

## **CEREDIGION COUNTY COUNCIL**

**Report to:** Cabinet

**Date of meeting:** 18 May 2021

**Title:** HR Policy: Carers' Policy

**Purpose of the report:** To approve the HR Carers' Policy

**For:** Decision

**Cabinet Portfolio and Cabinet Member:** Councillor Ray Quant, Deputy Leader of the Council and Cabinet Member for Customer Contact, Legal and Governance, People and Organisation

### **BACKGROUND:**

The development of this new policy by People & Organisation Service has been delayed by the Covid-19 pandemic but it has been created in collaboration with Porth Cymorth Cynnar.

The policy has been subject to consultation with the relevant Trade Unions, their amendments have been incorporated where appropriate and has subsequently been agreed.

The purpose of all staff policies and procedures is to clearly set out the behaviours, processes and procedures required of staff, how they can gain advice or support and, where applicable, the consequences of not adhering to the policy and/or procedure.

The purpose of this new policy is to set out the Council's procedures for recognising and supporting employees who undertake significant caring responsibilities alongside their paid employment.

The policy sets out the support already available to carers as employees of Ceredigion County Council such as flexible working options, time off for dependents (unpaid), parental leave (unpaid), support from the Carers Unit and the services provided by our employee assistance programme, Care First.

The policy also introduces further additional support for working carers with the aim of retaining their services in the long term:

- Carers' passport - a document which recognises caring responsibilities and is transferrable if the employee changes role; and
- Carers' Leave – an entitlement, for those employees who hold a Carers' Passport, of up to 5 days paid Carers Leave in any 12 month rolling period to undertake their caring responsibility.
- The creation of a Carers' Network for Council employees

The policy was presented to Corporate Resources Scrutiny Committee on 13 May 2021

<b>Wellbeing of Future Generations:</b>	<b>Has an Integrated Impact Assessment been completed?</b> Internal policies <b>If, not, please state why</b> <b>Summary:</b> <b>Long term:</b> <b>Collaboration:</b> <b>Involvement:</b> <b>Prevention:</b> <b>Integration:</b>
<b>Recommendation(s):</b>	<b>To recommend approval of the Carers' Policy</b>
<b>Reasons for decision:</b>	<b>To recognise and support Council employees who undertake significant caring responsibilities alongside their paid employment</b>
<b>Overview and Scrutiny:</b>	Corporate Resources 13 May 2021
<b>Policy Framework:</b>	
<b>Corporate Priorities:</b>	Enabling individual and family resilience
<b>Finance and Procurement implications:</b>	
<b>Legal Implications:</b>	
<b>Staffing implications:</b>	
<b>Property / asset implications:</b>	
<b>Risk(s):</b>	
<b>Statutory Powers:</b>	
<b>Background Papers:</b>	
<b>Appendices:</b>	Appendix 1 - Carers' Policy
<b>Corporate Officer:</b>	<b>Lead</b> Geraint Edwards
<b>Reporting Officer:</b>	Geraint Edwards
<b>Date:</b>	7 May 2021



Cyngor Sir CEREDIGION County Council  
Adnoddau Dynol | Human Resources

**DRAFT**

**Policy and Procedure**

**Carers' Policy**

**January 2021**

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## Version Control

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Version	Date	Author	Comment
1.0	December 2020	Human Resources	

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## Section 1 - Policy

### 1. Introduction

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- 1.1 There are more than 220,000 carers in employment in Wales - 1 in 7 of the workforce is juggling the responsibilities of caring and paid employment, potentially it is estimated in the public sector this is 1 in 5 of the workforce. 6% of the Welsh adult population are further indicated as having given up their job to care, (Carers Wales 2019).
- 1.2 The number of carers in the UK was set to increase by 50% to 9.1m by 2037, however new estimates show the figure will be exceeded much sooner with the figure having already reached 8.8million ("You Gov" Survey 2019). As a result, more people will be combining work and caring.
- 1.3 We are aware that many employees at the Council have caring responsibilities, and that carers constitute a sizeable part of the workforce.
- 1.4 The Council is committed to flexible working by creating the right environment that supports the work of all employees with caring responsibilities in order to manage their work/life balance and deliver great service to our customers.
- 1.5 Ceredigion County Council currently has Employers for Carers (EfC) joint membership with partner organisations: Carmarthenshire County Council, Pembrokeshire County Council and Hywel Dda University Health Board with Employers for Carers (EfC). This gives the Council the opportunity to engage and gain access to the Wales Hub EfC resources.

