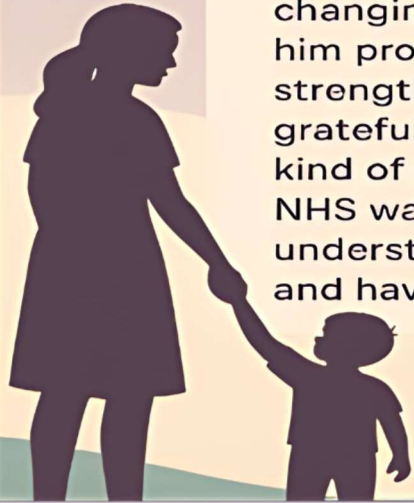


Feedback

A Carer's Voice



"Having access to therapeutic sessions for my son has been life-changing. These sessions helped him process emotions and strengthened our bond. I'm so grateful—we couldn't afford this kind of support privately, and the NHS waiting list is so long. Now I understand his condition better and have tools to support him."

Spoken with confidence
during Carers Week –
Jade Kumar

Blackburn with Darwen
Carers Service Ltd
Kingsway
Greenhurst Place
Blackburn, BB2 1NA



Charity Number: 1120110
Company No. 05881757

Supporting you so you can help those you care for



A Network Partner of
CARERS TRUST



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Your local Charity supporting family and friends who are carers for a loved one

CARING ABOUT EQUALITY



ANNUAL REPORT 2026



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THE CARERS TEAM



Charlie Higham
Interim Chair



Graham Brindley
Treasurer



Sam Morris
Chief Executive

James Hadleigh, Clair Bloomfield and Huma Sheikh

The Carers "A" Team

Gillian Ingham
Yasmin Khalil
Rashida Ahmed
Susan Lloyd

Anna Frankland
Isma Sajid
Kiran Sadiq

Kulsum Chishti
Emma Forrest
Shabir Elahi

Parveen Awan
Lyndsey Harry
Lesly Vela – Cobo



We welcomed: Asma Kheratkar & Faye Thornton

We said Goodbye to: Wendy Cooke & Mia Cooke

The Carers Service are proud of our Volunteer Team
Our Volunteers tell us it gives them a sense of achievement – knowing they have made a difference is both rewarding and motivating.

Case Studies & Feedback

The same situation applied to the other two siblings. The carer was advised to migrate all 3 siblings immediately.

The carer was helped to claim 3 lots of Universal Credit.

The Carer felt relieved that she got help with the migration and that the amount of benefit was going to be higher as she had heard that people received less on Universal Credit.

Feedback Male Grants - My wife has a dual diagnosis of ADHD and my daughter is currently being assessed. Life at home is hard as I am responsible for all aspects of home life, cooking, cleaning, shopping as my wife becomes completely overwhelmed and dysregulated. This money gave me the opportunity to take some time away, whilst a family member stayed, I was able to go and enjoy something for me and this has enabled me to return home refreshed and able to care again.

Thank you - I care for my wife who has COPD. It has been a challenging time as she has had a period in hospital.

Since being awarded the grant from Blackburn with Darwen Carer's Service I have purchased a reconditioned Dell laptop and this has greatly improved my IT experience. I can now use the Microsoft Office Suite with ease whereas before I struggled. My daily tasks are quicker and easier now that I have acquired the new computer and I could not have done this without the grant I received. Please thank the donor on my behalf and thank you from the bottom of my heart for all the help I receive from Blackburn and Darwen Carer's Service.

LPA Case Study - A couple accessed our Lasting Power of Attorney (LPA) form-filling service. Attracted by the value and affordability of our offering, they chose to travel to Blackburn to meet with us in person.

We assisted them in completing both the Health and Welfare, and Property and Financial Affairs LPA forms. During the appointment, adjustments were made to accommodate the wife's visual impairment, including changes to seating arrangements to ensure her comfort. The couple expressed their appreciation for these considerations.

