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EMPLOYMENT SUPPORT & PEOPLE WITH CARING RESPONSIBILITIES

Proposals informed by consultation with key stakeholders including people with caring responsibilities, employers, service providers and policy makers.

Opportunities Fife 
connecting learning, skills and jobs

Ideas to support people with caring responsibilities to get into work, return to work and to stay in work, should they wish to do so.

A report compiled for
Opportunities Fife
Partnership by **Funding
Ideas Ltd**

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1. Executive Summary

Policy context

A Review of Fife's Employability Pathway was commissioned to assess the performance and set a new strategic focus going forward. This work was completed by Professor Alan McGregor from the University of Glasgow in September 2013. "People with family and/or caring responsibilities" were identified as one of several groups for targeted interventions. His recommendations also included 3 actions which relate to the potential to engage with carers:

- Develop the capacity of the Third Sector
- Increase activities in the most deprived 20% SIMD areas.
- Target Employer Engagement Activities to ensure opportunities for Pathway clients

Carers in Fife

The Opportunities Fife Partnership have already identified from recent data that some carers (3656) and single parents (2606) are already accessing the Employability Pathway but face multiple barriers to employment. However, this is only a very small percentage of the total number of carers in Fife. The Fife Carers Strategy 2012-15 provides the most recent estimates for the Fife area shown in the table below.

| | 2012 Population | Carers |
|--------------------|-----------------|---------------------|
| All Ages | 367,930 | (13%) 47,831 |
| Ages 5 - 18 | 57,156 | (10%) 5,715 |

We estimate that there were 38328 carers (28344 female carers versus 19487 men) under 65 years of age in Fife in 2012 and the number of carers in Fife is rising.

Consultation process

In March 2015 a consultation process was started to engage with key stakeholders to inform a potential employment support strategy for people with caring responsibilities. A workshop was held to help to identify and develop potential ideas across the Employability Pathway from Stages 1 to 5 and also considering changes in circumstances for carers. A follow up online survey was undertaken to engage stakeholders who were unable to attend the workshop and to gauge the level of agreement with the findings.

A high degree of consensus was achieved and recommendations have been developed to take this work forward.

Recommendations

We recommend that existing services, service providers, specialist carer support organisations etc. are harnessed and coordinated in order to provide a **virtual “one stop shop”** for carers interested in work.

This ‘Carer Employment Service’ would provide support for carers at every stage of the Employability Pathway, would support changes in carer’s circumstances and would comprise:

1. A **website** which would act as a portal for all carers with links to service providers’ websites, with details of help and support available, how the service works for carers at all stages of the employability pathway, case studies, a section for employers documenting good practice, information about forthcoming events, groups and the support service available through the Carer Employment Link Workers. This would enable different approaches for young and adult carers to be facilitated through existing networks and would support all known carers who wish to have or sustain a work role.

This website would reach a potential beneficiary group of over 30,000 carers in Fife.

2. A **phone line** with an answering/PA service should be established to support and add value to the website. This service would refer through to the appropriate team members who are then able to provide more individual information and advice.

We estimate that this phone line, once properly promoted amongst carers considering work, would support around 10,000 carers per year.

3. A number of **Carer Employment Link Workers (CELW)** should be recruited to support both young and adult carers along with a part time administration worker to
 - deliver and coordinate support services via an **Employability Support Plan**, tailored to the needs of carers, young and adult, who are interested in work; and
 - work with **service providers** to review and enhance their services as well as their team’s knowledge and skills relating to carers needs;
 - support service providers engaged with the service to work with their **employer networks** to improve employer awareness and practice in relation to support for carers
 - facilitate carers interested in work to support and mentor each other
 - A suitable pilot programme should seek to develop a partnership approach to work with:
 - **25 young carers** per year;
 - **150 adult carers** of working age per year; and

- A minimum of **6 local employability service providers** and through them a group of **25 employers**.
- We estimate that there will need to be one CELW for young carers and between 2 and 3 CELWs for adult carers providing intensive support to individuals. However, this would be determined by the detailed design of the service, referral pathways etc.

A maximum of 4 Carer Employment Link Workers (CELWs) would enable 25 young carers and 150 adult carers per year to progress their employability goals. The work of the CELWs would help capacity build a minimum of 6 local employability service providers by enhancing their specialist knowledge and experience with this client group. They would also support 25 employers in the area to raise their awareness of carers' employability issues and to improve their organisation's relevant policies and procedures. These improvements would then benefit their existing workforce, including unknown carer employees.

4. A **network** of existing providers and partners should be harnessed to
 - co-produce the referral pathways and protocols for the service with the Carer Employment Link Workers
 - work together to consistently promote the service and its impact;
 - encourage employers to take up the **Carer's Kite Mark** (as promoted by Healthy Working Lives) and share good practice
 - recognise and celebrate good practice amongst employers
 - share good practice and learning about the new service
 - collaborate regarding the organisation of open days as well as on line events and discussion groups

This network will help create better pathways for local carers who wish to progress their employability goals. It will provide a quality, specialist employability service for carers which is sensitive to their needs.

This network would help raise awareness of the employability needs of carers and capacity build local employers. This will become an increasingly important for the area as the number of people with caring responsibilities increases over time.

This network, if proactively managed, will also capacity build employability providers and enhance effective partnership working in the area.

5. This **pilot programme** should be run over several years in order to demonstrate the real impact of such a service and the added value it can deliver to this hard to reach client group. We suggest that the pilot would require
 - a suitably qualified partner to **lead** and manage the initiative;

- a **steering group** of appropriate policy makers to ensure the direction of travel and overview the project at a strategic/policy level;
- A **management team** comprising senior managers from the employability partners chaired by the project manager to review the performance of the partnership and project overall and
- An **operational team**, led by the project manager comprising the Carer Employment Link Workers and administrative support officer to manage operations and review caseloads.

This pilot programme will develop and hone efficient and effective pathways to support both young and adult carers who want to work. It will take several years of investment by all stakeholders to develop an effective partnership service which is ready for mainstreaming. This process cannot be fast tracked if it is to be sustained in the long term.

In order for this service to be successful it is vital that employers are engaged, supported and educated regarding carers' rights as well as their needs. Employers must be supported to improve their policies and practice in relation to carers. Without this there will be a negative impact on the success of the Carer Employment Service. We need to identify and celebrate the good practice which is already being delivered by "good" employers in the area and use them as local champions to inspire others. We should also link into existing local initiatives that support carers' employability. For example, the Carer's Kitemark which Healthy Working Lives promote.

2. Background

Funding Ideas Ltd was commissioned by the Opportunities Fife Partnership in March 2015 to consult with key stakeholders to inform a potential employment support strategy for people with caring responsibilities. This paper describes this work and the results from the engagement and consultation process amongst key stakeholder groups.

3. Policy Context

3.1 A European perspective

It is important for the European economy and its competition with other large economies across the world that we enable and encourage all adult of a working age to enter into and continue in the labour market for as long as possible. Carers are a specific group of individuals who face multiple barriers associated with their caring role. By identifying their specific needs, which vary even within carers groups

(e.g. young versus old carers), raising awareness of carers needs amongst inter-labour market providers as well as employers we can harness their talents and help them to achieve their careers aspirations as well as fulfil their caring roles, where appropriate. Europe 2020 has specific targets for inclusive growth which are of direct relevance to the employment of carers:

1. **75% employment rate for women and men aged 20-64** by 2020– achieved by getting more people into work, especially women, the young, older and low-skilled people and legal migrants
2. better educational attainment – in particular:
 - reducing **school drop-out rates below 10%**
 - at least **40% of 30-34-year-olds completing third level education** (or equivalent)
3. at least **20 million fewer people in or at risk of poverty and social exclusion**

As you will see from our report (see section 3.4) these are particularly relevant to both the young and adult carer populations.

