

The Carer's Leave Act 2023: Six months on

Employer survey report

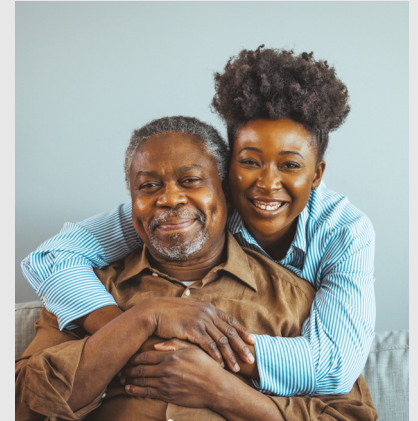


About us

As the UK's only national membership charity for carers, Carers UK is both a supportive community and a movement for change.

At some point in our lives every one of us will be involved in looking after an older, ill or disabled relative, partner or friend. Over 5.8 million people in the UK are caring now but while caring is part and parcel of life, without the right support the personal costs can be high. Carers UK supports carers, provides information and advice about caring, delivers training and consultancy services and campaigns to make life better for carers.

To find out more visit carersuk.org



Employers for Carers is an innovative and growing service for employers.

Informed by business and supported by the specialist knowledge of Carers UK, its key purpose is to provide practical, 'hands-on' help to employers to support the carers in their workforce.

Launched in 2009 as an employers' membership forum, Employers for Carers (EfC) now has over 230 member organisations representing around 2.9 million employees across the public, private and not for profit sectors. Member services include a dedicated web platform with a range of practical resources including e-learning, toolkits, model policies and case studies, access to expert training and consultancy and employer networking events. EfC's UK-wide employer benchmarking scheme, Carer Confident, launched in 2019, now has over 80 accredited employers who are building a supportive and inclusive workplace for staff who are or will become carers.

To find out more visit employersforcarers.org



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Foreword

from Helen Walker



“ The implementation of the Carer's Leave Act 2023 in April 2024 was a huge step forward for millions of employees who are juggling work with unpaid caring responsibilities, recognising the vital importance of their caring role and empowering them to ask for support in the workplace, not only for statutory unpaid carer's leave, but for other means of support.

“Juggling work with caring responsibilities isn't easy and without the right support, this can take its toll. Too many skilled and valued workers are leaving employment due to the stress of balancing work and unpaid care.

“A growing number of employers across England, Scotland and Wales have recognised this and have gone above and beyond the Act, either offering more unpaid days than the statutory right to five days, or enhancing their leave to be paid.

“As a charity, Carers UK is looking to the future and encouraging the Government to build on the Act by introducing a statutory right to paid carer's leave. We hope that many more employers will be inspired by those who have already enhanced carer's leave and follow suit, to ensure that valuable staff are retained and remain in the workforce.”

Helen Walker

Chief Executive, Carers UK

Introduction

Carers UK has been campaigning for a statutory right to carer's leave for over 30 years, which is why when the Carer's Leave Bill passed in Parliament and became law on 6 April 2024, it was a significant breakthrough for the legal rights of working carers.



For the 1 in 7 people who are juggling work and unpaid care in the UK,¹ it meant a new right which aims to support them to remain in the workforce and therefore maintain their livelihoods.

The Carer's Leave Act 2023 provides up to one week's unpaid leave per year for employees in England, Scotland and Wales who are providing or arranging care for a relative or dependant with a long-term care need.

A dependant has a long-term care need if they have an illness or injury (whether physical or mental) that requires, or is likely to require, care for more than three months, a disability (as covered by the Equality Act 2010) or they require care for a reason connected with old age.

The right to unpaid carer's leave is available from the first day of employment and allows employees to take the leave flexibly for planned and foreseen caring commitments. It offers the same employment protections to employees taking this leave as those that are associated with other forms of family related leave, meaning they will be protected from dismissal or any detriment on account of having taken time off.

For this research, we chose to investigate how organisations have implemented the Carer's Leave Act 2023 in the six months since its introduction.

Specifically, we cover whether organisations have implemented any additional elements to their carer's leave policy, how they promoted and communicated the Act to their employees, the impact that the Act has had on other forms of carer support and if organisations are capturing and measuring carer data.

We covered all of these areas because we know that having a carer's leave policy in place often isn't enough to support carers on its own. The evidence shows that there needs to be clear, transparent communication, an awareness of carers and caring issues as well as other forms of practical support in place to ensure carers can better juggle their work and caring responsibilities.

