



Carers Leeds offer to employers of working carers

Service vision

To increase the quality of life for working carers in the city of Leeds through the provision of information and advice for them and those who employ them.

Background

Carers Leeds understands that to succeed in our vision, we must work directly with employers across Leeds. We have established an Employers Forum to exchange good practice and we have together set out this package of support which gives detail of our offer and how employers can access our working carers service.

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SUPPORT FOR EMPLOYERS OF WORKING CARERS

1. Training and information for managers and leaders

Carers Leeds is able to provide training and information in house for managers and leaders of Forum organisations.

This will be bespoke according to the needs of the organisation, but typically would cover the following:

- Who are working carers
- What are the issues for working carers
- Why is it important for employers to support working carers
 - Business reasons
 - Ethical reasons
 - Legal reasons
- What should we do as employers to support working carers
- What are the sources of help available to managers and employers

If employers wish to use this service please notify us at least 6 weeks in advance so that we can tailor the material. Please include the following information:

- Date and time of the event
- Location
- Purpose of the event
- Input required from Carers Leeds
- Content of the session
- Numbers of people attending
- Type of people attending (managers, leaders, supervisors, others)

2. Self-assessment

We provide an assessment form on the Carers Leeds website for employers to rate themselves in how they support their working carers. This can be completed either as a self-assessment or facilitated by a Carers Leeds specialist. If the latter, we will work with the organisation to understand how to interpret the questionnaire and how to complete it. This service also extends to working with the organisation to develop an action plan following the self-assessment.

This is a specific service which can be initiated by a conversation with the Working Carers Coordinator at Carers Leeds.

3. Digital and on line support

A page on the Carers Leeds website features core information and facts on working carers for employers. All employers will be able to access this page, which includes links to helpful resources on external sites.



SMEs in Leeds (less than 250 employees) are able to access the Employers for Carers digital resource free of charge. This is a comprehensive information package for employers, designed and operated by Carers UK. Carers Leeds are able to offer this as part of the Working Carers Package to employers. To access the resource employers should contact Carers Leeds.

4. Employers Toolkit

All Forum employers have access to an on line toolkit of advice and information for employers of working carers. This features core information and links to a range of useful reference material. The Toolkit includes access to for example:

- Facts and figures on carers
- Top 10 hints and tips for employers
- Templates for carers policies
- Information on Carers Passports
- Contacts for specialist organisations
- On line interactive management training
- Examples of good practice
- Success stories

We aim to populate the Toolkit with as much employer led material as possible, thus ensuring that the Toolkit is practical and realistic.

5. Employers forum

This is a group of employers from across Leeds covering all sectors and sizes, with a common interest of supporting working carers. The purpose of the Forum is to:

- Exchange best practice and learn from each other
- Work through challenges collectively
- Try out new ideas and innovations in a safe environment
- Trailblaze working carers initiatives within the city
- Give gravitas to the working carer issue

Subgroups of the Employers Forum are developed to work together on specific issues which may only affect some of the employer partners.

Employers can request to become part of the Employers Forum through Carers Leeds.

Carers Leeds coordinates the Forum and chairs meetings. It is expected that Forum members will be proactive in sharing good practice and are happy to be seen as trailblazers in Leeds in this area.

6. Information sharing

The Carers Leeds package includes the availability of a proactive and reactive source of professional and specialist information and support covering a range of related topics such as:

- Health and wellbeing
- Mental health and learning disability
- Health services
- Social care services
- Dementia
- Substance misuse



7. Changing attitudes on working carers

Carers Leeds believes that working carers issues should be high on the agenda of local decision and policy making bodies in Leeds. To facilitate this we:

- Liaise with influential groups, individuals and organisations which have an influence on how carers are treated, especially at work.
- Continuously use marketing/social media to raise awareness of working carers.
- Use regional and national groups and events to publicise the working carers agenda.
- Influence beyond the borders of Leeds, the way working carers are supported – e.g. national employer policies.



SUPPORT FOR WORKING CARERS

1. On-site support for individual Working Carers

Carers Leeds is pleased to offer the services of one of our experienced Carer Support Workers (CSW) to Employers who are members of the Working Carers Employers Forum.