3.2 A Scottish perspective

Carers play a crucial role in the delivery of Health and Social Care provision in Scotland. The identified 656,300 carers in Scotland - 1 in 8 of the population - are an essential part of the workforce, in its broadest sense, contributing to savings in health and social care in Scotland of an estimated £10.3 billion every year.

“**Caring Together: The Carers Strategy for Scotland 2010 – 2015**” has helped to improve the identification of and support for carers in Scotland – people described as individuals “who provides care to family members, other relatives, partners, friends and neighbours of any age affected by physical or mental illness (often long term), disability, frailty or substance misuse.” In July 2010 the Scottish Government also published “**Getting it Right for Young Carers**”, a 5 year National Strategy for young carers which included many actions to improve identification of and support for young carers. This included specific focus on their career aspirations.

At the beginning of November 2015 The Carers Bill was debated (Stage 1) in the Scottish Parliament. The Carers Bill will give every adult carer the right to a support plan, setting out their needs and the help and support they are entitled to. Young carers will receive a similar Young Carer Statement. The support adult carers get is in the form of Carer's Allowance is the lowest of all working age benefits and the Scottish Government is keen, when it is empowered to do so, to increase this to the same rate of Jobseekers Allowance. At present the Carer's Allowance is relevant for those people who look after someone with substantial caring needs and to be eligible the individual must be 16 or over and spend at least 35 hours a week caring for them.

Through the Scotland Bill the Scottish Government will gain responsibility for disability and caring benefits, flexibilities around Universal Credit implementation in Scotland,

and control over other benefits, including funeral payments and Sure Start Maternity grants and cold weather and winter fuel payments. The Scotland Bill also gives the Scottish Government the power to create new benefits. They are currently negotiating the financial settlement with Westminster – but carers groups have been effective in lobbying and raising awareness of carer's needs amongst decision makers, including the impact of caring roles on employment options and barriers to employability for young and adult carers.

There are a number of initiative and legislation that are also supportive of carers and their needs including

- The growing trend that acknowledges the benefits of more flexible working patterns for employees. This has been embodied in legislation in the “Work and Families Act 2006”;
- The Equality Act 2010 is intended to protect the rights of individuals and advance equality of opportunity for all; and
- The Carer's Kitemark.

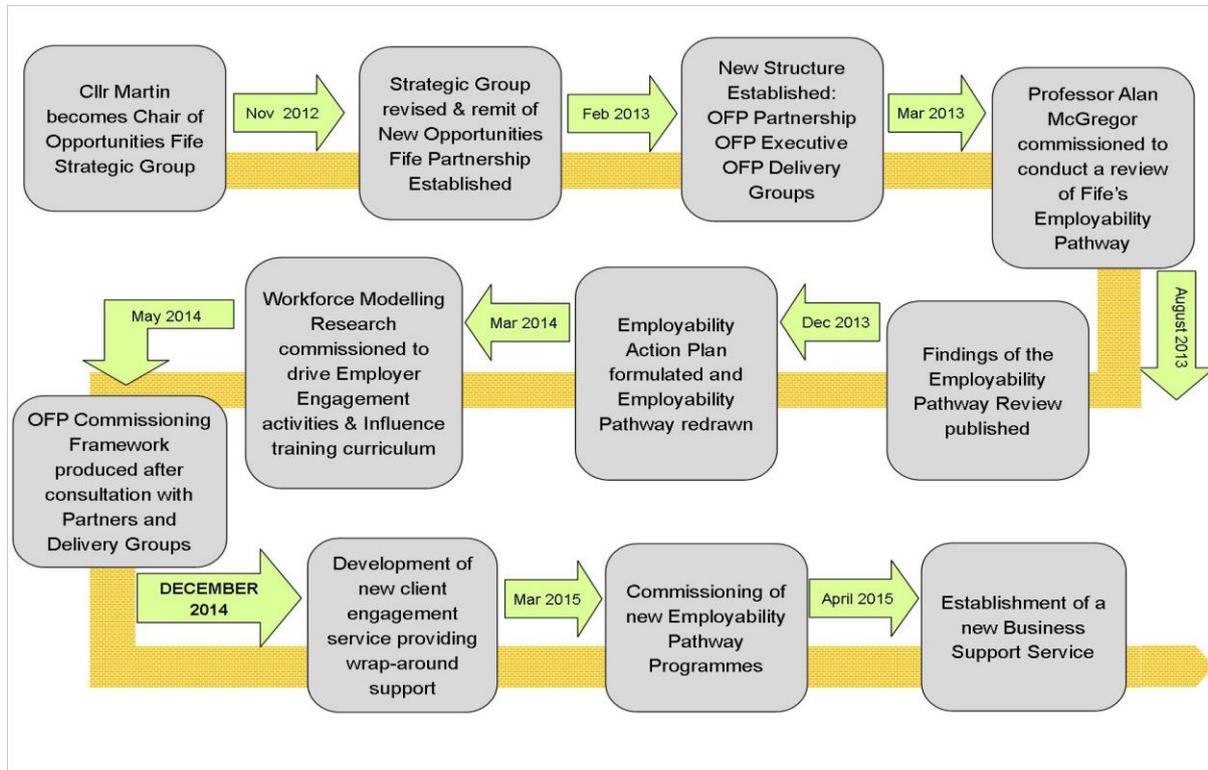
3.3 Opportunities Fife Partnership

The Opportunities Fife Partnership is the key driving force in “building a skilled workforce for the future” and this partnership has embraced change. Since Cllr Tony Martin took over as Chair of Opportunities Fife Strategic Group in November 2012 there has been substantial progress including:

- The Partnership has been reconfigured to be more responsive to client needs, through the introduction of delivery groups (Specialising in supporting: Adults, Young People and those with Health and Disability Issues);
- A Review of Fife's Employability Pathway was commissioned to assess the performance and set a new strategic focus going forward (completed by Professor Alan McGregor from the University of Glasgow in September 2013);
- Significant Labour Market Intelligence to develop a practical Workforce Model; and
- A new Commissioning Framework has been published, setting out the priorities for delivering Employability services going forward.

Figure 3.1 below illustrates this journey.

Figure 3.1 Opportunities Fife developments (2012-2015)



The review of Fife's Employability Pathway was commissioned to assess performance and to steer the strategic focus of the Opportunities Fife Partnership going forward.

In the key groups for targeted interventions Alan McGregor identified people with **“Family and / or Caring Responsibilities”** and that by specifically targeting such key target groups the Partnership would improve our performance and ensure a better service for our clients who need it most. His recommendations also included 3 actions which relate to the potential to engage with carers:

1. Develop the capacity of the Third Sector
2. Increase activities in the most deprived 20% SIMD areas.
3. Target Employer Engagement Activities to ensure opportunities for Pathway clients

At the workshop described in Section 4.1 the Opportunities Fife Partnership Manager provided information about the barriers faced by existing clients supported on the Employability Pathway. It is clear from this table that employability providers are **already supporting** people with caring responsibilities – those with “family/caring responsibilities” and “single parent” care responsibilities. Yet other than “Making It Work”, which focuses on single parents, no other services are designed to specifically address Carers' needs.

