

Review of 2024/25

Goal	24/25 Objectives	24/25 Outcomes
<p>Living Confidently: people with a spinal cord injury have the confidence and practical skills to get the most out of life</p>	<p>We will have registered and offered support to at least 1,275 people with a spinal cord injury, including at least 75 children and young people.</p> <p>We will reach all NHS rehabilitation settings where newly injured people are.</p> <p>We will have delivered at least 35,000 individual support interventions across all services, using a range of channels and methods.</p>	<p>We registered and offered support to 1,135 people with a spinal cord injury, including 48 children and young people. We supported 371 family members. In total, we supported 2,921 individuals, a 9% increase on 23/24.</p> <p>We targeted a communications campaign at major trauma centres and NHS professionals working in rehabilitation settings where newly injured people are, and organised a series of drop-in sessions for NHS professionals supporting people affected by spinal cord injury. This reached over 5,000 individuals.</p> <p>We delivered over 43,000 support interventions, a 37% increase from 31,401 in 23/24. We are increasing both the numbers of people we are supporting and the amount of support that individuals are accessing.</p> <p>"This is such fantastic information! I'm going to have a look at all of it but I just wanted to say a big thank you! I've found it quite hard to access any kind of support like this so I feel like I've hit the jackpot!"</p>
	<p>We will grow the number of in person courses from 12 to 15.</p> <p>We will expand our What Next? course, collaborating with more charity partners and reaching at least 225 people with online sessions and e-learning guides over the course of the year.</p> <p>We will develop plans for our first ever City Skills course in Wales, ready for launch in 25/26.</p> <p>We will relaunch our Wheelchair Skills App and develop a range of new travel and transport resources, designed to give people the confidence to get out and about.</p>	<p>We have grown the number of in person courses from 12 to 15.</p> <p>We have reached 166 people with a combination of What Next? course modules and guides. We partnered with SIA, Aspire, WheelaroundtheWorld, Motability, and others for different aspects of the live courses. We did not reach the numbers of people we had hoped and are reviewing our online platform to make it as accessible as possible.</p> <p>Our first ever City Skills Cymru course will be in Cardiff in June 2025.</p> <p>Thanks to the Motability Foundation, our new Wheelchair Skills App was launched in November, alongside Back Up and Thriving, our podcast on travelling with confidence, and our travel confidence videos. We were delighted to be in the top 25% of UK podcast downloads when we launched.</p> <p>"Can't believe the change in my mental positivity since attending the course. I'm looking forward to the future."</p>
	<p>We will deliver at least 3 Skills for Work courses and run a careers fair with corporate partners.</p> <p>50% of people accessing our vocation support will be in work or volunteering 6-12 months after engagement.</p> <p>We will launch Coach to Work: more intensive support for people wanting to return to work but unsure about what they want to do, and Employment Advocacy for those seeking support to return to the same employer after an injury.</p>	<p>We ran 3 Skills for Work courses, for a total of 18 people, and 100% of participants improved in at least 3 out of our 5 impact measures. The Careers Fair was held online, with 12 service users attending and 6 of our corporate partners.</p> <p>Overall, 89% of those who participated in one of our vocation services was in work, education, or training 6-12 months post engagement.</p> <p>We were delighted to launch our inaugural Coach to Work programme for people unable to or who do not want to return to their pre-injury job. The programme was developed from concept stage to delivery with the help of a specialist Career Coach. A training weekend was delivered for six Coach Support Volunteers who are supporting the programme with 1-to-1 coaching support sessions. Eight participants started in January, and the first programme runs until the end of April, when we'll evaluate the results. Employment Advocacy was not developed as a standalone programme due to resource constraints. Instead, 33 new cases of individuals seeking advice on returning to their previous work were supported as part of the 1-to-1 telephone support offered.</p> <p>"I love working with Back Up – your whole team is so enthusiastic and collaborative. The work you do is amazing and having attended one of the Activity Courses myself as a Corporate Buddy I have seen first hand how much difference the course makes to the people that attend. It was one of the most rewarding weeks I have experienced, lots of tears (of pride), laughter, and fun." (Corporate partner)</p>