### 2. Aims and Objectives

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- 2.1 The Aims of this policy are to:
  - Support employees to remain in work, fulfil their career potential and meet their caring responsibilities.
  - Support employees balancing work with their caring responsibilities by outlining a range of existing policies and employee support, and developing further the scope of this document.
  - Increase awareness of managers and all employees to the needs of carers to ensure a sympathetic response to caring responsibilities/need.
  - Work in partnership with employees in exploring all viable options to enable them to remain effective workers.
  - Help to remove the feeling of isolation and lack of support often experienced by carers.

### 3. Scope of Policy

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- 3.1 This policy applies to all employees under a contract of employment with the Ceredigion County Council, with the exception of those employees employed by school Governing Bodies.

## 4. Key Principles

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- 4.1 The Council believes it has a responsibility to support employees who have caring responsibilities and will be as flexible as possible in its approach, balancing each individual's circumstances and the needs of the Council.
- 4.2 This policy is designed to apply equally to all employees.
- 4.3 Employees will in no way be discriminated against on the grounds of their caring responsibilities and the principles of the Council's Equal Opportunity policy will be fundamental to the implementation of caring provisions. Specifically, the Council will not discriminate against carers in terms of:
- access to learning and development opportunities;
  - promotion within the workforce;
  - secondment opportunities; and
  - any other opportunities for personal and professional development
- 4.4 This policy will be reviewed in the light of ongoing operational experience or any subsequent legislative changes.

## 5. Definition – who is a carer

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- 5.1 The Social Services and Well-being (Wales) Act 2014 defines a carer as a person who provides or intends to provide care for an adult or disabled child. This can be an employee who looks after a relative, partner, friend or neighbour who is unable to manage without help because of age, impairment or health condition, drug or alcohol problem or long-term illness. The care they give is unpaid. It also includes parent carers (or a person who has assumed parental responsibility) of a child or young person under 18-years old who needs support due to having a physical or mental impairment or long-term health condition.
- 5.2 In terms of supporting employees in the workplace, Ceredigion County Council and its partners have endorsed the use of the Employers for Carers definition: "Carers support family members, partners or friends in need of help because they are disabled, older or seriously ill. Carers are employees with significant caring responsibilities that have a substantial impact on their working lives. These employees are responsible for the care and support of older, disabled or ill family or friends who are unable to care for themselves."
- 5.3 Carers in the Council may be supporting a seriously ill or disabled child, young adult or older family member, partner or friend.

## Section 2 – Role & Responsibilities

### 6 Role & Responsibilities

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It is important that everyone clearly understands their roles and responsibilities within this process.

## 6.1 Employee Responsibilities

- Employees are not obliged to disclose to their managers that they are caring for someone but are encouraged to do so in order to benefit from the support available from the Council.
- Recognise that managers will need to be aware of the issues that an employee is dealing with.
- Recognise that colleagues can be very supportive, and it may help to discuss caring commitments with colleagues at work.
- Work together with managers in exploring all viable options to remain effective workers to balance work and caring commitments.
- Co-operate with management in the effective implementation and monitoring of the policy.
- Keep their Carers' Passport (see Section 5) up to date should they choose to have one.

## 6.2 Manager Responsibilities

In addition to their responsibilities as employees, managers are also responsible to:

- Operate the policy fairly and reasonably with minimal detrimental effect on overall efficiency or service.
- Ensure that managers and employees are familiar with this policy and aware of the support that is available for carers.
- Support employees to fulfil their potential in work and to meet their caring responsibilities.
- Give sympathetic consideration to requests for support from employees with caring responsibilities, with due regard to issues of confidentiality and based on a shared understanding of the situation and the impact it is having.
- Arrange a confidential one-to-one meeting with the employee to discuss the Carers' passport if an employee chooses to have one.
- Ensure reasonable adjustments are considered for employees who are Carers.
- Deal with requests in a confidential manner and only sharing information when the carer has requested that this happens.