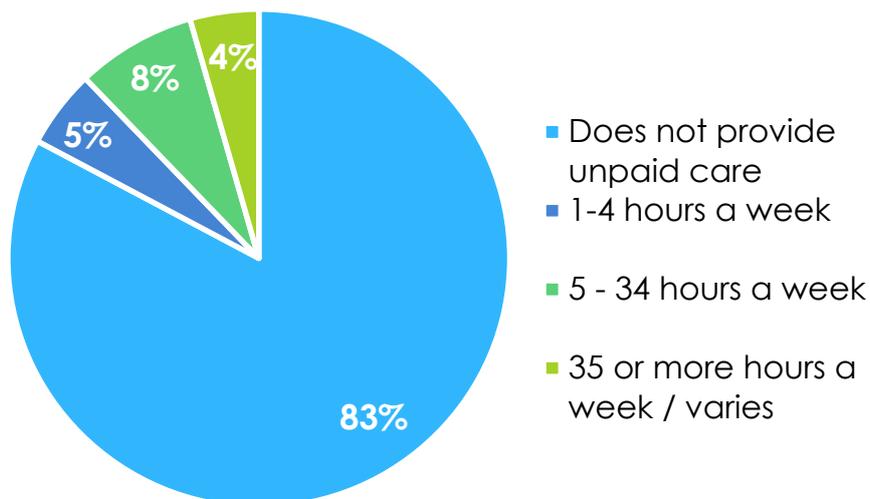
Figure 3.2 Identified Client Barriers

| Identified Client Barriers | Female | Male | Total |
|-----------------------------------|---------------|-------------|--------------|
| Alcohol Issues | 194 | 301 | 495 |
| Asylum Seeker | 0 | 2 | 2 |
| Care Leaver (under 18) | 157 | 143 | 300 |
| Criminal Record | 360 | 1105 | 1465 |
| Debt/Money Issues | 207 | 120 | 327 |
| Disabilities | 493 | 696 | 1189 |
| EU Migrant Worker | 146 | 87 | 233 |
| Ethnic Minority | 224 | 111 | 335 |
| Family/Caring Responsibilities | 2584 | 1072 | 3656 |
| Homelessness | 419 | 435 | 854 |
| Lack of Work Experience | 2645 | 3010 | 5655 |
| Literacy / Numeracy | 1057 | 1355 | 2412 |
| Long-term unemployed | 1962 | 1183 | 3145 |
| Mental Health Problems | 1284 | 931 | 2215 |
| No Qualifications | 1171 | 1468 | 2639 |
| Non-EU Migrant Worker | 70 | 43 | 113 |
| Other Health Issues | 878 | 974 | 1852 |
| Physical Illness | 442 | 458 | 900 |
| Refugee | 3 | 0 | 3 |
| Seasonal Worker | 30 | 112 | 142 |
| Single Parent | 2174 | 432 | 2606 |
| Substance Misuse Issues | 179 | 370 | 549 |
| Voluntary Worker | 822 | 438 | 1260 |
| Young Person (NEET) | 655 | 1186 | 1841 |
| Young Person at Risk of NEET | 715 | 997 | 1712 |

3.4 Target population of carers

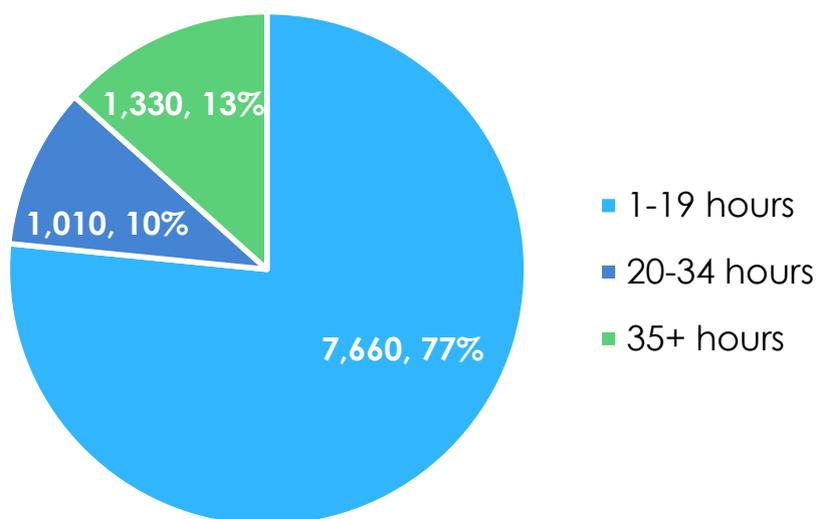
From the Scottish Health Survey 2012/13 we have an indication of how many adult carers there are in Scotland as a whole and how many hours of care they are delivering with an estimated **759,000** adult carers or **17% of the population** delivering between 1 and over 35 hours of care per week. See Figure 3.3

Figure 3.3 Adult Carers in Scotland - SHeS 2012/13 - Estimated 759,000 carers aged 16+ in Scotland



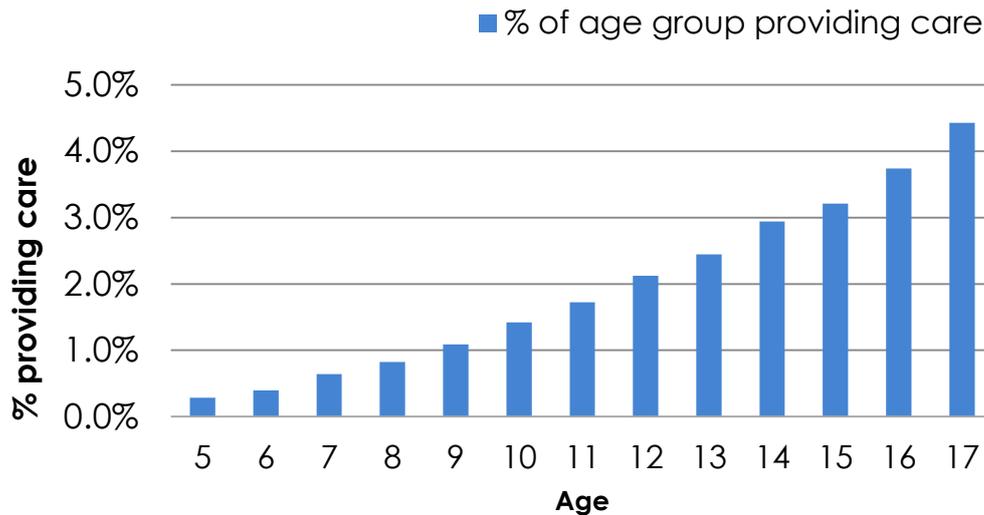
From the 2011 Census **29,000** young carers or **4% of the population** have been identified delivering between 1 and over 35 hours of care per week. See Figure 3.4

Figure 3.4 Young Carers in Scotland (Source: Census 2011)



We also know from the Census 2011 that “young carers” include people of 5 years of age with increasing percentages of young people providing care as they get older. By 17 4-5% of all young people are estimated to provide some sort of care and support – and these are the ones we know about. Figure 3.5 provides a percentage breakdown of young carers in Scotland – the pattern is expected to be similar for Fife.

Figure 3.5 % of young people in Scotland (aged 5-17) providing care, (Source: Census 2011)



The Fife Carers Strategy 2012-15 provides the most recent estimates for the Fife area. See Figure 3.6 below.

