



Supporting Carers in the Workplace

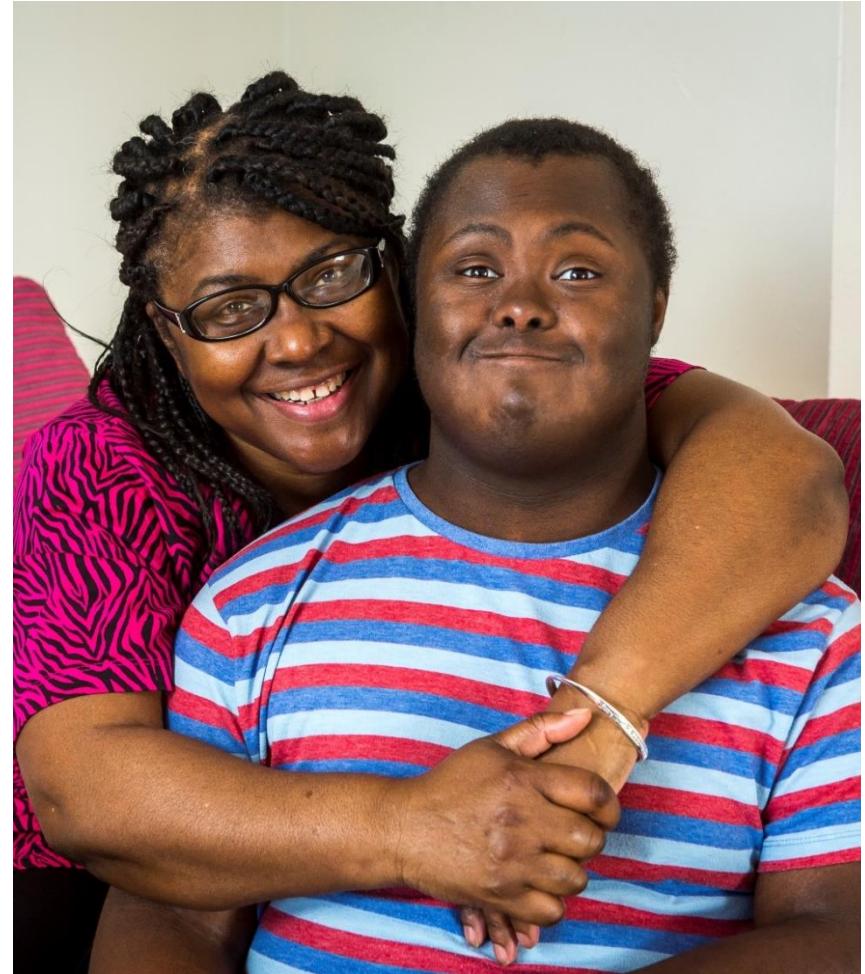
Katherine Wilson
Head of Employers for Carers
Carers UK

Every day 6,000 people in the UK become carers

Carers (*primære pårørende*) look after loved ones who are older, disabled or seriously ill.

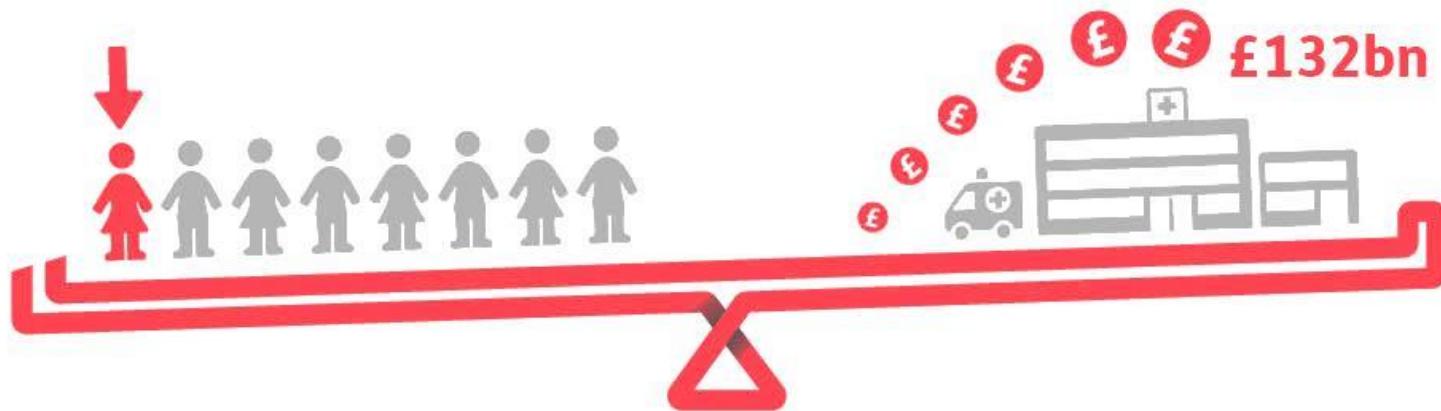
Caring can affect anyone, at any age, at any time and can last a lifetime.

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



Carers count

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.


Working carers count

3 million carers combine paid work with care.

That's 1 in 9 people in any workplace.



