

Carer Support Policy

Version Number	1
Revision Date	21 February 2024
Department	Business Support & Transformation
Author	People Partner
Reason for Policy Creation/Revision	Legislation introduction- The Carer's Leave Act 2023
Data Protection	This policy complies with our Data Protection Policy & Procedures.
Equalities	This policy ensures that we have equal protection in place for employees.
Sustainability	N/A
Proofread By	Head of HR & OD
Date Approved	28 March 2024
Approved By	SMT
Next Review Due	28 March 2027
Audience – Training and Awareness Approach	Awareness session for Hanover employees for effective use of the policy.
Effective Date	3 April 2024
Internal References – Policies & Procedures (Located on The Hub)	Flexible Working Procedure Family Friendly Policy and Procedure Maximising Attendance Policy and Procedure Time Off Policy and Procedure Employee Wellbeing Policy
External References	The Carer's Leave Act 2023 Equality Act 2010

CARER SUPPORT POLICY

1. Policy Purpose

- 1.1 Hanover recognises that a growing number of employees are combining their work duties with that of a caring role resulting in them having to deal with the long-term demands of caring for dependants and dealing with emergencies. Employees with caring responsibilities cannot always plan for time off and may need Hanover's support to combine work with care, and request carer's leave when called on at short notice.
- 1.2 Like Hanover's Family Friendly Policy and Time Off Policy, this policy sets out Hanover's commitment to carers and the support that Hanover offers to combine work with care.
- 1.3 The purpose of this policy is to
 - Outline the support Hanover will offer to all employees with caring responsibilities from day one of employment.
 - Ensure that Carers are treated fairly and not discriminated against or disadvantaged because of their caring responsibilities.

2. Policy Scope

- 2.1 The policy is aimed to conform to the regulations outlined in both the Carer's Leave Act 2023 and the Equality Act 2010, thereby providing Hanover employees who attend to a dependent with long-term care requirements the chance to seek support and carer's leave.
- 2.2 This policy applies to all Hanover's full-time and part-time employees.

3. Definition

- 3.1 **Carer-** A Carer is defined as someone of any age with long-term caring responsibilities for a disabled, elderly, or vulnerable dependent. The activities that carers undertake are wide-ranging, including:
 - help with personal care.
 - help with mobility.
 - managing medication.
 - managing medical appointments.
 - practical household tasks.
 - care following a hospital stay.
 - deal with a crisis.
 - emotional support.
 - help with financial matters or administration.
- 3.2 **Long-term care need-** A "long-term care need" is specified as an illness, injury, issues related to "old age", or disability (whether physical or mental) that requires or is likely to require care for more than three months.

3.3 **Dependant-** A person is a "dependant" of an employee if they reasonably rely on the employee to provide or arrange long-term care. A dependent could be a spouse, partner, child, parent, or grandparent of an employee, anyone living with the employee as part of his/her family, or any other person who may rely on the employee for the provision of care.

3.4 **Carer's leave-** Any employee who balances work with long-term care is entitled to at least five days leave within any 12 months, to care for, or arrange care for a dependant. The five days can be taken at any time, non-consecutively, within the 12 months, and no evidence is required to support a request. The leave is unpaid and is a day-one right, so there is no minimum service requirement to be eligible.

4. Responsibilities

4.1 Employees are not required to disclose their caring responsibilities but are encouraged to do so to their manager. This will help the manager to provide appropriate support. Those who prefer not to disclose such responsibilities to their line manager can approach the HR team for guidance.

4.2 Managers should encourage their employees to discuss their caring responsibilities and assure employees that their need for support and confidentiality will be respected. If a manager is aware of the caring responsibilities of any employee, they should encourage discussion around the carers' issues with the aim that both business requirements and employee needs are addressed effectively.

4.3 Managers should assist employees in accessing and utilising available support and policies, including the Carer Support Policy, Time Off, Flexible Working, Family Friendly Policies and Hanover's Employee Assistance Programme.

5. Monitoring & Evaluation

6. This policy does not constitute contractual terms and conditions. Hanover reserves the right to amend any provision of this policy after appropriate consultation. This policy will regularly be evaluated in line with any further legislative change.

7. Reporting Requirements

7.1 The HR team conduct periodic internal audits within the HR System to measure the use of the policy and report to SMT.

8. Review

8.1 The policy will be reviewed every three years or earlier as required.