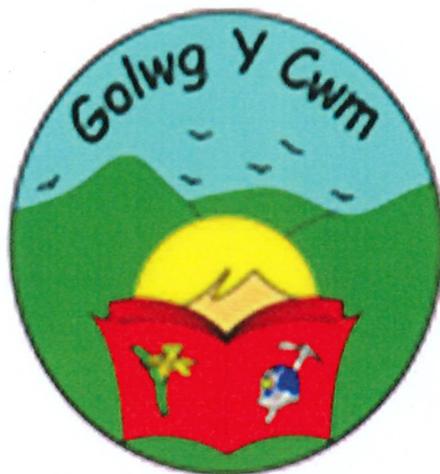


# YSGOL GOLWG Y CWM



## Carers Policy

Date	November 2025
Review Date	November 2026



**Carer's Policy  
(Employees with Caring Responsibilities)**

Status	Version 3
Policy Author	John Winston
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Professional Positive Progressive Open Collaborative

## Cyngor Sir Powys County Council Carer's Policy

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Policy Date	Summary of change	Contact	Version/ Implementation Date	Review Date
October 2019	New policy implemented	S Holcroft	1	September 2021
April 2022	Policy review undertaken to incorporate reference to New Ways of Working; the additional National Priority for unpaid carers as part of the Social Services and Well-being (Wales) Act 2014. Further to this, the policy refers to local support for Powys County Council employees, offered by CREDU.	H Sissons	2	April 2024
April 2024	Updated to reflect the Carer's Leave Act 2023 effected from 6 <sup>th</sup> April 2024	J Winston	3	April 2029

## **1. Introduction and Purpose**

- 1.1 The Council recognises that some of our employees will have caring responsibilities for seriously ill or disabled dependent relatives.
- 1.2 The purpose of this policy is to set out the support the Council will offer to our employees who have caring responsibilities for seriously ill or disabled dependent relatives, in order to help them balance their work and caring commitments and continue to be effective in their job role. Furthermore, this may assist in recruiting and retaining employees with caring responsibilities.

## **2. Scope**

- 2.1 This policy applies to all employees. School Governors are bound by the employment legislation detailed in this policy and have the discretion to adopt this policy within their respective schools.

## **3. Definition of a Carer**

- 3.1 The legal definition of a carer is a person who provides or intends to provide a substantial amount of unpaid care on a regular basis for another individual. This could include someone who is living with a serious illness (e.g. cancer) or other critical or chronic mental or physical illness. Caring responsibilities can be wide-ranging and include, but are not limited to:

- Personal care;
- Assisting with the dependant's mobility;
- Assistance with the management of medication;
- Practical support such as housework, help with financial matters and administration; and
- Emotional support.

Often, the needs of employees with caring responsibilities may be very simple and may not require time out of the workplace, but may require other arrangements, such as, but not limited to:

- The need to leave work on time;
- Reduced early/late work meetings;
- The need to have access to a telephone during the day in a private space.

- 3.2 As an employer, the Council cannot treat carers less favourably than other people who do not have caring responsibilities. The Equality Act 2010 protects a person who experiences discrimination because they are associated with someone who has a disability. For example, it would be unlawful if the partner of someone who has cancer was refused promotion because of concerns that they would be unable to give sufficient attention to the job. The Act also allows reasonable adjustments to be requested for caring responsibilities, and other legislation provides the right to a 'reasonable' amount of unpaid time off work for unplanned caring responsibilities.

3.3 The Carer's Leave Act 2023 entitles carers one week of unpaid leave per year to provide or arrange care for a dependant. The minimum period of carer's leave that an employee may take is half a working day and the maximum period is one continuous week. The leave does not have to be taken on consecutive days. Employees must give notice equal to at least twice as many days as the number of days of carer's leave they wish to take, or three days, whichever is earlier.

3.4 While every effort will be made to meet a request, we may postpone a period of carer's leave if we consider that the absence will cause an undue disruption. An alternative will be found within one month of the original request and a written explanation of the reason for the postponement will be given within seven days of the original notice.

