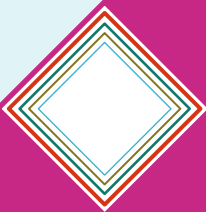




EQUALITY, DIVERSITY & INCLUSION

SUPPORTING EMPLOYEES WHO ARE CARERS



FOREWORD

Carers play a crucial and often overlooked role in society, regularly making great personal sacrifices to support partners, family members or friends who find themselves in challenging circumstances.

We recognise that carers are vital to our community and value the contribution they make to society and to those they care for.

The dedication and commitment of carers is crucial to the lives of so many people in communities across our great city and we are grateful for the very real difference they make to people's lives on a daily basis.

Many people who are carers do not see themselves as such because first and foremost they are husbands, wives, partners, parents, grandparents, siblings or friends. Yet caring for someone can be a very demanding role.

We recognise that carers themselves may require support at different times. That is why we will do everything we can to support employees who are carers, with a range of policies, procedures and guidance in place to help employees balance life both within and outside of work.

Supporting carers is a key priority at a local and national level.

There are almost 700,000 carers in Scotland and around 67,000 carers in Glasgow. The Council recognises that carers play a critical role in the provision of care in the community and are acknowledged and supported as key partners in the delivery of health and social care.

Over 250,000 people in Scotland combine work and care. As the population ages, increasing numbers of employees will balance work with caring responsibilities. This guidance has been developed to bring together all relevant information that employees with caring responsibilities and their managers need to know.



**EQUALITY, DIVERSITY &
INCLUSION**

OUR COMMITMENT

In line with our [Equal Opportunities Policy](#) and [Employment Equality, Diversity & Inclusion Strategy 2023-2025](#), we want to recognise everybody's worth and make sure equality across all areas. We want to respect others and be a sensitive and understanding employer.

We are committed to providing support to employees who have caring responsibilities and are a [Carer Positive](#) accredited employer.

You may or may not define yourself as a carer or want to disclose that you have caring responsibilities, or you may simply choose to make your manager aware. Whatever you decide, we want to make you aware of the range of support available to you and how you can access them.

You can also visit our dedicated information page on Connect under [Carers Employee Support Network](#)

DEFINITION OF A CARER

A carer is someone who provides unpaid care by looking after an ill, frail or disabled family member, friend or partner.

Each carer's' experience is unique to their own circumstances. The causes of someone taking on caring responsibilities are varied but can include serious physical illness, mental health problems, dementia, addiction and learning difficulties.

The variety of tasks that a carer fulfils is also diverse and can include:

1 PRACTICAL HOUSEHOLD TASKS such as cooking, cleaning, washing up, ironing, paying bills and financial management.	2 PERSONAL CARE such as bathing, dressing, lifting, administering medication and collecting prescriptions.	3 EMOTIONAL SUPPORT such as listening, offering advice and friendship.
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Three out of five of us will become carers at some stage in our lives and 1 in 10 of us is already fulfilling some sort of caring role.

CARING AND THE EQUALITY ACT 2010

If you are caring for someone who is elderly or disabled, the Equality Act 2010 protects you from direct discrimination (being treated less favourably than someone else) or harassment because of your caring responsibilities. This is because you are counted as being 'associated' with someone who is protected by law because of their age or disability (age and disability are two of the nine 'protected characteristics' under the Equality Act). You can read our discrimination and protected characteristics factsheets for more information.

EXECUTIVE SUMMARY

BALANCING WORK AND CARING RESPONSIBILITIES

Caring for family and friends is a natural part of all of our lives. You may find yourself with caring responsibilities overnight or they may develop over time.

We understand that caring for someone else can sometimes be emotionally and physically demanding and that, often, you put the needs of the person you look after before your own. Balancing work and caring responsibilities can lead to additional pressure and can impact on how you are able to perform in your role, which may impact on the service we are able to provide.