## 6.3 Role of HR

Provide support and guidance to managers on the application of this policy

- Support the employee with any redeployment options if available
- Monitor the use and effectiveness of the policy and review on a periodic basis

## Section 3 – Carers' Rights

### 7. Carers' Rights.

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- The right to request flexible working (26 weeks continuous service)
- The right to time off for dependents (Employment Rights Act 1996)
- The right to time off in emergencies (reasonable time off)
- Parental leave (one year's continuous service for a child under 18)
- Protection from Discrimination (Equality Act 2010)



## Section 4 – Supporting Carers

### 8. Support Options

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8.1 The Council has a range of options available to support Carers to continue working while effectively balancing their work and care commitments.

These options include:

- Carers Resilience and Wellbeing Training Programme
- Signposting for further information through the Ceredigion County Council Carers Magazine and Carers Information Service, to events such as Carers Rights Day
- Carers' Passport
- Flexible working options
- Leave options including special leave provisions
- Health and Wellbeing Support
- Supporting carers returning to work
- Employee Assistance Programme with 24/7 access (Care First Telephone and Online Services)
- Support provided for carers through Porth Gofal Through Age Services, including access to Carers Needs Assessment

8.2 Often, caring can be highly stressful and emotionally draining experience. Employees may be faced with traumatic, life-changing crises, sometimes overnight - if a loved one is suddenly taken ill or has a bad accident, for example. Or, they may be looking after someone with a terminal illness for many months or caring for an elderly parent. In these circumstances, managers will need to act with sensitivity as well as flexibility. For example, recognise that employees may sometimes need to make or receive private phone calls relating to their dependents.

### 9. Flexible Working Options

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#### 9.1 Flexible Working Policy

The purpose of the policy is to formalise the statutory 'right to request' a change to working hours or place of work in order to work flexibly for all employees with at least 26 weeks' continuous service. The decision to allow flexible working must take into account the business needs. Examples of flexible working can include flexibility with start, finish and break times, Part Time Working, Compressed Working Week, Home Working, Hot-desking, Term Time Working, Annualised Hours Working, Post Share or change to normal days worked.

#### 9.2 The Policy:

- outlines the defined procedure for consideration of requests including timescales and an appeals procedure;
- a successful request will result in a permanent change to the employment contract, but the arrangements can be trialled first;
- normally only allows one request in any 12-month period; and
- sets out certain factors to be taken into consideration for each request

9.3 Requesting a short term period of flexible working (temporary variance of contract)

A request for flexible working can also be used for temporary changes to working patterns. If the employee is only looking for an informal flexible working change for a short period, for instance following a bereavement, then the manager may consider allowing a temporary change e.g. flexibility with start, finish and break times, reduced working hours (salary adjusted to reflect new arrangement), home working, compressed working patterns. The employee could then revert to their original employment contract after the agreed period. Employees must be aware that if the manager approves the application under the statutory 'right to request', they do not have a statutory right to request another variation in contractual terms for a period of 12 months although they may still ask without the statutory right.

9.4 Requests will also be considered from those employees who have less than 26 weeks service

For further information please see the Work Life Balance policy available on Cerinet <https://cerinet.ceredigion.gov.uk/home>

9.5 Flexible Working Hours (Flexi) Scheme

The purpose of this scheme is to allow employees to choose their hours of work (within parameters) whilst ensuring that there is no detrimental effect on overall efficiency on the delivery of a quality service to the public.

9.6 The scheme:

- applies to employees regardless of whether they are full time, part time or job share (excluding those in jobs identified as being incompatible with the scheme)
- allows employees to have flexibility their normal start, finish and break times
- allows for a carry-over of a maximum of 16-hours credit and 8 hours debit to the following 8 week period, pro rata for part time staff.
- allows staff to take up to 2 day flexi leave per 8-week period, pro rata for part time staff.

9.7 In recognition of the fact that not all employees can access the Flexi Scheme, consideration should be given finding work life balance solution for employees who cannot necessarily access this scheme. This may involve services and teams working with their managers and Human Resources to develop possible flexible working pattern that suits the work life balance of employees and the needs of the business.

