



Carer **Confident**



The Employers for Carers benchmarking scheme

Guidance for all levels

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Carer Confident Guidance

This Guidance is here to help you get the most from the Carer Confident benchmarking scheme.

It will take you through the three levels of recognition, including the resources available for each level and practical tips on completing and submitting your application form.



What is Carer Confident?

The **Carer Confident** benchmarking scheme supports employers like you to build a positive and inclusive workplace for your staff who are, or will become, carers and to make the most of the talents that carers bring to your workplace.

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

Carer Confident also seeks to recognise employers who achieve this, and to inspire others to follow suit.

The certificate of achievement will be presented to employers with a UK presence who have demonstrated that they have built a positive and inclusive workplace where carers are recognised, respected and supported.

Carer Confident employers recognise the importance of retaining valued members of staff, reducing absence and unnecessary recruitment costs, and increasing staff resilience, engagement and productivity.



Carer Confident is operated by Employers for Carers (EFC), Carers UK's business forum.

How does it work (and does it cover small employers)?

Carer Confident has three levels designed to support you throughout your journey towards building a positive and inclusive workplace for all staff who are, or who will become, carers.

The three 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 the three levels will be measured across the following five 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?

Carer Confident has been designed to be progressive, to enable you to work through the levels, starting at Level 1: Active, then moving to Level 2: Accomplished and finally on to Level 3: Ambassador.

It will therefore be assumed that you will start at Level 1, although we recognise that some employers will have supported working carers for longer and may wish to provide evidence that they meet the criteria for Level 2 or Level 3.

A summary of criteria across all three levels can be downloaded from our website: carerconfident.org

The scheme has been built to be clear and simple, based on a straight-forward self-assessment process, with employers describing how they meet the criteria expected at each of the three levels and providing relevant evidence.

A key indicator of progression will be the level of carer engagement and verification of carer experience within your organisation.

At Level 1 you will need to include information about your approach or processes to capture carer experience and feedback, and at Levels 2 and 3 you will need to provide evidence from working carers within your organisation.

Carer Confident is relevant and appropriate for all organisations, whatever your size and structure, including for small employers. If you are a small, medium size or micro employer, we encourage you to identify and develop your own activities as appropriate to your organisation.

For example, small businesses may not have formal HR functions, policies or processes, but can achieve an open and inclusive workplace environment, and demonstrate positive and supportive behaviours from owners/managers. Small employers are often very good, for example, at flexible working in practice – which benefits employees with caring responsibilities – even if they may not describe it as such.



Visit our website [carerconfident.org](https://www.carerconfident.org) for additional FAQs for small employers

Carer Confident resources

For each of the three levels there is an application form and accompanying guidelines and criteria.

To request an application pack please contact us at:
carer.confident@carersuk.org.

The Application forms include a series of questions with space for you to give a short description of the relevant support you provide for carers in your workplace. You can also provide examples of relevant evidence to support your application.

The accompanying Guidelines and criteria for each level include possible actions as illustrative examples of 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 as the intention is that all organisations, across all sectors, and whether small or large, can achieve each level of the award.

The Guidelines and criteria also refer to relevant EfC toolkits and resources which can be accessed by EfC member organisations using their EfC membership code at EfCDigital.org

These include:

- ✔ Employer's guide to supporting carers in your workforce
- ✔ Manager's handbook
- ✔ Employer toolkits
- ✔ Carer's guide
- ✔ E-learning courses for line managers and carers

The ACAS website acas.org.uk also includes useful information and resources for employers on related wider employment and workplace issues.



What do benchmark participants receive (and what is the cost)?

Applicants for Carer Confident receive the following:

- ✔ Access to web based materials for assessment process
- ✔ Telephone support (one dedicated call)
- ✔ Assessment of evidence
- ✔ Written feedback report, including a score
- ✔ Award certificate and achieved Carer Confident level logo (if benchmark level is met)



We aim to supply applicants with feedback reports within 4-6 weeks of submissions being received and any clarifications or queries being resolved.

The fee (per entry) for each level of Carer Confident is:

	Active	Accomplished	Ambassador
EfC member organisations	£500 + VAT	£500 + VAT	£500 + VAT
Non-member organisations	£2000 + VAT	£2000 + VAT	£2000 + VAT

After taking the benchmark, whatever your result, additional support in the form of detailed face to face feedback and a recommended action plan is also available for:

	Active	Accomplished	Ambassador
EfC member organisations	£500 + VAT	£500 + VAT	£500 + VAT
Non-member organisations	£1000 + VAT	£1000 + VAT	£1000 + VAT

For further information visit carerconfident.org
 or contact us at carer.confident@carersuk.org or **0207 378 4956**

When can I benchmark?