Figure 3.6. Carers in Fife (Source: Fife Carer's Strategy 2012-2015)

| | 2012 Population | Carers |
|--------------------|-----------------|--------------|
| All Ages | 367,930 | (13%) 47,831 |
| Ages 5 - 18 | 57,156 | (10%) 5,715 |

In Figure 3.7 below we have taken the estimate for **All Ages** in Figure 3.6 and used this to calculate the age distribution according to the percentages identified in the 2011 Census. Overall it would appear that there were more female than male carers in Fife in 2012 (28344 female carers versus 19487 men) and **38,328** carers were under 65 years of age. Based on these calculations in 2012 females were slightly more likely to be caring between 25-49 years (38.13% in this age band) and men were more likely to be carers when aged 50 – 64 years (36.86% in this age band).

Figure 3.7 Age and gender distribution of carers in Fife

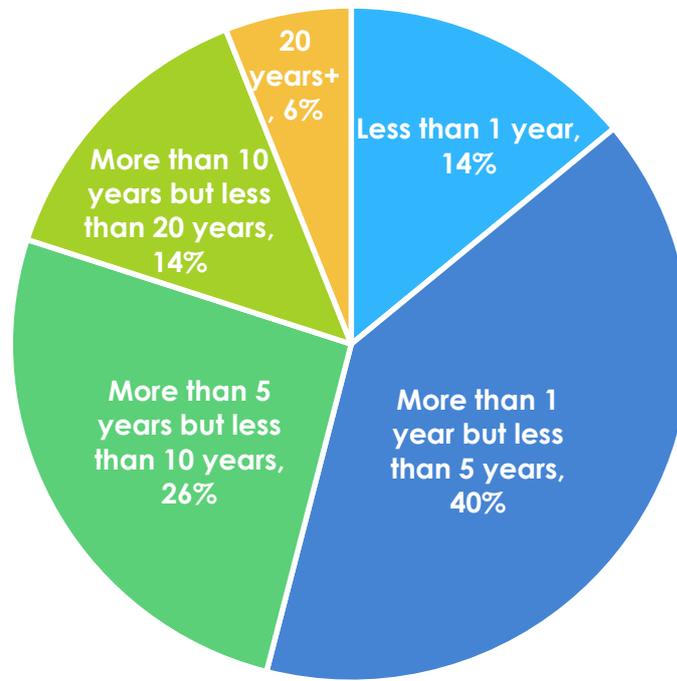
| Age | Male | Female | Male % | Female % | Total % |
|-------------------|--------------|---------------|---------------|---------------|---------------|
| 0 to 24 | 1414 | 1881 | 7.26 | 6.64 | 6.89 |
| 25 to 49 | 6399 | 10808 | 32.84 | 38.13 | 35.97 |
| 50 to 64 | 7182 | 10643 | 36.86 | 37.55 | 37.27 |
| 65+ | 4491 | 5012 | 23.04 | 17.68 | 19.87 |
| All carers | 19487 | 28,344 | 100.00 | 100.00 | 100.00 |
| Total | | 47,831 | 40.74 | 59.26 | |

The number of carers in Fife is rising. NOMIS data on Carers Allowance claimants and population statistics from the Census 2011 reveals that the Carers' Allowance is claimed by 11.3% of benefit claimants in Fife. The total number of claimants rose to 3,910 in May 2015, almost double the number in May 2000 (2,150). It is noteworthy that the number of claimants pales in comparison to the number of Fife residents who identify as carers, 34,828^[1]- this means that only 11.2% of carers claim this allowance.

^[1] [Census Scotland 2011](#)

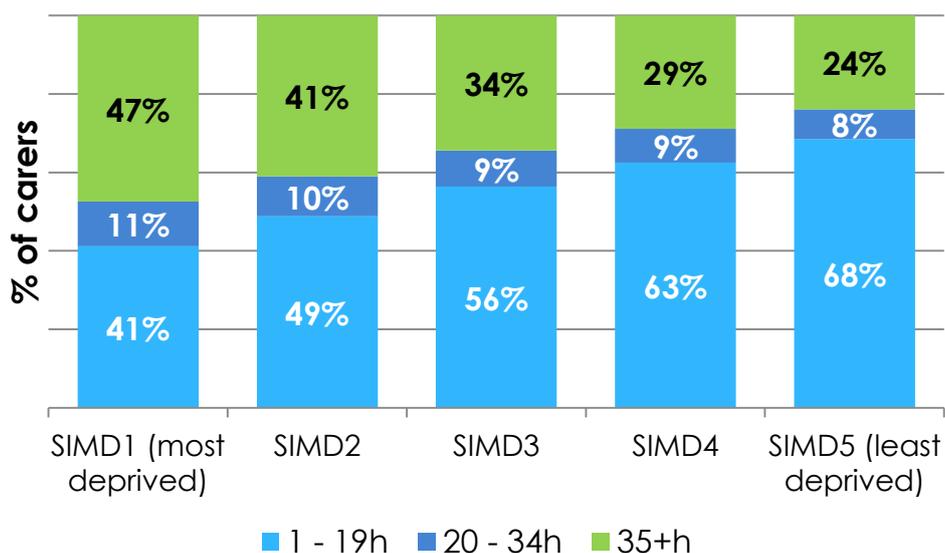
From the Scottish Health Survey, we have a picture of the length of time people have spent caring for those aged 16 and over – with 40% of carers spending between 1 and 5 years caring from someone. See Figure 3.8 below.

Figure 3.8 Time spent caring (Source: Scottish Health Survey 2012/13 (aged 16+))



Finally we need to consider the statistics relating to the most deprived areas by SIMD index. The number of care hours provided is directly related to the area where people live, with more hours delivered in those areas which are most deprived and where there are the highest levels of health inequalities. See Figure 3.9 below

Figure 3.9 Intensity of caring in each deprivation quintile (Source: Census 2011)



To summarise we know:

- from information from the Employability Pathway that people with caring responsibilities are already accessing the pathway;
- there a very large number of adults (759.000 or 17% of the population) and young carers (7660 or up to nearly 5% of young people by the age of 17) in Scotland who deliver a range of care and support to their loved ones;
- according to Fife's Carers Strategy there were some 47,831 carers, of which it is estimated that there are **38,328** carers under the age of 65 in Fife;
- 40% of carers spend between 1 and 5 years caring; and we know that
- the intensity of caring increases with deprivation.

We also know that caring creates barriers to and impacts on employment (Source: Scottish Health Survey 2012-13), including the carer needing to:

- Leave work altogether or take early retirement
- Reduce their hours
- Reduce their responsibilities at work
- Work more flexibly
- Work more or completely from home
- Change their job
- Reducing promotion opportunities

This piece of research and consultation attempts to identify how Opportunities Fife can address the needs of young and adult carers in Fife.

4. Approach

Desktop research was undertaken and discussions were held with an Opportunities Fife Partnership Steering Group under the auspices of the Adult Delivery Group. A consultation workshop was designed to engage with and consult a variety of stakeholders. This was followed by a consultation survey to engage a wider audience and to provide an opportunity to those who were unable to attend the workshop to participate fully in the process.

4.1. Workshop design

It was important to Opportunity Fife's Steering Group that a diverse range of stakeholders were engaged in this process. Therefore key stakeholders groups were identified and invited to attend the consultation workshop including people with caring responsibilities, employers, service providers as well as funders/commissioners and policy makers.

The workshop was designed "to help inform the development of an Employment Support Strategy for People with Caring Responsibilities".

