



## Supporting working carers a carer's guide

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## Balancing work and care

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It may feel as if you are juggling two jobs when you are holding down a paid job and caring for a friend or relative. Caring can be unpredictable; it can happen overnight or creep up on you and often cannot be planned. You are not alone. Three in five of us will become carers at some stage in our lives, and there are currently over three million working carers in the UK.

There are things that you can do to help you cope with the pressures of work and care. As a working carer you are likely to need a range of support in the workplace, and often different levels of support at different times – from access to a telephone to check on the person you care for, to flexible leave arrangements that can be used when someone is discharged from hospital.

### **This booklet sets out**

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- basic information about carers at work
- your legal rights
- how to get practical help with caring
- changes you can make at work
- leaving work or reducing hours
- information you can give to your employer about the business benefits of supporting working carers as well as their legal responsibilities.

## At work

### Do I have to tell my employer about my caring responsibilities?

It is up to you whether you tell your employer or not. As an employee, you have some statutory rights (your employer must offer these), but your employer may also offer additional support.

For example, you may be able to use leave arrangements, paid or unpaid, at the discretion of your employer to cover intensive periods of care.

*"I can arrange to have time off for hospital appointments. And if I have to take a longer period of time, for example, when Mum is discharged from hospital, I take half the time as annual leave, and the company matches it by giving me paid carers' leave for the rest. This means I don't have to use all my annual leave to care."*

Sometimes the support you need is very simple like access to a telephone or information and advice.

*"I have access to a telephone, so if I leave Mum in the morning and she is depressed or unwell, I can call her through the day. I can go somewhere private and have a chat with her without having to worry about what's going to happen 'til I get home."*



Find out what support and/or policies your employer has before you decide by checking your contract, staff handbook or intranet or speaking to your:

- line manager
- human resources (HR) /personnel department
- welfare officer or occupational health adviser
- union or staff representative
- colleagues.

### **Should I tell other staff?**

Colleagues can be very supportive, and it may help just to discuss your situation with someone you can trust at work.

You may find that other colleagues are also carers, and that together you are more able to talk to your employer about ways in which you could be supported. You might ask your employer to help you meet up as a group, to find out how, together, you can find better ways of juggling your job and caring.



**Some organisations have carers' networks which offer information and support to working carers and work with HR to influence policies and practices.**

# Your legal rights

You may find that the best or only way to manage your work and caring responsibilities is to change your work arrangements. Carers now have more statutory rights at work to help balance these responsibilities. Employers may also be able to offer additional flexibility through their own policies and procedures.

## **The right to request flexible working**

The Work and Families Act 2006 (The Work and Families (Northern Ireland) Order 2006 in Northern Ireland) gives carers, as well as parents, the right to request flexible working such as changing hours or working from home.

Flexible working could include; flexi-time, home working, annualised hours, compressed hours, shift swapping, self-rostering, staggered hours, job sharing, term-time working, part time working and flexible holidays and could mean that you can balance work and your caring commitments.

You have the right to request flexible working if you have worked for your employer for at least 26 weeks and care for, or expect to care for, a spouse or partner, a relative such as an uncle, sister, parent-in-law, son-in-law or grandparent, or another adult who is not a relative but who lives at the same address as the carer. You also have the right to request flexible working if you are a parent of a child under 17, or under 18 if your child gets Disability Living Allowance. Evidence shows that many employers are also open to requests from those not eligible under the law, such as those that care for, say, an elderly neighbour.

Only one request is allowed in a year and any request granted will mean a permanent change to your terms and conditions unless a trial period is agreed. Your employer can refuse a request, but must give you good business reasons from a specific list which is set out in the law. You can appeal against this decision.

At the time of publication the Government is consulting on the process of extending the right to request flexible working to all employees and on the design of a new system of flexible parental leave.

**For more information on the right to request flexible working please see Carers UK's separate booklet "Carers and employment: a guide to the right to request flexible working".**

## **A right to time off in emergencies and parental leave**

The Employment Rights Act 1996, as amended by the Employment Relations Act 1999, give carers rights to help them manage work and their caring responsibilities. (These laws are called the Employment Rights (Northern Ireland) Order 1996 and the Employment Relations (Northern Ireland) Order 1999 in Northern Ireland.)

### **The right to time off in emergencies**

All employees have the right to take 'reasonable time off' to deal with an emergency involving a dependant. Whether the time off is paid or not is at the discretion of your employer. To use this right to time off, you must inform your employer as soon as possible after the emergency has happened. This right can also give you some protection from victimisation and dismissal. If you think you have been treated unfavourably because of using this right, seek further advice from your union or a legal adviser.

A dependant includes your husband, wife or partner, child or parent, or someone living with you as part of your family. Others who rely on you for help in an emergency may also qualify.