They also highlighted that the forms were explained clearly in a language they understood, enabling them to feel fully informed about the various options available. They described the overall experience as approachable and friendly, noting that they felt comfortable asking questions throughout the process.

The couple valued the absence of unnecessary jargon and felt that they were properly consulted. They expressed gratitude for the warm, empathetic manner in which they were treated and confirmed their intention to recommend our services to others.

Case Studies & Feedback

Volunteer Case Study - Ms S has been a highly dedicated and active volunteer this quarter, making a strong positive impact on participants, staff, and fellow volunteers. She regularly supported activities, engaged warmly with participants, and contributed extra time to events and outings, demonstrating reliability, flexibility, and teamwork.

Her work reflects the Five Ways to Wellbeing: she builds strong connections, encourages activity, shows attentiveness to others' needs, continues to develop her skills, and generously gives her time and compassion.

Overall, her contributions have enhanced engagement, wellbeing, and a sense of community, highlighting the valuable role she plays in supporting others.

Young Adult Carer Case Study - Before Support: A young carer was referred through the Integrated Neighbourhood Team after experiencing significant emotional strain. She lost her dad on the day of her GCSE results, a traumatic event that continues to affect her deeply. Since then, her mum's fluctuating health has placed heavy caring responsibilities on her, including managing the home, supporting younger siblings, working, and handling school runs and appointments. She also struggles with severe eczema, poor sleep, and declining mental health. She felt overwhelmed, isolated, and fearful that caring would define the rest of her life.

Support Provided: She was offered one-to-one support and informed about available groups, counselling, YAC support, and Family Hub services. Although hesitant to trust others, she consented to a counselling referral. She received a small grant and vouchers, and was signposted to the Household Support Fund. A care package for her mum was discussed to ease pressure while the family is at work or studying, and she was referred to Adult Social Care via INT.

Outcomes for the Carer: She expressed gratitude for the financial support and, importantly, for having someone listen to her and validate her feelings. Counselling is expected to help her process her grief, express emotions safely, and build resilience.

Potential Long-Term Benefits: The support may reduce financial stress, improve her mental health and wellbeing, and reassure her that she is not alone. She now has clearer pathways to help, making it more likely she will reach out for support in the future.

Benefit Case Study - Carer cares for 3 siblings that all have disabilities. The carer came in because they had been sent a letter for one of the siblings to migrate to Universal Credit. The migration date was several weeks away. She was advised to that the migration should be done immediately as the amount of Universal Credit would be higher than the Employment and Support Allowance that they were receiving.

A heartfelt thank you to Nan Goodall, who has now retired from her role as Trustee at the Carers Service



Nan has been part of the Carers Service since its very beginning in 2004. She played a key role in helping to establish the service and continued to support its growth and development for carers over many years.

During her time with the organisation, Nan also took on the role of Chair, helping to guide the Carers Service forward with dedication and commitment. More recently, she stepped into the role of Interim Chair during the last couple of years before retiring from her position.

Nan has been a tremendous source of support to Sam and her team, always offering a listening ear and sharing her valuable community knowledge. Having undertaken several caring roles herself, Nan brought a genuine understanding of the challenges carers face and the importance of information, advice, support, and respite opportunities.

The Trustees and staff would like to extend their sincere thanks to Nan for her unwavering commitment, dedication, and contribution to the Carers Service over so many years.

Carers Service Ethos



Your local Charity supporting family and friends who are carers for a loved one

Who We Are:-

Blackburn with Darwen Carers Service supports unpaid carers who care for loved ones facing physical disabilities, learning disabilities, long-term illness, dementia, substance use issues, addictions and mental health conditions. Carers often experience their own complex challenges, and our role is to walk alongside them with compassion, knowledge, and practical support.

