

Carer **Confident**

The Carer Confident icon is a grey circle containing a white checkmark with a person silhouette above it.

The Employers for Carers benchmarking scheme

Criteria for all levels

Carer Confident Levels

The 3 levels of the Carer Confident scheme are:

- 👉 **Level 1: Active** in addressing carer support
- ✅ **Level 2: Accomplished** in providing carer support
- 👑 **Level 3: Ambassador** for carer support both internally and externally

Each of these 3 levels is measured across the following 5 key criteria:

- 1. Preparation** – how are you enabling carers to identify and recognise themselves?
- 2. Policy and guidance** – how are you making your support for carers transparent?
- 3. Practical support** – what practical provisions and arrangements are available for carers?
- 4. Peer support** – how are you connecting and engaging carers?
- 5. Promoting support** – how are you communicating carer support?

The examples listed under each of the Criteria below are included for illustrative purposes only, as a guide to the types of evidence which could be included. However, employers are encouraged to identify and develop their own activities as appropriate to their size and structure.



1. Preparation

Enabling carers to identify and recognise themselves

Level 1 – Active	Level 2 – Accomplished	Level 3 – Ambassador
<p>Criteria:</p> <ul style="list-style-type: none">• There is awareness of carers in the workplace.• There is a clear understanding of what is meant by the terms ‘carer’ and ‘caring’.• There is encouragement and support (formal or informal) in place to enable carers to identify themselves (if they wish to).	<p>Criteria:</p> <ul style="list-style-type: none">• There is a process/support in place to help carers identify themselves in the workforce.	<p>Criteria:</p> <ul style="list-style-type: none">• Individuals with caring needs are proactively encouraged to come forward for support as part of an open and positive workplace culture.• There is excellent insight into the number and situation of carers within the workplace and the arrangements that are in place for them.
<p>Possible examples (illustrative only):</p> <ul style="list-style-type: none">• Including a question about caring in existing employee survey(s) or questionnaire(s).• Introducing a specific employee survey/consultation to ask staff about caring responsibilities.• Willing to make reasonable adjustments in working arrangements if requested by a carer.• Considering caring issues, as appropriate, in one-to-one meetings and informal reviews.• Developing a system/process to encourage carers to come forward for support.	<p>Possible examples (illustrative only):</p> <ul style="list-style-type: none">• The process/support is described and included in relevant communications to managers and staff and is established within the organisation.• The process/support is maintained, reviewed and communicated regularly.	<p>Possible examples (illustrative only):</p> <ul style="list-style-type: none">• There is an ongoing process/support in place to identify those who have new or changing caring needs.• The established process/support for carers to encourage them to identify themselves and come forward for support is sustained, assessed and developed with carers.

2. Policy and guidance

Making your support for carers transparent

Level 1 – Active	Level 2 – Accomplished	Level 3 – Ambassador
<p>Criteria:</p> <ul style="list-style-type: none"> • The organisation is aware that carers should be recognised within existing policies and there is work underway to update these where required. • Where formal policies don't exist there is a statement/guidance or information tools which refer specifically to supporting carers. • There is understanding of, and compliance with, statutory employment rights relevant to carers. 	<p>Criteria:</p> <ul style="list-style-type: none"> • There is a specific carers policy in place or a separate section within HR policies which explicitly recognises carers. • Where formal policies don't exist within the organisation there is a statement/guidance which specifically recognises carers and how they can get support. 	<p>Criteria:</p> <ul style="list-style-type: none"> • The impact of policies or guidance is considered from a carer's perspective when being formulated and reviewed. • Carers are encouraged and supported in recruitment, internal job opportunities/ career development and progression.
<p>Possible examples (illustrative only):</p> <ul style="list-style-type: none"> • Including caring/carers within flexible working policies/guidance. • Including caring/carers within special leave policies/guidance. • Covering caring in staff recruitment and/or inductions. • Where policies don't exist, a process/ approach is in place for carers to discuss flexible working and leave requests. • Offering alternative working practices where it is reasonable and practical to do so. • Recording in one place existing workplace provisions and support which may be helpful for carers. • Tools for managers and staff to enable discussions which may be helpful for carers. 	<p>Possible examples (illustrative only):</p> <ul style="list-style-type: none"> • Carers are consulted and involved in reviewing and developing the carers policy/ workplace support. • Clear policies and/or procedures in place for how carers can apply for flexible working and leave. • The range of different working options available for carers is explored and extended wherever possible and appropriate. • Recruitment and internal job opportunities are checked to ensure they do not prevent carers from taking up posts. • Tools and/or coaching to support managers to have one-to-one conversations to encourage discussions which may be helpful for carers. 	<p>Possible examples (illustrative only):</p> <ul style="list-style-type: none"> • Existing support is sustained, assessed and shaped with carers. • A monitoring and assessment process (e.g. through employee surveys) is in place to measure the effectiveness of support to carers on an ongoing basis. • Recruitment policies/practices and internal job opportunities/career development are reviewed and developed to actively support carers. • Flexible working, leave and other relevant workplace policies/practices are reviewed and refined as appropriate. • Managers use tools and/or coaching support to have conversations with individuals and teams about caring issues and help available.

