****

**Template 2: Support tools which employers in Leeds use**

|  |  |
| --- | --- |
| **Description of tool** | **Detail** |
| Personalised working carer plans - passports | A document which the working carer discusses and agrees with their managers which sets out the approach the organisation will take to support the carer as much as possible. |
| “surgeries” by carer experts during working time | Carers Leeds Carer Support workers meet with individual working carers, on site and offers specialist advice, support and information in confidence. |
| Live on line forums in house for working carers | Usually set on internal Intranets, these allow information on working carers to be circulated around the workforce in an interactive way. |
| Working carer forums in house | These have been set up by some larger employers in Leeds and involve regular meetings with groups of working carers to support each other and to learn more about the employer support which is available to them. |
| Identifying Carers at recruitment/induction stage | These are processes which allow new employees to make it known from the start of their employment that they are carers, so the organisation can be proactive in support. |
| On line surveys to identify working carers | These are specific surveys from employers which are sent across the whole workforce from time to time to ensure that the employer is aware of the numbers and detail of working carers in the workforce. |
| Using Intranets to publicise relevant articles for working carers | This is where employers use their internal digital communications platforms to provide relevant information on working carers across the whole business. |
| Webinars for managers and working carers on relevant issues | These tend to be focussed on specific carer issues, eg caring for someone with Dementia, and can be interactive. |
| Having an external audit on how carer friendly an organisation is | This involves using the services of a caring centre such as Carers Leeds to spend time assessing how carer friendly organisations are, using the standards set by Carers UK. |
| Training and information sessions for carers and managers on specific issues relating to caring | This is training presented to both managers, team members and working carers within an organisation. It is normally for awareness development and is ususally sourced externally through Carers Leeds. The training can be undertaken in the form of workshops as well as interactive on line. |
| Homeworking | The ability to work at home for periods to be at home for instance for medical deliveries. |
| Annualised Hours | The ability to spread working hours over a period of time, usually a year, so that carers can take time of for caring at specific times and make the time up later. |
| Compressed Hours | This is the ability to keep working the same hours but over a shorter period, for instance a 9 day fortnight. |
| Shift swapping | This is the flexibility to swap shifts at short notice to accommodate caring needs. |
| Self rostering | The ability for working carers to set their own work patterns and rosters. |
| Staggered hours | The ability to come in to work early/late and to leave early/late according to the needs of the organisation |
| Job share | A full time job split into 2 parts, where each person works an agreed number of hours which together total the full time hours. |
| Part time working | Reduced hours working |
| Temporary reduction in hours | The ability to take a temporary reduction in hours in order to deal with some planned caring needs. |
| Paid leave for carers | This is where carers can take a set amount of paid leave to look after the person they are caring for. |
| Able to use mobile phone during working hours | The ability to use mobile phones at any time to deal with caring priorities and emergencies. |
| Paid sabbaticals for those caring for terminally ill people | A period of paid time off for carers to support those who are terminally ill, with the guarantee of their current job when the person has died. |
| Unpaid carer breaks with a right of return | A period of unpaid leave to accommodate specific caring needs, which includes a guarantee to return to their current job or similar. |
| Provision of bereavement support for working carers | The provision of professional support within the organisation by external specialists, for working carers following bereavement. |
| Having a formal carers policy | The adoption of a structured and agreed business policy which recognises the needs of working carers and sets out formally how the organisation is going to support them. |
| Access to a private area for phone calls | An agreement that carers can use a private office or space for sensitive phone calls relating to the cared for. |
| Employers Toolkit on working carers | The provision of a document setting out the tools and tips for managers to understand the needs of working carers and to provide appropriate support to them. |
| Carers toolkit on working carers | The provision of a document setting out tools and tips for working carers. |
| Networking with other employers | Proactively linking with other employers in the area to share good practice in supporting working carers. |
| Factsheets for managers and working carers on eg dementia, drug abuse, mental illness, basic carers rights, the law relating to carers | The provision in a central place for information on the range of caring responsibilities workers may have and the law surrounding them. |
| User of Employee Assistance Programmes | The provision of a (usually) free and confidential service for employees which may include advice on carer support. |
| Using exit interviews for information | The inclusion in exit interviews for leavers questions about the support which has been available for working carers. |
| Allowing employees to attend Carers Leeds training and other activities during working hours | The ability to attend individual support activities and group training provision within working hours by Carers Leeds. |