The specific aims of the day were to:

- To understand the **background** and **context** of this workshop;
- To improve knowledge and understanding about support **already available** for employability in Fife (including key support agencies for carers);
- To hear about **carer's stories** to illustrate how they have overcome the barriers which face them;
- To hear about **employers** and how they can adjust their policies and practices to support team members who have caring responsibilities;
- To improve our knowledge and understanding about the **barriers** which face carers who want to engage/re-engage with work or sustain their work role (including self-employment);
- To improve our knowledge and understanding about how we can **enable** and **support** carers who want to engage/re-engage with work or sustain their work role to do so (including self-employment); and
- To review the **ideas** and **suggestions** made during the workshop and to identify priority areas and actions to take forward.

The workshop was structured into 3 different sections:

1. **Setting the context and background.** This first part of the day included a presentation by Adam Dunkerley, Fife Council, Carer's own stories and a presentation by a local employer, Alyson Vale from Abbotsford Care, to illustrate how good HR practices can help all employees, including people with caring responsibilities.
2. **Facilitated group work.** This group work was designed to identify the **barriers** and **enablers** which affected people with caring responsibilities. This was structured around Fife's Employability Pathway (Stages 1 – 5) with an additional group which focussed on the specific needs of carers when their circumstances changed.
Facilitators for each group remained in the same place whilst all groups rotated – this gave all participants the opportunity to contribute to each Stage of the pathway and to the Change in Circumstances discussion.
3. **Action Planning and setting priorities.** During the final section of the workshop participants were invited to come up with actions that could address some of the issues identified in section 2. Finally they were all asked to vote on which of these they felt were the highest priorities.

The workshop was held on the 9th June, during Carers Week 2015.

32 people booked places on the workshop and **38** individuals attended on the day. A diverse range of stakeholders attended the consultation workshop.

Participants felt that the workshop had achieved its objectives and the workshop was well received by participants who particularly valued the opportunity to discuss these important issues together and to raise awareness of the needs of carers with regards to employability. In particular participants:

- felt the process gave everyone a useful opportunity to contribute and share their views;
- valued the level of interaction that the workshop design facilitated;
- enjoyed networking, sharing knowledge and learning about the issues facing carers;
- benefitted from engaging in the group work with the range of different participants; and they
- valued hearing from employers and carers directly;

4.2. Consultation on draft report

Following the initial draft of this report an online summary and survey were also created to engage a wider audience and key stakeholders who were unable to attend the workshop.

25 people engaged with the survey and their additional comments have been added to this final report. Figure 4.2 shows the range and number of people who engaged in this process.

Figures 4.2 Diversity of respondents to consultation survey

| Answer Options | Response Percent | Response Count |
|--|------------------|----------------|
| A person with caring responsibilities | 12.0% | 3 |
| A local employer | 8.0% | 2 |
| A service provider organisation supporting people seeking employment | 28.0% | 7 |
| A service provider organisation supporting people with caring responsibilities | 28.0% | 7 |
| A statutory body supporting people seeking employment | 24.0% | 6 |
| A funding body/commissioning body supporting people seeking employment | 4.0% | 1 |
| A policy maker concerning people seeking employment | 8.0% | 2 |
| A policy maker concerning people with caring responsibilities | 0.0% | 0 |
| Other (please specify) | 4.0% | 1 |
| | | 25 |

5. Findings

5.1 Barriers and Enablers

At the workshop facilitators asked group participants to identify **Barriers** and **Enablers** for carers who are interested in work. i.e. things that have a **negative** or a **positive effect** on carers who are interested in work.

Facilitators also prompted participants to discuss the **nature** of such Barriers and Enablers, whether each Barrier and Enabler was associated with:

- **What people KNOW** (e.g. Barrier – carers do not **KNOW** what support is available for them or how to access it);
- **How people THINK** (e.g. Barrier – some employers may **THINK** that carers are less reliable as employees because of their caring responsibilities); and/or
- **What people actually DO** (e.g. Enabler – there are already a range of specialist service providers in the Fife area who **DO** offer support to carers).

This approach enabled facilitators to “dig deeper” and to identify contributing factors for some of the Barriers and Enablers. We believe that this approach has led to clearer indications about not only **what** actions should be taken but also **how** they should be delivered.

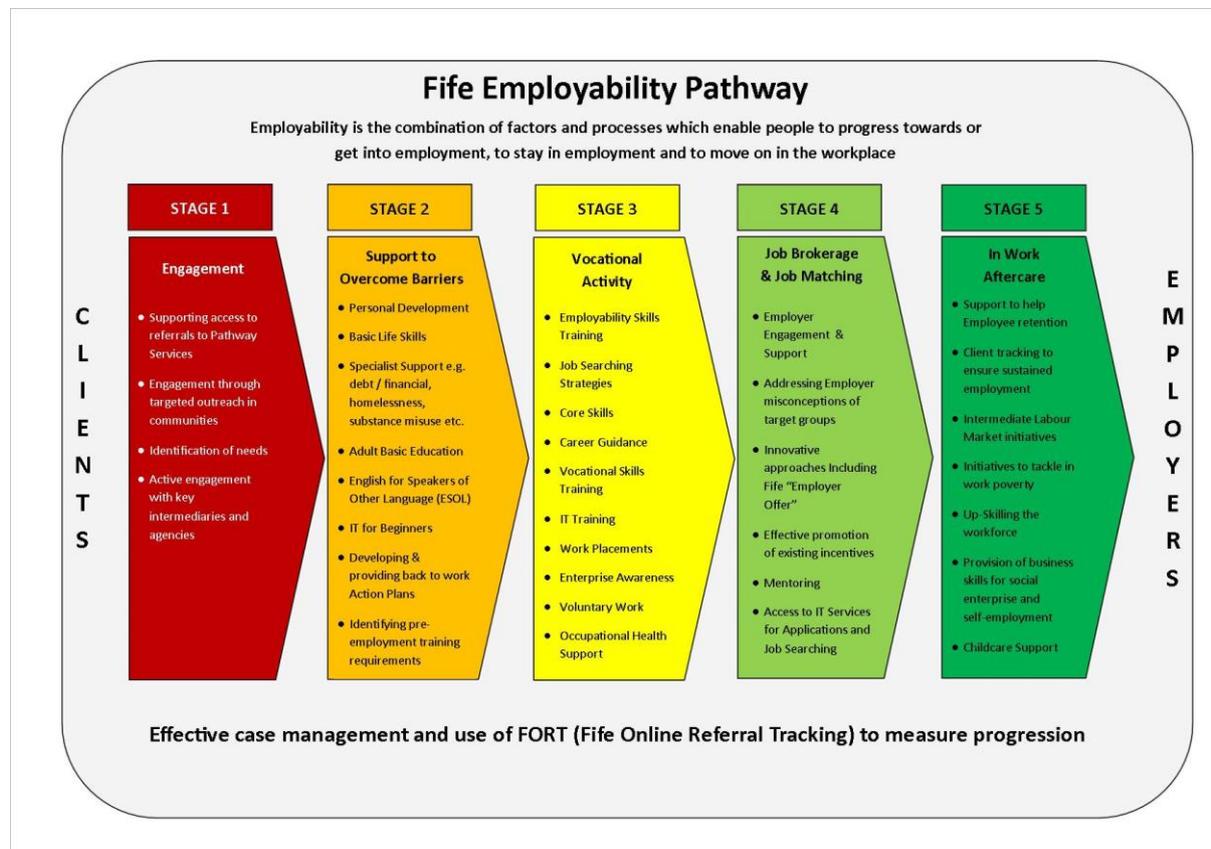
The detailed findings from the group work (and the feedback from the on line consultation process) are provided in the Appendix, Section 7.

