



CARER POSITIVE
Employer in Scotland

Sample Policy Documents

from Carer Positive employers across Scotland



This document features examples of policies which some of our Carer Positive employers have in place to support carers.

A range of leave, flexible working, and practical support options are presented, with all policies clearly highlighting how carers are supported within each organisation.

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Carers Policy

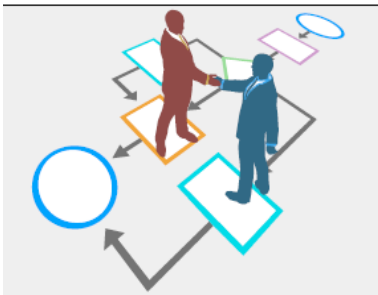
from Dumfries and Galloway Council

OD AND HR POLICIES

Organisational Development & Human Resources

CARERS

POLICY



1. POLICY STATEMENT

- 1.1 Dumfries and Galloway Council (the Council) is committed to ensuring that flexible working arrangements are promoted for all employees and that requests are considered fairly and objectively subject to the needs of the service.
- 1.2 The Council acknowledges that many of our employees have to deal with the daily demands of caring for dependants and dealing with emergency situations. It is also the case that some of our employees may find the need to provide long term care for a seriously ill dependant.
- 1.3 This policy provides additional flexibility and leave provisions which should provide employees with good solutions to meet their caring responsibilities.
- 1.4 For the purposes of this policy, a carer is defined as; *someone who provides unpaid support to a dependant who is affected by long-term illness, disability or addiction who could not manage without this help*. A dependant is spouse, partner, parent, grandparent, civil partner or child of the employee, or anyone who lives with the employee as part of his/her family and is dependent on the employee.
- 1.4 The Council acknowledges that carers undertake a wide range of duties including but not limited to:
 - Help with personal care
 - Help with mobility
 - Managing medication
 - Practical household tasks
 - Emotional support; and
 - Help with financial matters or paperwork
- 1.5 The Council has an extensive range of other policies which support flexible working in the Council. These

are; Requests for Variation to Working Arrangements; Dependants Leave; Special Leave; Flexible Working Hours, and Flexible Retirement Policy

- 1.6 In order for employees to qualify for terms under this policy then they must register on the Council's Carer's Register. The register will be held centrally by Human Resources in full compliance with the Data Protection legislation. The registration form is available at **(Appendix 1)**.
- 1.7 The Council is committed to encouraging a positive culture of support for carers recognising the demands of balancing work and caring responsibilities.

2. PRINCIPLES

- 2.1 The Council recognises the implications of, and its responsibilities under the Equality Act 2010 and this policy enhances the support and assistance available to employees who have a responsibility of caring for a dependant who is affected by long-term illness, disability or addiction.
- 2.2 The Council recognises that from time to time employees will need to try to balance work and caring responsibilities and seeks to provide this support for employees. The provisions within the Carer's Policy means that some employees may be able to remain in employment where they would otherwise have needed to resign to provide care to a dependant.
- 2.3 A flexible working approach for carers can; attract and retain staff; reduce stress; increase resilience and productivity; reduce sick leave; improve service delivery and increase staff morale.
- 2.2 The Council is committed to raising awareness of the role and demands

of carers in the workplace through the implementation of an Employee Carer Support network, awareness raising publications and training.

3. THE SCHEME

3.1 Carers wishing to benefit from the Scheme must elect to join the Carer's Register. The register is a formal list of employees who have identified themselves as carers and satisfied the qualifying criteria (as set out in the application form). Employees must have a minimum of 26 weeks continuous service to be able to apply.

3.2 In order to discuss carer needs, flexible working or carers leave then the line manager will need to be informed of the employees' inclusion on the Carer's Register. This information will be disclosed sensitively and confidentially.

3.3 Placement on the register will be reviewed annually or following a change of circumstances in line with best practice on Data Protection. It is the responsibility of the carer to inform Human Resources of a change in circumstances.

3.4 Access to the Carer Register offers the following benefits;

- **Emergency Carers Leave** (usually short term (maximum 3 working days per leave year and is paid leave). This would usually occur when; unforeseen and sudden serious ill health occurs with a dependant or care arrangements are temporarily disrupted or break down completely. The time take should be enough for the carer to cope with the emergency or make any necessary long term arrangements. The employee is entitled to supplement any time off

with other leave (e.g. annual or flexi leave if available)

- **Flexible Working** (subject to needs of service and can be temporary/permanent or short/long term). The ability to vary working hours and to work flexibly is key to enabling carers to balance their caring role and work allowing them to continue in employment.

- **Carers leave (Paid)** of up to 5 working days per leave year – this is in addition to Emergency Carers Leave (can be used flexibly in either full or half days and/or occasional per hour times e.g. for administering medication or attendance at hospital appointment for a dependant etc.

- **Carers leave (Unpaid)** of up to 12 weeks in a leave year. Time can be requested in individual blocks of no less than one week. A period of unpaid leave can be immediately deducted from the employee's salary or the employee can opt for deductions from their salary over an extended period of time up to a maximum of 12 months (employees must give a minimum of 2 weeks' notice to allow sufficient time for operational arrangements to be made. In exceptional circumstances, applications may be accepted within the period.