We recognise that conducting this survey in October 2024, exactly six months after the introduction of the Act, may mean that for some organisations it is too soon to see an impact as they are continuing to put procedures in place. However, we wanted to capture an initial picture of how different

¹ Carers UK (2019) Juggling work and care. <https://www.carersuk.org/media/no2lwyl/juggling-work-and-unpaid-care-report-final-web.pdf>

organisations have engaged with the new legislation, their thoughts and views and how it can be built on for the future.

Although the Act is a positive step in the right direction, the unpaid nature of the legislation is problematic and presents a barrier to many carers being able to utilise it – for example, employees with low incomes often cannot afford to take unpaid carer's leave from work.

That is why the report Carers UK published in August 2024, *Taking the next step for working carers – introducing a new right to paid carer's leave*,² called on the Government to build on the Carer's Leave Act 2023 by introducing a statutory right to paid carer's leave.

The report highlighted that if paid carer's leave was introduced, more unpaid carers would be able to juggle work and care and it would result in even greater benefits not only for carers but also for communities, employers and the economy, at very little cost. For example, Centrica, by introducing carer-friendly policies, has estimated savings of around £1.8 million per annum in terms of preventing unplanned absences and presenteeism, and a further £1.3 million in retention savings. Set against this, Carers UK's modelling suggests that introducing a statutory right to paid carer's leave would cost HM Treasury no more than £32 million per annum.

On the other side of the coin are carers themselves, those who are directly affected by the policies and provisions that are put in place by their employer. Carers UK released research in October 2024 from the State of Caring 2024 survey³ about the impact of caring on employment. This found that 78% of carers who are employees would like paid carer's leave and that 56% of carers who are employees couldn't afford to take unpaid carer's leave.

The report also brought to light the wider impact of not having effective policies and procedures in place to support employees with their caring responsibilities; 44% of carers in employment said that they had to reduce their working hours to care and 40% of carers responding to the survey had given up work altogether to care.



We hope that this report can build on existing evidence as to why introducing statutory paid carer's leave makes good business sense and subsequently provides a positive impact on employees who are currently caring or may become carers in the future.

A total of 164 employers from across England, Scotland and Wales responded to our survey. As all employers have not completed every question, some results are based on fewer than 164 responses.

The survey was promoted to [Employers for Carers](#) members, [Carer Positive](#) employers, [Carers UK affiliate](#) members, as well as other organisations across England, Scotland and Wales via direct emails. The survey was also promoted via LinkedIn, the Employers for Carers monthly e-newsletter and through trade press.

Thank you to all the employers who took part in this research.

² Carers UK (2024) Taking the next step for working carers – a new right to paid Carer's Leave. <https://www.carersuk.org/media/bgbfk3fk/carers-uk-taking-the-next-step-for-working-carers-introducing-a-new-right-to-paid-carer-s-leave-august-2024.pdf>

³ State of Caring 2024, The impact of caring on employment, Carers UK. <https://www.carersuk.org/media/qlsly1mc/state-of-caring-employment-web-2024.pdf>

Executive summary



Implementation of the Carer's Leave Act 2023

- The Carer's Leave Act 2023 led to a significant increase in the percentage of employers who have a specific dedicated carer's leave policy in place. After the Carer's Leave Act 2023 was introduced, 51% of organisations have implemented a specific dedicated carer's leave policy, compared to 23% of organisations before the Act.
- 44% of organisations have some form of paid carer's leave available (between one and ten days) and, out of those organisations, just over a quarter (27%) have introduced this paid carer's leave for the first time since the introduction of the Act.
- Organisations told us what had prompted them to enhance the statutory requirement for carer's leave:

“ Carers are at the heart of what we do, and we wanted that to reflect in our approach to supporting our employees who are carers.”

“ We, as an organisation, feel that staff should not be penalised for looking after loved ones in times of need.”

- Interestingly, of the organisations who said they had some form of paid carer's leave in place (between one and ten days) before the Carer's Leave Act 2023, 15% no longer have this in place, either reducing their offer to the statutory leave provision or are still in the process of implementing the Act.
- 88% of responding organisations said that they had not experienced any challenges with the implementation of the Act. Of those who mentioned that they had experienced a challenge, there were several comments about the unpaid element of the Act being a barrier to accessing carer's leave.