We understand you may need to request short periods of time off to meet caring commitments or to deal with emergency situations. Your caring responsibilities may mean that a longer term change to working patterns would be more helpful.

We have a range of both short term and longer term options available to assist and support you as much as possible to resolve difficulties you may be experiencing arising from caring responsibilities.

WHAT SUPPORT IS AVAILABLE?

SHORT TERM SUPPORT

To enable you to respond to unforeseen emergencies, such as a dependent falling ill or having to attend medical appointments at short notice, you can request annual leave, unpaid leave or flexi-time where this operates within your service.

Time off to care for dependents: You may be able to take reasonable time off to deal with unforeseen family emergencies during working hours, such as helping or

making arrangements to help a dependent if they fall ill. Up to 1 day's paid leave may be available. Any further leave will be unpaid and shouldn't normally last more than 2 to 3 days in total. You can find out more in our [Leave conditions of service](#).

Carer's Leave: You may be entitled to take one week of unpaid leave in a 12-month period to provide or make arrangements for the care of a dependent with a long-term care need. A 'week' means the length of time you usually work for us over 7 days. Leave can be taken as either a whole week off, individual days or half days throughout the year. You can find out more in our [Leave conditions of service](#).

Buying additional annual leave: If you have 26 weeks continuous service you can apply to purchase up to the equivalent of 3 weeks of annual leave (pro rated for employees on alternative work patterns). You can find out more in our [buying additional annual leave scheme](#).

LONG TERM SUPPORT

Flexible Working: You can apply to work flexibly from day one of your employment with us. A wide range of flexible working arrangements are available including 9-day fortnight, reduced hours/part-time working, term-time working and home working where practical/appropriate. Further details, including how to apply, can be found in our [flexible working procedure](#).

Parental leave: You may be entitled to take up to 18 weeks unpaid parental leave to care for a child or make arrangements for the care of a child. This may include time off to settle them into playgroup or nursery school or to care for them if they are sick. Employees must be responsible for the child as detailed in our leave conditions of service and the child must also be under the age of 18.

Career break: You can apply for a career break if you have 2 years continuous employment with us. A career break is a period of special leave without pay and can last for a minimum of 6 months and a maximum of 2 years. You can find more details, including how to apply, in our career break arrangements.

OTHER SUPPORT

Your health and wellbeing: Through our staff health strategy, we aim to support and encourage employees to make lifestyle changes that will lead to improved health and wellbeing in key areas such as get active, health support, smoking, mental health, alcohol and drugs, cancer, health eating and weight management.

To find out more about our staff health strategy and associated activities you can get involved in visit Connect at [Employment Zone/Your Health and Wellbeing](#).

Employee Assistance Programme (EAP) is a free and confidential health and wellbeing support resource. This personal support service is provided by PAM Assist, and is available to you 24 hours a day, any day of the year by:

Freephone 0800 247 1100

Webchat: pam-assist.co.uk

Email: counsellingteam@pamassist.co.uk / info@pamwellbeing.co.uk just enter username GCC, password employee

You can access a wide range of information in areas such as caring for dependents, legal matters and debt management. You can find out more about the service on Connect at Employment Zone/Your Health and Wellbeing/Employee Assistance. Just log into the portal pam-assist.co.uk with code GCC.

Bereavement leave: Coping with bereavement is difficult and distressing and everyone experiences it differently. Our leave arrangements provide for up to five paid days if you are the partner, parent of a child over the age of 18 or have a similar relationship with the deceased. In other cases, you will be able to take the necessary paid time off to attend the ceremony. Managers may also take the circumstances into account in allowing paid time off to conduct business in preparation for the ceremony.

You can also contact the EAP for support including understanding the stages of grief, dealing with practical issues, taking care of yourself and more.

Parental bereavement: Coping with bereavement is difficult and distressing and everyone experiences it differently. Our leave arrangements provide for up to five paid days if you are the partner, parent of a child over the age of 18 or have a similar relationship with the deceased. If you are the parent of a child under the age of 18, you can take up to two weeks paid parental bereavement leave. In other cases, you will be able to take the necessary paid time off to attend the ceremony. Managers may also take the circumstances into account in allowing paid time off to conduct business in preparation for the ceremony.

