

Supporting **carers** in the workplace

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Objectives

- Gaining information on what it means to be a **carer**
- Hearing about carers' **rights** in the workplace
- Looking at practical ways to help carers **stay in work** and maintain **health and productivity**
- Understanding the **business benefits** of supporting carers in the workplace

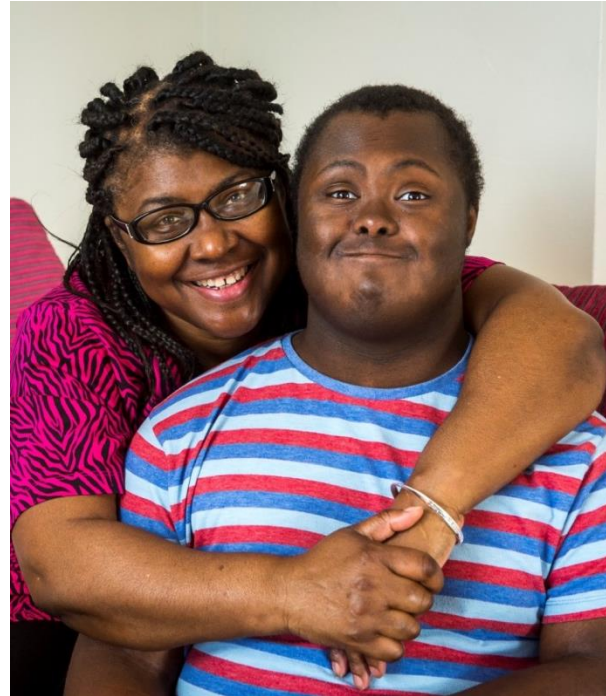


Every day 6,000 people become carers

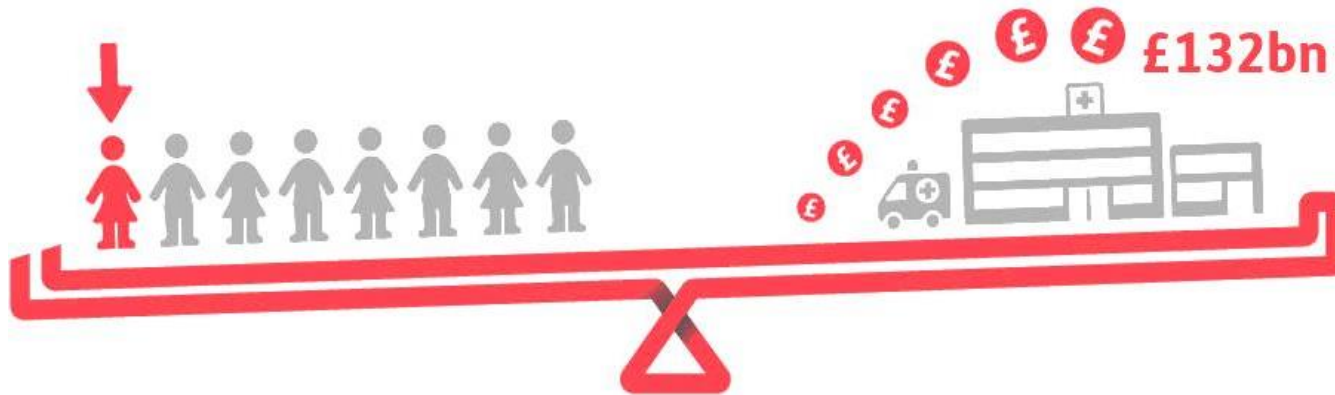
Carers look after loved ones who are older, disabled or seriously ill.

Caring can affect anyone, at any age, at any time and can last a lifetime.

Carers UK aims to make sure **no one** has to care alone.



There are **6.5 million carers**
in the UK today. That's 1 in 8 adults.



This **unpaid** care saves the state £132 billion a year.

There will be **9 million carers** in the UK by 2037

3 million carers combine paid work with care.

That's 1 in 9 people in any workplace.



Impacts of caring



- Over 2m people have **given up work** to care
- 3m carers have **reduced their working hours**

Why?

- Lack of understanding/flexibility in **workplace**
- **Stigma** (*perceived lack of commitment*)
- Lack of suitable and accessible **care services**
- **Stress** (*juggling work and care if unsupported*)



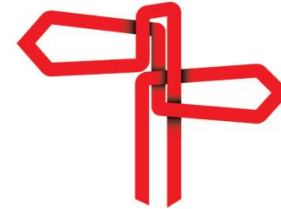
Workplace legal rights for carers

- Right to **time off in emergencies** to care for dependants
- Right to request **flexible working**
- **Parental leave** and Shared parental leave (April 2015)
- Right not to be **discriminated against** or **harassed** because of association with disability or age (Equality Act 2010)



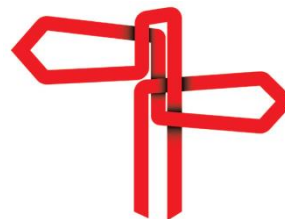
How is caring different?

