

Join Employers Support Working Carers



It's Easier Than You Think

Make it your business to become a 'Carer Friendly' Employer

A Little Care can make all the Difference

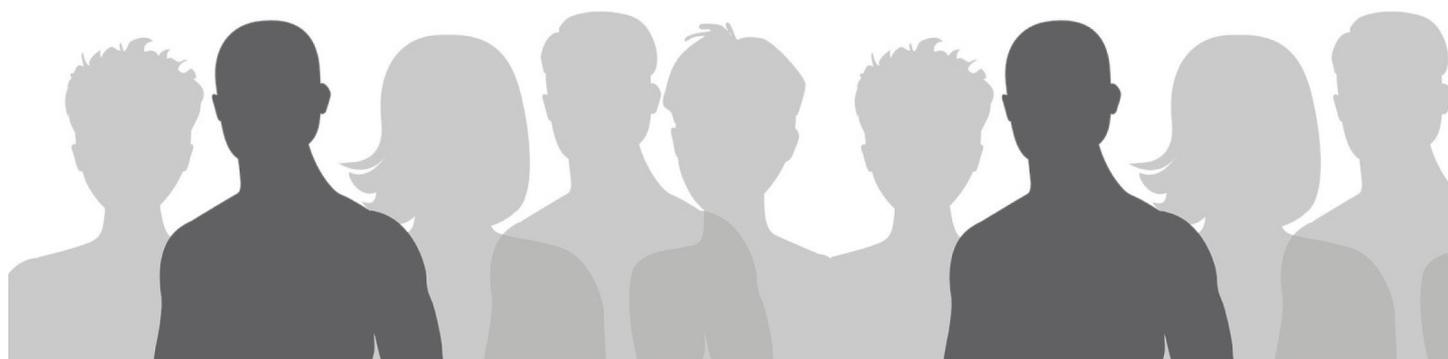


Employers Support Working Carers



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Employers Support Working Carers

Join Eden Carers in Supporting Working Carers

A 'Working Carer' is a person who is in paid employment whilst providing unpaid care or support to someone, who wouldn't be able to cope without their help.



3 million people in the UK have already been identified as unpaid Working Carers.

The increase in Working Carers is rising considerably year on year, this means up to 1 in 9 of your workforce could potentially find themselves in a caring role.

The Employers Support Working Carers logo is available to those employers wishing to show their commitment to providing specific support for those who are balancing paid employment with a caring role.

Support should be through effective people management practices, specific policies for Working Carers, and offer the flexibility necessary to attract, recruit and retain employees with caring responsibilities.

Eden Carers have outlined some of the ways in which you can show your support. You may have ideas of your own. We'd be interested to hear them.

In recognition you will:

- receive a **Certificate of Excellence**.
- have full use of our new **Employers Support Working Carers logo**.
- have inclusion of your company name in some promotional material relating to this campaign and Eden Carers website.
- receive support from Eden Carers for you to become/continue to be a 'Carer friendly' employer.
- support from Eden Carers for your **Caring Employees** including Carers Assessment, practical support and advice pertaining to their caring role.



Employers Support Working Carers

How to apply to use the logo

Organisations displaying this logo are committed to supporting Working Carers in employment. They have recognised the business case for supporting skilled and experienced Working Carer staff to continue in paid employment, even when caring responsibilities become an issue or suddenly peak.

Follow the 5 basic steps to ensure your business meets the necessary criteria to support Working Carers in your employment.

Commitments given by employers displaying the symbol are:

1. to identify workplace Carers
2. to introduce workplace policies for Working Carers
3. to consider flexible working
4. to offer other practical support
5. to communicate and raise awareness



If you would like more information about this campaign, or would like to make an appointment, please call (01768) 890280 or write to:

**Chief Officer, Eden Carers,
The Office, Mardale Road, Penrith, CA11 9EH**

Alternatively, email: enquiries@edencarers.co.uk



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What the logo means for Managers

Managers who work for employers displaying this logo are required to be responsive to the needs of their Working Carer staff with caring responsibilities.

Service requirements need to be balanced with a reasonable approach to people management.

Managers will fully consider any viable options to achieve continued employment.



What the logo means for Employees

Carers who work for employers displaying this logo will be helped to achieve a good balance between work and caring responsibilities. This may involve the consideration of changes to working patterns or other reasonable adjustments which are consistent with the needs of the organisation.



Employers Support Working Carers



1. Identify your Workplace Carers

- Ensure that your workplace has a supportive and comfortable environment where there is no stigma attached to Carers identifying themselves.
- A clear definition of what it means to be a Carer is important.

Engage in Carer awareness, through your intranet, team meetings, staff survey, staff magazines, or if you prefer, through Eden Carers, or combine a mixture of some or all.

We're happy to come and talk with you and/or your employers. Eden Carers normally keep these meetings small and as informal as possible, as we find it encourages a more relaxed atmosphere for discussion, questions/answers.