Interim Chairs Report



I am pleased to provide this introduction as the acting interim Chair of the board of trustees for the Carers Service

. This being my first report, I want to highlight and thank Nan Goodall for her years of dedicated service to Blackburn and Darwen carers before her departure from the board

. I have been a trustee since November 2021, and while I am not a carer myself, it is a privilege to work with our passionate staff and volunteers

. I am deeply grateful for their commitment and hard work over the past twelve months. Over the last year, we have delivered vital support across the district. My fellow trustees and I are working closely with our CEO, Sam Morris, on key strategic projects that we hope will strengthen the service for years to come. I am also delighted to welcome Huma and Clair to our board; their expertise will undoubtedly add significant value to our team

Despite the challenges and uncertainty surrounding local authority restructuring, I am proud of how we have successfully navigated these hurdles and pressed forward. Financially, the efforts of our staff and volunteers have placed us in a stable position to continue supporting local carers for the foreseeable future. I would like to acknowledge our funders for their continued backing, as well as the many regular donors whose contributions, regardless of size, make our mission possible.

Looking ahead, I look forward to another year as a trustee, working alongside Graham, James, Huma, and Clair to support Sam in the management of the service

. I offer a final, heartfelt thank you to all our staff and volunteers for their essential contributions

Charles Higham

Interim Chair

Case Studies & Feedback

CASE STUDY

Sarah * contacted our service after her partner, James * suffered a sudden stroke in his early 40s. The event was unexpected and life-changing. Overnight, Sarah became his main advocate and emotional support while trying to understand a complex medical and rehabilitation system she had never encountered before.

Challenges

Sarah was overwhelmed by the speed at which decisions needed to be made and struggled to process the information being shared by hospital staff. She felt frightened about the future, unsure how James's recovery might look, and anxious about how she would cope practically and emotionally once he was discharged.

She described feeling alone, exhausted, and constantly worried about "getting things wrong" – particularly around rehabilitation, care planning, and managing James's needs at home.

Our Support

Our service worked closely with Sarah from the early stages of James's hospital admission. We:

Liaised with hospital staff and rehabilitation services to help Sarah understand treatment plans, next steps, and available support

Provided clear explanations in plain language so Sarah felt informed and involved in decisions

Offered regular emotional support, giving Sarah space to express her fears, worries, and exhaustion

Reassured her during moments of panic or self-doubt, helping her feel more confident in her ability to manage day-to-day challenges

We were available when Sarah felt frightened or overwhelmed, offering calm reassurance and practical guidance at critical moments.

Outcome

With ongoing support, Sarah reported feeling more confident and less isolated. She gained a clearer understanding of James's recovery journey and felt better equipped to advocate for him. Knowing she had someone to turn to for reassurance and guidance reduced her anxiety and helped her cope emotionally during a highly stressful time.

Sarah described our service as a "lifeline" during one of the most frightening periods of her life, helping her feel supported, heard, and capable when everything felt uncertain.

Achievements and Performance

ADVICE & GUIDANCE

1919

BENEFITS

981

£1,445,279 VALUE

ASSESSMENTS

818

REFERRALS BY GENDER



MALE 27%



FEMALE 73%

TOTAL REFERRALS 1428

DROP IN TO CHECK IN

68

COUNSELLING

533

SESSIONS

ACTIVITIES

1392

CARERS ATTENDED

ACTIVITY SESSIONS

315

MASSAGES

127

NEW VOLUNTEERS THIS YEAR

64

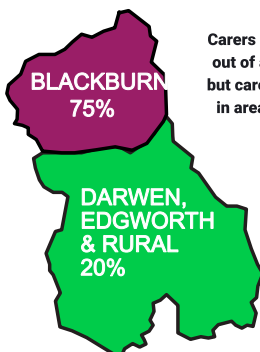
VOLUNTEER HOURS THIS YEAR

4062 Hrs

EQUATES TO

£44,682

REFERRALS BY GEOGRAPHY



Carers living out of area, but cared for in area 5%

Breakdown of caring role type	%
Physical Disability	35%
Parent Carer	16%
Dementia	12%
Mental Health	12%
ASD	10%
Elderly/Frail	8%
Learning Disability	4%
Drugs And Alcohol	2%
Unknown	1%

Sam Morris Chief Executive Officer's Report



Celebrating its 22nd anniversary, the Carers Service has completed a productive year focused on providing carers with opportunities to connect and recuperate through peer support groups, workshops, and wellness activities. These initiatives, ranging from training sessions to spa experiences, are designed to offer vital "me time" and mutual encouragement.

