

# Supporting carers in the workplace during COVID-19

## Southampton City Council

28 January 2021

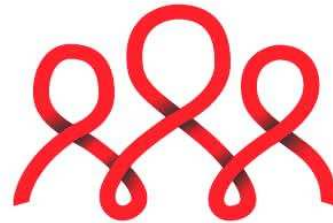
Madeleine Starr and Katherine Wilson  
Employers for Carers  
Carers UK



**Carers UK is here to make life better for carers**



**We give expert advice,**  
information and support



**We connect carers so**  
no-one has to care alone



**We campaign together**  
for lasting change



**We innovate** to find new  
ways to reach and  
support carers



## Every day 6,000 people in the UK become carers

- **Carers** look after loved ones who are **older, disabled** or **seriously ill**
- Caring can affect **anyone, at any age, at any time**
- It takes an average of **two years** to self-identify as a **carer**
- **Very few** carers will know where to get information and support



## Carers in Southampton



According to data from the 2011 Census:

- Total population: **236,882**
- Total number of carers: **20,363**
- % of carers in the population: **8.6%**
- Carers aged 16+ in employment: **53.2%**
- **1 in 7** people in any workplace will be a carer, **1 in 5** in health and care





There are an additional

**4.5 million**

unpaid carers in the UK since the coronavirus outbreak



**2.8 million**

more workers are juggling work and unpaid care since the coronavirus outbreak



The cover of the Carers Week 2020 Research Report. It features the Carers Week logo at the top left, followed by the title "Carers Week 2020 Research Report" in large blue text. Below the title is the subtitle "The rise in the number of unpaid carers during the coronavirus (COVID-19) outbreak". There are two circular photos: one of a woman in a purple uniform and another of a man and woman smiling. At the bottom left is the British Gas logo with the text "Headline supporter". At the bottom right is a circular graphic with the text "Making Caring Visible" inside a magnifying glass shape.



## Carers Week 2020 Research Report

The rise in the number of unpaid carers during the coronavirus (COVID-19) outbreak



5,047 survey respondents  
over 10 days in early April

Report released 23 April 2020

- Carers are providing more care
- Carers are spending more money
- Carers are worried about the future

70% 

of unpaid carers are providing  
more care due to the coronavirus  
outbreak

## Caring behind closed doors

Forgotten families in the  
coronavirus outbreak

April 2020





5,904 survey respondents  
over 17 days in September

Report released 20 October 2020

- 81% of carers are providing more care
- 78% are caring for someone whose support needs have increased
- 64% of carers have not had a break
- 64% have worse mental health

81% 

of carers are providing more care  
since the COVID-19 pandemic



carersuk.org

## Caring behind closed doors: six months on

The continued impact of the coronavirus (COVID-19) pandemic on unpaid carers

October 2020



## Impacts on work

48%  

Almost half of carers said affordable and accessible replacement care or access to quality day and support services would help them to stay in or to return to work

- 11% of carers reported that they had **reduced their hours**
- 9% had **given up work**
- **Services being closed or reduced** was the biggest factor

## Caring behind closed doors: six months on

The continued impact of the coronavirus (COVID-19) pandemic on unpaid carers

October 2020





## Employers for Carers: Carers UK's business forum

Informed by Business

Supported by the specialist knowledge of Carers UK

Over 220 members representing 3.5 m employees

- **Supports** employers to develop **carer friendly workplaces**
- **Promotes** the **business benefits** of supporting carers
- **Influences** employment **policy** and **practice**

## EfC umbrella membership



- Umbrella membership is designed for **local authorities** to reach and support working carers
  - In their **own workforce**
  - Through **health partners** in their locality, as employers and providers
  - Through **SMEs**
- Local authorities sign up as the key subscriber and then make EfC's resources available **free to health partners and SMEs**, offering added value at no cost



## EfC member benefits

- Access to **EfC Digital**
- Annual in-house 'lunch and learn' or **diagnostic sessions**
- Regular **networking events**
- Tailored **promotional materials** and **support** from the EfC team



## EfC member benefits

- E-bulletin, news updates and opportunity to be at the forefront of new research
- Discounted entry to EfC's **Carer Confident** benchmark
- Membership Plus package: **Digital Resource for Carers**



## EfC Digital: resources for HR and line managers



### Supporting carers at work makes business sense

1 in 7 in your workforce will be caring for someone who is older, disabled or seriously ill. In the current economic climate it is an important time to retain skilled workers rather than recruiting and retraining staff.

