

Supporting Carers Procedure

1. Purpose

This procedure is in place to help establish a supportive and caring environment for colleagues who have caring responsibilities.

2. Scope

All BRC staff. This procedure applies to all employees of the organisation. It does not apply to agency workers, consultants, self-employed contractors, volunteers or interns.

3. Procedure Statement

This procedure sets out how staff with caring responsibilities can access time off from work in the event of an emergency or when carers are called on at short notice.

3.1. Informing Us of Your Caring Responsibilities

- 3.1.1. If you are caring for someone, you are encouraged to have an open and honest conversation with your Line Manager about your caring responsibilities. This will help in establishing a supportive and understanding work environment and enable your Line Manager to discuss the best support options available with you.
- 3.1.2. You are encouraged to approach the Advice and Casework Team if you do not wish to discuss your caring responsibilities with your Line Manager.
- 3.1.3. Your Line Manager and the Advice and Casework Team are committed to maintaining the confidentiality of your caregiving situation, and you will not suffer any disadvantage by informing us that you are a carer.

3.2. Carer's Leave

- 3.2.1. If you have caring responsibilities, you may have to provide or arrange care for a dependant with a long-term care need. This means you can take carer's leave for planned and foreseen caring commitments, e.g. taking a dependant to a medical appointment.
- 3.2.2. Whilst it is not possible to set definitive limits on the amounts of leave which may be granted, eligible employees:
 - i. may take up to five days paid leave per rolling year (pro rata for part-time employees).
 - ii. can take carer's leave regardless of how long they have worked for their employer.

- iii. in consultation with their Line Manager, can take leave flexibly to suit their caring responsibilities.
- iv. don't need to provide evidence of their caring responsibilities or on how their leave will be used or who it will be used for.

3.3. Other Types of Leave Arrangement

3.3.1. You should discuss with your Line Manager any known leave needs relating to your caring commitments. This will help your Line Manager and the other members of the team to plan work and other leave arrangements.

3.3.2. Carers may benefit from flexible leave arrangements (in addition to flexible working arrangements) to manage all aspects of their caring role. Employees may also access:

- i. eligible full-time employees are entitled to 252 hours (36 days) of paid annual leave (1 January to 31 December), including public holidays (pro-rata for part-time employees. Line Managers will, where possible, approve annual leave requests from employees who wish to take time off to meet their caring responsibilities. Refer to the Annual Leave Procedure.
- ii. in cases of bereavement, or where an employee is facing terminal illness of a close relative or other person with whom they have a close relationship, or an urgent and distressing problem, we allow employees to take paid compassionate leave. Refer to the Compassionate Leave Procedure.
- iii. employees with a minimum of 24 months' continuous service are eligible to request sabbatical leave. Refer to the Sabbatical Leave Procedure.
- iv. employees who have exhausted all of their leave options may be eligible to buy/borrow annual leave of up to one week per rolling year (pro-rated for part-time employees). Refer to the Unpaid Leave Procedure.
- v. eligible employees can take unpaid leave to care for their children who are under the age of 18. Refer to the Ordinary Parental Leave Procedure.

3.4. Flexible Working

3.4.1. In some cases, an informal request for flexible working arrangements may be suitable for employees that are experiencing difficulties in managing their work schedules with their caring responsibilities. This can include temporary arrangements such as flexitime, informal homeworking, staggered hours, condensed

hours. This can be requested with your Line Manager where possible.

- 3.4.2.** For longer term adjustments, a formal request could be considered to support employees with caring responsibilities. This should be dated and put in writing to your Line Manager using the Flexible Working Request Form and can be made every 6 months. Each request will be reviewed on a case-by-case basis considering business circumstances. Refer to the Flexible Working Policy and Flexible Working Procedure.

3.5. Wellbeing Support

- 3.5.1.** There are many support mechanisms and sources that are available to our people to access to support their wellbeing. Refer to the [Wellbeing Support](#) page on RedRoom.

3.6. Lessons Learned from Procedure Evaluation

Based on feedback received from stakeholders and the carer's network, it was evident that the organisation needed to develop a procedure that acknowledges and support our carers. The old procedure only reflected the leave entitlement of the carer, while the new procedure aims to support our carers to have a better experience in their role while continuing their caring responsibilities.