- **Carers leave (Terminal ill health – Paid)** up to 6 months when dealing with the terminal ill health of a dependant (subject to GP certification)

- **Keeping in Contact** - Permission to have a mobile phone on and accessible at all times during work time

- **Carer Support** – Carers can request to speak to a qualified and confidential Counsellor through Occupational Health if required

- **Carers Health Check** – Carers will be able to receive an annual health check through Occupational health

- **Employee Carer Support Network** - Carers will be entitled to

attend bi-monthly Employee Carer Support Network meetings

- 3.5 All carers leave granted will be counted as continuous service for contractual purposes.
- 3.6 Carers leave should normally be granted, however, in exceptional circumstances, where services would be unduly disrupted if leave were taken during the period identified, the leave may be refused or postponed.

3. SCOPE

- 3.1 This Policy applies to all employees of Dumfries and Galloway Council

4. MONITORING & REVIEW

- 4.1 This Policy has been developed by Human Resources, and consulted on with the Trade Unions, Dumfries and Galloway Carers Centre and NHS (Dumfries and Galloway). The Policy has been subject to an Impact Assessment.
- 4.2 This Policy will be subject to a programmed cyclical review process.

5. USEFUL CONTACTS

Organisational Development and HR 030 3333 3003	Occupational Health – OHAssist 0845 371 3313
Trades Unions UNISON UNITE GMB EIS 01387 257393	DGVoice 01387 257770
Samaritans 08457 90 90 90	Refuge 0808 2000 247
Alcoholics Anonymous 0845 769 7555	Alzheimer's Scotland 0808 808 3000
Cruse Bereavement 0844 477 9400	Anxiety UK 08444 775 774
Relationship Scotland 0845 119 2020	Dumfries & Galloway Carers Centre 01387 248600

Scottish Association for Mental Health 0141 530 1000	Scottish Women's Aid 0800 027 1234
Breathing Space 0800 83 85 87	Dumfries and Galloway Citizen's Advice Service 0300 303 4321
Money Advice Scotland 0141 572 0237	Welfare Rights 01387 266888
NHS 24 111	Moodjuice www.moodjuice.scot.nhs.uk
Steps for Stress www.stepsforstress.org	Healthy Reading Catalogue D&G Library Service

Carer Support Policy

from Carers of West Dunbartonshire





CARERS OF WEST DUNBARTONSHIRE

CARER SUPPORT POLICY

Reviewed: July 2016

INTRODUCTION

Carers of West Dunbartonshire recognise the implications of and its responsibilities under the Equality Act 2010. The organisation's Carer Support system enhances the support and assistance available to employees who have the primary responsibility of caring for a relative or friend. Carers of West Dunbartonshire acknowledge that at times its employees will have to deal with the demands of caring for a loved one which may require responding to an emergency situation. Employees with a primary caring responsibility may also be required to provide long term care. The organisation's Carers' Support Scheme offers employees with primary caring responsibilities a variety of support to help them balance their caring responsibilities and their employment.

The organisation's aim is to encourage employees to have open and honest discussions about the challenges of their caring role so that the Service manager and the Board of Trustees can offer support.

WHO IS A CARER?

A carer is someone of any age who looks after and supports a relative or friend who, because of their disability, illness, frailty or addiction, would not otherwise be able to live independently at home. Many carers provide substantial amounts of regular care and are not paid for the help and support that they give. Caring for someone can be very stressful. Carers often have little help and regularly suffer financially, physically and emotionally themselves.

THE CARER SUPPORT SCHEME

As the key Carer Support Service within West Dunbartonshire, the organisation is experienced and well informed regarding the provision of support to unpaid carers. It is important that as an employer, support is available not only to the users of the service i.e. unpaid carers but those employees who have caring responsibilities.

The organisation recognises that by making sure its employees have a good work and life balance, its staff will be more focussed on work, less stressed, and the organisation will retain their experience and expertise.

The Carer Support Scheme is available to any employees who have a primary caring role for a relative or friend. The Scheme offers employees a variety of support to enable them to balance their caring responsibilities with work commitments.

The support scheme offers:

- Guidance about Flexible Working options and taking Carer Leave.
- **Career Vs Caring:** Getting the Balance Right Information Booklet. The booklet offers information about looking after one's own health and well being and information about juggling work with caring.

*For more information about looking after one's own health and how to juggle work with caring, please refer to the **Career Vs Caring: Getting the Balance Right** information booklet.*

FLEXIBLE WORKING OPTIONS

The following leave provisions are designed to provide our employees with solutions which will support them with their caring responsibilities.

What is flexible working?

Employees who are finding it difficult to balance their work life with their caring responsibilities, may be helped by flexible working. Flexible working can mean:

- Flexible starting and finishing hours
- Compressed working hours (where you work full-time hours but over fewer days)
- Term-time working
- Job share
- Part time working
- Working from home

Who can ask for flexible working?

Employees who have been employed by Carers of West Dunbartonshire for 26 weeks (continuously) prior to application have the right to request for flexible working. This is called making a **statutory request** and the organisation must consider their request in a “reasonable manner”. Employees can only apply for flexible working once a year.