Impact on carer support

- 37% of responding organisations thought that the Act had increased the understanding and awareness of unpaid carers in the workplace. However, 25% thought it had not increased awareness and understanding, and 39% said that they were unsure.
- After the implementation of the Act, 23% of organisations saw an increased uptake of their carers network/support group showing the key role this provision has for carers coming forward and accessing support. In addition, 21% of organisations saw an increase in carers coming forward to access carer's leave.
- However, 56% of organisations said they had not seen an increase in carers coming forward for different types of support.



Promotion of the Carer's Leave Act 2023

- 73% of organisations communicated the introduction of the Act to their employees. The most common means of communication were the staff intranet (54%), emails (53%), and staff e-bulletins (46%).
- We asked whether organisations had specifically raised awareness or provided training to managers about the Act and 76% said they had not done this.
- However, 56% of organisations have taken steps to raise awareness of caring more widely after the implementation of the Act, including using their staff network groups, their staff intranet and webinars.

Capturing and measuring carer data

- 51% of organisations currently monitor how many of their employees are carers. Of those organisations, the most common proportion of carers in the workplace was between 6–10%.
- 65% of responding organisations said that they capture how many employees use their carer's leave entitlement.
- Of those organisations who are capturing carer's leave uptake, the average proportion of employees who have used carer's leave since the Act was implemented was 3%. Just under half of organisations (49%) who responded said that no carer's leave had been used since the Act came into place.
- Organisations are also capturing usage of other forms of carer support, including flexible working arrangements (66%), uptake of wellbeing sessions (35%) and carers network/support group uptake (30%).
- 67% of organisations are not monitoring the impact that carer's leave has on their business (ie staff retention, impact on staff turnover and recruitment), 13% said that they are doing this and 20% were unsure whether their organisation is monitoring this data.
- Likewise, 61% of organisations are not monitoring the financial costs and benefits of their carer's leave provision. However, 7% said that they were currently doing this and 17% said that they are planning to do this.



Recommendations

Employers should:

- Consider going above and beyond the statutory provisions of the Carer's Leave Act 2023 and implement paid carer's leave. A specific dedicated carer's leave policy or a wider carer's policy which covers all available support for carers in the workplace can also be hugely beneficial to encourage carers to come forward for support.
- Track how many employees in their organisation have unpaid caring responsibilities, either through an internal HR self-identification system or via a staff survey. A staff survey also provides an opportunity for employees to tell their employer about the policies and practices that they would like to have in place to best support carers. Staff surveys can also serve as a baseline to monitor carer trends within an organisation.
- Track usage of carer's leave and flexible working arrangements, as this will indicate whether there needs to be more promotion and awareness of policies and provisions.
- Provide thorough and informative training and awareness specifically to managers to ensure that they have knowledge about carers, carers' rights in the workplace and wider caring issues. This will allow managers to signpost and support their employees in more effective ways.
- Continue to promote awareness of carers and caring issues in the workplace, in addition to the promotion of policies such as a carer's leave policy or flexible working policy.
- Introduce or build upon an existing carers network or support group, either virtual or in person, where carers can benefit from peer-to-peer support and share experiences and insight. These networks can be used to gather feedback on where areas could be improved upon in the organisation to retain working carers.

The UK Government should:

- Introduce a statutory right to paid carer's leave before the end of this Parliament.
- Encourage more organisations to become part of the Employers for Carers and Employers for Carers Wales membership forums, where the specialist knowledge of Carers UK helps employers support carers, retain talented employees and ensure that working carers have equal opportunities in the workplace.
- Encourage more organisations to become Carer Confident by undertaking our Employers for Carers benchmarking scheme. Encourage employers in Scotland to engage with the Carer Positive employer recognition scheme which is sponsored by the Scottish Government and operated by Carers Scotland.

Detailed findings



Implementation of the Carer's Leave Act 2023

For us to understand how organisations have implemented the Carer's Leave Act 2023 we asked them what they had in place before and after the Act came into force in April 2024.

Before the introduction of the Carer's Leave Act 2023, 23% of organisations had a specific dedicated carer's leave policy, 53% said that their carer's leave policy sat within other policies such as a special leave or compassionate leave policy, 6% didn't have carer's leave in place and 17% said that they only offered leave for carers through the Right to Time off in Emergencies.

In contrast, since the introduction of the Act, 51% of organisations have implemented a specific dedicated carer's leave policy. This was a significant increase,

showing a clear shift in the way that organisations have presented their leave provision, which may be a choice driven by the need for greater transparency and easier access for carers. To support this, we found that 26% of organisations who have a specific dedicated carer's leave policy in place reported an increase in carers coming forward to access carer's leave, compared with 18% of organisations whose carer's leave policy sits within other policies.