#### **4. The Council's Principles and Approach to Carers**

4.1 The Council appreciates the demands caring responsibilities may place on employees and that it might be difficult for them to combine their work and caring responsibilities.

4.2 As a responsible employer, it is the Council's policy that:

- Managers will give compassionate and reasonable consideration to requests for support from those who have caring responsibilities, based on a shared understanding of the situation and its impact;
- It should be viewed by all as acceptable to request support and to be confident that no one will be unfairly discriminated against because they have caring responsibilities;
- All such requests will be dealt with in a confidential manner;
- Employees who require support will be provided with guidance on the options available to them;
- The Council will treat all employees fairly and consistently, while taking into account the individual needs of a particular case.

4.3 New Ways of Working –

The Council has recently adapted its working practices, with many employees now working from home. The 'New Ways of Working' model was introduced in Autumn 2021, implementing a framework to ensure that staff and managers have greater opportunities to utilise flexibility regardless of an employee's role, subject to service and operational requirements. This enhanced flexibility seeks to offer an improved work-life balance which in turn, may significantly benefit employees with caring responsibilities.

Managers can view the following guidance for further information: [Guidance and support for managers on establishing and supporting new ways of working.docx](#)

4.4 The legal framework in place for Carers in Wales is outlined in the Social Services and Wellbeing Act (Wales) 2014. This is covered in the Appendix alongside the rights of Carers in Wales

## 5. Support for Carers

- 5.1 The specific options and management practices that the Council will consider in support of carers will include:
- 5.1.1 Adjustment to working hours (regular and permanent) under the Flexible Working policy – employees can request flexible working hours under the Council's Flexible Working Policy. As far as reasonably possible, managers will support flexible working requests that are based on the applicant's caring responsibilities. Options include part-time working, staggered hours, compressed hours and annualised hours. Further information can be found in the Council's Flexible Working Policy which can be found here: [Flexible Working Policy v3 2024](#)
  - 5.1.2 Working flexibly (work pattern and work base) - as referenced above in section 4.3, the Council's New Ways of Working model enables more employees to work from home, on a regular basis. This flexible approach may enable employees to agree with the manager, a more flexible working pattern (subject to the type of role and service requirements) without the need to reduce their hours under the Council's Flexible Working Policy.
  - 5.1.3 Parental leave – employees are entitled to 18 weeks' unpaid leave for each child and adopted child, up to their 18<sup>th</sup> birthday and is generally limited to 4 weeks for each child per year. Generally, employees must take parental leave as whole weeks rather than individual days. Further information can be found in the Council's Employee Leave Policy.
  - 5.1.4 Special leave - special leave without pay may be approved on an exceptional basis where there has been an emergency or unforeseen family or personal situation, including caring responsibilities. Subject to the needs of the service, and where no reasonable alternatives are available such as temporary adjustments to contractual hours or flexible working, up to 5 working day's unpaid leave for full time employees (pro rata for part-time employees) may be approved in any leave year. The provision for such unpaid leave is to allow the employee enough time off to make alternative arrangements and return to work and is intended for short-term emergencies only. Typically, this should mean that no more than 1 day's unpaid leave would be granted for each occasion. Other options, such as TOIL and bereavement leave may also be utilised in respect of caring responsibilities. Further information can be found in the Council's Employee Leave Policy.
  - 5.1.5 Confidential support – the Council will make reasonable efforts to offer signposting information that may be of benefit to carers. Furthermore, employees may make use of the Council's Employee Assistance Programme counselling service for support and advice.
  - 5.1.6 Managerial support – employees can expect support from their line manager in informing team members about the situation if appropriate and about staying in touch during any absence due to caring responsibilities.

5.1.7 Provision of cover – to the extent that our resources allow, provision of temporary staff cover where there is a lengthy absence due to caring responsibilities.

## 6. Responsibilities

### 6.1 Managers

Managers have a responsibility to familiarise themselves with this policy and to work within its parameters. They also have a responsibility to ensure that all employees are aware of the policy and understand their own and the Council's responsibilities in respect of it. The Council reserves the right to amend the policy from time to time.