For further information please see the Work Life Balance policy available on Cerinet <https://cerinet.ceredigion.gov.uk/home>

## 10 Leave Options

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10.1 In addition to annual leave (and, where available, flexi leave as above) employees can also request Special Leave within the Work Life Balance Policy, Time off for dependants and Parental leave. However, not all of these are with pay.

10.2 **Special leave**

The purpose is to allow employees short periods of time off work to deal with various issues.

- provision of special leave is held within the Work Life Balance Policy:

- defines the small number of days where special leave may be granted (over and above the annual leave entitlement) and the number of days allowable, this list is not exhaustive.
- recognises that exceptional circumstances may arise where it would be appropriate to grant special leave
- provides varying amounts of reasonable time off for occasions such as bereavement, personal emergencies, medical appointments, public duties, training etc.
- will normally over ride policies such as Parental Leave and Time off for Dependents where the leave could also be approved under those policies
- Carer's who hold a Carer's Passport (see Section 5) will be able to claim up to five days Carers' Leave (with full pay) within any 12 month period per annum to undertake their caring responsibilities including the individual falling ill, attending a medical appointment, attending appointments concerning welfare and care. This list is not exhaustive.

### 10.3 Time Off for Dependents

Under the Work and Families Act 2006, the purpose of this right is to allow all employees to take a reasonable amount of unpaid time off to deal with unexpected situations involving a dependant and to make any necessary longer-term arrangements.

### 10.4 The Policy:

- defines "a dependant" for the purpose of this policy as spouse, partner, child or parent of the employee, a person who lives in the same household as the employee (excluding tenants, lodgers or live in employees), or a person that reasonably relies on the employee for assistance
- details reasons why such leave could be taken
- will be overridden by the Work Life Balance's Special Leave if reasons for leave could be approved under the Carer's Leave entitlement.

### 10.5 Parental Leave

The purpose is to allow a parent (natural, step or adoptive) to take unpaid time off work to look after a child or make arrangements for a child's welfare.

### 10.6 The Policy:

- offers up to 4-weeks unpaid leave in a 12-month period up to a maximum of 18 weeks for each child
- the leave must be taken in blocks of 1 week (individual days may be taken for a disabled child)
- the leave is separate to maternity leave, shared parental leave, maternity support leave, adoption leave, Special Leave or career breaks
- the leave is an individual right and cannot be transferred to someone else

### 10.7 Health & Wellbeing

As part of the Council's ongoing commitment to develop a health and well-being strategy, employee benefits are continuously added. More information about the employee benefits can be found on the Council's intranet information page, CeriNet

### 10.8 Supporting carers on return to work

Employees may be going through a particularly distressing time and need a block of time off and will need to be supported to return to the workplace if their caring role comes to an end.

10.9 During the employee's period of absence from the workplace the manager has a responsibility to ensure that they maintain contact with the employee to keep them informed of any workplace developments and any other information the employee may need to ensure that they still feel part of the team. This will ensure that employees do not begin to feel isolated and also to make the return to work easier.

10.10 Employees can also be supported in their return by carrying out a training needs assessment that can be conducted before they return to work.

10.11 Returning employees must be provided with any necessary training and development they need to re-enter the workplace. Many carers may feel that they have lost their skills and their self-confidence and need work related training or retraining. This should be addressed by the carer and the manager on or prior to their return to work. Training and development needs can be identified by the manager through the Council's Appraisal Scheme and / or one to one supervisory sessions.

#### 10.12 **CERI+ Employee Assistance Programme**

Caring for someone else can put a great deal of strain on carers. The Council is very aware of the need to provide an Employee Assistance Programme and stress management measures to ensure that employees who have caring responsibilities are aware of support for carers.

10.13 Care First Telephone and Information - Care First is open to all employees, including school-based staff and provides impartial confidential, telephone advice and support 24 hours a day, 365 days a year for any personal or work related issues. The telephone number for the Care First team is 0800 174319.