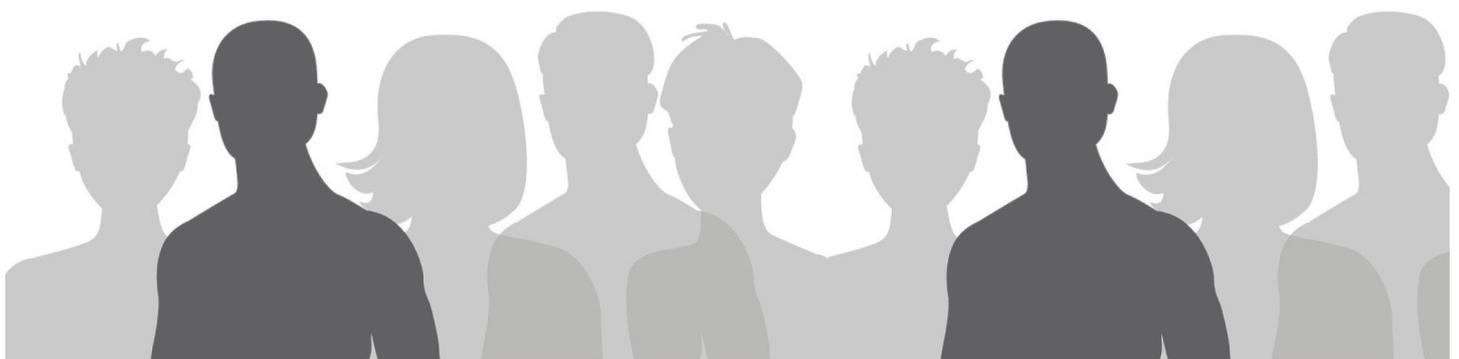
- The identification of Carers, and an understanding of their circumstances is a key starting point for employers and should be central to how support is developed within an organisation, ideally based on regular consultation.
- You could set up a workplace register for carers or via staff induction, appraisals, employee surveys or appoint a 'Carers' Champion'. This could be someone in HR, or a member of staff, depending on the size and structure of your organisation, who can record the carers' information and signpost them to us at Eden Carers Employer Support.

Identified Working Carers are, by law, entitled to a Carer's assessment of their caring role. We can carry out these assessments only with the Carer's consent.

The choice for Carers to self-identify themselves, or not, should still be respected, and it must be understood that some people may not want to disclose their situation.

It should be emphasised that this is not a one-off option for Carers to come forward.

There is always the chance they may choose to identify themselves at some time in the future.



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2. Introduce Workplace Policies for Working Carers

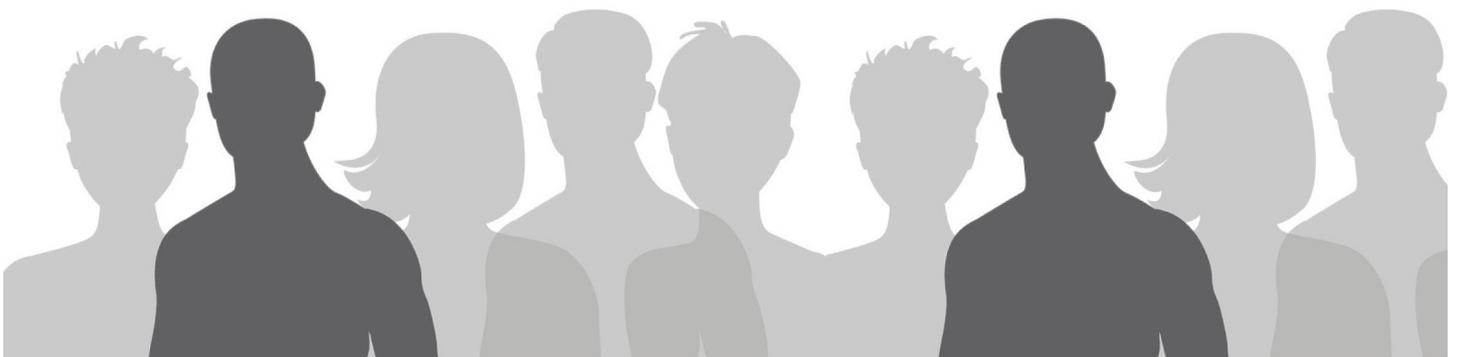


Working Carers should be recognised as a distinct group within an organisation's policies and procedures. This might be via a dedicated 'Carers' policy' or with specific mention made of Working Carers within existing HR policies.

A policy would state the range of support provided to Carers within an organisation and the procedures for accessing this provision, e.g. Carers leave or other special leave arrangements.

Additionally, employers can offer flexible working options and/or other forms of workplace support.

Policies should be made known to ALL your employees. You may already have identified Working Carers in your workplace, but there may be those who are yet to come forward. It may be that some employees may not be carers now, but will be in the future.



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3. Flexible Working

Depending on your organisation's policy, a mix of solutions can be used to respond to a particular situation.

Options should be fully discussed and considered from both the employer and employee's perspectives. Flexibility, fairness, communication and co-operation are important on all sides, between Working Carers, their colleagues, and managers.