Additionally, since the introduction of the Act, we saw a reduction to 43% for organisations who have their carer's leave policy sitting within other policies, 4% of organisations were still in the process of implementing the Act, and 1% were unsure of what their organisation has in place.

We also asked organisations to tell us how much carer's leave they provided before and after the Act. 44% of organisations have some form of paid carer's leave currently in place (between one and ten days) and just over a quarter (27%) of these organisations have introduced this paid carer's leave for the first time since the introduction of the Act, with the majority implementing five days paid carer's leave.

Organisations who answered that they currently provide paid carer's leave were asked what prompted them to enhance the statutory requirement for carer's leave. Several organisations mentioned that they already had paid carer's leave in place and had maintained this since the Act was introduced.

“ This was added prior to the legislation coming into place as we know the importance of supporting carers in the workplace and the benefit received in terms of retention.”

Other organisations focused on their employees' wellbeing and being a caring and people-orientated employer, by ensuring that their policies help reduce stress and burnout.

“ We identified a need for paid carers leave through an organisational survey and from feedback from carers in our organisation.”

“ The number of days required to be provided is very small therefore it would cost more to reduce pay for five days and administer it than to provide these five days on a paid basis. We already provided five days for personal leave so this change did not make much difference anyway.”



Worryingly, of the organisations who said they had some form of paid carer's leave (between one and ten days) before the Carer's Leave Act 2023, 15% no longer have this in place, either reducing their offer to the statutory leave provision or still being in the process of implementing the Act. For the employees in these organisations, this could ultimately have a detrimental impact on their ability to continue to juggle work and care.

88% of organisations said that they had not experienced any challenges with the implementation of the Act. Of those who mentioned that they had experienced a challenge, half raised the unpaid element of the Act and the difficulties that this caused.

“ Limited take up as our offer is unpaid.”

“ Only challenges from colleagues is the fact it is unpaid.”

Organisations were asked what other forms of support their organisation has in place for carers:

- 96% have flexible working arrangements.
- 50% have a carers network/support group in place.
- 27% have a wider carers policy.
- 22% have a carer passport in place.

Impact on carer support

We asked organisations whether they thought that the Act has increased the understanding and awareness of unpaid carers in the workplace, 37% said yes, 25% said no, and 39% said they were unsure.

Due to the subjective nature of this question, we can understand why many organisations were unsure about whether the Act had increased understanding and awareness of carers. However, a number of the organisations who responded 'yes' provided further information about why this might be the case. They felt that the Act had helped to raise awareness of the challenges that carers face, that anyone can become a carer at any time, and that people quite often didn't consider themselves as carers despite having significant caring responsibilities. Therefore, the Carer's Leave Act 2023 has allowed carers to define themselves and has provided some clarity on their responsibilities.

We also asked organisations to tell us if there had been an increase in common types of support for working carers since the legislation was introduced. 23% of respondents said they had seen an increased uptake of their carers network/support group demonstrating the key role that these have for carers

coming forward and accessing support and shows a positive cultural impact. 21% of organisations reported an increase in employees coming forward to access carer's leave, 18% for flexible working arrangements, 6% for wider leave provisions and 5% for carer passports. However, 56% of organisations said that they had not seen an increase in carers coming forward for different types of support. This may be a result of organisations already having these types of support in place before the Carer's Leave Act 2023 or that it is too soon to see a notable change in the uptake of support.

An open-ended question to conclude this section asked if organisations would like to add anything further about the impact that the Act has had on their carer support:

“ The statutory change highlights the importance of the carers role, and this has positively promoted their responsibilities and gained recognition in the workplace.”

“ We probably haven't seen an increase as it is unpaid, and staff are already experiencing financial challenges with cost of living rises etc.”



Promotion of the Carer's Leave Act 2023

73% of organisations communicated the introduction of the Act to their employees. The most common means of communication were the staff intranet (54%), email (53%), and staff e-bulletin (46%). Recent research from Carers UK⁴ suggests that 34% of carers who are employees are not aware of the Carer's Leave Act 2023, highlighting the importance of regular organisational communications to employees.

We asked whether organisations had specifically raised awareness or provided training to managers about the Act. Three quarters (76%) said that they have not done this. This result was surprisingly high and disappointing to see, considering the vital role that managers play in providing information and support to their employees. Line managers are usually the first port of call for an employee and for a carer, managers are a gateway to receiving the right support. Employers should not only ensure managers are well-equipped with basic information about statutory rights for carers but work hard to implement consistency across managers within the organisation, making certain that staff experiences are well balanced.