How to ask for flexible working

Employees who want to discuss flexible working should speak to the Service Manager about what options are available and what would best suits their caring role. To request flexible working the employee must email or write a letter to the Service Manager detailing their request.

What happens to the application?

The request will be considered by the Finance Planning Group. The employee will receive a response within eight weeks of their request being submitted. The group will consider the request in a reasonable manner. If the request cannot be accommodated, they will be given a good business reason for the decision.

Time off for emergencies.

Flexible working also includes being allowed time off to deal with an emergency situation which involves the person who is being cared for. It does not include taking time off to take the person being cared for to appointments as these are usually known about in advance so should be planned for. It doesn't matter how long the employee has worked for Carers of West Dunbartonshire; however they are only allowed a reasonable time off to deal with the emergency, for example, when:

- Someone falls ill or is injured
- Someone dies, or
- Care arrangements for someone suddenly break down

This time off will be unpaid but they can use TOIL if they wish. For more information about using TOIL see taking *Time off in Lieu*.

Time off in Lieu

As part of providing flexibility for its employees, Carers of West Dunbartonshire offers time off instead of paying overtime. This is known as *Time off in Lieu*. Employees who have a primary caring responsibility are able to “bank” a build up of TOIL which can be used for

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emergency situations as well as planned appointments. This allows the employee to accrue TOIL by working more hours when they are able to and using it when they most need it. The terms of when and why it is being used should be agreed with the Service Manager. If TOIL is being used for appointments that are known about in advance, the employee must give as much notice as possible so that their absence can be planned for.

PARENTAL LEAVE

If an employee has completed one year's service with an employer, they are entitled to 18 weeks unpaid parental leave for each child born or adopted. The leave can start once the child is born or placed for adoption, or as soon as the employee has completed a year's service, whichever is later. Employees can take it at any time up to the child's 18th birthday. *For more information please refer to the Managing Attendance Policy.*

CARER LEAVE

Carer Leave is considered special unpaid time off work where an employee is unable to attend work as a result of their need to care on a longer term basis.

Carers of West Dunbartonshire recognise that employees with primary caring responsibilities may require a longer period of absence from work. This may be due to the deterioration in the health of their relative or friend or a break down in the existing care provision.

The leave is unpaid however the cost of the leave can be spread over a period of time to lessen the financial impact on the employee. The provision of Carer Leave means that employees may be able to remain in employment, where they would otherwise have needed to resign to provide care. Carers of West Dunbartonshire benefits from the application of the policy by retaining skills, knowledge and experience and improving staff wellbeing, resulting in improved engagement, loyalty and retention.

Who can take Carer Leave?

Carer Leave is available to employees who have a primary caring role and who have one or more year's continuous service.

What can the length of the leave be?

Carer Leave can be for a period of up to twelve weeks in a leave year. Time can be requested in individual blocks of no less than one week.

How to apply?

If an employee wishes to request Carer Leave, they must complete the Carer Leave Application form. A minimum of two weeks notice is required to allow sufficient time for operational arrangements to be made. Forms should be forwarded to the Service Manager in the first instance. The Manager will then take the request to the Finance Planning Group. If the request cannot be accommodated, the employee will be given a good business reason for the decision.

Carer Leave granted will be counted as continuous service for contractual purposes.

How will deductions be made?

The period of unpaid leave can be an immediate deduction from the employee's salary or the employee can opt for deductions from their salary over an extended period of time up to a maximum of twelve months.

At the point of application, the employee must decide how salary deductions will be taken (e.g. one single deduction, or spread over three, six or twelve months)

Where the employee decides to spread the deductions from their pay they will be asked to sign a form agreeing to the amount and the period covered. Should the employee leave Carers of West Dunbartonshire employment before the amount owed is repaid it will be deducted from their final pay. Where the full amount cannot be deducted from the final pay, the employee will be issued with an account for the balance owed. If the employee is made redundant, these deductions will not be reclaimed.

APPLICATION FOR CARERS' LEAVE

(This application form should be submitted to the Service Manager for approval.)

Employee Details:		
Name:		
Designation:		
Employee Reference Number:		
Details of Carers' Leave required		
Date From	Date To	Details of Dependant and Reason for Leave Request
Immediate Deduction from Salary		Yes No
I wish to have an immediate deduction from my salary		
If you wish to spread the deductions from your salary please detail below:		Yes No
I wish to spread the deductions from my salary over 3 months		
I wish to spread the deductions from my salary over 6 months		
I wish to spread the deductions from my salary over 12 months		

Signature:	Name:	Date:
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Period of Leave Approved	Yes	No
If no, please supply reason and, if applicable alternative approved dates	From	To
Line Manager's Signature:	Name:	Date:

Guidance on Supporting Carers

from Community Safety Glasgow





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GUIDANCE ON SUPPORTING CARERS

Effective from:	23 September 2015
Review date:	September 2017
Version/Reference:	Version 1 (HR15/26)
Document owner:	Human Resources Section

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This document can be requested in alternative formats for example; Large Print, Braille, Audio and other languages. To request this, please telephone: 0141 276 7400



SCOTTISH POLICE
AUTHORITY

Community Safety Glasgow is an equal opportunities employer.