10.14 The service is free for employees to access whenever they need it.

10.15 Employees can self-refer and do not need to inform their manager before contacting Care First.

10.16 Through Care First employees can access a number of services from Care First advisors to help employees find practical ways forward when they feel overwhelmed by problems. Sometimes, having the information to make a sensible plan, and some support in doing so, is all it takes to feel better.

10.17 Care First advisors are highly trained to quickly find what employees need and help them get back in control of their life. Common subjects include;

- Family and Personal: Relationships, Divorce, Child Support, Domestic Violence, Childcare, Eldercare, Community Care, Changing a Name,
- Debt: Credit, Debt, Banks, Loans, Consolidation,
- Workplace: Bullying and Harassment, Maternity Rights/Pay, Sick Pay, Health and Safety at Work

#### 10.18 Managing Stress

The Council currently has in place is the provision of stress awareness courses, stress risk assessment and managing stress courses.

For more information about courses look on CeriNet or your Ceri self-service account under the Learning & Development heading.

## 11 Additional Support

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- 11.1 Many carers may not be aware of the statutory and voluntary services, financial benefits and other benefits available to them. It is important that employees who have caring responsibilities are made aware of these support services.
- 11.2 For more information see [www.ceredigion.gov.uk/Carers](http://www.ceredigion.gov.uk/Carers) where you will find details of the Ceredigion County Council Carers' Unit and the Carers Information Service, through this service you will be able to access the "Carers Magazine" and other useful factsheet resources, information about the Carers Forum and events, and the "Say I'm Fine and Mean It" book, written specifically with and for carers.
- 11.3 Ceredigion County Council commissions a Carers' Service to support adult carers with one to one support to help carers think about their own wellbeing, and short term carers breaks/respite options. For more information see [www.gofalwyrkeredigioncarers.cymru](http://www.gofalwyrkeredigioncarers.cymru) and for Young Carers and Young Adult Carers (18-25 years), see [www.afcwestwales.co.uk](http://www.afcwestwales.co.uk)
- 11.4 There are a wide number of local and national charity/voluntary organisations who provide information, advice and assistance to carers. Some are illness or condition specific such as organisations that support people with Alzheimer's for example and their carers/ families, or people that have had a stroke and their carers/ families. Others may be open to all ages, or targeted at a certain age group such as the over 55s or under 18 years of age and they can provide support and guidance about practical help, emotional support, financial a chance to socialise and sometimes to assist in accessing for financial help. For more information see the online directory at [www.Dewis.Wales](http://www.Dewis.Wales)
- 11.5 Some carers find it useful to meet with others who have experience of being a carer and/ or with others who have the same condition as the person you care for. Support groups provide an opportunity to meet others in similar situations, share advice, information, tips, and a chance to relax and make friends. For further details about support groups in Ceredigion, and for the Family Information Service, contact the Council's Porth y Gymuned 01545 574200
- 11.6 If carers are finding it increasingly difficult to manage and need more intensive support, there are different ways that Social Services can help, and may include support for more individual options such as Direct Payments. Social Services have a statutory duty to ensure a carer is supported to access a free assessment of the carer's situation, this is known as a Carers Needs Assessment. For more information on what may be available, contact the social services department of your local authority where the person you care for lives. If the person you care for lives in Ceredigion, you can contact Ceredigion County Council Porth Gofal 01545 574000 and see [www.ceredigion.gov.uk/resident/social-care-wellbeing](http://www.ceredigion.gov.uk/resident/social-care-wellbeing)

- 11.7 Information for Carers about the Carers Needs Assessment, Coming out of Hospital, Carers Guide to Planning for an Emergencies and the Carers Emergency Card [www.ceredigion.gov.uk/carers](http://www.ceredigion.gov.uk/carers)
- 11.8 Carers and Hywel Dda University Health Board. Supporting Carers is a key priority for Hywel Dda. For further information see [www.wales.nhs.uk/carers](http://www.wales.nhs.uk/carers) Health care and your GP Practice. Carers are also encouraged to register as a carer with their GP Practice, the majority of whom hold the “Investors in Carers” award, and they will encourage you to take up the carers free Influenza vaccination each year. <http://www.wales.nhs.uk/carers> and click through to Investors in Carers for a registration form and leaflet for Ceredigion.
- 11.9 Your GP practice can also support you to consider your own physical well-being through the Exercise Referral scheme, for further details see [www.ceredigionactif.org.uk/gp](http://www.ceredigionactif.org.uk/gp)