### 6.2 Employees

Employees are actively encouraged to inform their manager if they are caring for someone and need any support. In this way, and as far as reasonably possible, they can continue in their job, effectively balance work and care commitments.

If employees have caring responsibilities and need support, they should approach their line manager and explain the situation and what assistance they require. In cases of applying for a change to their working pattern on a permanent basis employees should refer to the Flexible Working policy. Managers and employees should explore and agree what support is required and what is possible and suitable for both the Council and the employee.

### 6.3 Human Resources

HR has a responsibility to provide advice to line managers about this policy. Furthermore, HR has a responsibility to ensure that this policy is reviewed and amended from time to time so that it is current and in line with any legislative changes.

## 7. Further Information for Carers in Wales

- [Carers Wales](#) - help individuals that care for their family or friends.
- [Gov.uk](#) - provides information on a number of topics relating to carers and the help available.
- [Credu](#) – have been supporting carers in Powys since 2003 and used to be known as Powys Carers Service. An 'Unpaid Carers who are Working' peer group was introduced by Credu in 2022 offering a space for Powys County Council and Powys Teaching Health Board employees, who are also carers for their family or friends. The group meets virtually via Zoom once a fortnight and offers a safe space for colleagues to listen, talk and share experiences with those who may be in similar situations. Contact Credu on 01597 823800 or [carers@credu.cymru](mailto:carers@credu.cymru) for further details. Free gym and swim sessions with Freedom Leisure are available via the Young Carer's card provided by Credu.

## Appendix

### The Legal Framework and Carer's Rights in Wales

Carers play an important role in supporting people to live independently at home. The person who receives care is less reliant on social care services, which in turn eases the pressure on those services.

Carers have certain legal rights, including the right to support and the right to decide if they are able and willing to continue in their caring role.

#### The Social Services and Well-being (Wales) Act 2014

This piece of legislation brought enhanced rights for carers in Wales. It introduces three national priorities for those who care:

- Supporting life alongside caring – all carers must have reasonable breaks from their caring role to enable them to maintain their capacity to care and to have a life beyond caring.
- Identifying and recognising carers – the need to improve recognition of the carer's role and ensure they can access the necessary support.
- Providing information, advice and assistance – it is important that carers receive the appropriate information and advice where and when they need it.

In 2021, a fourth national priority was introduced to the Act:

- Supporting unpaid carers in education and the workplace – employers and educational / training settings should be encouraged to adapt their policies and practices, enabling unpaid carers to work and learn alongside their caring role.

In September 2022, the Charter for Unpaid Carers in Wales was published, setting out the legal rights of unpaid carers in Wales under the Social Services and Well-being (Wales) Act 2014. The charter can be found here: [Charter for unpaid carers | GOV.WALES](#)

[The Social Services and Well-being \(Wales\) Act 2014](#) also puts a duty on local councils to consider the support needs of an adult carer who is looking after someone who usually lives in the local authority area (including a disabled child).

Local councils also have a legal duty to provide carers with information and good advice relating to their caring role and support needs (in Welsh if the carer wishes). Agencies such as Dewis Cymru and Credu can provide information to help those make the right choices about their caring responsibilities.

#### Having caring needs assessed

Councils must offer a [carer's needs assessment](#) when it becomes aware of a person's caring role. They will be asked about their own well-being needs and what personal

outcomes they would like to achieve, for example, carrying on working or pursuing a hobby.

A person can ask for a carer's needs assessment even when the person they care for is not receiving support from social services.

### **Financial Help**

Making the decision to care for someone can have a big impact on a person's finances – and often the household income.

Depending on their situation, they may be eligible for the [Carer's Allowance](#), the Carer's Premium or other household [benefits](#).

The website [EntitledTo](#) helps people find out what benefits they might be able to claim whether they are unemployed or employed, ill or disabled, retired or bringing up a family. The website has a benefits calculator that can help people determine what they are entitled to.

### **Choosing not to care**

The new Act states that local councils must not assume that carers are able and/or willing to continue caring.

Head Teacher: Tracey Havard  \_\_\_\_\_

Chair of Governors: Huw Williams  \_\_\_\_\_

Date: November 2025