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1. INTRODUCTION

The Company recognises that some employees have caring responsibilities and that they may need support to combine work with care. This guidance document sets out what support is available for employees who are carers.

The Company aims to give carers the same recruitment and career opportunities as everyone else. The Company will give carers as much support as is reasonably practicable to achieve this objective.

2. DEFINITION OF CARERS

The Company defines carers as employees with significant caring responsibilities that have a substantial impact on their working life. An employee is a carer if they are responsible for the care and support of a disabled, elderly or sick partner, relative or friend who is unable to care for themselves.

The activities that carers undertake include:

- Help with personal care
- Help with mobility
- Managing medication
- Practical household tasks
- Emotional support
- Help with financial matters or paperwork.

Employees to whom the Company offers support in line with this guidance may not recognise themselves as carers, for example employees who support a dependant who does not live with them.

3. CARERS' CIRCUMSTANCES

The Company recognises that carers' needs are different from the needs of employees with mainstream childcare responsibilities, and that the circumstances and milestones of caring are different from those of mainstream childcare. It is also acknowledged that the needs of individual carers will vary.

Caring can be unpredictable and emotionally upsetting. An employee may acquire caring responsibilities overnight, for example where the employee's parent has a stroke, or caring responsibilities may develop over time, for example where the employee's partner has a debilitating long-term health condition. With mainstream childcare, the child's journey is more predictable as they grow older, go to school and become more independent. The milestones of caring may go in the opposite direction, for example an elderly parent may become more frail and dependent over time, and a disabled child may continue to have significant support needs when they become an adult.

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4. IDENTIFICATION AND DISCLOSURE

It is often easier for employees to talk about childcare responsibilities than to discuss caring responsibilities.

Employees are not required to disclose to their line manager that they are caring for someone, but are encouraged to do so. This will help the Company to provide appropriate support to the employee. Line managers should encourage employees to discuss their caring responsibilities with them and should assure employees that their need for support and confidentiality will be respected.

Employees who do not wish to disclose their caring responsibilities to their line manager are encouraged to approach the Human Resources Section.

Where a line manager knows that an employee in their team has caring responsibilities, the line manager should inform the employee about the support that the Company offer carers and encourage them to access the support offered.

5. TIME OFF TO CARE FOR DEPENDANTS

The Company recognises that employees with caring responsibilities cannot always plan ahead for time off. Accidents and some illnesses occur without warning, and care arrangements can break down unexpectedly. The ability to take leave in an emergency is important for carers, who may be called on at short notice.

A dependant is defined as:

- a wife, husband;
- a civil partner;
- a child;
- a parent; or
- an individual who reasonably relies on you for help and support.

The circumstances in which employees may take time off for dependants are specified in legislation. These are to:

- provide assistance when a dependant falls ill, gives birth or is injured or assaulted;
- make arrangements to provide care to a dependant who is ill or injured;
- deal with the death of a dependant;
- deal with the unexpected disruption or termination of arrangements for the care of a dependant; or
- deal with an incident involving the employee's child during school hours.

For further information, please refer to the Company's Conditions of Service – General Leave Provisions.

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6. FLEXIBLE WORKING ARRANGEMENTS

The Company recognises the importance of helping employees balance their work and home life by offering flexible working arrangements that enable them to balance their working life with other priorities.

All employees have a statutory right to request flexible working, provided that they have at least 26 weeks continuous service with the Company at the point of making the request and have not made another request in the previous 12 months (the 12 month period will run from the date the first application was made).

The Company offers the following types of flexible working:

Job sharing	One full-time post is split between two employees who work the hours between them with the salary and appropriate terms and conditions shared on a pro-rata basis. The arrangement normally involves an equal split of the post and is only appropriate where there is a service need for duties to be shared. If the work of the post is carried out by two or more individuals working autonomously then the reduced hours/part-time working provisions should be utilised.
Flexible Working Hours Scheme	The Flexible Working Hours Scheme enables employees to arrange their working hours within a broad time span. Certain hours are designated "core hours" when attendance is necessary and outwith these hours, there is flexibility to organise attendance, subject to the exigencies of the service and cover requirements. <i>For further information please refer to the Company's Flexible Working Hours Scheme.</i>
Reduced hours/ Part-time working	Employees are contracted to work less hours than the standard full-time working week.
Time off in lieu (TOIL) arrangements	Time off is granted with pay to compensate for additional hours worked outwith standard working hours or business hours as defined within the Company's Flexible Working Hours Scheme.
Compressed working hours	Full-time working hours are worked over fewer days (which are specific) with set start/finish times.
Annualised hours	A system where the number of hours worked on an annual basis is configured to meet service requirements taking account of seasonal factors e.g. longer working days in summer and shorter working days in winter.

For further information, please refer to the Company's Work/Life Balance Policy.

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7. FLEXIBLE LEAVE ARRANGEMENTS

The Company acknowledges that employees with caring commitments may need additional time off work to meet their caring responsibilities. For example, they may need to attend medical appointments with a dependant or deal with a dependant's discharge from hospital.

Employees should discuss with their line manager any known leave needs relating to their caring commitments. This will help the manager and the other members of the team to plan work and other leave arrangements.