## 12. Carers Network

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- 12.1 People who have caring responsibilities experience many different situations that have a direct effect on their health and well-being, their family relationships, and their working lives. Carers can experience a great deal of stress and feel very isolated because of their caring responsibilities. Getting together with others in similar situations can have a very positive effect on how carers cope. The Council recognises the importance to its employees who are carers, having the opportunity to share information, knowledge and experience with other carers. The Council will seek to encourage the creation of a Carers’ Network which can take the form of informal meetings or ‘get togethers’.
- 12.2 It is proposed that employees who are carers identify themselves in order to join the Carers’ Network which will aim to give carers a forum in which they can express their views, have contact with other carers and support each other to share personal experiences in a safe and confidential setting. Members will be able to attend / participate during working hours.
- 12.3 The Carers’ Network may choose to invite a nominated member of HR to attend the meetings on a regular basis or on an ad hoc basis to provide information on any changes, which may be relevant, or to generally advise on particular issues.
- 12.4 The views and opinions of the members of the Carers’ Network will be sought by HR to influence ongoing development of the Carers’ Policy.

## Section 5 – Carers’ Passport

### 13 Carers’ Passport

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- 13.1 The Carers’ Passport has been developed (see Appendix 1) to help and support employees who have specific caring responsibilities. Where adjustments to working arrangements have been agreed the passport will provide a record which can be reviewed if the employee changes roles or their caring circumstances change.

- 13.2 The purpose of the passport is to enable a carer and their manager to hold a supportive conversation and document the flexibilities needed to support the carer in combining caring and work. The aim is to minimise the need to re-negotiate these flexibilities every time an employee moves post, moves between departments or is assigned a new manager. This document belongs to the employee and their manager should have a copy. This is designed to be a living document to be reviewed every year and in response to any changes in the nature or impact of the caring responsibilities.
- 13.3 When a passport is reviewed (either an action or the passport overall), a manager changes, or an employee moves to a new role, the passport does not guarantee that the previously agreed arrangements will remain in place.
- 13.4 Completion of the Carers' Passport is voluntary and the employee retains ownership of the form. The Council recognises that employees may find it difficult to explain their personal circumstances, issues and challenges. Therefore, it is not a requirement.
- 13.5 **Confidential Meeting**  
Once the form is completed by the employee they should give a copy to their manager who will arrange a confidential one-to-one meeting to discuss the details. The meeting will give both parties the opportunity to discuss the issues identified and talk through the following questions (not an extensive list).
- What are your caring responsibilities?
  - How do they affect your work?
  - What impact does work have on your caring responsibilities?
  - Do you already receive any support in work to help combine caring with work?
  - Do you need to apply for flexible working to continue your caring responsibilities?
  - How would you prefer to communicate with your manager if you are unable to come to work?
  - What would help ensure that the needs of the team/Council continue to be met?
  - Do you need any support from the Employee Assistance Programme, Occupational Health or external organisations?
  - Do you need any equipment from the Council to support your combined role e.g. a mobile phone or laptop?
  - How do you expect your caring responsibilities to change in the future?
- 13.6 It is up to employees to decide how much detail to share, it is important that employees give their manager enough information for them to understand the issues and challenges faced by the employee.
- 13.7 Any actions agreed and a review date should be entered on the passport and signed by both the employee and manager. The relevant Corporate Lead Officer will also be required to sign the passport. The original will be retained by the employee and a copy given to the manager.
- 13.8 Employees will need to follow relevant Council procedures i.e. flexible working policy for formal requests.

