

Review of 2023/24

Goal

2025 Year Aims

23/24 Objectives

23/24 Outcomes

By 2025 we will reach all newly injured people in the UK, including all children and young people. By providing support from the beginning of the adjustment process we can make sure people have the skills and confidence they need to live life independently.

We will have registered and offered support to at least 1000 people with a spinal cord injury, 150 families and at least 75 children and young people.

We will have delivered at least 13,500 individual support interventions across all services using a range of channels and methods.

We offered support to more people than ever before. 2182 adults up from 1695 in 22/23, 286 families from 229, and 211 children and young people up from 145 in 22/23. Moving us closer to our aim of being there for everyone affected by spinal cord injury.

Back Up registered 877 people with spinal cord injury, 338 family members, and 57 young people.

In total we provided 31,401 instances of help up from 19,253 in 22/23.

"Challenging times but Back Up's got me feeling and thinking about my future self and goals, great meeting really helps me to focus on myself and my future self".

By 2025 we will be more inclusive, expanding the number and range of our transformative courses, online resources and services for people who cannot access specialist support in spinal centres – making them accessible throughout the UK.

We will develop our What Next? course into a wider access online course that reaches at least 100 people over the course of the year.

This year over 146 people attended a Back Up course with 92% achieving their personal aim.

We have transformed our What Next? course allowing us to bring key partners together including; Motability, Wellspect, NHS, Fittleworths and Stewarts Law to support people to positively adjust to life following spinal cord injury. 78 people accessed What Next?

"It was the best experience. I'm smiling now talking about it. Going with Back Up, there's that underlying understanding. The skiing was so liberating. It's given me that boost. It gave me so much confidence, feeling comfortable with myself. Being with the group and being able to talk openly about stuff. We all helped each other."

By 2025 we will be leaders in supporting people with a spinal cord injury in getting back to work and volunteering, working collaboratively with businesses, the NHS and other organisations where we can achieve more together to provide opportunities.

We will have secured funding for at least one new service.

We will deliver at least two Skills for Work online courses.

50% of people accessing our vocation support will be in work or volunteering six to twelve months after engagement.

We have extended our vocation offer providing 1036 one to one interventions up from 308 in 22/23.

We have delivered three Skills for Work courses.

82% of people who attended Skills for Work are in work, volunteering or education 6-12 months after attending the course.

"Thank you Back Up for the Skills for Work course. The whole course was a lot more than I was expecting when I went into it - I thought I wouldn't get much out of it, what's the point? but it helped with the worries I had about returning to work... The interview practice was incredibly helpful and the whole course in general was great. I'm starting a Masters course in January."

Living confidently:
people with a spinal cord injury have the confidence and practical skills to get the most out of life

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Thriving at any age: all people with a spinal cord injury are able to reach their full potential.

By 2025 we will provide specialist advice and information to children, young people and their parents in order for them to access care, equipment and social support to help them live well. We will work with the NHS to ensure that all children and young people with spinal cord injury receive the treatment that they deserve through the established Children and Young Person's pathway.

We will deliver at least 1000 individual support interventions using a range of channels and methods to children and young people with a spinal cord injury.

We offered 597 instances of help up from 587 in 22/23 to 211 children and young people up from 145 in 22/23.

"Our lovely granddaughter was 13 when she suffered a spinal stroke, which left her paralysed below the waist. As you can imagine, as a family we were all devastated, especially as sport has always been such a big part of her life. The support she has received from the Back Up has been fantastic. She is now back at school, plays wheelchair basketball and competes in athletics also."

By 2025 we will ensure our support will be targeted at times of greatest need, helping people affected by spinal cord injury overcome barriers they may face in their education, career, family life, hobbies and social life, so that they can live the life they want. We will have increased our resources for people who are ageing with spinal cord injury and have established a course for newly injured people who have sustained a spinal cord injury later in life

90% of those attending Back Up courses will report having achieved their personal aim.

We will have developed our offer for those aging with a spinal cord injury.

We will further develop our outcome measurement to better understand and demonstrate where our services make the greatest impact.

92% of people attending a Back Up course reported achieving their personal aim.