Some medical appointments can be booked in advance, and the Company expects carers to book appointments that they need to attend with a dependant at the start or end of the working day to minimise disruption to work.

The Company acknowledges that employees with caring responsibilities may benefit from flexible leave arrangements, in addition to flexible working arrangements, to manage all aspects of their caring role. It offers carers the following special leave options:

- the Company grants carers the ability to make up time off that they have taken to meet their caring responsibilities at another time subject to the approval of their line manager;
- the Company grants employees the ability to take unpaid leave subject to the approval of their Head of Services; or
- the Company operates a system of career breaks for up to 12 months.

Line managers will, where possible, approve annual leave requests from employees who wish to take time off to meet their caring responsibilities.

For further information, please refer to the Company's Conditions of Service – General Leave Provisions.

8. OTHER SUPPORT

Employees with caring responsibilities, together with their line manager, should consider what adjustments would help to combine work with caring duties. They should consider the following:

- the employee might benefit from private time or a private space to make/receive telephone calls;
- the Company's Employee Assistance Programme provider offers information and advice on some of the practical issues that carers may face; and
- the Company provides information about external sources of support for carers and their dependants on the intranet.

Glasgow City Carers Partnership provides a universal offer of information and advice to all carers in the City through an information and support line and an information booklet. The Carer Pathway gives carers from all care groups access to a range of services and supports including income maximisation, emotional support, short breaks, advocacy, training, information and advice and peer support. They can be contacted on 0141 353 6504.

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9. LINE MANAGERS

Line managers play a key role in supporting employees. Each carer's situation requires a different response; therefore line managers should take into account the whole range of organisational support available when putting support in place for carers.

Employees need to be confident that they will not be treated less favourably if they take up the Company's support. Line managers should create a workplace culture that is supportive of carers by encouraging employees to make use of the support offered to carers and encouraging discussion around carers' issues.

10. EQUALITY IMPACT

The General Equality Duty was introduced by the Equality Act 2010 ('the Act'), requiring the Company, in the exercise of its functions, to have due regard to three needs. These are the need to:-

- Eliminate discrimination, harassment, victimisation and other conduct prohibited by or under the Act.
- Advance equality of opportunity between people who share a relevant protected characteristic and people who do not, by,
 - Removing or minimising disadvantage;
 - Meeting the needs of particular groups that are different from the needs of others; and
 - Encouraging participation in public life.
- Foster good relations between people who share a protected characteristic and those who do not.

The General Equality Duty covers the following protected characteristics; age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation. It also covers the protected characteristic of marriage and civil partnership with regard to eliminating unlawful discrimination in employment.

This guidance document has been subject to Equality Impact Screening. A copy of the information is available from the Human Resources Section.

11. TRADE UNIONS

The Trade Unions have been consulted regarding this guidance document in line with the recognised arrangements for such matters.

12. REVIEW

This guidance document will be reviewed in line with the recognised arrangements, at the date outlined on the front cover of this document, or earlier if there is a business or legislative requirement to do so.

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Family, Carer and Special Leave Policy

from Scottish Water



**Scottish
Water**
Always serving Scotland



Family, Carer and Special Leave Policy

Reviewed & Updated:
October 2014
Owner: People &OD
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1 Introduction

Scottish Water recognises the importance of helping employees to balance their work and personal commitments and the necessity to support employees during periods of absence.

The aims of this policy are to:

- To support a positive work life balance.
- Facilitate flexible working within a culture of trust and mutual respect.
- Reduce unnecessary sickness or unauthorised absence levels by offering flexible working alternatives.
- Support employees in managing their family and care commitments.
- Be a preferred employer who promotes family care and support of carers by implementing innovative, progressive policies and practices.

This policy applies to all employees of Scottish Water irrespective of length of service.

This policy details the provisions under our Family, Carer and Special Leave Policy. For details on Maternity, Adoption, Paternity and Shared Parental Leave please refer to our separate policies. For the purposes of this policy a Carer is an employee with significant caring responsibilities that have a substantial impact on their working lives. They provide unpaid help, care and support of disabled, elderly or sick relatives, partners or friends who are unable to care for themselves.

A flexible approach to working arrangements will be encouraged at all times to ensure that both employee and business needs are met. Where paid leave is made available, extended additional periods of unpaid leave may be available in exceptional circumstances and at management discretion.

*If you have any queries, please contact People Connect:
0131 445 6330 (56330) peopleconnect@scottishwater.co.uk*



Family, Carer and Special Leave Policy

Reviewed & Updated:
October 2014
Owner: People &OD
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2 Parental leave

What are the provisions?

Over and above any maternity, adoption, paternity and shared parental leave provisions, all parents are entitled to take an additional period of unpaid leave of up to 18 weeks to care for their child. An employee's pensionable employment or continuity of service will not be affected.

An employee must be prepared to show evidence of their child's age, receipt of relevant disability allowance and/or their parental responsibility if requested.

When can parental leave be taken?