More positively, 24% of organisations said that they had taken steps to make managers aware of the Carer's Leave Act 2023 and had provided training to them, noting that they have done this through Employers for Carers lunch and learn sessions, specific courses and manager sessions, communications such as e-bulletins and manager briefings, and finally creating awareness via drop-in and Q&A sessions.

“ We met with our line managers to discuss changes to the policy, and reasons for it, our procedures and to give an opportunity for questions.”

“ Line Manager Carer Awareness sessions which flag the support offered to carers.”

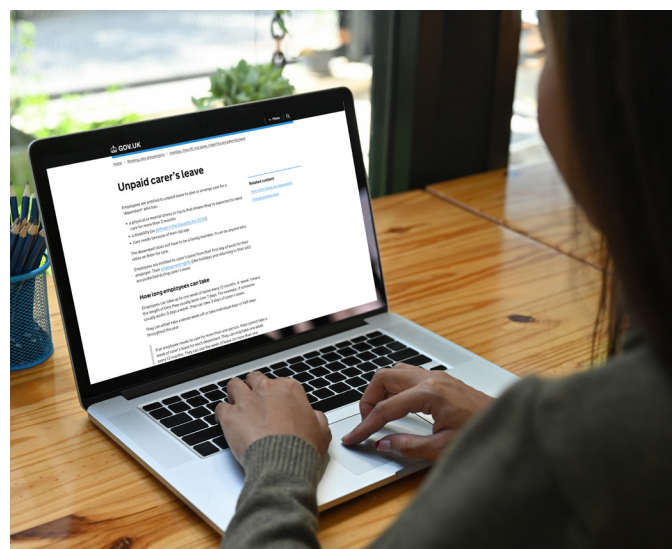
We were interested to know if organisations have used the Carer's Leave Act 2023 to raise awareness of caring more widely. 56% of organisations said that they have done this, 40% had not and 5% were unsure. Of those who said that they had, they have

used staff network groups, their intranet, webinars, e-bulletins and carer awareness days such as Carers Week and Carers Rights Day to raise awareness more widely.

“ We regularly promote initiatives such as Carers Week, taking the opportunity to link to existing relevant employment policies.”

“ We run regular articles in our staff newsletter featuring carers and reminding colleagues to self-identify. We also promote the Carers Network on our webpages and run events for carers that we promote to all staff.”

From our experience of working with organisations within the Employers for Carers membership forum, we have found that one-off communication about specific statutory rights alone does not often translate to carers accessing support. It is good practice to regularly communicate and ‘drip feed’ information to carers that includes general awareness, sharing stories from employees, practical support available, as well as the policies that carers can make use of. The carer population is a dynamic group, every year around 1.9 million people in employment become carers, the equivalent of 5,300 a day.⁵ People will therefore move in and out of caring at any time, meaning that communication will need to continue to reach those who are new to caring and at the start of their journey.



