

WORKING CARERS AND EMPLOYERS



Carer Passport

Supporting employees who are unpaid carers

•Recognised•Valued•Supported•



What is the Carer Passport?

The Carer Passport provides carers, and their line managers, with information about how the individual's responsibilities impact their work. It includes any solutions agreed between the carer and his or her line manager, for example, compressed hours.

- **The Carer Passport** enables employers to identify carers and their needs in the work force.
- **The Carer Passport** includes information about the available and agreed support, which an employer has agreed to provide.
- **The Carer Passport** stays with the employee so if he or she is transferred within department or across the workplace it is available to any new line manager.
- **The Carer Passport** can be adapted by any employer to match their policies and needs.
- **The Carer Passport** has to be kept confidential once completed. The Carer Passport should be reviewed regularly, at least each time circumstances change or on an annual basis.
- **The Carer Passport** shows the commitment of the employer to move towards being a carer-friendly employer.
- **The Carer Passport** saves both the employer and employee time by not having to repeat information.



Support Available at Work

There may be existing support that you are not aware of, or you may find that our organisation is open to exploring new ways to support you.

Q. Are you aware of our organisation's current policies and flexible working options?

Q. Are you aware of your right to request flexible working?

Our Relevant Employer Policies:

- Flexible Working Policy
- Parental Leave Policy
- Dependents Leave Policy
- Emergency Leave Policy
- Compassionate Leave Policy



Support Available from your Local Carer Centre

Your local Carer Centre offers confidential advice and information alongside practical and emotional support, tailored to meet the needs of each individual carer.

Local Carer Centres can help working carers to balance the demands of their work and caring roles more effectively and work with employers to develop a unique package of support for their employees, this includes:

- 1-2-1 confidential support from support workers
- Benefits advice
- Advice on Carer's Rights at Work
- Support obtaining a Carer's Needs Assessment from the local council
- Support liaising with social services
- Support obtaining short breaks and respite care
- Social activities and mutual support from other carers
- Emotional support and counselling

Address of our Local Carer Centre: _____



The Carer Passport

The starting point in the development of a Carers Passport is a conversation between the employer and employee. The first section should be completed by the employee and passed to the employer. A meeting between the employee and employer should then be arranged within 5 working days and at the end of the meeting any agreed actions and support should be recorded in the Carer Passport. Flexibility, fairness, communication and co-operation are important on all sides, between carers, their colleagues, and their managers.

This document provides a simple 4 step guide to supporting employees with a caring role.

- Step 1** **Information / Request from Employee**
- Step 2** **Discussion with Employer / Line Manager**
- Step 3** **Outcomes Record**
- Step 4** **Review Date**



Step 1

Information / Request from Employee

Employee Details

Mr / Mrs / Miss / Ms *(Delete where appropriate)*

First Name: _____

Last Name: _____

Job title: _____

Department: _____

Work address / location: _____

Date employment commenced: _____

Telephone number: _____

Email address: _____

Line Manager: _____

Name of the person you care for: _____

Relationship to the person you care for: *(please circle)*

- Family member: Spouse / Parent / Child / Other
- Friend

Are you a...

- Primary carer
- Secondary carer (another person carries out the main caring role)

Condition/illness of the person you care for: _____



What are your caring responsibilities or what does the person you care for rely on you for?

A list of common tasks:

- Shopping
- Cleaning
- Cooking
- Attending doctors and hospital appointments
- Liaising with social services, health etc.
- Dealing with finances
- Personal care
- Washing
- Dressing
- Management of medicines
- Emotional support

How long have you been providing care? _____

Is your caring role becoming more demanding? Please give details:

How is your caring role affecting you? _____

What are your normal work hours and working pattern? _____



Does your caring role affect your work? _____

How does work affect your caring responsibilities? _____

Is any support from the employer currently in place? (Give details e.g. flexible working agreement). _____

What other support from the employer would you value (e.g. private space for phone conversations, mobile phone for emergencies)?

How would these changes impact on the work of the organisation?

Have you any suggestions as to how the impact on the organisation of the support / changes you would like could be reduced? _____



Step 2

Discussion with Employer / Line Manager

Use the information provided to guide your discussions.

Steps 3 & 4

Outcomes Record

(All actions and procedures agreed with your HR or line manager)

Meeting date: _____

Meeting venue: _____

Attendees and job titles: _____

Agreed Support:

1. _____

2. _____

3. _____

4. _____



Steps 3 & 4

Outcomes Record

(All actions and procedures agreed with your HR or line manager)

Reasons why any support requests were not agreed:

1. _____

2. _____

3. _____

4. _____

5. _____

Start date for implementation of support:

Review date: ____ / ____ / ____

I consent to my Line Manager/HR keeping a copy of this record:

Signature of employee: _____

Signature of line manager: _____

Signature of HR representative: _____

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