The carer's journey begins with an assessment by experienced Advisers, leading to a tailored support menu that addresses individual needs. This support includes practical assistance such as benefits checks, counselling, wellbeing check-ins, and advice on legal matters like Wills and Lasting Power of Attorney. Once registered, carers can access these services for as long as they are required.

Beyond receiving support, carers actively influence future service provision through the Carers Forum and the Carers Board, ensuring local voices reach a strategic level. This collaborative approach has contributed to positive progress in the Blackburn with Darwen Carers Strategy. The team has also expanded, welcoming Asma in administration and Faye as the new Carers Engagement Officer, who identifies carers through both digital and face-to-face outreach.

Looking ahead, the service is preparing for the Council contract tender. While this represents a challenging period of potential change, the service remains committed to maintaining seamless support for the community. The success of these efforts relies on the continued contribution of staff, carers, Trustees, volunteers, and professional partners, all of whom play a vital role in supporting the region's carers

Sam Morris

Chief Executive Officer

Graham Brindley Treasurer's Report



Last year we were forecasting a deficit for this financial year. However we are pleased to report that income in the year increased to £509,669 which, along with continued costs control, has resulted in a surplus for the year of £2569.

We remain grateful for the continued support of our major funding partners: the BwD Council, Lottery, Henry Smith and Eric Wright Foundations. During the year we were also successful in obtaining funds from a variety of sources, which were not known at the start of the year, as a consequence of which our budgeted deficit was turned into a surplus.

Our major costs are salaries and premises both of which are subject to inflationary increases which will result in continued future pressure on the finances of the charity. We have adopted a blended approach to investment of our reserves into interest bearing cash accounts and non cash investments with a low risk profile which can readily be converted into cash if required. The return on these investments is disclosed separately in the accounts.



The tender with the BwD Council will be determined in the 26/7 financial year. Looking out further we await the outcome of the proposed local government reorganisation and its implications for the charity.



Type	Amount
Donations	£1937.14
Lasting Power of Attorneys	£20280
Carers Activities	£6671.52
Other Income	£11631.09
Total	£40519.75

Achievements and Performance

8. Health & Wellbeing



Achievements and Performance

7. Grants

Funding Source:

- Household Support Fund
- Carers Trust – Male Carers Grant
- Carers Trust - Fuel Poverty Grant (Jan 26 – March 26)

	No. of Carers	Value of Grant
Total	133	£15675

Vouchers

Aldi, Asda and Argos

- Funding Source:
- Household Support Fund
- Carers Trust – Fuel Poverty Grant (Jan 26 – March 26)

	No. of Carers	Value of Grant
Total	77	£5650

B is 18 and has been caring for mum since he was 11. B is unable to go to college and is tired constantly due to caring for mum in the night. This grant is to give B a break for the day whilst mum is in Rehab.

“A few days away with friends who I haven’t met for a while and then going for a meal”.

It has been a very stressful last few months and the carer has been unable to sleep so a break away from his caring role will help him to feel relaxed and refreshed. He is dealing with regular appointments and making sure the appointments have been attended as well as working and dealing with his daughter’s needs.

“For a few years I have wanted to visit forbidden corner in North Yorkshire, with this grant, I can plan this day out for my birthday and a meal afterwards”

J has multiple caring roles. He has had a very stressful few years and has had several financial difficulties. He said having something to look forwards to really makes a difference to him. “I will have more of a spring in my step over the next month knowing I have this planned”

M cares for his mum who has terminal cancer and is unable to work. Due to no income, he has struggled to do something for himself. “A spa break will help refresh my mind and re-energise”.