The situations where leave might be taken are:

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- a disruption or breakdown in care arrangements
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- when a dependant falls ill, has been assaulted or in an accident (including when the person is hurt or upset rather than physically injured)
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- to make longer term arrangements for a dependant who is ill or injured (but not to provide long term care yourself)
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- to deal with an incident involving a child during school hours
- 
- to deal with the death of a dependant.
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## Parental leave

If you have at least one year's continuous service with your employer and are responsible for a child aged under 5, or under 18 if the child receives Disability Living Allowance, you are entitled to:

- 18 weeks (unpaid) parental leave per child to look after your child, or
- 18 weeks (unpaid) parental leave per child to look after your disabled child.

Leave can be taken in blocks of 1 week up to a maximum of 4 weeks leave in a year (for each child); or in one day, or multiples of a day if the leave is to care for a disabled child, again to a maximum of 4 weeks in a year. Collective or workforce agreements may allow employees to take leave in smaller blocks and/or may allow employees to take more than 4 weeks off in a year.

You may take leave at any time up to a child's fifth birthday; but for the parents of a child in receipt of Disability Living Allowance, leave may be taken any time up to the child's eighteenth birthday. For parents who have adopted a child, the leave must be taken during the 5 years from the date of placement or before the child's eighteenth birthday, whichever is the sooner.

You must give at least 21 days notice in order to take parental leave and this can be postponed if taking leave at the time requested would cause particular disruption to the organisation, eg during a seasonal peak in work or if multiple requests for parental leave are made at the same time. If leave is postponed, your employer must inform you within 7 days of the request for leave being made, and the leave must be granted within 6 months. Parental leave cannot be postponed if it has been requested for the time immediately after the birth of a child or the start of an adoption placement.

**All employees have the right to take 'reasonable time off' to deal with an emergency involving a dependant.**



## Protection from discrimination

Although up until recently carers have not been directly (or explicitly) protected from discrimination in the workplace, this situation has now changed. If you are looking after someone who is elderly or disabled, the law – under the Equality Act 2010 – will protect you against direct discrimination or harassment because of your caring responsibilities. This is because you are counted as being ‘associated’ with someone who is protected by the law because of their age or disability.

Direct discrimination is where you are treated less favourably than someone else because you are caring for an elderly or disabled person. This could include your employer:

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- refusing to offer you a job because of your caring responsibilities
  - not offering you a promotion because of your caring responsibilities
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For more information or advice about your statutory employment rights call the Carers UK Adviceline on 0808 808 7777 or visit [www.carersuk.org](http://www.carersuk.org)

These rights apply to employees. Your employment status can affect your entitlement to statutory rights. If, for example, you are self employed, on a short-term contract or employed through an agency you may not be covered by these rights. If this applies to you it is important to seek advice from ACAS on 08457 47 47 47.



**You have the right to choose, and that means to choose to give up work as well as to stay in work.**

# An Employer's Guide

Use this pull out guide to show your employer or line manager how they can help carers at work.

## Caring: an issue for us all?

The UK has over 3 million working carers – that is 1 in 7 of the workforce juggling the responsibilities of caring and paid employment.

Most of us will look after an elderly relative, sick partner or a disabled family member. Over the next 30 years the number of carers in the UK is set to rise from 6 million to 9 million, significantly increasing the number of people in the workforce with caring responsibilities. Today, 90% of working carers are aged 30 plus – employees in their prime employment years. Employers can provide effective support for these working carers *and* achieve concrete business benefits.

### Business benefits

Employers need to support working carers. Far from compromising business objectives, research shows that using a flexible working approach achieves impressive business results.

This flexible approach

- attracts and retains staff
- reduces stress
- reduces recruitment and training costs
- increases resilience and productivity
- reduces sick leave
- improves service delivery
- produces cost savings
- improves people management
- increases staff morale.

Organisations that have introduced flexible working and special leave arrangements for carers have judged them a success. Their message is – it makes business sense to care for carers.

## **You can take simple and effective action to enable carers to balance their paid work with their caring responsibilities.**

**Flexible working practices** – such as flexi-time, home working, annualised hours, compressed hours, shift swapping, self-rostering, staggered hours, job sharing, term-time working, part time working and flexible holidays.

*“Stress-related absence has been reduced by 26% through flexible working alone.”*

Director of People Networks,  
telecoms company

**Emergency leave** – employers are required by law to give a “reasonable” amount of time off for emergencies involving a dependant. Although this does not have to be paid, many employers do pay.

*“The cost of recruiting is incomparable to the cost of 2-3 days emergency leave.”*

Policy Development Manager,  
utility company

Other **leave arrangements** include offering compassionate leave, or a system of planned leave; for example, to provide nursing care following discharge from hospital. Paid leave for emergency or planned caring can reduce staff turnover and absence thereby cutting employment costs.