Cost of not supporting carers

- **Reality (demographics):**
 - Significant and **growing number** of working carers
- **Retention (*fastholdelse*) (+ recruitment):** 
 - Already **1 in 6** carers **gives up work** to care
- **Resilience (*robusthed*) (+ productivity):**
 - Evidence that carers are **working below their potential (*if unsupported*)**, e.g. *reducing hours or giving up opportunities for promotion*
 - Carers are **twice as likely** to suffer from **stress (*if unsupported*)**



Key challenges

- **Winning hearts and minds**

- Making the connection (the 'lightbulb moment')
- Relevance to the employer/sector
- Business case for action: **risk and reward**



- **Gaining momentum**

- Long game vs quick wins
- Simple and 'replicable' actions
- Role of internal champions



- **Capturing and communicating success**

- 'Numbers and stories'



Employers for Carers (EfC)

Our membership forum Employers for Carers:

Steered by a
Leadership Group
of employers

Supported by
the specialist
knowledge
of Carers UK

- **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

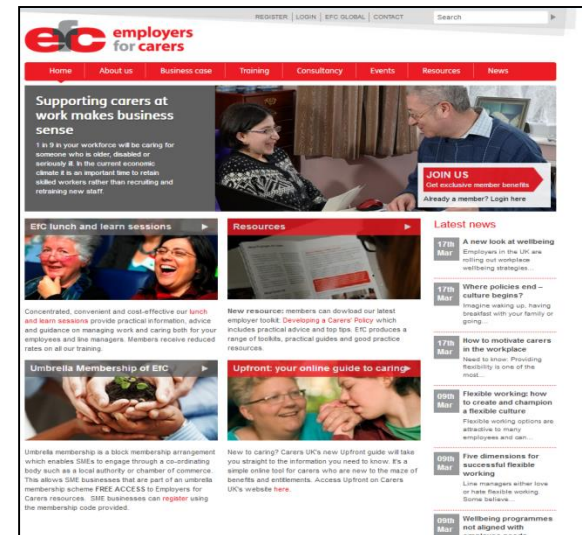
Evolution of EfC

- Government's **Work-Life Balance Campaign** launched in 2000
- **Baseline Survey** identified scale of issue:
 - 12% of male respondents were carers
 - 16% of female respondents were carers
- **Interest Group** established in 2002, chaired by BT, administered by Carers UK, funded by European programme
- **EfC** launched as a **membership forum** in 2009, managed and administered by Carers UK
- Current membership of nearly **130 employers**, employing over **1 million people**, 1 in 9 of whom will be carers
- Different types and sizes of employers, **large and small**



Membership resources and benefits

- **Essential guides:**
 - Employers Guide
 - Line Managers Handbook
 - Carers Guide
- **Legal rights** and responsibilities
- **Case studies** and model policies
- **Toolkits** and tips
- **E-learning induction** and **line manager** modules
- **Business case** information
- **E-bulletin** and news updates
- **Networking events** for members



How we help (1)



- **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**

- **Promotion**

- Awareness raising activities (e.g. Carers Week)
- Identifying **champions** and role models



How we help (2)

- **Practice**

- Flexible working and leave (*orlov*) arrangements
- Staff health and wellbeing schemes
- Information, training and e-learning for **carers** and **line managers**



- **Peer support**

- Supporting workplace carers networks (including online)





Carers Connect



In partnership with **carersUK**
making life better for carers

- Home
- About
- Caring
- Technology
- Finances
- Legal
- Wellbeing
- Resources
- Useful links
- Forum
- FAQ

Home

Welcome to Carers Connect!

Carers Connect is a website and interactive network designed especially for LFB staff who are **carers**. It provides information, support and advice on issues related to caring.

Carers Connect has been developed by the **London Fire Brigade** in collaboration with **Carers UK** and the support of **Employers for Carers**.

Carers Connect offers an easily accessible way to find information quickly and to connect with other colleagues with caring responsibilities.

Remember this is your website! We have tried to provide information on most of the key aspects of caring, but if you have any suggestions about topics that you would also like to see included please [contact us](#).

Who is a carer?

Carers provide unpaid care by looking after an ill, frail or disabled family member, friend or partner.

[Read more...](#)

 Search

forum



news



stages of caring

#mind



*Blue Light Infoline
find out more...*

THE CARE ACT
find out about the changes...



Dementia Friends
find out more about becoming a friend...



Examples of employer support

- **Flexible working:** staggered hours; self rostering; job share register; split shifts; compressed/annualised hours; remote working
- **Flexible leave:** options for emergency/planned leave; paid/unpaid; borrowing/buying leave; matched leave
- **Team approaches**
- **Career breaks and return to work support**
- **Carers passports**
- **Lunchtime sessions** with external speakers
- **'Knowledge calls' and webinars**
- **Information stands** at workplace events



EfC 'Umbrella' membership model

How does it work?

1. The local Council (*kommune*) signs up as an 'umbrella member' of EfC
2. The Council benefits from EfC membership and resources for its own workforce
3. The Council ('umbrella' member) also acts as a co-ordinator for promoting the free benefits and resources to small and medium enterprises (SMEs) within the local area

SMEs are defined as organisations with less than 250 employees



'Digital Resource for Carers'

A growing number of Umbrella members are providing Carers UK's **Digital Resource for Carers** to their employees:



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 (*fravær*)



- *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



Employers as champions

- **EfC Leadership Group:**

- Engaging with Government to inform and influence **policy**
- Producing **research** on key workplace issues
- Pioneering **workplace support** and championing to others
- Capturing and communicating the '**business case**'

- **Key emerging issues:**

- Managing an **ageing workforce**
- **Distance** caring, '**sandwich**' caring
- **Signposting** to care and support
- Role of **technology** in helping employees to **work and care**



A global conversation?



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