You are entitled to up to 18 weeks unpaid parental leave per child if you meet one of the following conditions:

- You are the parent of a child who is under 5 years of age.
- You are the adoptive parent of a child under the age of 18 years (the right to parental leave lasts for a period of 5 years from placement of adoption or until the child's 18th birthday, whichever is sooner).
- If you are the parent of a child who has been awarded Disability Living Allowance, you are entitled to up to 18 weeks unpaid parental leave, which can be taken up until the child's 18th birthday.

The maximum period of parental leave you can take in any one year will normally be four weeks. This can be taken in a single block or in any combination of smaller periods (a minimum of one week) if required. Parental Leave must be taken in blocks of at least one week (except in relation to a child with a disability).

You can apply to transfer from Maternity, Adoption, Paternity or Shared Parental Leave to Parental Leave by giving the required notice period of 28 calendar days.

Can my request for leave be postponed?

Your line manager will only postpone your request and offer deferred parental leave in exceptional circumstances. The deferred leave you will be offered will:

- be offered to you within 7 calendar days of your original request.
- be for the same length as originally requested.
- specify the start and end date of the deferred leave.
- not be deferred for longer than 6 months of the original date requested
- not end after child's 5th birthday (or 18 in case of adopted or disabled children)

If the new dates offered are not acceptable, you can cancel your original request and make a new one.

How do I apply for parental leave?

You should aim to inform your manager of your desire to take parental leave as soon as possible, in any event not less than 28 calendar days before, especially if you wish to take one or two large periods of time. You will then be required to complete a Parental Leave Application Form authorising appropriate deductions from your salary.

*If you have any queries, please contact People Connect:
0131 445 6330 (56330) peopleconnect@scottishwater.co.uk*



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What about your pension provisions?

If you wish to contribute to your pension provision during your leave you can continue to pay pension contributions monthly or on your return to work. Any such contributions would be based on the level of pay you received immediately before your unpaid leave commenced.

3 Emergency Care for Carers and Parents

Paid leave is available for the care of a dependant or someone for whom you are the carer in the case of unexpected emergencies. You must contact your line manager to advise them of the circumstances as soon as possible.

4 Planned Health Care for Carers and Parents

Paid leave is available to enable you to accompany your child or someone for whom you are the carer to pre-arranged medical appointments (e.g. Doctor, Dentist, Specialist). However, wherever possible you should make every effort to minimise the disruption to your working day by making the appointment at the beginning or the end of the day.

5 Hospital Appointments

Paid leave is available to help you to attend hospital appointments. You should request this time off as far in advance as possible, to ensure that arrangements can be made to ensure that business needs are met while you are away from work. Where possible you should make every effort to minimise the disruption to your working day by making the appointment at the beginning or the end of the day.

6 General Family and Carer Emergencies

Paid leave may be available to help you to deal with unexpected emergencies at home that are not covered elsewhere in the policy. This leave is at the discretion of your line manager and will only be considered once all other options have been explored (e.g. flexible working, working from home, sharing responsibility with partner).

You must contact your line manager to advise of your particular circumstances and he/she will agree with you how much paid time you will be able to take.

7 Agile and Flexible Working

Scottish Water wants employees to achieve a good work/life balance and to support employees who are carers. We provide a range of options to enable employees to work flexibly, balancing personal requirements with business needs. Informal flexible working arrangements and Agile working are available to support individuals. Where these arrangements do not meet personal needs, you can formally request a change to your flexible working pattern for any reason.

If you are considering this you should speak to your line manager to discuss options as soon as possible. Your manager will work with you to ensure that both your needs and the needs of the business are met.

To formally request flexible working you should complete a "Change To Flexible Working Request Form" which is available on the Policies and Procedures site on the intranet and submit this to your manager.

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If you request flexible working, your manager will arrange a meeting with you to discuss this within 28 days of your request and will ensure that you are aware of the decision and given confirmation in writing within 14 days of your meeting.

Approval for part-time or flexible working is at the discretion of your manager. Any such requests will not be unreasonably refused, however, each case will be considered on its own merits in light of current business requirements.

If you do not agree with the decision made you should submit an appeal in writing to your line manager stating the reason for your appeal. This should be done within 5 days of you being notified of the decision. For more information please consult the Manager Guidance on Flexible Working which is available on the intranet.

8 Compassionate Leave

Paid time off is available to attend the funeral of a close family member or friend.

A maximum of five days paid leave is available to help you make necessary arrangements following the death of a close family member.

Employees may require additional leave from work, for example, to make funeral arrangements abroad, and can request unpaid leave to cover their absence if this extends beyond five days.

9 Career Breaks and Sabbaticals

What are the provisions?

Up to one year unpaid leave may be taken at the discretion of your senior manager.

What will be taken into account when deciding whether or not to authorise such leave?

Such requests will not be unreasonably refused, but prior to making a decision, your manager will need to consider the following:

- Will the business be able to accommodate your absence over a prolonged period of time?
- Will your absence provide a temporary development or redeployment opportunity for another employee?
- How will the time off be spent? (e.g. working or studying in a particular field that will be of both personal and organisational benefit or supporting someone for whom you are a Carer who needs full time support for a period).

What about your pension provisions?

If you wish to contribute to your pension provision during your break you can continue to pay pension contributions monthly or on your return to work. Any such contributions would be based on the level of pay you received immediately before your unpaid leave commenced.