5.2 Structure of the findings.

The results are structured according to the workshop groups, which are in line with the Fife Employability Pathway. *“The Fife employability pathway describes that journey from initial engagement to sustainable employment Clients may enter at any stage of the pathway and services need to be flexible to meet individual client needs. The key focus for the Opportunities Fife partnership is to ensure we have effective partnership arrangements in place to provide a cohesive ‘employability pathway’ equipped to tackle collectively the current challenges facing individuals and employers in Fife.”*

Figure 5.1 illustrates the 5 stages in the Fife Employability Pathway and what support and interventions are provided at each stage.

Figure 5.1: Fife Employability Pathway



5.3 Stages 1 & 2 – Key Findings and Proposals

Consultation about Stages 1 & 2 identified complex issues for both carers and service providers to address which have fundamental implications for the design of appropriate services and interventions at these stages in the employability pathway.

Here are the findings for Stages 1 and 2.

- **Identifying and building personal relationships with carers is key to helping them achieve their personal employment outcomes.**
- **There is a lack of awareness amongst many service providers and commissioners about the needs and wishes of carers regarding employment.**
- **There is a range of services available but they are not known or accessible to carers. Services available to carers are not coordinated and information provided to carers about employment issues is not consistent.**
- **Carers need support to move on from their caring role.**

For more detailed information on these findings please refer to the Appendix.

As a result of these findings in relation to Stages 1 & 2 we therefore propose the following:

1. Design, develop and promote a virtual “one stop shop” service through which carers, who are interested in work, can access support.

- a. Existing services should be mapped – there is little need to develop new employability services but rather to build on what is already available.
- b. Awareness raising training for service providers should be developed and delivered to ensure that their existing services providers are aware of the barriers which face carers regarding employment. Action plans should result from such training to adapt their services to ensure accessibility for carers e.g. outreach working, changes to attitudes and behaviours towards carers interested in work.
- c. A website and dedicated phone line should be established to support the new virtual service. This phone line could be supported in a cost effective manner by an answering/PA service (e.g. Moneypenny) who would then direct calls to an appropriate member of the team in the field.
- d. There is a need to introduce appropriately trained and experienced **Carer Employment Link Workers** who handle initial contact with carers, facilitate carers to access consistent information about their rights and refer/support them to access appropriate sources of support. To support and manage this process they would work with carers to create an **Employability Support Plan** to help guide their research and progress towards employment,
- e. This service should be promoted consistently by all agencies and organisations who are already in touch with carers as well as by employers as part of their HR processes.

2. Work with Employers to raise awareness of the needs of carers, their prevalence amongst their existing workforce and to share good practice.

- a. There is a need to raise awareness amongst local employers re. human rights relating to legislation which can help and support carers in their workforce through local umbrella groups e.g. Chamber of Commerce, FSB etc.
- b. Partners should support the promotion of the Carer's Kite Mark and good practice in HR, recruitment etc.
- c. Partners should promote good practice amongst employers through media articles, service website, social media and local awards
- d. Partners should arrange open days, as well as on line events and discussion groups, where “carer-friendly” employers and carers come together to meet and discuss employment opportunities and options.

5.4 Stage 3 – Key Findings and Proposals

A range of findings have been identified through the consultation process relating to Stage 3:

- **Carers need to be provided with information and guidance in way which optimises their available time and resources.**
- **Getting access to support in a manner which is appropriate to their caring role is key to helping carers progress their employment goals.**
- **Carers should be supported to identify and plan to achieve their employment goals.**
- **Carers need support and training to overcome barriers about returning to work, training or volunteering.**

For more detailed information on these findings please refer to the Appendix.

Other comments relating to Stage 3 are shown below.

“DWP (or other) support for people to 'back fill' their caring role when building their employability skills is crucial.”

“Many carers do not wish to work in a job using their caring skills”

“Often carers do not want to enter employment using their skills gained as a carer. They may well want to move away from this.”

As a result of these findings in relation to Stage 3 we therefore propose the following:

1. The Carer Employment Link Workers will coordinate support tailored to the individual carer's Employability Support Plan.

- a. The Employability Support Plan will identify and build upon existing support networks for the carer.
- b. The plan can focus on immediate, short term or longer term needs and may be used as a vehicle to help the person plan ahead. For example to consider their options as their caring role comes to an end or is reduced over time.
- c. All agencies that can support carers interested in work will be linked and accessible through the service's website which will act as a portal to support carers and Carer Employment Link Workers.
- d. Carer Employment Link Workers will work with carers to consider their strengths, experiences, wishes and areas for development.
- e. They will support carers to engage in opportunities to support their plans and goals.
- f. Carer Employment Link Workers would support individuals to prepare to backfill their caring role and to handle the transition between their caring role and work with family and friends.

2. The service would provide considerable added value.

- a. Facilitating carers to support each other, to learn from each other's experiences, for carers who have already progressed to employment to mentor less experienced or confident peers.
- b. Work with all partners to review processes, referral protocols, feedback loops etc. to continuously improve the link worker service.
- c. Building closer relationships with employers by working in partnership with existing employability pathway providers - providing specialist knowledge and expertise to support partners and their employer contacts. E.g. advising employers on how to deliver better job profiles, encouraging work placements etc.
- d. Collecting and collating evidence about barriers to carers in the region which can be harnessed to inform and influence policy change.

5.5 Stage 4 – Key Findings and Proposals

Key findings specifically relating to Stage 4 included:

- **Employers need training and support to understand carers' needs and to offer appropriate work roles.**
- **Service providers need to work closer with employers to optimise opportunities for carers.**
- **Carers need better support and access to information.**

For more detailed information on these findings please refer to the Appendix.

As a result of these findings in relation to Stage 4 we propose the following:

- 1 The Carer Employment Link Workers will work with employability partner organisations to educate, support employers and encourage good practice. E.g. encourage employers to adopt the Carers Kite Mark.**
- 2 The Carer Employment Link Workers will support carers to overcome barriers in their progress towards employment. E.g. transport issues.**
- 3 There needs to be different types of Carer Employment Link Workers to reflect the different needs of young and adult carers who are interested in work.**

5.6 Stage 5 - Key Findings and Proposals

Key findings specifically relating to Stage 5 included:

- **Carers need to understand their rights.**
- **Carers need to understand the financial implications of work.**
- **Carers need support to manage their relationships with their employer.**

- **Employers need to ensure their policies, procedures and staff training supports carers in work.**
- **Statutory bodies should provide holistic, coherent and consistent support for the carer and the cared for person.**

For more detailed information on these findings please refer to the Appendix.

With regards to our Stage 5 findings we propose the following:

- 1. The Carers Employment Service would provide information, advice and support to carers who are in work as well as those seeking work. A key element of this work would be to communicate an individual's rights to both carers and employers.**
- 2. Specialist benefit and financial services would be accessed via the Hub – utilising specialist, expert providers and advisors who would be able to provide up to date and consistent information.**
- 3. Carer Employment Link Workers would work with their employability partners to improve the policies and practice of their employer networks as well as work with umbrella groups to share good practice.**
- 4. The Carer Employment Link Workers would continue to support carers in work as required.**

5.7 Changing Circumstances - Key Findings and Proposals

The final group focussed on the **Changing Circumstances** of people with caring responsibilities and this included:

- Changes in health of either carer or cared for person
- Changes in the makeup of the family
- Death
- Cared for person moving on, becoming independent
- Carer moving on from their caring role
- Change in carer's work situation

Key findings specifically relating to this group included

- **Employers & carers need to be educated as to their legal responsibilities and rights.**
- **Carers need access to specialist providers who can support them when circumstances change.**

For more detailed information on these findings please refer to the Appendix.

