



## Working Carers Passport Guidance for managers

### What is an unpaid carer?

A carer is anyone who cares unpaid, for a friend or family member who due to illness, disability, mental health problems or alcohol and substance issues cannot cope without their support.

### What does this mean for your organisation?

Approximately, 1 in 5 employees juggles work with care, so it is more common than you might think. The aim of the Working Carers Passport is to help employees to balance work and unpaid care, to support their health and wellbeing and ensure, they remain well and at work.

Employers are starting to realise the impact of caring on their own employees and their business. A growing number of employers in all sectors are running Working Carer Passport schemes as part of a wider package to identify and support carers and ultimately avoid losing valuable employees from their workforce.

The Working Carers Passport is a tool to aid organisations to be a supportive employer, helping to balance the employee's unpaid caring responsibilities and need for flexibility with the needs of the organisation.

### What is a Working Carers Passport?

- A Carers Passport is a record of a conversation between the employee and their line manager that can be printed off on paper to provide a physical copy or can be stored electronically.
- It identifies the carer and sets out an offer of support, services or other benefits and is an agreement between a member of staff who has caring responsibilities and their manager.
- It's a simple way to document flexible working that can be carried into an employee's future roles, so if a person moves jobs, a manager will know the member of staff's situation, cutting down on unnecessary meetings and paperwork.
- A Carer Passport can help staff to manage information in a way that saves them repeating it to various agencies or line managers.
- The Carer Passport can be completed by any employee who has caring responsibilities which may affect their work now or in the near future. This is a 'live' document that is reviewed and updated when circumstances change, whether that is the demands of the job, or the nature of the caring responsibilities.
- The passport is an excellent tool to use during 1:1s and appraisals to document caring responsibilities and any changes that need to be implemented as a result.
- Please see an example that can be adapted for use: [Example of a Carer Passport](#)



## Principles of the passport

**Confidential** - this document should only be shared with the employee with unpaid caring responsibilities, their line manager and/or Human Resources (HR).

**Sustainable** - we ask all line managers to pass the Carer Passport on to the next line manager if they leave post or change roles with consent from the working carer. This could be added to their personal file for reference.

**Comprehensive** - the manager will use this passport to detail all needs expressed by the carer and the organisation can then look to support these needs.

The document will describe:

- The employee's caring responsibilities
- Any reasonable adjustments the carer may need
- Procedures for if the carer is needed urgently by the cared-for person
- Details of how the carer should communicate with their line manager if they are unable to be at work.

## Related policies

It is important to understand your organisation's policies around flexible working and special leave as this will inform what support is available to your employees who are working carers.

You may find it helpful to obtain your organisation's flexible working policy – from the Intranet or HR department.

Managers are able to use their discretion when making decisions which may not sit within any policy but benefits the employee and the organisation.

## Further information

Visit: The [West Yorkshire Health and Care Partnership website](#)

Visit: [Carers UK](#) for further employers' advice and information