We are developing new resources for older people with spinal cord injury which we will launch in the next year.

We have been working to get a better understanding of the social return on investment of our service offer.

"I had a goal yesterday: it was to plan my honeymoon here in the UK, today my goal is to go on a plane and fly elsewhere for my honeymoon. And that was because of the travel session yesterday which made me realise it was possible."

By 2025 we will provide support to every child and young person with a spinal cord injury who wants our help to ensure that they are fully included in their education and that their voice is heard in this process. We will be there for any teacher, school, college or university that needs our support around inclusion and meeting the needs of a child or young person with a spinal cord injury, to ensure they have a positive education experience.

90% of children we work with will feel happier at school.

90% of schools that work with us will report an improved understanding of inclusion.

440 one to one support interventions have been successfully delivered to ensure that children and young people are fully included in education - engaging with 77 educational settings, 29 in 22/23. with 100% reporting an improved understanding of inclusion. Most importantly 100% of the children and young people Back Up have worked with say they are now feeling happier at school.

We remain the only UK wide charity with dedicated services for children and young people with spinal cord injury.

"One of the things I love about Back Up is that they have given me lots of support at every stage. They helped me right at the beginning but still continue to guide me, inspire me and show me that my voice matters."

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By 2025 we will provide more in-depth one-on-one support to those who are really struggling, increasing our capacity to mentor three times more people with a spinal cord injury and their family members. We will also establish a parent support programme and parent mentoring. This will involve sharing experiences and parents being provided with practical support to help them come to terms with what has happened, and adjust positively to life post-injury

By 2025 we will offer the family of each newly injured person a 'family rehab service'. This begins with the acute phase through information and advice online and in-person at relatives' days, to post-discharge from the hospital, through peer mentoring and dedicated courses.

By 2025 we will be integrated into the NHS's spinal services rehabilitation pathway in order to increase access to the first-hand knowledge that comes from living with a spinal cord injury. We will work in partnership with the spinal centres' psychology, physiotherapy and occupational therapy professionals for in-patient support. We will work in partnership with the outreach and out-patient teams to support those with a spinal cord injury in other hospital settings, and in the community.

We will establish 300 mentoring relationships.

We will develop and widen our approach to 'Staying Connected'; listening to feedback to create new solutions that will extend to support parents of those affected by spinal cord injury.

We will attend or deliver 28 family support events.

80% of families will report feeling more supported as a result of our work.

We will deliver at least 100 digital support interventions to families.

We will extend our NHSE Back Up on Track model to all of England's Spinal Cord Injury Centres.

We established 221 mentoring relationships up from 203 in 22/23.

This year we have averaged a real time quality score of 4.53 out of 5 for our mentoring.

We have developed and piloted 'Back Up Connect' This is a new service where individuals affected by spinal cord injury can connect with a trained Back Up Connector on a range of topics. Working with partner organisations this service helps individuals overcome challenges. 9 new peer connections were made in the test phase.

"It's been amazing talking to someone who's already done the journey and listening to me even when I think it's silly and doubtful. They reassure me that it's OK to take baby steps it's not a race."

Due to challenges accessing some spinal cord injury centres, we have attended 20 family support events in venues around the UK.

338 family members registered for Back Up's support or used Back Up's services up from 229 in 22/23.

We have delivered 169 digital support interventions to families.

89% of families report feeling more supported as a result of our work.

"My mentor gave me detailed and insightful advice about preparing for my husband's discharge. Answered so many questions. Absolutely invaluable."

In August we started the final year of a three year partnership agreement with NHS England, and we are working with the NHS on future plans for evolving this programme. This meant extending our 'Back Up on Track' offer to inpatients at all of England's NHS Spinal Cord Injury Centres. The programme is designed to improve knowledge, skills and confidence. It works with newly injured people, family members and centre staff to build bespoke packages of support. We have already signed up 580 patients, exceeding the programme target of 250 participants. Impact is measured through pre and post engagement measures which shows distance traveled. We're delighted that on average, 98% of participants have reported improvements in their wellbeing and confidence scores.

"I attended your training session for families the delivery and contact were great. We're very impressed." NHS Commissioner

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