We have one further proposal relating to these findings:

1. **The Carers Employment Service would support carers to plan for changes in circumstances where possible as well as deal with unexpected changes in circumstances.**

6. Recommendations

There are a wide range of existing services which offer potentially useful services for carers to support their own employment plans and aspirations. We recommend that existing services, service providers, specialist carer support organisations etc. are harnessed and coordinated in order to provide a **virtual “one stop shop”** for carers interested in work.

The potential target audience in 2012 for this service as described in section 3.2 is as follows:

| Carer's age band | 2012 estimates |
|--------------------|----------------|
| 5-18 years | 5715 |
| 19-64 years | 32612 |
| 65 years + | 9504 |
| All Carers | 47831 |

To support those carers who wish to work we recommend that the Carer Employment Service should comprise

1. A **website** which would act as a portal for all service providers with links to their websites, with details of help and support available, how the service works for carers at all stages of the employability pathway, case studies, a section for employers documenting good practice, information about forthcoming events, groups and the support service available through the Carer Employment Link Workers. This would enable different approaches for young and adult carers to be facilitated through existing networks and would support all known carers who wish to have or sustain a work role.

This website would reach a potential beneficiary group of over 30,000 carers in Fife.

2. A **phone line** with answering/PA service should be established to support and add value to the website. This service would refer through to the appropriate team members who are then able to provide more individual information and advice.

We estimate that this phone line, once properly promoted amongst carers considering work, would support around 10,000 carers per year. (NB 6262 were already supported through existing employability pathway partners).

3. A number of **Carer Employment Link Workers (CELW)** should be recruited to support both young and adult carers along with a part time administration worker to
 - deliver and coordinate support services via an **Employability Support Plan**, tailored to the needs of carers, young and adult, who are interested in work; and
 - work with **service providers** to review and enhance their services as well as their team's knowledge and skills relating to carers needs;
 - support service providers engaged with the service to work with their **employer networks** to improve employer awareness and practice in relation to support for carers
 - facilitate carers interested in work to support and mentor each other
 - A suitable pilot programme should seek to develop a partnership approach to work with
 - **25 young carers** per year
 - **150 adult carers** of working age per year
 - minimum **6 local employability service providers** and through them a group of **25 employers**
 - *We estimate that there will need to be one CELW for young carers and between 2 and 3 CELWs for adult carers providing intensive support to individuals. However this would be determined by the detailed design of the service, referral pathways etc.*

A maximum of 4 Carer Employment Link Workers (CELWs) would enable 25 young carers and 150 adult carers per year to progress their employability goals. The work of the CELWs would help capacity build a minimum of 6 local employability service providers by enhancing their specialist knowledge and experience with this client group. They would also support 25 employers in the area to raise their awareness of carers' employability issues and to improve their organisation's relevant policies and procedures. These improvements would then benefit their existing workforce, including unknown carer employees.

4. A **network** of existing providers and partners should be harnessed to
 - co-produce the referral pathways and protocols for the service with the Carer Employment Link Workers
 - work together to consistently promote the service and its impact;
 - encourage employers to take up the **Carer's Kite Mark** (as promoted by Healthy Working Lives) and share good practice
 - recognise and celebrate good practice amongst employers

- share good practice and learning about the new service
- collaborate regarding the organisation of open days as well as on line events and discussion groups

This network will help create better pathways for local carers who wish to progress their employability goals. It will provide a quality, specialist employability service for carers which is sensitive to their needs.

This network would help raise awareness of the employability needs of carers and capacity build local employers. This will become an increasingly important for the area as the number of people with caring responsibilities increases over time.

This network, if proactively managed, will also capacity build employability providers and enhance effective partnership working in the area.

5. This **pilot programme** should be run over several years in order to demonstrate the real impact of such a service and the added value it can deliver to this hard to reach client group. We suggest that the pilot would require
 - a suitably qualified partner to **lead** and manage the initiative;
 - a **steering group** of appropriate policy makers to ensure the direction of travel and overview the project at a strategic/policy level;
 - A **management team** comprising senior managers from the employability partners chaired by the project manager to review the performance of the partnership and project overall and
 - An **operational team**, led by the project manager comprising the Carer Employment Link Workers and administrative support officer to manage operations and review caseloads.

This pilot programme will develop and hone efficient and effective pathways to support both young and adult carers who want to work. It will take several years of investment by all stakeholders to develop an effective partnership service which is ready for mainstreaming. This process cannot be fast tracked if it is to be sustained in the long term.

In order for this service to be successful it is vital that employers are engaged, supported and educated regarding carers' rights as well as their needs. Employers must be supported to improve their policies and practice in relation to carers. Without this there will be a negative impact on the success of the Carers Employment Service. We need to identify and celebrate the good practice which is already being delivered by "good" employers in the area and use them as local champions to inspire others. We should also link into existing local initiatives that support carers' employability. For example, the Carer's Kitemark which Healthy Working Lives have been promoting to employers.

7. Appendix – Detailed findings

In the sections below detailed findings are reported for all consultation groups with the headline findings together with any contributing factors listed underneath. It is important that the contributing factors, as well as the headline findings, are taken into consideration in the design of the recommended service.

The original findings from the workshop were shared with stakeholders via a survey monkey. The figures presented in **[brackets]** give the average level of consensus amongst stakeholders responding to the survey on a scale from 1 Strongly disagree to 5 Strongly agree.

7.1 Detailed Findings - Stages 1 & 2

Stage 1 of Fife's Employability Pathway (**Engagement**) involves:

- Supporting access to referrals to Pathway Services
- Engagement through targeted outreach in communities
- Identification of needs
- Active engagement with key intermediaries and agencies

Stage 2 (**Support to Overcome Barriers**) involves:

- Personal Development
- Basic Life Skills
- Specialist Support e.g. debt/financial, homelessness, substance misuse etc.
- Adult Basic Education
- English for Speakers of Other language (ESOL)
- IT for Beginners
- Developing & providing back to work Action Plans
- Identifying pre-employment training requirements

Key Findings – Stages 1 & 2

- **Identifying and building personal relationships with carers is key to helping them achieve their personal employment outcomes**
 - Many carers still do not recognise themselves as carers and the implications this may have for their working life. **[3.84]**
 - There are important psychological barriers for carers to discuss their caring role with others as well as to consider employment and/or moving on from their caring role. **[4.00]**
 - Carers require initial support from specialist providers who understand the needs associated with their caring role. **[3.68]**

- **There is a lack of awareness amongst many service providers and commissioners about the needs and wishes of carers regarding employment**
 - Service Providers and commissioners need to understand the complex barriers which face carers regarding employment and design/fund services accordingly. **[4.26]**
 - Some agencies may require training re. their attitudes to carers wanting to work. **[4.11]**
- **There is a range of services available but they are not known or accessible to carers. Services available to carers are not coordinated and information provided to carers about employment issues is not consistent.**
 - There are sources of support already available but carers do not **know** about them or how to access them. **[3.63]**
 - Many employability services currently exist but these are not **delivered** flexibly enough or coordinated across sectors to make it easy for carers to access them or be referred into them. **[3.68]**
 - **Inconsistent information** provided by different agencies and service providers make it difficult for carers to have confidence to move forward. E.g. information about SDS, benefits implications if they go back to work etc. **[3.89]**
- **Carers need support to move on from their caring role.**
 - Carers need support to start to think about themselves and their own future, not just about their current caring role. **[4.37]**
 - Carers need to recognise their own skills and experience and how these can help achieve their employment goals. **[4.32]**
 - Carers need support to build their confidence and to make plans to progress their employment goals. **[4.32]**
 - Carers need support to make plans to overcome financial barriers and to organise alternative care services where appropriate. **[4.21]**