*“Retaining carers through support or special leave arrangements represents a saving to the company of about £1 million a year.”*

Manager and member of carers’  
network, utility company

**Support and understanding from managers** – creating a workplace culture that is supportive to carers is key to implanting policies and practices.

*“I personally go that extra mile for them because I appreciate what they’re doing for me.”*

Carer, utility company, caring for  
elderly parents

You can also offer **workplace support** such as establishing in-house networking groups and employee assistance programmes. Publicising policies on the intranet or in handbooks is also helpful. Smaller businesses find that just being open and flexible goes a long way to support carers and multi-skilling, good communication and team working provide effective cover if carers have unexpected emergencies.

*"I'm a believer in give and take. If you are flexible with your employees, they'll be flexible with you, for example, when extra cover is needed."*

Owner, SME

Large employers will often have a specific **Carers Policy** but smaller organisations may include carers in their generic policies. The important thing is that carers' needs are distinct and that they need specific support.

*"Carers only use the policy when they really need it, and then only take a few days off a year. And when they are at work they are motivated, loyal and never late."*

Manager and member of carers' network, utility company

More **practical support** might include access to a private telephone and car parking close to the workplace to make access in and out of work quicker and easier.

## Carers' legal rights

### The right to request flexible working

Since April 2007 the Work and Families Act 2006 (The Work and Families (Northern Ireland) Order 2006 in Northern Ireland) has given carers, as well as parents, the right to request flexible working such as changing hours or working from home.

Employees who have worked for their employer for at least 26 weeks can apply to make a permanent change to their terms and conditions. Only one request is allowed in a year. Employers can refuse a request, but must give good business reasons from a specific list which is set out in the law. Employees can appeal against this decision.

At the time of publication the Government is consulting on the process of extending the right to request flexible working to all employees and on the design of a new system of flexible parental leave.

### A right to time off in emergencies

All employees have the right to take "reasonable time off" to deal with unexpected situations involving a dependant. At the discretion of you, the employer, this time off can be paid. To use this right to time off, employees must inform you as soon as possible after the emergency has happened.

## Parental leave

Employees who have at least one year's continuous service and are responsible for a child aged under 5, or under 18 if the child receives Disability Living Allowance, are entitled to:

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You will need to ensure that you do not treat carers less favourably than other employees. This could include:

- refusing to offer someone a job because of their caring responsibilities
- not offering an employee a promotion because of their caring responsibilities

## About Employers for Carers

Employers for Carers is a membership forum for employers. Set up with support from Carers UK, its purpose is to:

- provide practical advice and support for employers seeking to develop carer friendly policy and practice and retain skilled workers
- identify and promote the business benefits of supporting carers in the workplace
- influence employment policy and practice to create a culture which supports carers in and into work.

**For more information visit [www.employersforcarers.org](http://www.employersforcarers.org), email [employers@carersuk.org](mailto:employers@carersuk.org) or telephone 020 7378 4956.**

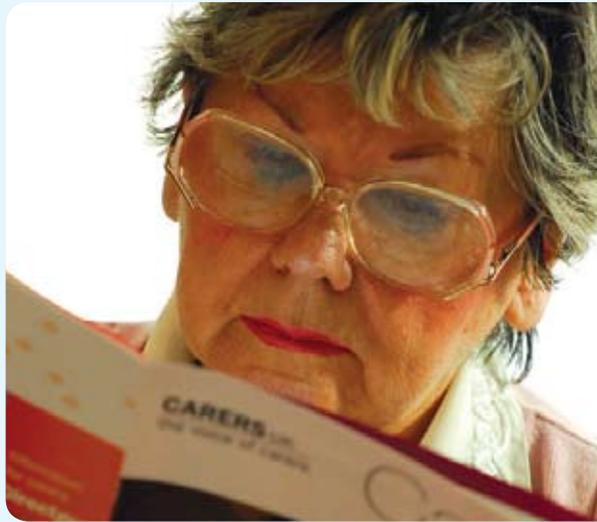
# Practical help with caring

At some point you will probably need to find someone else to help with caring. Finding the right kind of replacement care is important for the person you look after and for your own peace of mind.

There are many options and many depend on your resources:

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- asking family and friends to help out on a paid or unpaid basis
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- employing someone directly
- 
- using local voluntary or community services, such as befriending or community transport
- 
- using a care agency
- 
- using services provided by your local council following a community care assessment, such as day centre or respite services
- 
- arranging time in a care home or for someone to live in at home so you can have a rest
- 

You will have to pay for some or all of the above, depending on your income or the income of the person you are caring for. If you are seeking help from a council or trust, it can vary enormously depending on where you live. It is also important to note that the law on care is different in England, Scotland, Wales and Northern Ireland. Find out more at [www.carersuk.org](http://www.carersuk.org) .



