

Working for Carers: Impact Report 2024-25

The demands of looking after a friend, family member or neighbour means carers often face more challenges when finding and maintaining employment. They have to prioritise their caring role, which can be unpredictable, time-consuming and exhausting. Carers often struggle to balance looking after someone, with work.

The Working for Carers project supports unpaid carers aged 16+ across Newcastle, North Tyneside and Northumberland, to maintain or find work, access education, training or volunteering opportunities.

With specialist employment, legal, and benefits advice, the project supports individuals to overcome work-related barriers and better balance their caring role with work or education, whilst maximising their income.



196 organisations engaged with to create carer-friendly workplaces, including implementing the Carer's Leave Act.

95%



would recommend the project to others.

38 clinics held in the community.



Focusing on employment advice, skills building, and benefits support.

140

carers have started a job, work experience, or volunteer role as a direct result of support from the project.



More than
£87,000

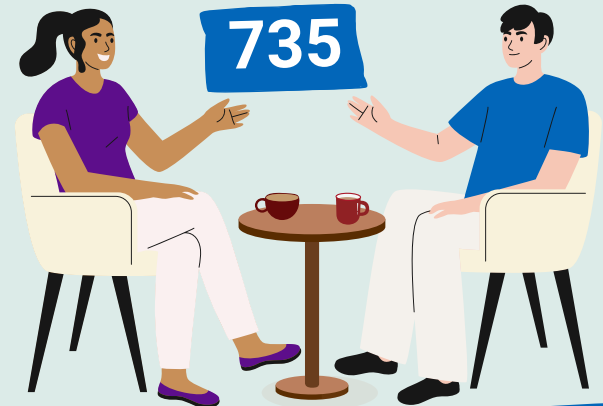
awarded in successful annual benefit claims.

155

carers in employment crisis have been supported to remain in work.

44% of carers who were facing barriers to social inclusion, have been supported through the project.

735



one-to-one support sessions delivered to move carers forward in the workplace.

90% of carers who had no access to digital equipment or poor digital skills, reported a significant improvement in digital accessibility.



157 out-of-work carers have been supported to job search.

93

outreach events actively attended to raise awareness about the project.

229



carers reported their employability skills have been developed.

48%

of carers supported were from the most deprived areas in the North of Tyne region.

Three in four

carers said their confidence had grown following project support.

Nine in 10

are confident about pursuing their next steps following project support.

Jakub's story

Jakub provides daily care to his elderly, frail father, balancing this alongside childcare responsibilities. He lacked confidence, so finding a job that would fit around his caring role appeared impossible. 'Employability jargon' also proved a barrier to Jakub as English is his second language.

He was referred into the Working for Carers project, where the support was transformational - developing his CV and highlighting a multitude of relevant skills Jakub had developed in his caring role. Jakub and his advisor worked together on mock interviews, breaking down barriers to employment and enabling Jakub to secure a job as a cleaner in a local school.

Jakub accessed a grant from the Working for Carers Progression Fund to support him with the commute before his first wage was received. Jakub is now ecstatic to be enjoying his part-time role; his first employment in over eight years.

“ I really can't thank you enough for your support, you've no idea what a difference this will make for me. Thank you so much. ”
Adult Carer

“ The support I've received has been amazing. It's been the first time in years that someone has been there to listen to me and meet my needs.

The project has supported me back into work, and I truly don't think I would have achieved this without your help. ”
Adult Carer



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NE North East
Combined
Authority


North Tyneside
Carers' Centre


carers
NORTHUMBERLAND

Newcastle
Carers
We're listening

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