The Carers Service exists to support & help those who provide unpaid care to a friend, relative or loved one

Carers definition

Carers can be relatives, neighbours or friends. Carers come from all age groups and can come from any ethnic, religious or racial background. A Carer is a person who looks after someone who due to illness, disability or frailty is unable to manage alone



Our Services

We continue to offer a comprehensive, flexible and accessible package of support for carers at all stages of their journey:

- Carers assessments to tailor support plans
- One to One support with an experience Carers Adviser
- Weekly drop-ins for advice, information, and social connection
- Benefits support (in person and via phone)
- Therapeutic sessions including counselling, CBT, and massage
- Health and wellbeing activities: yoga, cycling, walking, sewing, crafts and local/regional trips
- Workshops, events and training sessions
- Peer support groups building lasting connections among carers
- Befriending service
- Energy grants and food vouchers for carers in crisis
- Support around Lasting Power of Attorney (fee-based)

Mission Statement

At Blackburn with Darwen Carers Services, our mission is to identify, engage, empower, and support carers throughout their caring journey. We are dedicated to providing integrated and personalised services that meet the diverse needs of carers in our community.

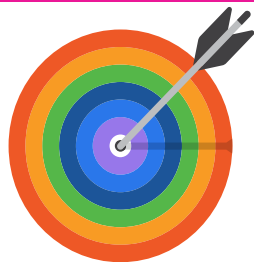
Vision

Our vision is to create a community where carers are respected as expert care partners, equipped with the resources and support they need to thrive in their caring role. We envision a society that recognises and values the vital contributions of carers, ensuring their well-being and enabling them to lead fulfilling lives alongside their caregiving responsibilities.

The Carers Service exists to support & help those who provide unpaid care to a friend, relative or loved one

Core Values

At Blackburn with Darwen Carers Service, our core values form the foundation of everything we do. They guide our actions, shape our culture, and drive our commitment to supporting carers throughout their caring journey. Our core values reflect our deep understanding of the unique challenges faced by carers and underscore our unwavering dedication to their well-being. These values serve as a compass, guiding us in creating a supportive, inclusive, and empowering environment where carers are respected, valued, and given the tools they need to thrive.



Below are our core values and the principles that underpin our work in making a positive difference in the lives of carers:

- 1. Empowerment:** We believe in empowering carers by providing them with the knowledge, resources, and support necessary to make informed decisions and take control of their lives.
- 2. Respect:** We treat every carer with dignity, compassion, and respect, recognising the invaluable role they play in society and valuing their unique experiences and contributions.
- 3. Collaboration:** We foster collaboration and partnerships with local organisations, service providers, and stakeholders to ensure comprehensive support and improve the lives of carers.
- 4. Inclusivity:** We are committed to inclusivity, embracing diversity, and addressing the needs of carers from all backgrounds, including those who may be marginalised or hidden.
- 5. Wellbeing:** We prioritise the mental, physical, and emotional well-being of carers, offering services and programs that promote their health, resilience, and overall quality of life.
- 6. Advocacy:** We advocate for the rights, recognition, and support of carers at local, regional, and national levels, aiming to influence policies and raise awareness about carer issues.
- 7. Innovation:** We strive to continuously innovate and improve our services, incorporating technology and best practices to enhance the support and experiences of carers.
- 8. Personalisation:** We recognise that each carer's journey is unique, and we tailor our services to meet individual needs, providing personalised support that addresses their specific challenges and circumstances.