⁴ State of Caring 2024, The impact of caring on employment, Carers UK

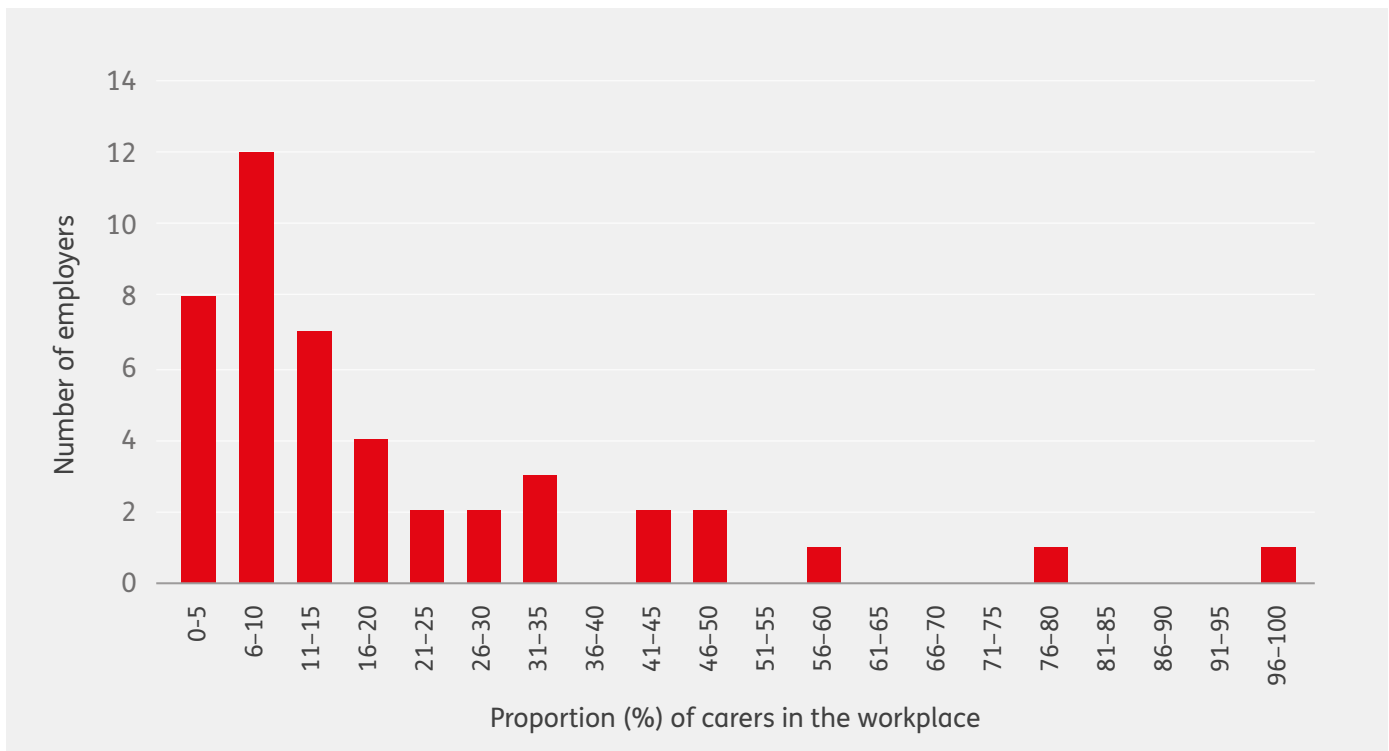
⁵ Petrillo, M., Bennett, M.R., and Pryce, G. (2022) Cycles of caring: transitions in and out of unpaid care. London: Carers UK. Link: <https://www.carersuk.org/media/bgolg5u2/cuk-carers-rights-day-research-report-2022-web.pdf>

Capturing and measuring data

51% of organisations said that they monitor how many of their employees are carers and of those organisations, the most common proportion of carers in the workplace was between 6–10%. This reflects the recent ONS Census 2021 in England, Scotland and Wales which found that there are 2.7 million carers in employment (excluding full-time students): 9% of the workforce.⁶

However, while this is a high proportion of the workforce, we think that the number could be higher due to employees not coming forward to declare themselves as carers.

Table one: Proportion of carers in the workplace



Those organisations who monitor how many carers are in their workforce were asked to tell us how they use this data. Two key themes arising from their responses included using the data to understand the needs, experiences and unseen challenges for carers in the workplace, and to inform decisions for policies and initiatives targeted specifically for carers. Organisations seem keen to monitor certain trends within their organisation, looking at staff experience and converting this to tailored, fit for purpose, support.

A final interesting result that came from this question was several mentions about data being used to inform wider Diversity and Inclusion strategies, focusing on inclusivity and employee lifecycles.



⁶ <https://www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/socialcare/articles/unpaidcarebyagesexanddeprivationenglandandwales/census2021>

This could suggest that some organisations may be starting to treat caring like a protected characteristic and to recognise that caring is now a normal part of an employee's journey.

“ We will use this data to see if the network membership reflects the same numbers and to review our employee lifecycle stages to ensure carers are treated fairly in our processes.”

“ It will inform wider DEI and People Strategy and action planning to improve policies and how we do things.”

When organisations were asked whether they capture how many employees are using their carer's leave entitlement, 65% said that they were doing this, 14% said that they were not, 15% said that they were planning to do this in the future, and 6% were unsure whether their organisation was currently capturing this data.

Of the organisations that are capturing uptake of carer's leave, the average proportion of employees using carer's leave was 3% and just under half of organisations (49%) who responded said that no carer's leave had been used since the Carer's Leave Act 2023 had been in place.

Although these results appear low, there may be some contributing factors. The question was specifically asking the proportion of employees using carer's leave since the beginning of the Act in April 2024, this only allowed six months to capture this data which is likely to have resulted in lower usage. In addition, as we have mentioned previously in this report, some employees can find it financially difficult to take unpaid carer's leave, or it may be that employees are still unaware that carer's leave at their organisation is available.