What effect will the break have on your continuity of service?

No break in service will occur. Your whole period of career break or sabbatical leave will be taken into account for calculating continuous service.

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How often must you contact your manager during your break?

You must agree with your line manager before the commencement of your leave, what date you will return to work and agree how and when contact will be maintained during your absence.

Further advice and guidance on this type of leave is available from People Connect. Remember if the purpose of the career break is to spend more time with your child, please refer to Section 1 of this document on Parental Leave prior to application.

10 Reserve Forces

If you are a member of the Reserve forces (e.g. TA/RAAF), up to 15 days paid leave per annum is available to attend compulsory training. You should give your manager as much advance warning as possible of your intention to take this type of leave. A copy of the request to attend training should be sent to Payroll with confirmation that you have requested this leave through Connect Plus.

The amount of pay you receive from Scottish Water will be equal to your normal contractual salary less the payment you receive from the Reserve Forces. The maximum amount deducted will be the amount equal to your normal pay.

You should submit your Reserve Forces Statements/Salary Statements to Payroll via your line manager. You will still be required to make pension contributions.

If you are called up for the Reserve Forces, you should notify your manager as soon as possible and notify People Connect on 0131 445 6330 or peopleconnect@scottishwater.co.uk

11 Emergency Services

If you are a retained member for an emergency service, (e.g. Fire Service, Life Boat) you require written approval from your line manager prior to your appointment with that emergency service.

Scottish Water understands that it is necessary for you to be available to attend emergency calls on as many occasions as possible and will facilitate this as much as practicable. During working hours you must get the permission of your line manager to attend an emergency call. If you work standby for Scottish Water you may attend an emergency only when you are not already on call out for Scottish Water. If there is a full crew available for the emergency service you are retained for you must stand down from attendance if you are not required.

Up to 15 days paid leave per annum is available to attend compulsory training. You should give your manager as much advanced warning as possible of your intention to take this type of leave. A copy of the request to attend training should be sent to Payroll with confirmation that you have requested this leave through Connect Plus.

12 Time off for Public Duties

Jury Service, Witness and Judicial Proceedings

Time off is available for employees who are cited for Jury Service, are called as a witness or who must compulsorily attend judicial proceedings. You should advise your manager when you get a

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citation and the leave must be recorded in Connect Plus. The amount of pay you receive from Scottish Water will be equal to your normal contractual pay so no loss of earnings will apply.

Other Public Duties e.g. Councillor, Children's Panel etc.

For any days taken, either paid or unpaid, you must inform your line manager and give as much notice as possible. A maximum of 5 days paid leave per year will be given. Anything above this will be unpaid and the time off must be authorised by your line manager.

13 Requesting Family, Carer and Special Leave

All Family, Carer and Special Leave should be recorded in Connect Plus. This can be done by clicking on 'Request Absence' under 'Your Frequent Tasks' in the middle of the screen. You then select a start date from calendar and appropriate reason under 'Filter by Type' and 'Absence Name' and follow the online instructions to record your leave.

If you do not have access to Connect Plus please contact your line manager or People Connect on 0131 445 6330 or peopleconnect@scottishwater.co.uk.

14 Related Documents

- Maternity, Adoption and Paternity Leave Policy
- Flexible Working Guidelines
- Agile Working

If you have any suggestions how we can improve this policy, such as adjustments in its application to take account of individual needs, please contact People Connect on 0131 445 6330 (56330) or click [here](#) to access the Equality and Diversity Wavelength pages.

*If you have any queries, please contact People Connect:
0131 445 6330 (56330) peopleconnect@scottishwater.co.uk*

Caring for Carers

from The University of Edinburgh



Caring for carers

This caring for carers guidance outlines the support available to employees who have a caring responsibility so that they can balance work with caring commitments and continue to be effective in their role.

Who is a carer?

A carer is a person who provides a substantial amount of unpaid care on a regular basis for another individual or a person who provides more occasional support to cope with changes in circumstances or health of another individual.

The University recognises that a carer can be a spouse, parent, sibling, child or other dependent and could be living in the same home as the person being cared for or further away.

Support

The University appreciates that caring places demands on employees and at times it may be difficult for them to combine work and caring responsibilities.

Therefore the University will adopt the following principles:

- To give sympathetic consideration to requests for support from those who have caring responsibilities, based on a shared understanding of the situation and its impact at work
- To view the making of requests for support as acceptable and ensure that no one is treated unfairly because of their caring responsibilities
- To handle requests for support with discretion and tact

Policies to support carers

A range of University policies can be used to help support employees who need time off to care for relatives or dependents either on a short or longer term basis:

Flexible Working

Flexible working usually involves requests for permanent changes to working patterns but it is also possible to ask for temporary or rolling requests to be considered to help carers through difficult situations.

For example:

- A reduction in hours could be adopted for a 6 month period initially to allow a Carer to have more time for caring responsibilities. The arrangement could be

reviewed after the initial agreed period and either extended or concluded depending on a Carer's circumstances.

- Annualised hours could be adopted to allow a Carer to fulfil an agreed number of hours at work over a period of time, but allowing periods of time to be taken off to fulfil caring responsibilities.