Achievements and Performance

Carers Rights Day 2025



Achievements and Performance

6. Carers Week 2025

'Caring about Equality'

Carers Week 2025 – Celebration & Impact Report

Carers Week 2025 was a vibrant and engaging week filled with daily activities; each designed to support, celebrate, and empower carers across Blackburn with Darwen. The week focused on key themes, including:

- Health & Social Care
- Financial Wellbeing
- Work and Employment
- Young Adult Carers
- Mental Health & Wellbeing
- Older Carers

Highlights of the Week

- Health & Wellbeing: Smoothies and coffee social; a soothing pamper session; continental breakfast with expert benefits advice.
- Main Day Celebration: 80+ carers attended; 24 local stalls; inspiring speakers; networking; wellbeing resources; recognition of carers.
- Creative & Therapeutic: Picnic with creative journaling (Balance Group); guided wellbeing walk; Senior Carers Afternoon Tea at Dolly's Tea Room.
- Carers Week 2025 showcased carers' strength and resilience, offering rest, learning, connection, and celebration



Supporting you so you can help those you care for

Carers Service Offer

Carers Star Assessment

Advice and guidance

Benefit checks

Digital Support

Counselling

Complimentary therapies

Support groups

Befriending

Training, Workshops & Events

Life After Caring

Volunteering Accreditation

Activities and Trips

Power of Attorney

Access to breaks

Young Adult Carers Support

Household Support Grants

Volunteering

Carers ID Card

Activities and Work shops

Achievements and Performance



Achievements and Performance

Along side these, new actions for Year 2 will be:

- Continue to work with the hard to reach groups
- BAME, Working, Darwen and Older Carers
- Early intervention, increase health and well being of young carers and young adult carers
- Improve carers digital offer
- Recognise and celebrate carers
- Reduce carers barriers to work, education, volunteering and training

5. Funding Impact: Building a Stronger Future for Carers

The Carers Service will enter a tender process in June 2026, marking the start of a period of change and new opportunities.

Regardless of the outcome, the service will continue to support carers and maintain a strong focus on carer engagement throughout 2026–2027, ensuring carers remain at the heart of the local community in Blackburn with Darwen.

- Continue to deliver carer engagement work and strengthen community presence across Blackburn with Darwen.
- Develop targeted outreach to hidden and hard-to-reach groups to ensure support is accessible and inclusive.
- Launch the new Carers Service website by the end of 2026, creating an easy-to-use digital platform where carers can access clear and accessible information.
- Expand the service's digital offer through work with external partners to develop an up-to-date, AI-powered platform for young carers and adult carers.
- Work in partnership with the Council on a carers marketing campaign during the coming year to raise awareness of available support.
- Continue to prioritise income generation as part of building a sustainable future for the service.
- Develop the new private counselling provision, making talking therapies accessible to a wider audience, not only carers.
- Grow our Lasting Power of Attorney offer supported by a sustainable volunteer-led model.
- Strengthen the Carers Champions approach across health and social care services, the voluntary, faith and community sector, and local neighbourhoods to raise awareness, advocate for carers, and improve understanding of the needs of young carers, young adult carers and adult carers.

Achievements and Performance

4. Blackburn with Darwen Carers Strategy update

Available at: www.bwdcarers.org.uk

Carers Board

The Carers Board main purpose is to support the creation and oversee the implementation of the Blackburn with Darwen Carers Strategy and the delivery on its Action Plan, engaging with carers and carer organisations and other key stakeholders in the strategic planning and development of carer services across Blackburn with Darwen with opportunities for joint working

Seven Priority Areas Identified by Carers

Through engagement and co-production with carers across the borough, seven key priorities emerged:

- Challenges of Caring – The emotional, physical, and time demands of the role.
- Service Gaps and Accessibility – Inconsistent access and unmet needs.
- Financial and Employment Struggles – The impact of caring on income and work.
- Future Concerns – Anxiety about long-term care, planning, and support.
- Interpersonal Relationship Struggles – Strains on personal relationships and family dynamics.
- Positive Aspects of Caring and Support – Finding meaning and fulfilment in the role, and valuing good support.
- Addressing the Needs of Young Carers – Ensuring young carers are identified and supported early

Key areas addressed in this year are:

- Accelerator Reform Funding (ARF) Roles recruited to:
Carers Engagement Officer (Carers Service)
Review and Assessment Worker (Adult Social Care)
- The set up of two new subgroups:
Communications and Engagement
Health and Well Being
- Plans to launch a Carers Promotion Campaign – to identify and support carers
- Carers Service to launch a new website (coming Summer 2026)
- Strengthen connections with the Job Centre
- Understand Adult Social Care 'Respite' offer to carers and their families
- Understand the local offer for carers
- Work alongside the ICB for a new Directory of Services'

Achievements and Performance

1. Young Adult Carers

Between April 2025 and March 2026, Young Adult Carers took part in a variety of activities that helped build friendships, confidence and peer support. Highlights included birthdays at Heavenly Desserts, a Ferris wheel trip, bowling, Blackpool Pleasure Beach, pamper sessions and festive outings. These sessions gave young adult carers the chance to relax, try new experiences and connect with others who understand their caring role.

At a Pennine Service User and Carer Council meeting, Fatima was supported to share her experiences of mental health support at Royal Blackburn Hospital. She felt listened to and reassured, and was proud to speak up in the hope of improving services for others. We are very proud of Fatima for standing up for her rights



Achievements and Performance

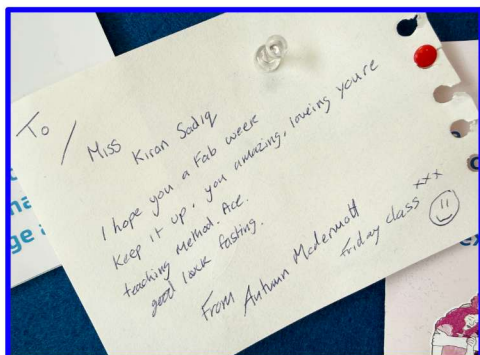
2. Volunteers

"During my placement, I developed important communication, teamwork, patience, and empathy skills. I supported staff at events such as the menopause and carers events by helping with shopping, food preparation, serving refreshments, setting up tables, and cleaning afterwards. I also helped with posters and organisation for events. In addition, I completed training in confidentiality and safeguarding, which gave me a better understanding of health and social care responsibilities. I attended meetings and group sessions, such as the Asian carers group, which helped me learn more about individuals' needs, personalities, and interests. Taking part in activities like yoga and exercise groups showed me how important social interaction is for wellbeing. Overall, my placement gave me valuable experience and helped me better understand the role of care and support work"

We have officially gained the Valuing Volunteers Quality Mark! Which has been approved by BwD Community CVS. This is a bonus to our Volunteer Academy course and we're so proud to have achieved this Quality mark



New Volunteers	Number of Volunteer hours	Volunteer hours Equate to
74	4062	£44,682



Achievements and Performance

3 Listening to carers

Carers who use our services are involved in designing services, based on their experiences and ideas. They have genuine influence

Blackburn with Darwen Adults and Health has introduced a new Co-production Strategy: Working Together with Everyone. (2025)

"We will listen to, work with and involve you to improve the decisions we make about the services and support we provide."

The Carers Service practices Co-production:

"an equal relationship between people who use services and the people responsible for services. They work together, from design to delivery, sharing strategic decision-making about policies as well as decisions about the best way to deliver services."

Blackburn with Darwen
Carers Service

Carers Forum

An opportunity to have a voice and be heard

Do you want to have your say around changes to services you receive?

Would you like to hear from other Professionals and Organisations about support for your loved one?

Would you like to influence changes within Health and Social Care?

Thursday 5th March 2026 10:00am
(Note new start time for this session)

Adult Social Care Commissioners will be attending to seek your views on what the Future Carers Services look like.

Refreshments will be provided

Can't attend but would like to have your say? Scan or click on the QR Code opposite and have your say

For more details please ring 01254 688440
email: office@bwdcars.org.uk
www.bwdcarers.org.uk

Putting Carers at the Heart of everything we do