Organisations told us that they are also capturing other carer support usage, including flexible working arrangements (66%), wellbeing sessions uptake (35%) and carers network/support group uptake (30%). Monitoring these provisions can not only be helpful to capture how your employees are accessing types of support but also to measure the effectiveness of support over time and capture gaps for improvement.



67% of organisations are not monitoring the impact that carer's leave has on their business (ie retention of staff, impact of staff turnover, impact on recruitment), 13% said that they are, and 20% were unsure whether their organisation was monitoring this. If they answered 'yes' to this question, we asked what impact they had seen:

“ The impact is positive, with high levels of staff retention.”

“ Staff retention has been better due to the fact that we understand what carers need to be able to fulfil both responsibilities.”

Finally, 61% of organisations told us that they are not currently monitoring the financial costs and benefits of their carer's leave provision. However, 7% said that they were currently doing this, 17% said that they are planning to do this, and 15% were unsure whether this was being carried out.

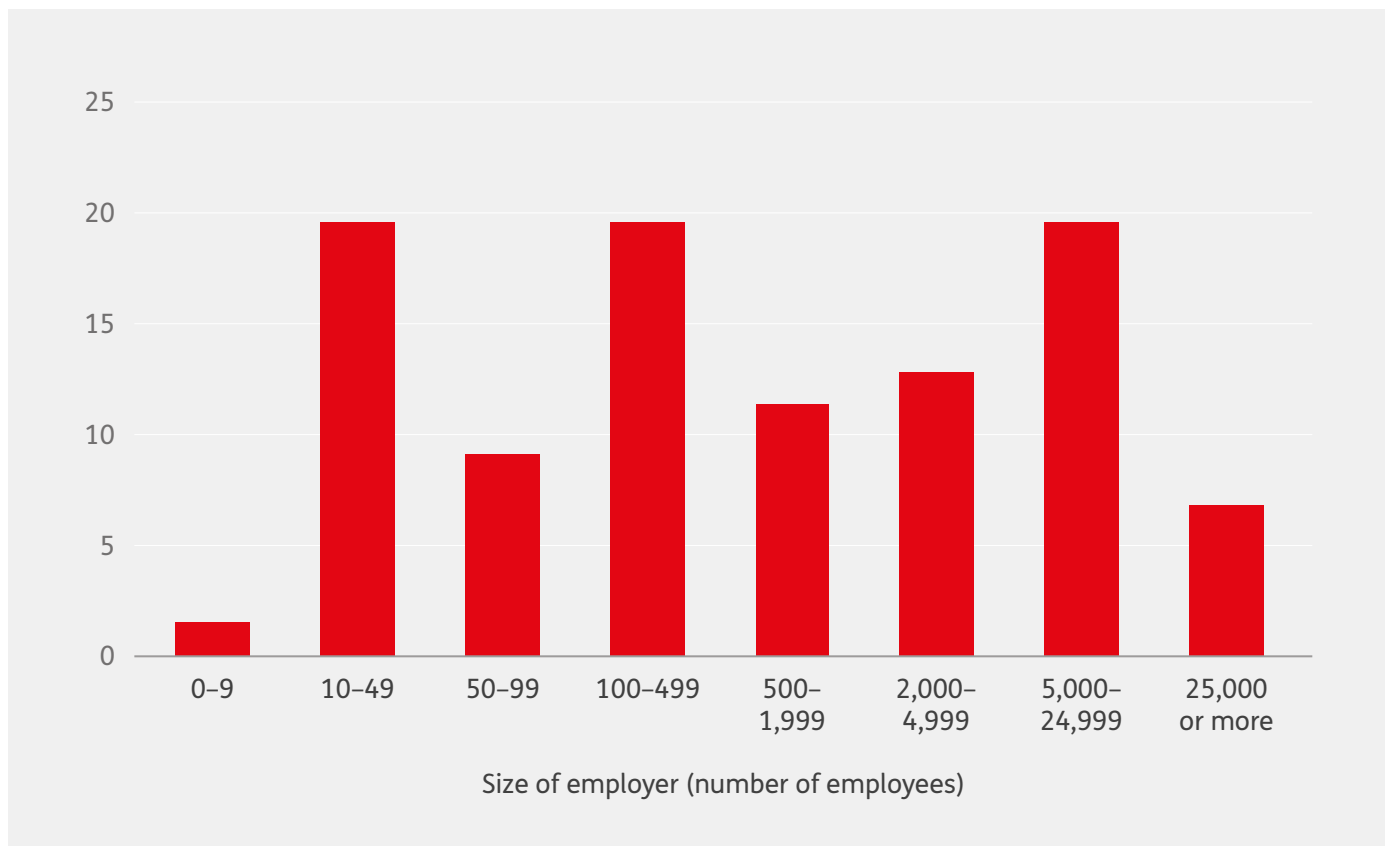
These statistics, looking at staff retention, impact of staff turnover and financial costs and benefits, reflect how difficult it can be to regularly monitor and quantify the benefits of supporting carers in the workplace. Employers may choose to capture data for their organisation as a whole or on an individual employee basis. Meeting carers' support needs in the workplace is critical not only for individuals' own personal wellbeing but also for their ability to combine work with caring healthily and productively. Furthermore, given that in any workplace a significant proportion of employees will be juggling work and care, there is also potentially a wider impact on the health and productivity of the organisation as a whole.

