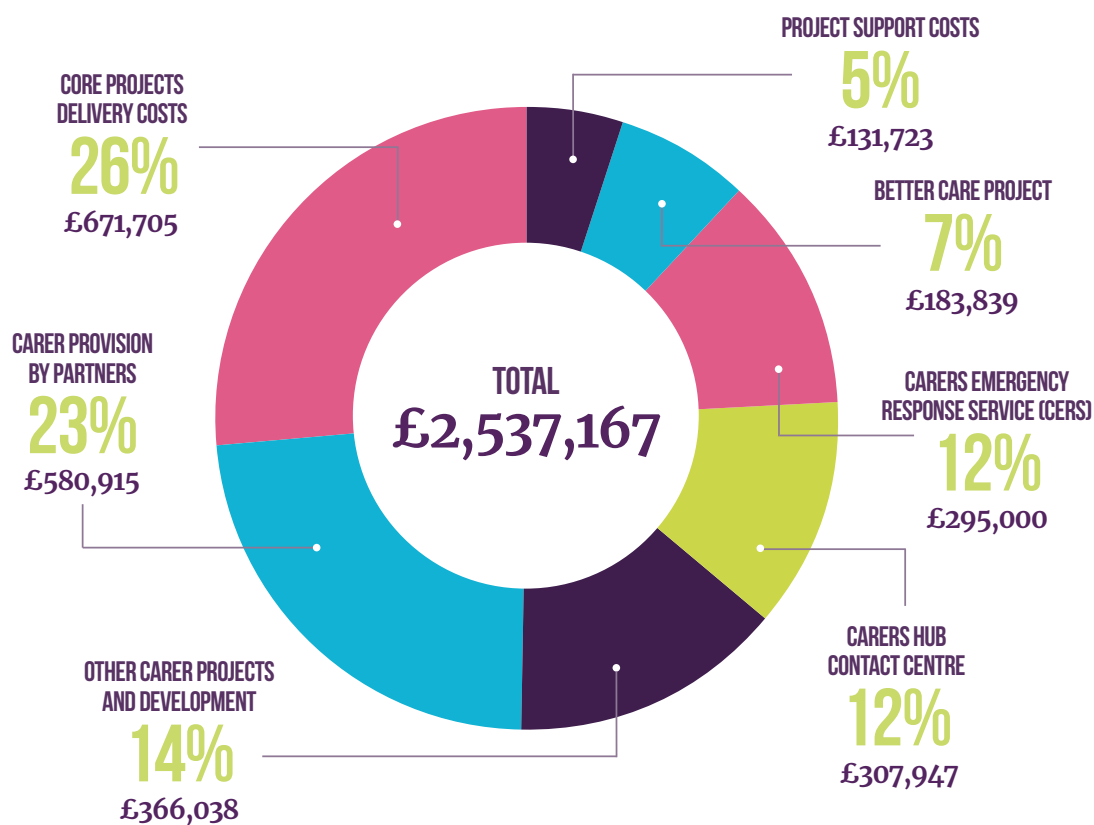


Income and Expenditure

This summary financial information shows the income we raised for our activities, the core costs of raising this income, and the amount we spent on service provision and projects via our partners in 2018.



Expenditure



*Funded by Birmingham City Council

2019 Business Priorities

Family-centred

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

Trusted-partner

- Develop a marketplace of 'Carer-friendly' services
- Expand the range of sitting services available to Carers
- Embrace the expertise of Carers

Fulfilling potential

- Support more young adult Carers into training or work
- Work with businesses to become 'Carer-friendly'
- Support Carers after their caring role has ended

Impact-driven

- Demonstrate improved Carer quality of life and wellbeing
- We will measure this through the Quality of Life Survey and Carer reviews



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 or call the **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





forwardcarers.org.uk



info@forwardcarers.org.uk



[forwardcarers](https://twitter.com/forwardcarers)



linkedin.com/company/forward-carers

Supported by



Birmingham
City Council



SOCIAL
responsibility



THE SOCIAL ENTERPRISE MARK
TRADING FOR PEOPLE AND PLANET



**WORKING
FOR CARERS**
Outstanding Employer



Proud member of
Greater Birmingham
Chambers
of Commerce

Forward Carers Consortium is a not for profit company (Registration No. 9549033) limited by guarantee.