7.2 Detailed Findings - Stage 3

Stage 3 (**Vocational Activity**) involves:

- Employability Skills Training
- Job Searching Strategies
- Core Skills
- Career Guidance
- Vocational Skills Training
- IT Training
- Work Placements
- Enterprise Awareness
- Voluntary Work
- Occupational Health Support

Key Findings – Stage 3

- **Carers need to be provided with information and guidance in way which optimises their available time and resources**
 - Carers need to know where to get help and this should be made as easy as possible rather than the Carer trying to find out about and access a range of different agencies to progress. **[4.41]**
 - Carers should be able to access and create their own support network to support their goals. **[3.71]**
 - Support for carers should be organised and delivered in an efficient, seamless manner which addresses the holistic needs of the person. **[4.29]**
- **Getting access to support in a manner which is appropriate to their caring role is key to helping carers progress their employment goals**
 - There is a wide range of support agencies providing a wide range of support services but carers need to be able to access services in a flexible and tailored manner which supports their current caring role. **[4.35]**
 - Carers need support and guidance to identify their own learning and development needs including literacy, numeracy and IT Skills. **[4.41]**
 - Carers should be encouraged and supported to engage in volunteering and work placements to gain useful work experience and confidence where appropriate. **[4.94]**
- **Carers should be supported to identify and plan to achieve their employment goals**
 - Carers should be supported to utilise their existing caring skills as well as skills acquired prior to their caring role to progress their employment goals including acknowledging transferable skills acquired in their caring role. **[4.00]**
 - Service providers should not only focus on the person's caring role to help inform future employment plans. **[4.59]**
 - Carers should be supported to identify their own strengths and weaknesses as well as their natural gifts, talents and interests to inform their employment plans and action plan. **[4.53]**
- **Carers need support and training to overcome barriers about returning to work, training or volunteering.**
 - Carers should be mentored/buddied and supported to engage with volunteering, training, work placement and work opportunities e.g. on the job training. **[4.94]**
 - Carers should be supported to identify and build on personal strengths and support should comprise a wide range of support measures including mock interviews, psychometric profiling etc. **[4.29]**
 - Carers should be trained in how to reassure employers and managers about their caring responsibilities and what this means for their work role. **[4.12]**

7.3 Detailed Findings - Stage 4

Stage 4 (**Job Brokerage & Job Matching**) involves:

- Employer Engagement & Support
- Addressing Employer misconceptions of target groups
- Innovative approaches including Fife “Employer Offer”
- Effective promotion of existing incentives
- Mentoring
- Access to IT Services for Applications and Job Searching

Key Findings – Stage 4

- **Employers need training and support to understand carers’ needs and to offer appropriate work roles**
 - Service providers need to work with carers and employers to help identify the right “fit”. **[4.12]**
 - Service providers should work with employers to educate them re. the needs of carers. **[4.24]**
 - Employers should be trained re. implementing good practice techniques and approaches which provide a “design for all” approach to good HR policies and procedures e.g. Carer’s Kite Mark, flexible working. **[4.18]**
 - Employers should be recognised publicly re. implementing good practice techniques. **[4.24]**
- **Service providers needs to work closer with employers to optimise opportunities for carers**
 - Service providers to work with employers on job profiles and job adverts. **[3.88]**
 - Service providers to organise events where carers and employers can meet and good practice can be shared. **[3.88]**
- **Carers need better support and access to information**
 - Carers should be referred to appropriate agencies who can provide specialist benefits advice and organise respite care. **[4.35]**
 - Carers may require particular support about transport issues or about getting a job close to home/cared for person. **[4.24]**
 - Carers should receive ongoing support to manage the transition into work e.g. dealing with feelings of guilt about going to work. **[4.35]**
 - Young carers and adult carers have different needs which should be reflected in the services and support provided. **[4.41]**
 - Self-employment may be a realistic option for some carers but they may require specialist and flexible support to achieve this. **[4.18]**

7.4 Detailed Findings - Stage 5

Stage 5 (**In Work Aftercare**) involves:

- Support to help Employee retention
- Client tracking to ensure sustained employment
- Intermediate Labour Market initiatives
- Initiatives to tackle in work poverty
- Up Skilling the workforce
- Provision of business skills for social enterprise and self-employment
- Childcare Support

Key Findings – Stage 5

- **Carers need to understand their rights**
 - Carers should be trained and provided with information about their legal rights e.g. taking unpaid leave, the implications of Income Support Legislation for taking time off. **[4.43]**
- **Carers need to understand the financial implications of work**
 - Carers should be made fully aware of the implications of shift work, changing hours or flexible working contracts. **[4.36]**
- **Carers need support to manage their relationships with their employer**
 - Carers need to recognise their own value as an employee. **[4.14]**
 - Carers may need training to talk with their employer and negotiate future requirements. E.g. change in hours or way of working. **[4.29]**
 - Carers should ensure a Carer Support Plan is in place and share appropriate elements with their employer to mitigate any potential impact on their work. **[4.00]**
- **Employers need to ensure their policies, procedures and staff training supports carers in work**
 - Training amongst employers and employees is required to mitigate (real or perceived) stigma related to people with caring responsibilities. **[3.93]**
 - Employers should have clear leave procedures in place. **[4.43]**
 - Employers should provide appropriate support to those with caring responsibilities or experiencing a change in circumstances e.g. counselling, Occupational Health services etc. **[4.29]**
 - Working hours and working arrangements should be optimised to facilitate carers to work as well as to operate within the legal framework (e.g. Equality Act, Work and Families Act). **[4.21]**
- **Statutory bodies should provide holistic, coherent and consistent support for the carer and the cared for person**
 - There may be a difference between statutory agency and the carer in terms of the required needs of the cared for person which impacts on the care services provided when the carer goes to work). **[4.07]**
 - Lack of consistent support for the cared for person impacts on the carer's ability to work). **[4.14]**

- Lack of joined up working between social work teams and service providers hinders carers from working effectively). **[4.00]**
- Carer and cared for person are currently supported by different teams and not in a holistic way as a “family” unit.) **[3.86]**
- Lack of respite care inhibits a carer's ability to work.) **[4.00]**

7.5 Detailed Findings - Changing Circumstances

The final group focussed on the **Changing Circumstances** of people with caring responsibilities and this included:

- Changes in health of either carer or cared for person
- Changes in the makeup of the family
- Death
- Cared for person moving on, becoming independent
- Carer moving on from their caring role
- Change in carer's work situation

Key Findings – Changing Circumstances

- **Employers & carers need to be educated as to their legal responsibilities and rights**
 - Employers and carers should be supported and trained to know about what employers should provide and what carers can expect from their employers. **[4.21]**
 - Changes to legislation, legal rights, employment policies should be shared with employers and carers in an accessible way. **[4.21]**
- **Carers need access to specialist providers who can support them when circumstances change**
 - Carers should have access to specialist providers who can respond quickly in times of emergency, including statutory partners **[4.14]**
 - Employers should be aware of these services and how their staff can access them. **[4.36]**
 - Carers need to be referred to specialist agencies with knowledge about the diagnosis of their loved one. **[3.93]**
 - Carers may need mentoring and support to cope with the change in circumstances. **[4.21]**
 - Carer support plans and Forward Looking Care Plans are effective in helping to manage changing circumstances as well as making short, medium and long term plans. **[3.79]**
 - Emergency funding should be available to support a change in circumstances. **[3.79]**