**Remember that making alternative care arrangements so that you can work might create conflict and possibly cause feelings of guilt. What you decide must be right for you as well as for others.**

### **Find out about financial support you might be entitled to**

If you are thinking of giving up work or reducing your hours you may become entitled to benefits, or to increase the benefits you were already claiming. You can call the Carers UK Advice Line on 0808 808 7777 or ask social services (if they have a welfare rights team) or a local advice agency for a benefits check. This will tell you which benefits you will be able to claim and what your income would be if you were to give up work or reduce the hours you work and could help you to prepare for the change in your financial circumstances. Carers UK's website [www.carersuk.org](http://www.carersuk.org) also has a list of all the main benefits for carers.

# Leaving work

If you are thinking of leaving work, consider whether or not you really want to, and if not, what could help you stay in work. Think about the things you would be giving up, and whether you really want to lose them.

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- Will you manage with less money?

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  - Do you want to give up the independence and social contact you have through work?

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  - Will you lose valuable skills if you leave?

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  - How would leaving work affect your future pension entitlement?

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## **Think about ways around the problem, could you:**

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- Make a request for flexible working?

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  - Take paid or unpaid leave to think about your long-term options?

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  - Take a career break?

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## **Talk to your employer**

Remember that employers value skilled, experienced and committed members of staff and are keen to keep them. Your employer may be able to help in ways you have not considered. Talk to them about your situation, directly or through your HR/personnel officer or union or staff association representative.

If you do decide to leave work, make sure you check all your options before you resign, for example could you take a career break, voluntary redundancy or early retirement?

# Returning to work

You may want to work or return to work once your caring role comes to an end, or changes in such a way that you feel able to combine care with work. If you are not sure what you would like to do, start by recognising the skills and interests you have. Think about what you have learned from:

- 
- any paid work that you have done
  - tasks and responsibilities in your role as a carer or parent, or in running a home
  - any other activities that you do, for example, voluntary work, committees etc.
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## **Then identify your interests – think about:**

- 
- what you enjoy doing
  - how you would like to use your skills
  - things you miss doing that you once did.
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You may feel that you need to gain confidence to use your skills in new ways. There are training courses available in personal development which cover topics like confidence building, assertiveness training and managing stress.

Think about what employers want and value your own experience. Identify the transferable skills you have gained through caring and match these to employers' needs. Skills you may have developed include:

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- managing a budget
  - time management
  - planning and problem-solving
  - prioritising , organising and negotiating.
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Think about your short and long term goals and make a plan of action. Don't demand too much of yourself – take small achievable steps.

## Support into training and work

Find out if your area has a local carers centre or project which offers advice and guidance for carers wishing to return to work.

Ask your local authority for a carer's assessment, which will take into account your wish (or need) to work.

Find out from your carers centre, local authority or voluntary organisation such as Crossroads Care what alternative care is available that would enable you to train or work.

Call a learning helpline such as Next Step which offers careers advice, including signposting to training opportunities. You can call them free on 0800 100 900.

More help should now be available from your local Jobcentre Plus office (you can get help from your social security office in Northern Ireland). A Jobcentre Plus personal adviser can help with:

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- training programmes to learn new skills or refresh existing skills
  - support in writing job applications, CVs and preparing for interviews
  - financial help when you start work eg Tax Credits, Housing Benefit/Council Tax Benefit (including a 4-week run on when you start work) or Job Grant.
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If you make a claim for Jobseeker's Allowance, you will have a jobseeker's interview that looks at your skills and qualifications, the type of work you want and the steps you will take to find work. When you are asked about your job skills and experience, make sure that you include the skills you have gained and used as a carer as well as those you may have from previous employment.

If you want to combine work and caring and you are claiming Carer's Allowance (or Income Support as a carer), you can ask for a work focused interview at any time. This is an opportunity to meet with an adviser to talk through the help you need to return to work.

You can also get help with replacement care while you attend appointments with the personal adviser, take part in a training course or attend job interviews. You may alternatively be able to get replacement care from other sources such as social services or Crossroads Care.

# About Carers UK

Carers UK is a charity set up to support the millions of people who care for an elderly relative, a sick partner or a disabled family member.

## Carers UK

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- **supports** carers and provides information and advice about caring
  - **influences** policy through our research based on carers' real life experiences
  - **campaigns** to make life better for carers.
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**Web:** [www.carersuk.org](http://www.carersuk.org)  
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Carers UK is a charity registered in England and Wales (246329) and in Scotland (SC039307) and a company limited by guarantee registered in England and Wales (864097). Registered office 20 Great Dover Street, London SE1 4LX.

Carers UK Adviceline: 0808 808 7777  
(open Wednesday and Thursday 10am-12pm and 2pm-4pm)

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