## Section 6 – Useful contacts

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### **Carers Wales**

Unit 5, Ynys Bridge Court Cardiff

Tel: 029 2081 1370

Email: [info@carerswales.org](mailto:info@carerswales.org)

[www.carerswales.org](http://www.carerswales.org)

### **Carers Trust Wales**

33-35 Cathedral Road

Cardiff

CF11 9HB

Tel: 0300 772 9702

Email: [wales@carers.org](mailto:wales@carers.org)

[www.carers.org](http://www.carers.org)

### **NHS Direct Wales**

[www.nhsdirect.wales.nhs.uk](http://www.nhsdirect.wales.nhs.uk)

### **IAWN**

This website has been developed to provide information on the local primary mental health support service (LPMHSS) in Carmarthenshire, Ceredigion and Pembrokeshire. It aims to provide easily accessible online resources and information on mental health issues to enable people to self-help and know where to access further support should they need it.

[www.iawn.wales.nhs.uk](http://www.iawn.wales.nhs.uk)

### **All Wales Forum**

The AWF is the organization that represents nationally the views of Parents and Carers of people with learning disabilities.

21 Cardiff Road

Taffs Well

Cardiff CF15 7RB

Tel: 029 2081 1120

[www.allwalesforum.org.uk](http://www.allwalesforum.org.uk)

### **DEWIS Wales**

Interactive local online directory

[www.Dewis.Wales](http://www.Dewis.Wales)



<b>Carers' Passport</b> (to be completed by the employee)	
Employee Name:	Name of Manager:
<b>Overview of your caring responsibilities</b> This section should include: <ul style="list-style-type: none"> <li>• A summary of your caring responsibilities</li> <li>• The impact this has on your working life</li> <li>• Any further information that may help your manager understand the impact your caring responsibilities have on you and your work</li> </ul>	
<b>Overview of your role and team:</b>	
<b>Flexibilities which would be helpful:</b> This section deals with flexibilities specific to your current job which would help you combine caring and work. These are intended to inform your discussion with your manager.	

**Flexibilities agreed between you and your manager:**

This section deals with flexibilities specific to your current job which would help you combine your caring responsibilities and work commitments. Set out agreed actions with dates for implementation. Reviews should take place every 12 months.

Action Agreed	Date of Implementation	Date to Review Action

**Any other actions agreed at the meeting:**

This section might include for example contacting the CareFirst or Employee Counselling Service, Carers Assessment or signposting services.

I consent to my manager keeping a copy of the passport.

It is important to remember that the passport belongs to the employee involved and is confidential. Should the manager or employee move to another post, the manager should not pass the form to the next manager without permission of the employee concerned.

**Only with the employee's consent should a copy be saved in the employee's HR personal record.**

Employee signature:	Date:
Manager signature:	Date:
Date of Next Review Meeting:	
Seen by CLO:	
Corporate Lead Officer signature:	Date:

## Cyngor Sir CEREDIGION County Council

**REPORT TO:** Cabinet

**DATE:** 18 May 2021

**LOCATION:** Virtual Meeting

**TITLE:** HR Policy: Carers' policy

**PURPOSE OF REPORT:** To provide feedback from the Corporate Resources Overview and Scrutiny Committee held on 13 May 2021

### **BACKGROUND:**

At its 13 May 2021 meeting, Members of the Corporate Resources Overview and Scrutiny Committee considered the Human Resources Carers' Policy.

The purpose of the new Carers' policy is to set out the Council's procedures for recognising and supporting employees who undertake significant caring responsibilities alongside their paid employment.

The Policy sets out the support already available to carers as employees of Ceredigion County Council such as flexible working options, time off for dependents (unpaid), parental leave (unpaid), Carers Unit and the services provided by our employee assistance programme, Care First.

Following discussion, Committee Members were asked to consider the following recommendation:

### **RECOMMENDATION:**

- To recommend the approval of the Carers' Policy by Cabinet

Members agreed to recommend that Cabinet approve the Carer's Policy subject to consideration of the following:

- to include a contact telephone number for Ceredigion County Council Carers' Unit in point 11.2 and external organisations contacts in Section 6 of the policy as some individuals may not have access to the internet;
- to insert a paragraph in the policy referring to homeworking during the pandemic and how this could be a possible option for individuals for future flexible working; and:
- to reference the fact that it is a statutory duty to offer Carers a Carers Assessment.

**Councillor Keith Evans**  
***Chairman of the Corporate Resources Overview and Scrutiny Committee***