

Partnership Meeting on Working & Caring

25th September 2018

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Manager**

Central Bedfordshire Council Values

Our values describe the type of organisation we want to be and the principles that will guide us in achieving our vision and priorities. These set out the way we will work and interact with our customers, members and each other.

Our values are:

- **respect and empowerment** – we will treat people as individuals who matter to us
- **stewardship and efficiency** – we will make the best use of the resources available to us
- **results focused** – we will focus on delivering the outcomes that make a tangible difference to people's lives
- **collaboration** – we will work closely with our colleagues, partners and customers to deliver on these outcomes

These values are the basis for our employee based policies and procedures.

An Agile Organisation

Through a competency based approach of performance management we:

- Clearly define the Job Family they work in and the outcomes required of each role through a Family Profile.
- Manage the employee through competencies that have been assigned to each Family Profile which also clearly identifies the outcomes required to meet service outcomes
- Managed by outcomes and output specific to the service provided.
- Not a one size fits all approach to working agilely; but determined by service / customer need

Policies and Procedures

- Agile Working Policy
- Time Off From Work Policy
- Supportive Technologies
- Employee Assistance Programme - Health Assured
- Flexi-time Scheme
- New Working Arrangements – Flexible Working
- Career Break Scheme
- Volunteers Policy
- Flexible Retirement / Pension Provisions

Support on Caring: Emotional Perspective

CBC & Health Assured are aware of the huge impact that being a carer can have on an individual's life.

In recognition of this the counselling call will discuss the following :

- Exploring the emotional impact of being a carer
- Ensuring the caller is prioritising self-care
- Explore different ways of looking after themselves
- A counsellor will reiterate the importance of reaching out to friends and family for support
- Signpost to different support groups if appropriate
- In addition Health Assured also have medical information for Carers on the Health portal and APP under wellbeing resources , medical information , caring This also has a list of conditions and useful signposted to trusted resources including NHS and current laws .
- Health Assured also have a short webinar on Eldercare – caring for Elderly Parents

Support on Caring : Practical Support

CBC through Health Assured recognise the practical and financial challenges associated with being or becoming a carer.

In recognition of this the advisors and counselling call will discuss the following :

- Provide Practical advice and support on arranging care and support, including the processes involved in arranging carer's assessments , Needs Assessments and assessments for young carers and Carers of children.
- Health Assured can advise on Financial Assistance available to carers and how this may be accessed.
- Carers may be responsible for managing the affairs of the person they are looking after and as such, Health Assured we provide detailed advice and information on the options available , processes involved in managing the affairs of another.
- Health Assured also provide assistance on making decisions such as when caring may end or when a care or residential home may be required.

Case Study - 1

- For the last 2 years two employees have had issues with trying to work and caring for elderly parents, who have lots of hospital appointments/ operations and crises.
- “agile / flexible working has been crucial in terms of letting me keep my job and work round different situations”.
- “I sometimes work from my mother’s house after her operations and have worked whilst in care homes and hospitals waiting for appointments”.

Case Study 2

Another employee has had significant personal issues including the care of an elderly parent who has Alzheimer's.

- To facilitate a return to work the manager has agreed for the employee to adjust their working pattern by working their hours over 4 days instead of 5 days per week following a flexible working request application. This will be reviewed in 3 months to consider any changes to their personal circumstances and the needs of the service.
- This benefits the Council by supporting the employee to return to work following period of absence and the employee by being able to manage her caring responsibilities. This will be reviewed and managed through 1:1 supervisions and review of the working arrangements.

Service Delivery Requirements – A Critical Consideration

The requirements of service delivery must be considered by managers when determining flexible/agile working arrangements as the Council has a duty to deliver its services to our residents.

However, through the underpinning policies and procedures and the supportive technology available, an appropriate balance can often be achieved, although the level of flexibility will depend on the nature of the role.

September EAP Health Check Calendar

Eldercare

As of 2017, the average life expectancy in the UK is 79 years for males and 82 years for females. Due to the increase in the average life expectancy of adults in the UK, there has been a sharp rise in those seeking legal advice for issues concerning growing older and...

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Caring for a dependant

Look after yourself If you're busy caring for someone, it may be difficult to look after your own physical and mental health. But recognising your own needs will help you balance caring with the rest of your life. It's important to access all of the available help and...

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Caring and the law

Caring and the law. Many people are currently in a situation where they are looking after elderly relatives, friends or neighbours, either physically attending to their needs or attending to their financial arrangements or both. Additionally as we are an aging...