You can also contact the EAP for support including understanding the stages of grief, dealing with practical issues.

Kinship Care Leave: In some circumstances, kinship care leave may be appropriate. At the beginning of the placement, you can take two weeks of paid leave. Throughout the kinship care placement, you may be entitled to take additional time to attend official appointments or meetings which relate to the care of the child/children.

Any employee with 26 weeks' continuous service prior to the placement being confirmed is entitled to request Kinship Care Leave. Requests must be made in writing to your manager as soon as possible after you are made aware of the placement. The Council acknowledges that Kinship Care placements can often be emergency situations, and we do not expect the initial two weeks leave to be requested far in advance. However, we would appreciate as much notice as possible so that alternative arrangements can be made to meet the needs of your Service. If an employee and their partner are both employees of the Council, only one guardian will be granted Kinship Care Leave.

You will be paid at your normal rate during the initial two-week leave period and for any time off you request for official appointments/meetings.

OBJECTIVES AND GOALS

SUPPORTING CARERS IN GLASGOW

There are a range of services available across the city to support Glasgow carers in their caring role including:

1

INFORMATION AND ADVICE

on how to access services, help with the process of being assessed as a carer and medical conditions affecting the person who is being cared for.

2

EMOTIONAL SUPPORT

such as helping you to access a support group or other specialist support.

3

MONEY MATTERS

such as completion of forms and signposting to support organisations.

4

TRAINING

a programme of training is available on a variety of topics.

5

CARER CARDS

If you want to know more about carer cards, visit [Mobilise](#).

If you want to know more about the Young Scot Carer Package or young carers aged between 11-18, visit [Young Scot](#)

To access any of these services you need to have been assessed as a carer, by completing the short carers self-assessment form on our [website](#). You can find more information on this, including how to access local supports on the [carers](#) page of our website. You can also contact the Carers information and support line.

Phone 0141 353 6504

OTHER SERVICES

Glasgow Advice and Information Services (GAIN): GAIN is a network of agencies that give free, confidential and impartial advice for people living and/or working in Glasgow on a wide range of financial issues including debt, money management, benefits advice, housing issues and legal advice. You can call the GAIN helpline for free or visit the website.

Phone 0808 801 1011

Website www.gain4u.org.uk

IMPROVING THE CANCER JOURNEY SERVICE: SERVICE AVAILABLE

To all cancer patients within Glasgow, it helps people affected by cancer get the support they need, whether it's financial, emotional, medical or practical. It provides dedicated support to all people affected by cancer including families and carers. You can find more information on our [website](#).

Long term conditions and Macmillan service: Free confidential money advice and support service for those affected by chronic obstructive pulmonary disease (COPD), cancer, heart failure or stroke. More information is available on our [website](#).

NEXT STEPS

SUPPORTING ORGANISATIONS

There are a number of other organisations that can provide support, information and advice including:

Alzheimer Scotland - www.alzscot.org

Care Information Scotland - www.careinfoscotland.scot

Carers Trust Scotland - www.carers.org/scotland

Carers Scotland - www.carersuk.org/scotland

National Autistic Society - www.autism.org.uk

OTHER COMMUNITIES

Young Carers - Online Community for carers aged 16-25
(Carers Trust UK)

GLASGOW - Are you looking after someone

RESPONSIBILITIES

1

MANAGERS

managers will consider requests, taking into account the needs of the service as well as how the request can assist employees to achieve a better work life balance.

2

EMPLOYEES

you should consider telling us if you have a caring responsibility so that you can receive the appropriate support. This information will be treated in confidence. You may request any of the work life balance options available taking into account the impact your request will have on

3

SERVICE HR

provide support, advice and guidance on short and longer term working arrangements to assist employees to balance their work and caring commitments.