The above are examples that have been adopted within the University. Other options can be explored with HR in the first instance.

[Flexible Working Policy \(PDF\)](#)

Parental Leave

If a carer needs time off to care for their child up to the age of 18 the Parental leave policy may be of assistance.

Provided the parent has one year's service he or she may take up to four weeks unpaid leave a year to care for a child. (Up to 18 weeks in total.)

[Parental Leave Policy \(PDF\)](#)

Time off for Dependents

Time off for dependents can be given to help a carer cope with the immediate impact of emergency situations such as a child falling ill at school or a parent having an accident and needing medical attention.

The University provides up to 10 days' paid leave per calendar year (pro rata for part time employees) to help employees cope with unforeseen problems affecting people that they have responsibility for.

[Time off for Dependents Policy \(PDF\)](#)

Special and Other Leave

In certain circumstances employees may apply for special leave to cope with difficult or unusual situations not covered by other policies.

This might include compassionate leave or bereavement leave.

Employees should speak to their line manager and/or HR for advice but all requests will be treated with sensitivity.

[Special and Other Leave Policy \(PDF\)](#)

Other support available

The following services and groups can be contacted for emotional support or informal advice:

Chaplaincy

The multi-faith team of chaplains and belief contacts is available to offer sensitive, impartial support in any situation.

[Chaplaincy emergency contact](#)

Counselling service

This is a free confidential service for staff providing an opportunity to discuss problems or situations that are causing concern or distress.

[Staff Counselling](#)

Local Networking Groups

Some areas of the University have local networking groups where carers can offer mutual support and exchange experiences.

Please contact your local HR team to find out if there is a networking group in your location.

[Local HR Teams](#)

Further information

External advice and support can be found at:

[Carers Allowance](#)

[Carers Credit](#)

Carer events

Information about events and training in Edinburgh and the Lothians such as; falls prevention, stroke awareness, understanding dementia, understanding finance and benefits

[Carers events](#)

CarersNet

A website providing resources and information for carers in Edinburgh and the Lothians.

[CarersNet](#)

[Carer support groups in Edinburgh:](#)

[Mobility/transport assistance:](#)

Power of attorney

Please note there are legal differences depending on whether a person lives in Scotland or other parts of the UK.

[Public Guardian Scotland](#)

[Age UK](#)

[Citizens Advice](#)

[Gov UK](#)

Related Links

[Leave and Absence Policies](#)

[Family Leave Policies](#)

[Leave and Absence Options](#)

This article was published on Oct 23, 2015

Carer Leave Policy

from Voluntary Action North Lanarkshire





VOLUNTARY ACTION NORTH LANARKSHIRE

TIME OFF FOR DEPENDANTS/CARERS LEAVE POLICY & PROCEDURES

Introduction

Work and home life can cause conflicting pressures. Many employees are responsible for caring for a relative or a child. The idea behind carer leave is to encourage flexible working practice so that employees can balance their home and work commitments.

The purpose of this policy is to allow for a compassionate response to the sudden and immediate need to provide care. This could be in the case of a sick child, close relative or dependant. It could be that normal arrangements have broken down thus leaving the employee without proper carer arrangements. The policy is open to all employees of Voluntary Action North Lanarkshire (VANL), regardless of grade, length of service and hours worked.

Types of Carer Leave

Short Term

Carer leave will normally be for the short term. Employees will be entitled to a maximum of 5 working days paid leave where an employee faces an unexpected crisis as detailed above. In particular cases of difficulty the period may be extended to a further 5 days. It should be left to the discretion of the Line Manager whether these days are paid or unpaid. Annual leave or unpaid leave can also be utilised at this point. There should be no requirement that the approved number of days be taken in one block.

Longer Term

In the cases of longer term carer leave where the employee is the sole carer or where daily attendance is called for on an extended basis, then the employer should consider other options. These options should try to ensure that the employee will be able to fulfill their carer responsibilities. This can encompass ideas like longer term carer breaks from work (normally unpaid), different work patterns (i.e. reduced hours/days) or a different shift pattern. Where longer-term carer leave is sought discussions should take place with the line manager.

Notification

With most cases, employees will be unlikely to know in advance when they will require to take carer leave. Employees should therefore personally contact their immediate Line Manager at the earliest opportunity, to advise of the need for carer leave.

The employee should discuss the situation with their Line Manager and the number of day's carer leave, which may be required. The Line Manager will then agree with the employee the number of days that they can take. If it is not considered appropriate to take carer leave then annual leave or unpaid leave may be utilised depending on the

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VOLUNTARY ACTION NORTH LANARKSHIRE

TIME OFF FOR DEPENDANTS/CARERS LEAVE POLICY & PROCEDURES

needs of the service. The leave must be noted down on an absence sheet. The employee should keep contact with the Line Manager throughout the carer leave.

Carer Positive employers support working carers in their workplace.

They benefit by retaining experienced workers, reducing staff absences and making huge savings on recruitment costs.

T 0141 445 3070

E info@carerpositive.org

carerpositive.org

Carer Positive is operated by Carers Scotland on behalf of the Scottish Government.

Carers Scotland is a charity registered in Scotland (SC039307).

