

NOTE TO EMPLOYERS: Please thoroughly read this template document and amend as appropriate to make it suitable for your organisation, including to meet any legal, regulatory and/or contractual requirements to which you are subject. The wording contained in this policy and the associated passport is included as a suggestion only, and Legal & General accepts no responsibility nor liability for any policy adopted by you based on this template. You may, for example, choose to add a period of paid carers leave or you may only be able to offer some of the options under “Policy Commitments”. You may also wish to add in links to additional documentation provided by your organisation.

If you would like a copy of this template provided as a **Word document**, please contact the L&G Care Service team at careservice.team@landg.com

Working carers policy

[Name of organisation] recognise the many challenges that working carers face and understand the need to have in place policies that ensure carers can enter and remain in employment. Being a carer can be incredibly rewarding but we also acknowledge the physical, mental and financial stress this can bring to employees and the impact this can have on their overall wellbeing. We hope that our policy for working carers will clarify your rights and help you to feel better supported.

1. Purpose and Scope

The purpose of this policy is to:

- set out the support [organisation name] will offer to our employees who have a caring responsibility, in order to help them balance their working and caring commitments, and continue to be effective in their job;
- help us recruit and retain employees with caring responsibilities.

2. Defining a Carer

The NHS define a carer as “anyone, including children and adults who looks after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without their support. The care they give is unpaid.”

When we think about a carer, we often think about providing ‘personal care’ such as bathing or dressing. However, there are many different ways to support someone, such as:

- Picking up shopping
- Help with cleaning
- Accompanying a loved one to appointments
- Collecting prescriptions
- Making up the bed
- Providing emotional support

Employers cannot treat carers less favourably than other people who do not have caring responsibilities. The Equality Act 2010 protects a person who experiences discrimination because

they are associated with someone who has a disability. The Act also allows reasonable adjustments to be requested for caring responsibilities, and other legislation provides the right to a 'reasonable' amount of unpaid time off work for unplanned caring responsibilities. We will cover more about your right to leave as a carer later in this document.

3. Our Carers Policy

As a responsible employer, it is our policy that:

- No working carer will be unfairly discriminated against because they have made such a request for support
- All such requests will be managed confidentially
- Managers will give fair and considerate thought to requests for support from those who have caring responsibilities
- Employees who require support will be given guidance on the support available to them.
- We will treat all employees fairly and consistently, while taking into account the individual needs of each particular situation
- We, as your employer, will promote a culture that is supportive of working carers

To best support our working carers, we will seek to put in place:

- Flexible working [\[link to separate policy if applicable\]](#)
- Access to specialist information and advice for our employees [\[link to policy/benefit if applicable\]](#)
- If you are the parent of a child under 18 who is critically ill and therefore defined as 'disabled', you will be entitled to take parental leave [\[link separate policy if applicable\]](#)
- Special leave options [\[link to separate policies if applicable\]](#) such as compassionate leave , carers leave, unpaid extended leave
- Training for line managers so that they can better identify and support the working carers they are responsible for
- Confidential support from our Employee Assistance Programme (which may include counselling as well as practical information and advice) [\[link to EAP or delete\]](#)
- Information about external self help and support groups
- Internal forums and peer to peer support [\[link or delete\]](#)
- A 'carers passport' to help you more effectively communicate your support needs with your line manager [\[link or delete\]](#)

To the extent that our resources allow, provision of temporary staff cover where there is a lengthy absence due to caring responsibilities.

4. Responsibilities

a. Employees

Talk to your manager or HR contact if you're caring for someone and need any support. If you wish to apply for flexible working, the details are given within our flexible working policy [\[delete if not applicable/insert where to find information on](#)

flexible working. If you are the parent of a child under 18 who is critically ill and therefore defined as 'disabled', you may wish to apply for Parental Leave [\[link to policy\]](#). Your line manager and HR will then discuss the support options available with you. Together you should explore and agree what is possible and suitable.

b. Line managers

Line managers should be familiar with all of the policies, frameworks and guidance for supporting workplace carers covered in this policy. Managers are also expected to help promote a culture across [Organisation Name] that is supportive of working carers.

c. Human Resources

HR will provide advice about supporting carers to line managers and employees. It is also HR's responsibility to process requests for carers' leave ensuring that pay records are amended accordingly. HR are expected to review this policy frequently to ensure it is being applied fairly and consistently across the organisation

d. Colleagues / Co-workers

As part of building a caring culture, colleagues and co-workers should look to support colleagues who are working carers and have greater awareness on the stresses that being a carer can have.

5. Frequently Asked Questions

Q. My partner has had a significant operation and will require care during the recovery period. I would like to reduce my hours to provide this care, can I use carers' leave?

A. Yes, you can use carers leave to provide care to a partner who is seriously ill or recovering from a significant operation.

Q. I care for an elderly neighbour. They are not a relative. Am I still entitled to apply for carers leave?

A. Yes, we recognise that people care for a variety of individuals, including friends, neighbours and relatives, not just immediate family members.

Q. Can my manager postpone the period of leave?

A. Yes, if the department would be disrupted, but they will need to discuss this with you and try to agree to an alternative date.

Q. Would it affect my benefits if I take unpaid carers leave?

A. As carers' leave is unpaid, it may be possible for you to claim benefits or tax credits during leave. However, your personal circumstances may affect this, and you should therefore contact the Department for Work and Pensions for further information.

If you need assistance with understanding this policy or require it in another format, please contact your line manager in the first instance.