Carer Confident is a continuous benchmarking service. There is no submission deadline so you have the flexibility to benchmark and submit your application at your convenience.

To ensure organisations are monitoring and sustaining their progress, the awarded benchmark is valid for three years.

At the midway point (18 months), accredited organisations will be asked to declare their support for carers is still in place.



Am I eligible to apply?

Any employer, whether small or large, and from any sector, with a UK presence is welcome to apply for Carer Confident. Applications are also welcome from international employers with a significant workforce in the UK.

Carer Confident has been designed with the intention that all organisations, of whatever size, can achieve each level of the award.



Will my evidence be treated as confidential?

All data submitted for benchmarking purposes will be regarded as commercially sensitive and kept confidential and secure.

See Terms and Conditions on [carerconfident.org](https://www.carerconfident.org).



How do I register for Carer Confident?

For more information about Carer Confident or to request an application pack contact us at carer.confident@carersuk.org.

Begin by applying for Carer Confident Active (Level 1).

If you can demonstrate that you have supported working carers for longer and wish to provide evidence that you meet the criteria for Level 2 or Level 3 please contact us at carer.confident@carersuk.org.



How do I complete my benchmark form?

Our Application forms (for all three levels of Carer Confident) include a range of questions under the headings of the five benchmark criteria (i.e. Preparation, Policy and guidance, Practical support, Peer support and Promoting support).

Each question includes space to give a 'brief description' of the relevant support you provide for carers in your workplace, with a word count of 500 maximum for each question. For simplicity we have included the same maximum word count for all questions; however, some questions are likely to require shorter answers than others so it is perfectly acceptable to use less than 500 words.

You should save your responses as you work through the form.

At the end of each of the five main headings our forms include a box for you to list relevant supporting evidence which you can include with your application.

We also refer you to the accompanying Guidelines and criteria provided for each Carer Confident level which include examples of the types of evidence you may wish to include. This can be anything you feel confirms the description of support you provide, e.g. copies of emails, policies, guidance, action plans, leaflets, notes of meetings etc. This evidence should be attached with your form.



How do I submit my completed benchmark form?

When you are ready to submit your application please email it to us, together with your supporting evidence, to **carer.confident@carersuk.org**.

Your application and supporting evidence should be appropriately titled. Further instructions on how to title your documents can be found on the application form for each level.

Supporting evidence should be supplied, as above, in soft copy. If you do not have soft copy evidence to upload or are prevented from doing so by your IT policy, then we will accept hard copies. You should clearly mark on your submission email which evidence cannot be provided in soft copy.

Please send hard copies in an envelope marked 'Confidential' to:

Carers UK
FAO: Carer Confident / Employers for Carers
20 Great Dover Street
London
SE1 4LX

Upon receipt of your submission we will ensure it includes the information we need to assess it.

Our application forms ask for a main contact in your organisation for the benchmark so that we can get in touch with them should we need to clarify any part of your submission.



How can my organisation share benchmark results?

When your organisation has achieved a Carer Confident level you will receive a certificate and a Carer Confident logo showcasing your level.

It is then for you to communicate this information as you wish, both internally and externally. We will not publicise your level achieved without your permission, however, we may publish your company name on the Employers for Carers and/or Carer Confident websites and other relevant promotional material.

The benchmark is an internal management tool designed to help organisations with building and sustaining support for carers in their workplace. Your benchmark reports and feedback are therefore confidential and we ask that you do not share the content of your report, including scoring, externally. However we do encourage you to share these internally in order to help enhance and sustain support for carers in your workplace.

If your Carer Confident application was made by an individual section/part of your organisation, and not on behalf of your entire organisation, you must include this caveat in any communications about your achievement of the benchmark (see Terms and Conditions).



Who can I contact if I have further questions?

You can find more information on our website carerconfident.org.

If you have further questions or need further clarifications please contact us at carer.confident@carersuk.org or **0207 378 4956**.



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The Employers for Carers benchmarking scheme

For further information contact us at:



carer.confident@carersuk.org



0207 378 4956



carerconfident.org



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