



Value:

## Stronger in Partnership

We believe the best outcomes for Carers are achieved by working in partnerships that meet the varied needs of our diverse communities.



In 2024, together with our partners, we...



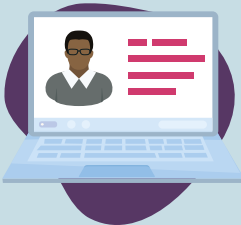
Registered **5,364** Carers for help and services



Provided **3,979** one to one support sessions



Undertook **2,654** Statutory Carers Assessments



Supported **219,800** Carers through online services



Distributed **£750,000** Household Support Funds to Carers facing hardship



Registered **270** Carer Friendly Businesses



Helped Carers to access an average of **£254 per person** through welfare entitlements



Delivered **989** groups, attended by **7,130** Carers



Participated in **35** events to improve Carer identification among health professionals

“ I feel hugely supported in the assessment and learnt a lot about services we can access. It's been a heart-touching experience for me. ”

**Carer following Statutory Carers Assessment**



Scan to see our links

### 2025 Key Goals:

To develop statutory-compliant online assessments for Carers

To develop partnerships with pharmacies and GP surgeries to improve Carer identification



Value:

## Family and Carer Centred

We place Carers, families and their networks at the heart of what we do.



In 2024, together with our partners, we...



Provided specialist support to **1048** Parent Carers and families



Distributed **1990** Wellbeing Grants totalling **£597,000**



Undertook **287** Wellbeing Checks for Parent Carers



Gave **428** Max Cards to families to enjoy the gift of time out together



Funded **320** nights' hotel breaks through our partner Carefree



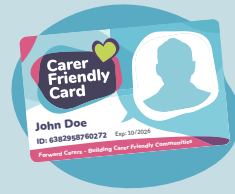
Supported **375** Young Adult Carers



Launched two new specialist Young Carer services



Provided **455** Specialist Dementia Assessments



Helped **3,894** people verify their caring role with a Carer Friendly ID Card

“ I came into the meeting with absolutely no knowledge and came out with so much information. It helped give me and my dad confidence to move forward. ”

**Carer for father with long-term condition**



Scan to see our links

### 2025 Key Goals:

To expand the number of services we deliver for young Carers

To co-develop a Peace of Mind toolkit to help Carers plan for emergencies



Value:  
**Fulfilling potential**

We challenge ourselves to continually innovate so Carers, partners, our staff and communities always fulfil their potential.



In 2024 we...



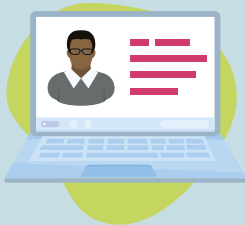
Worked with **257** health professionals to improve recognition of Carers



Ran **15** Carer Friendly Workplace sessions, supporting staff workers balancing work and care



Trained **13** Carer Champions to help Carers remain in the Workplace successfully



Delivered **23** free specialist Carer training courses for Carers



Gave out **80** data sims to help digitally excluded Carers to stay connected



Distributed **£51,000** to **111** Carers to set up and run their own social groups for Carers



Benefitted from **21** volunteers supporting specialist Carer projects



Funded **16** specialist Carer projects to expand our reach



Supported **1,069** Young Carers to enjoy childhood alongside their caring role

“

This training exceeded all expectations – so valuable.

”

**Caitriona O'Brien, Chair of Carer Network, Network Rail**  
(Carer Champion training)



Scan to  
see our links

### 2025 Key Goals:

To expand our Carer services across the West Midlands

To increase the number of certified NHS Carer Friendly Employers



Value:

## Socially Responsible

We improve equality for Carers and through our work, we will leave the community and our planet in a better place.



In 2024 we...



Distributed **£2.6 million** through the VCSE network by funding over **25** Carer services



Co-designed **14** services and activities through our Carers Voice programme



Were rated **4.5** on Trust Pilot



Grew our Carer Ambassador Board to **6** volunteer Ambassadors who hold us to account



Became one of the UK's **first** non-profit Four-Day Week employers



Provided paid work experience and apprenticeship opportunities for **3** young people



Progressed towards our goal to become net zero by 2030



Launched a new volunteer scheme for Carers who are experts by experience

“

I want to say a massive thank you for taking us on to do this placement. This opportunity was priceless.

”

**Denzel Magume**

### 2025 Key Goals:

To work with Carer Ambassadors to ensure our services are accessible to all

To grow to 20 regular volunteer roles



Scan to  
see our links

Impact 2024

[www.forwardcarers.org.uk](http://www.forwardcarers.org.uk)  
Creating Carer Friendly Communities



Value:

## Impact Driven

We continually evaluate and improve our services so we can ensure we're delivering the best outcomes for Carers.



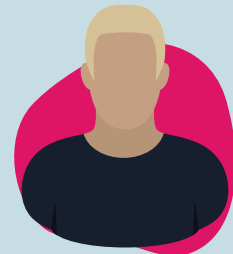
In 2024, after receiving a service from us...



**98% of Carers**  
rated their Assessment as  
Very Good or Good



**60% of Carers**  
felt more confident in  
their caring role



**69% of Carer**  
felt more knowledgeable about  
delivering their caring role



**65% of Carers**  
felt more positive  
about their caring role



**74% of Carers**  
felt more socially  
connected



**67% of Carers**  
described improved  
physical wellbeing



**74% of Carers**  
described improved  
mental wellbeing



We gathered feedback from over  
**500** Carers to validate our impact and  
identify ways to continually improve



For every £1 invested in Forward  
Carers, we saved the Health and  
Social Care sector **£14.81**

“ Thank you so much for the wellbeing grant – it was a lifeline. Your support means I could finally take a break just for me. ”

**Carer for father with  
long-term condition**



Scan to  
see our links

### 2025 Key Goals:

To embed live impact dashboards onto our website to transparently demonstrate the difference we make

To develop a new programme to improve Carer wellbeing