Flexitime:	Employees may be required to work within set times of the working day, referred to as 'core hours'. Flexibility may be given on how they work outside of these hours.
Working from home/ Teleworking/Hot-desking:	Employees spend part or all of their working week away from the workplace. They may have use of a dedicated mobile phone/laptop and are contactable during their working hours.
Part-time working:	Employees might work less hours in a working day, or fewer days of the week.
Job sharing:	Usually 1 full time post is split between 2 employees.
Staggered hours:	Employees have various starting and finishing times, allowing availability of goods and services outside traditional working hours.
Annual hours:	The employee has to work a certain number of hours over the year but has some flexibility about when they work. There are sometimes 'core hours' which the employee regularly works each week, and they work the rest of their hours flexibly or when there's extra demand at work.
Compressed hours:	Working full-time hours but over fewer days.
Term-time working:	Employees don't work during school holidays and either take paid or unpaid leave or their salary is calculated pro-rata over a year.
Shift swapping or? Self-rostering:	Employees agree shifts among themselves and negotiate with colleagues when they need time off. This process is normally overseen by managers.

Employers Support Working Carers

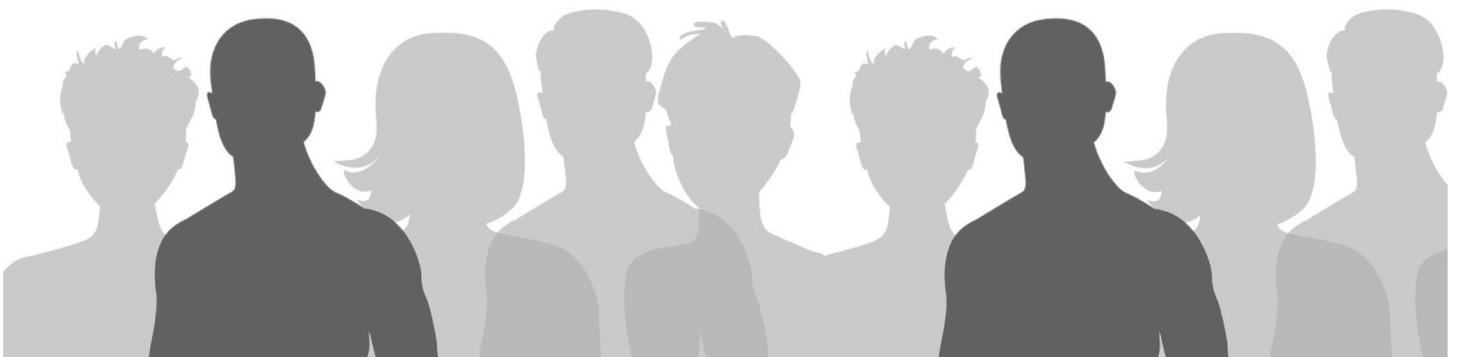
4. Other Practical Support



Sometimes, supporting carers in the workplace is not just about changing the hours that they work. There are practical, and often very small changes that can make a difference too.

- **Allowing carers to keep their mobile phones on or providing private access to a telephone. This gives reassurance to both the working carer and those they care for. If there is a problem, it can often be resolved quickly.**
- **Allowing the working carer to make outgoing calls via mobile or work telephone (with your permission), pertaining to their caring role. Often getting through to someone after 5pm is impossible or always 'busy' at lunchtimes. These could be DWP, local government departments, doctors' surgeries, hospitals, social workers, banks etc.**
- **Signposting to external support and services. Eden Carers can be your first port of call.**
- **Depending on the size of your organisation, you might establish a workplace support group for your Working Carers.**
- **Involve carers in health and well-being programmes. Work life balance is important in maintaining a healthy carer. Ask your Working Carers for their input as to what they would like to see in place as part of the programme.**

More than anything, establishing and embedding a culture of support within an organisation will be key in ensuring that carers feel comfortable in the workplace and able to raise with their line managers any issues they might be experiencing with managing their work and caring responsibilities.



Employers Support Working Carers

5. Communication, Raising Awareness

Organisations can often have very good policies and practical support on paper, but if these are not known throughout the workplace, or consistently applied by line managers, then they can sometimes be of little benefit to Working Carers.



- **Good communication of carer policies and procedures is essential. This can be achieved on a number of levels, from the provision of basic information via staff induction processes, payslip messages, organisation intranet/internet, staff message boards etc., to wider workplace awareness raising sessions involving colleagues and managers.**
- **Line manager training is especially important in ensuring that an organisation is treating Carers fairly across all departments or sections, and in providing a consistent approach when a manager leaves and is replaced by someone new.**
- **Utilise your findings when next applying for Investors In People accreditation.**
- **Advertise your business as a supporter of Working Carers when recruiting. It all helps in promoting your organisation and letting applicants know they won't be discriminated against.**

Contact and further Information:

Chief Officer, Eden Carers - 01768 890280
email: enquiries@edencarers.co.uk

You can also write to:

Eden Carers, The Office, Mardale Road, Penrith CA11 9EH



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Eden Carers believe the content details to be correct at time of publication and may be subject to change.



Thank you to Carlisle Carers, who produced this guide, for their kind permission to allow us to adapt the layout and content of this guide.