Employer demographics

Organisations were asked how many employees they currently have in their organisation. The most common answers were 10–49 employees, 100–499 employees and 5,000–24,999 employees representing just under 20%. The other ranges were spread relatively equally with the lowest number of responding organisations employing 1–9 employees.



Table two: Percentage of responding organisations by size of employer (number of employees)



Regarding the type of organisations who completed the survey, 39% are in the private sector, 35% are in the public sector and 27% are not for profit organisations.

We asked organisations to tell us which sector they are in with the most common answers being charity and voluntary work (16%), healthcare (16%) and public services and administration (13%).

Table three: Percentage of responding organisations by size of employer (number of employees)

Job sector	% of carers who responded
Charity and voluntary work	15.9%
Healthcare	15.9%
Public services and administration	12.7%
Engineering and manufacturing	7.1%
Law	7.1%
Training and education	7.1%
Social care	5.6%
Accountancy, banking and finance	4.8%
Energy and utilities	4.8%
Retail and consumer goods	4.0%
Information and technology	2.4%
Transport and logistics	2.4%
Creative arts and design	1.6%
Leisure, sport and tourism	1.6%
Marketing, advertising and PR	1.6%
Property and construction	1.6%
Business, consulting and management	0.8%
Hospitality and events management	0.8%
Law enforcement and security	0.8%
Recruitment and HR	0.8%
Science and pharmaceuticals	0.8%

As the Carer's Leave Act 2023 is only applicable for employees in England, Scotland and Wales, the survey was only distributed to employers in these nations. Three quarters (75%) of organisations have their head office in England, 18% in Scotland and 5% in Wales.

We followed with a question about where their employees are based. 79% of organisations had employees based in England, 40% of organisations had employees in Scotland, 24% in Wales and finally 9% in Northern Ireland. Of those organisations who have employees based in Northern Ireland, 92% of organisations said that they have implemented the equivalent provisions of the Carer's Leave Act 2023 across Northern Ireland to match England, Scotland and Wales.

Conclusion

From the results of this research, it is evident that employers are taking their support for carers increasingly seriously, understanding the pressures carers can experience when juggling work and care.

It is encouraging to see the number of employers introducing paid carer's leave for the first time since the Carer's Leave Act 2023 came into force and we hope that other employers choose to follow suit. Alongside this, as highlighted in our recommendations, we would like to see the Government build on the current legislation and implement a statutory right to paid carer's leave.

Due to the dynamic nature of the caring population, it is vital to future proof policies and procedures and promote these so that when employees do become carers, they know that support is available.

The message here is that to create a culture within your organisation where carers feel supported, it is imperative to find out who the carers are in your organisation, understand their views and thoughts and include carers in decisions to do with relevant policies.

At the very least, supporting carers and implementing robust policies makes good business sense. Indeed, by doing so, organisations will be better able to retain valuable and skilled workers, save money through recruitment and retention and improve the wellbeing of their employees who are or may become carers. Our experience of working with carer-friendly employers is that often businesses will be rewarded in the long run by employees who feel supported and taken care of in a time of need.





Carers UK runs Employers for Carers, providing practical advice and resources to help employers support carers in their workforce.
[linkedin.com/showcase/efc-employers-for-carers](https://www.linkedin.com/showcase/efc-employers-for-carers)



Across the UK today 5.8 million people are carers – supporting a loved one who is older, disabled or seriously ill.

Carers UK is here to listen, to give carers expert information and tailored advice. We champion the rights of carers and support them in finding new ways to manage at home, at work, or in their community.

We're here to make life better for carers.

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