- It has different 'milestones' to parenting/typical child development...
- Crisis and cumulative ... it can happen overnight or creep up on you gradually
- It can be hard to plan and cope with emotionally ...



What managers can do

- Be **approachable**
- Be open to discussing **flexible working** and **leave** arrangements
- Promote **workplace support**
 - Employee benefits/welfare scheme
- Offer **practical support**
 - Access to a private telephone
- Be open to **new ways** of working
 - Reflect before replying
 - Become **responsive rather than reactive**





Tips for making it work

- Flexibility works **two ways**; give and take
- Set **clear goals** and targets
- Agree as a team how to manage **expectations**
- Good team **communication** is essential
- Be **creative** about problem solving
- Have a **trial period**; be willing to experiment
- Have a **back up plan** (Plan B) for emergencies



What helps in the workplace?



- **Preparation**

- Creating a climate where it is 'OK to talk about caring'
- Helping carers to **identify themselves**



- **Policies**

- **Reviewing** existing policies to include caring and carers
- Developing a specific **carers** policy, guidance or framework

- **Practice**

- Implementing practical support (**e.g. carers leave, carers passports, health and wellbeing schemes**)
- Signposting staff to external help with caring





What helps in the workplace?

- **Peer support**
 - Setting up and supporting a workplace **carers network**
 - Having a **'go to' point of contact** in the workplace
- **Promotion**
 - Help with awareness raising activities (e.g. **Carers Week** in June and **Carers Rights Day** in November)
 - Identifying **champions** and role models
 - Training and e-Learning for managers & staff



Employer/manager checklist

Remember ... your responsibilities as an employer and that caring is part of life - it happens!



Review ... working arrangements, leave, other workplace support, access to training/learning



Refer ... signpost employees to workplace and other support



Report ... monitor take up of support and promote workplace policies and provisions



Employers for Carers: Carers UK's business forum

Informed by Business

Supported by the specialist knowledge of Carers UK

Over 100 members; representing 1.25m employees

- **Supports** employers to develop carer friendly workplaces
- **Promotes** the business benefits of supporting carers
- **Influences** employment policy and practice
- **Maintains** a Leadership Group committed to working with Government

Business benefits

Improved **recruitment** and **retention**

- *Reduced costs*

Centrica estimates potential costs savings of **£2.5m** through increased staff retention and **£4.5m** through reduced unplanned absenteeism



- *Reduced staff turnover*

Listawood (SME) While only 56% of employees felt their pay was competitive **97%** felt they offered better work life balance





Improved **resilience** and **results**

- *Reduced stress and absenteeism*

BT achieved a productivity increase of **21%** a year, at least **£5 million** on the bottom line



What helps outside the workplace?

- **Friends** and **family** 
- **National** advice and information (e.g. Carers UK) 
- **Local** condition-specific networks (e.g. for stroke, dementia etc)
- Local council **needs assessments** and **carers assessments**
- **Financial** information and help 
- **Technologies** and **equipment**
- **Breaks** and alternative care
- **Health** information and help 

www.carersuk.org



Financial support



Practical support



Health



Work & career



Your relationships



Our products



Get support



Get resources



Talk to us

Carers UK is here to make life better for carers



We give expert advice,
information and support



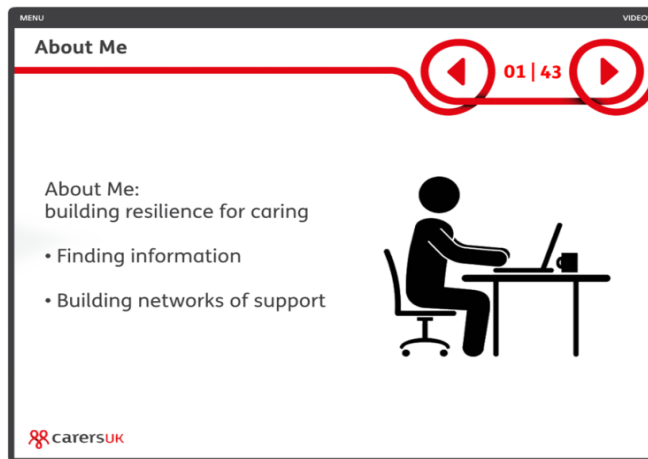
We connect carers so
no-one has to care alone



We campaign together
for lasting change



We innovate to find new
ways to reach and
support carers





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