Supporting carers at work: the essentials  
Resources for employers & line managers



Facts & figures



Employer's guide



A manager's handbook

Essential guides for working carers



A carer's guide



Requesting flexible working

- Supporting carers at work: the essentials
- e-Learning
- The law
- Employer toolkits
- Good practice

- Policy library 
- Research 
- Help & advice for carers 

EfC latest news (Saesneg yn unig)

## E-Learning

### Staff induction



### For line managers



### Carer aware



## The law



Carers' legal rights have changed over recent years and it is important to ensure that you are complying with the law. This section highlights the key legislation affecting carers in employment and the issues of which employers should be aware.

[Read more..](#)



## Employer toolkits



Employers for Carers has developed a number of toolkits focusing on specific areas to help organisations manage different aspects of work and successfully support working carers.

[Read more..](#)

## Good practice



Many employers, such as the members of Employers for Carers, recognise the absolute benefits of employing people with caring responsibilities, for their business, their people and the wider society in which they work.

[Read more..](#)

# Digital Resource for Carers: resources for working carers



## Digital Resource for Carers

Having the right information at the right time can make a huge difference for you as a carer and the person you look after. Our resources are designed to bring you the support you need.

## Health & wellbeing



In this section, you will find resources to help support your own physical and emotional health and wellbeing alongside managing your caring responsibilities as well as information about supporting the health and wellbeing of the person you look after.

[Read more](#)

## Support for caring



This section includes a range of resources to support you as a carer including e-Learning resources, essential reading guides and factsheets.

[Read more](#)

## Technology & caring



There's a whole world of technology, equipment and home adaptations that could help make life easier and safer and could help someone live independently for longer or give you as a carer peace of mind when you can't be around.

[Read more](#)

## Financial planning



Caring for someone can be expensive so it is important to think and plan ahead both for your own finances but also for the finances of the person you look after. This section will help you think about financial planning and give you tools and information to get you started.

[Read more](#)

## Working & skills



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. This section provides advice and information for working carers as well as those who are thinking of leaving, returning to or entering employment.

[Read more](#)





## Key criteria

- **Preparation:** How are you enabling carers to identify and recognise themselves?
- **Policy and guidance:** How are you making your support for carers transparent?
- **Practical support:** What practical provisions and arrangements are available for carers?
- **Peer support:** How are you connecting and engaging carers?
- **Promoting support:** How are you communicating carer support?
















## Business benefits

- Improved **recruitment**
  - Attract a wide range of skills
- Improved **retention**
  - Keep skilled and experienced staff
- Improved **resilience**
  - When they are supported carers feel less stressed and report better wellbeing
- Improved **results**
  - Better engagement and improved productivity



 <b>Financial support</b>	 <b>Practical support</b>	 <b>Health</b>
 <b>Work &amp; career</b>	 <b>Your relationships</b>	 <b>Technology and equipment</b>
 <b>Get support</b>	 <b>Get resources</b>	 <b>Contact us</b>
 <b>Supporting you to take a break</b>	 <b>Coronavirus (COVID-19)</b>	

## Upfront

New to caring? Our [Upfront guide](#) will take you straight to the information you need to know.

 carersUK

### Looking after someone

Information and support for carers



Find out what financial and practical support is available in our essential guide.

**LOOKING AFTER SOMEONE**

## Contact:

[www.employersforcarers.org](http://www.employersforcarers.org)  
[client.services@carersuk.org](mailto:client.services@carersuk.org)

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