3. Practical support

Practical provisions and arrangements for carers

Level 1 – Active	Level 2 – Accomplished	Level 3 – Ambassador
<p>Criteria:</p> <ul style="list-style-type: none"> Information is available about how carers can access workplace support. Information is available on external forms of support and services for carers. 	<p>Criteria:</p> <ul style="list-style-type: none"> Carers can access a range of practical support in the workplace. Information on external forms of support and services for carers is provided. 	<p>Criteria:</p> <ul style="list-style-type: none"> New opportunities for practical support for carers are explored on an ongoing basis. A range of practical support is available for carers throughout their caring and employment journey.
<p>Possible examples (illustrative only):</p> <ul style="list-style-type: none"> Permission to receive/make personal phone calls. A car parking space close to the workplace. Contact details are provided/displayed for workplace support available such as an employee assistance programme or health and wellbeing scheme. Contact details are provided/displayed for external sources of support and services such as carers organisations or organisations that can help on specific health conditions. Having tools in place for managers and staff to enable discussions about staff support needs which may be helpful for carers. 	<p>Possible examples (illustrative only):</p> <ul style="list-style-type: none"> Practical workplace support is maintained and reviewed with carer involvement. Carers are involved in developing further appropriate support options in the workplace. If not currently offered, support could be extended to provide access to workplace health and wellbeing schemes, stress management courses and counselling etc. (this may also include after care support). Staff with experience of caring are involved in reviewing and developing the range of information available on external forms of support and services for carers. Tools and/or coaching are available to provide practical information and support and promote resilience. 	<p>Possible examples (illustrative only):</p> <ul style="list-style-type: none"> Existing support is sustained, assessed and shaped on an ongoing basis and throughout the caring and employment journey (including when caring ends). Carers are centrally involved or lead in reviewing and developing new forms of support. Contacts/partnerships are developed with local and/or national organisations which provide support to carers (e.g. condition specific organisations, carers organisations). There is engagement with other employers/business organisations which are offering good practical support for carers to benefit from mutual knowledge exchange. There are partnerships with employee assistance programmes/care service providers which are offering beneficial support for carers.

4. Peer support

Connecting and engaging carers

Level 1 – Active	Level 2 – Accomplished	Level 3 – Ambassador
<p>Criteria:</p> <ul style="list-style-type: none"> Carers are encouraged to connect and engage with other carers. 	<p>Criteria:</p> <ul style="list-style-type: none"> Carers engage with and support each other. 	<p>Criteria:</p> <ul style="list-style-type: none"> Peer support for carers is actively promoted, enabled and sustained. Line managers engage with and support each other, and promote and support caring.
<p>Possible examples (illustrative only):</p> <ul style="list-style-type: none"> Where appropriate, this could include a workplace staff support network either covering carers as part of a wider network or specifically focussing on carers. Where this form of peer support is not possible/appropriate, carers could be signposted to external peer support groups and online forums (e.g. provided by carers organisations). 	<p>Possible examples (illustrative only):</p> <ul style="list-style-type: none"> There is a workplace carers support group, forum or network. Carers can engage with, and within, wider workplace networks. There is a specific carers champion, person with lead responsibility for supporting carers or a dedicated point of contact for carers in the workplace. There is dedicated information provided for carers. Support is sustained, reviewed and developed with carers. 	<p>Possible examples (illustrative only):</p> <ul style="list-style-type: none"> Existing support is sustained, assessed and shaped on an ongoing basis. The staff network/group forms part of the workplace inclusion strategy, or health and wellbeing scheme, where appropriate, and collaborates on common themes with other network groups. The staff network/group has a clear remit (and governance arrangements where appropriate) to help enhance visibility and sustainability. Participation in peer support activities is facilitated largely within the organisation's work time. Workplace and wider (i.e. not part of normal work) activities, including social support groups, are actively promoted and supported. There is engagement with carer and other relevant peer support groups in other organisations and forums.

5. Promoting support

Communicating carer support


Level 1 – Active	Level 2 – Accomplished	Level 3 – Ambassador
<p>Criteria:</p> <ul style="list-style-type: none"> • Policies/provisions available for carers are communicated to all levels and members of staff. • Policies/provisions available for carers are included in relevant communications and information for line managers. 	<p>Criteria:</p> <ul style="list-style-type: none"> • Policies/provisions for carers are communicated to all staff and managers regularly. • Awareness raising activities are undertaken in the workplace. 	<p>Criteria:</p> <ul style="list-style-type: none"> • There is a process in place to ensure that managers and staff are aware of caring issues and the support carers may need on an ongoing basis. • Caring issues/carers are championed internally and externally, including to other employers/through the supply chain or wider community on an ongoing basis.
<p>Possible examples (illustrative only):</p> <ul style="list-style-type: none"> • Communication to all staff via existing channels such as email, staff handbook, intranet, social media, staff newsletters, noticeboard, payslip messages etc. • Communication to line managers via existing channels such as email, staff intranet, HR guidance/briefings. • Promotional materials including leaflets, newsletters and posters displayed within the workplace. 	<p>Possible examples (illustrative only):</p> <ul style="list-style-type: none"> • Communications to staff and managers about policies/ workplace support for carers are updated and circulated regularly. • Awareness raising events or sessions are held, either as separate activities or included within wider activities. • There are staff focus groups/ consultations covering caring issues. • Carer support is included in staff/ manager induction training and information. • Line manager training is provided on carer awareness and support (either as a separate session or included within a wider course). 	<p>Possible examples (illustrative only):</p> <ul style="list-style-type: none"> • Learning/development opportunities are promoted to managers and staff to enrich knowledge and skills around caring issues. • Carer support is included in leadership education and training (and is mandatory for all new line managers). • There are identified champions (carers/non-carers) within the organisation who are represented and supported at senior level. • Support for carers is proactively communicated as part of the organisation’s attraction strategy. • Support/involvement in wider carer awareness raising events and campaigns, such as Carers Week/Carers Rights Day. • Embracing learning and knowledge sharing with other employers/industry forums to promote the business case for carer support. Assisting other employers to address carer support via, e.g., mentoring, buddying or a staff carers network. • Participating in other/wider employer benchmarks/recognition schemes or awards. • Publishing articles on caring/carers in your organisation, including via social media. • Requiring suppliers to address carer support within their workplaces as part of their wider commitment to diversity.

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