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<p>Thriving at any Age: all people with a spinal cord injury are able to reach their full potential.</p>	<p>We will deliver at least 1,200 support interventions using a range of channels and methods to children and young people with a spinal cord injury — including an accredited Information, Advice, and Guidance Service.</p>	<p>It has been a challenging year for our children and young people's service, due in part to funding uncertainty and increases in National Insurance rates giving unanticipated cost. This resulted in a decision to carry a vacancy and delay recruitment to our children and young people's team. Despite this, we still supported 221 children and young people and delivered 870 support interventions to children and young people. This includes support via our accredited Information, Advice, and Guidance Service.</p> <p>"You didn't just support us with school, you supported us as a family, and were there for me especially. I valued your words, our talks, and the giggles we had so much."</p>
	<p>90% of those attending Back Up courses will report having achieved their personal aim.</p> <p>We will have further developed resources for those ageing with a spinal cord injury.</p> <p>We will continue to develop our outcome measurement to better understand and demonstrate where our services make the greatest impact.</p>	<p>80% of those attending Back Up courses report achieving their personal aim.</p> <p>We have developed our support for both people who are ageing with a spinal cord injury and those who sustain a spinal cord injury later in life. This includes our over 50's course and our ageing sessions at The Back Up Lounge.</p> <p>We were delighted to be chosen as The October Club Charity of the Year for 24/25. Their funding is supporting the development of our systems and infrastructure, enabling us to transform the way we use our data, allowing us to better target support to those who need it at the times they need it most.</p> <p>"I had the confidence to look at travel and holidays last night and I've signed up for the mentoring programme."</p>
	<p>90% of children we work with will feel happier at school.</p> <p>90% of schools that work with us will report an improved understanding of inclusion.</p>	<p>100% of children we work reported feeling happier at school.</p> <p>100% of schools that work with us report an improved understanding of inclusion.</p> <p>"You have helped make a very scary unknown situation less dark."</p>

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<p>Staying Connected: everyone affected by spinal cord injury can connect with someone in a similar situation to themselves, to overcome challenges and achieve goals that matter to them</p>	<p>We will establish 300 connections with peers, either through medium-term mentoring relationships or one-off meaningful conversations between peers.</p> <p>We will roll out our new Back Up Connect service. Our team of volunteer connectors will help people find the right support on the issues that matter most to those affected by spinal cord injury.</p> <p>We will further develop our approach to family mentoring; extending this support to parents of those affected by spinal cord injury.</p>	<p>We established 397 peer connections, including through mentoring and Back Up Connect.</p> <p>Back Up Connect has become established and answered questions on travel and holidays, bladder and bowel management, managing care, managing pain, and getting out and about. This provides a new pathway for people who may not feel that this is the right time for mentoring, but can still benefit from hearing from others who get it.</p> <p>We were delighted to win the Mentoring Awards 'Most Impactful Mentoring Programme' 2024.</p> <p>"My mentor was very helpful, positive, and attentive. He gives us a lot of reassurance to how we are adapting to our new normal as a family."</p>
	<p>We will attend or deliver 24 family support events.</p> <p>80% of families will report feeling more supported as a result of our work.</p> <p>We will deliver at least 225 digital support interventions to families.</p>	<p>We delivered 28 family support events, engaging 198 family members.</p> <p>92% of family members felt more supported as a result of our work.</p> <p>We delivered 355 digital support interventions to families. This includes family members accessing our online family guide, together with information packs being generated via our website, and digital Family Plans.</p> <p>"Best thing about the morning was the positivity of the family members who are much further on in their journey. I would like to stay in touch and informed by you as it makes me feel supported. I'm not very good at talking to my friends about this."</p>
	<p>We will actively engage with professionals who support people affected by spinal cord injury, raising awareness of the full range of Back Up's services.</p>	<p>With almost four out of five newly injured people not accessing specialist spinal cord injury centres, we have been working to find new ways to share our resources with clinicians, NHS staff, and others who work alongside people with a spinal cord injury.</p> <p>Following the success of our pilot work with NHS England, we agreed a three year contract which sees us continuing our partnership with all of England's specialist spinal cord injury services to July 2027.</p> <p>"We like to wrap the session on a positive so put them into groups to answer three questions. One of which is what is the best thing about group leading for Back Up? As they shared their answers with us, I looked around the screen and saw the same smile on every face as they thought about the impact they have made. It left me with a warm glow and an orange heart."</p>