The CSW offers “surgeries” on site, where working carers can have confidential information and advice on a range of issues which affect them. This includes:

- Carer benefits and allowances
- Carers Assessments
- Availability of carers breaks and respite
- Sitting services
- Carers support groups
- Transport
- Adult and Children’s Social Care
- Health and wellbeing activities
- Emotional support

The sessions are timed at around 45 minutes and can be continued over a number of sessions if appropriate. The content of the sessions is confidential between the CSW and the working carer.

Carers Leeds support is for the individual carer and it is not intended that Carers Leeds workers should be a bridge or coordinator between the working carer and his/her manager or the organisation’s HR team.

To use the services of a CSW, employers should contact Carers Leeds and a one to one discussion will be set up between Carers Leeds and the appropriate contact within the organisation. The discussion will establish some information about the desired services from Carers Leeds in the following areas:

- Location of the sessions
- Date and time of the sessions
- Potential numbers attending
- Details of the support which the employer provides to working carers
- Contact and on site coordinator
- Safety and other issues

To access this service, please complete and return the attached template.

We want to ensure our service is effective and in order to assess the impact of the on-site sessions the CSW will provide an evaluation questionnaire which should be returned to Carers Leeds. The overall impact of the sessions will be shared with the employer.



2. Training and information for groups of working carers

Carers Leeds is able to provide training and information on generic or specific carers topics on site, either at specifically convened working carers meetings, or at working carers forums on site.

To use Carers Leeds input, please notify us at least 4 weeks in advance using the attached template.

3. Generic information for carers

All working carers have access to the full range of information from Carers Leeds, including the bi monthly newsletter and top tips for carers. We can provide these resources electronically or paper based to employers on request.

All working carers in the Leeds City area are eligible to access the Carers UK Digital Resources for Carers on line support. This provides advice and information for carers. This resource is provided free to carers in Leeds via Carers Leeds and Leeds City Council.

Carers also have free access to a digital app 'Jointly'. Developed by Carers UK, Jointly is a mobile and online app that is designed by carers for carers.

Carers should contact Carers Leeds for access to these resources.

4. Carers Leeds resource at in house events

Carers Leeds staff are available to attend internal employee events within organisations. This can take the form of displays, information stands or presentations.

To use Carers Leeds input, please notify us at least 4 weeks in advance of what is required, including:

- Date and time of the event
- Location
- Purpose of the event
- Input required from Carers Leeds

CONTACT DETAILS

Carers Leeds

Address: 6-8 The Headrow, Leeds LS1 6PT

Website: www.carersleeds.org.uk

Telephone: 0113 380 4300

Twitter: www.twitter.com/CarersLeeds

Facebook: www.facebook.com/CarersLeeds

Request form for on-site support for individual working carers

Organisation name	
Address	
Number of sites	
Number of employees	
Contact name	
Contact phone number	
Contact email	
Where are the support sessions to be held?	
How long will you require the Carers Support Worker to be on site (e.g. half or whole day)?	
How frequently do you intend to hold the support sessions (e.g. weekly, monthly)	
What are the proposed timings of the sessions (start times and finish times)?	
When do you propose the sessions should start?	
How will you advertise and promote this service to your workforce?	
Are there any specific issues our Carer Support Worker needs to be aware of (e.g. Health and Safety)?	
<p>Please return this completed form to andrew.walsh@carersleeds.org.uk Carers Leeds can help with marketing material to advertise the availability of the CSW.</p>	



Request form for on-site support for working carers groups

Organisation name	
Address	
Number of sites	
Number of employees	
Contact name	
Contact phone number	
Contact email	
What sort of group support do you want Carers Leeds to provide?	
How many people will be involved?	
What is the proposed date and length of the session (start and finish times)?	
Where is the session to take place?	
Are there any specific issues our Carer Support Worker needs to be aware of (e.g. Health and Safety)?	

Please return this completed form to andrew.walsh@carersleeds.org.uk

We want to ensure our service is effective and in order to assess the impact of the on site sessions we will provide an evaluation questionnaire which should be returned to Carers Leeds. The overall impact of the sessions will be shared with the employer.