4. Responsibilities

The Chief Operating Officer together with the Senior Director of People are responsible for oversight of this procedure.

The Senior Director of People ensures implementation and compliance with this procedure.

The Owner (Chief Operating Officer) oversees the development or review of the procedure document and provides support to the Lead (Head of People Advisory).

The Lead undertakes the procedure review (as necessary) under the guidance, and with the support, of the Owner.

The People Services Team provide advice and support for the implementation of this procedure.

All BRC staff are responsible for complying with, and adhering to, this procedure.

5. Governance

Associated policy document/s	<ul style="list-style-type: none"> • HR Policy Framework • Flexible Working Policy • Equity, Diversity and Inclusion Policy 																
Associated procedure documents	<ul style="list-style-type: none"> • Annual Leave Procedure • Flexible Working Procedure • Compassionate Leave Procedure • Sabbatical Leave Procedure • Unpaid Leave Procedure • Ordinary Parental Leave Procedure • Equity, Diversity and Inclusion Procedure 																
Procedure/s superseded	Carer's Leave Procedure																
Legislation/ regulatory requirements and standards	<ul style="list-style-type: none"> • Equality Act 2010 • Employment Act 2002 • Employment Relations Act 1999 • Employment Rights Act 1996 • Carer's Leave Act 2023 																
Endorsing Authority; Endorsement date	Chief Operating Officer, 08 2023																
Approval Authority; Approval date	Executive Leadership Team; 08 2023																
Procedure Owner	Chief Operating Officer																
Procedure Lead	People Policy Advisor																
Date effective	09 2023																
Interim update date	03 2026																
Review date	08 2026																
Version	2.1																
Keywords	Carers, carer's leave, supporting carers																
Revision history	<table border="1"> <thead> <tr> <th>Version</th> <th>Summary of change (s)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Next review date added.</td> </tr> <tr> <td>1.1</td> <td>Leave should be pro-rata for part time staff. Leave is based on a rolling year. Leave should be requested and recorded in SAVI.</td> </tr> <tr> <td>1.2</td> <td>Updated to align with new HR Policy Framework and corporate procedure template</td> </tr> <tr> <td>1.3</td> <td>Pushed back review date until February 2020 to fit in with review work schedule.</td> </tr> <tr> <td>1.4</td> <td>Currently fit for purpose. Push review date back.</td> </tr> <tr> <td>1.5</td> <td>Reviewed as fit for purpose. Review date extended</td> </tr> <tr> <td>2.0</td> <td>Updated as part of the family friendly working group to make</td> </tr> </tbody> </table>	Version	Summary of change (s)	1	Next review date added.	1.1	Leave should be pro-rata for part time staff. Leave is based on a rolling year. Leave should be requested and recorded in SAVI.	1.2	Updated to align with new HR Policy Framework and corporate procedure template	1.3	Pushed back review date until February 2020 to fit in with review work schedule.	1.4	Currently fit for purpose. Push review date back.	1.5	Reviewed as fit for purpose. Review date extended	2.0	Updated as part of the family friendly working group to make
Version	Summary of change (s)																
1	Next review date added.																
1.1	Leave should be pro-rata for part time staff. Leave is based on a rolling year. Leave should be requested and recorded in SAVI.																
1.2	Updated to align with new HR Policy Framework and corporate procedure template																
1.3	Pushed back review date until February 2020 to fit in with review work schedule.																
1.4	Currently fit for purpose. Push review date back.																
1.5	Reviewed as fit for purpose. Review date extended																
2.0	Updated as part of the family friendly working group to make																
Interim Review																	
Interim Review																	
Interim Review																	
Minor Review																	
Interim Review																	
Minor Review																	
Major Review																	

		the policy more person centred and aligned with the new Carer's Bill.
Interim Update	2.1	Fixed formatting issues. Corrected version control and minor text errors. Replaced the Annual Leave Policy with Annual Leave Procedure. Added Section 4. Responsibilities. Updated Section 5. Governance. Tided/ clarified wording including that in 3.2.1. and 3.2.2. to cover planned commitments.