



## Staff Carers Network 18th June 2019 Meeting Feedback

This is the feedback from all of the tables collated into four key themes of Meetings, Policy/HR/Recruitment, Managers and What would help us, in response to the question below-

*'The Network is about you and for you, so how does it need to work and what needs to happen to keep you as part of it?'*

### Meetings

Face to Face meetings

- Monthly/bi-monthly

Support/off load

Different versions

- Cup of tea and chat
- Sharing information

Electronic forum

- Where to get advice
- Ask questions
- Share things you have found out

Meetings over lunch

Being able to talk to others

Meeting at different locations & different times

Sub groups e.g. dementia, certain conditions

Future meeting - spread across the county, not just in Warwick

- Make them quarterly/6 monthly
- Face to Face

Hangouts for more regular meetings

Representative from Citizen Advice Bureau to speak at next meeting

Peer support

- Meeting
- Virtual online forum e.g. Facebook group? WCC intranet?

Mixture of online information and meeting together

- Clear structure for meetings to fit in with caring roles
- Once per quarter but review
- Advertise topic in advance of meeting e.g. half general support, half particular topic
- What stage of caring is everyone at?

Ask everyone which one topic they would like more information on

Meeting with speaker about particular issues e.g. carers assessments

## Policy/HR/Recruitment

Clear defined policy

- Carers
- Modern flexible working
- Boundaries

What relatives count for carers policy (bereavement policy specifies only certain relatives)

Being able to buy/sell leave

Look at sickness policy in relation to carers

1-2-1's/appraisal

Time off to attend appointments/support groups

Carers need to take more annual leave to take to appointments/deal with emergencies

- Buying annual leave
- Paid time off
- Compassionate leave

'VTIME' - unpaid leave for carers to use instead of using up paid leave

Review policies - make them clearer (carers and managers)

Recruitment pack for carers

Induction/awareness for all staff

HR advice

Policies (clarity) - Uniform procedure or access

- Flexitime
- Fixed hours
- Time management
- Recruitment
- Working Practices
- Flexibility
- Culture

Knowing your rights in the workplace

## Managers

Training/awareness for managers

Fairness/Equality

- Need support from managers (better understanding)

Management Support

- Training

Training Line Managers

Level of support too dependent on whims of Line Managers

## What would help us

Carer's day once a year

Celebrating the work of carers

WCC carers mark/award

- Raise profile

Collective voice of a network

Carer Passport

Recognise good practice for carers in WCC

Carers Passport?

Positive affirmation across organisation

Carer champions

Staff feedback and involvement

- Passport?
- Network feed back

Carer awareness' training

Awareness of telephone line part of EAP

Help to make decisions

Positive mental wellbeing for carers

- Stress relief activities
- Meditation, mindfulness, etc.
- Market place with information ( at work not signposted out)

Somewhere to turn to

Don't have time to look into things

Support on offer-relaxation?

Easy to find information

Up to date information

What can be put in place for the cared-for

Knowing what professional support is available

Who? What forums/board we have access to

Information

- Local gov.uk/carer
- National - carer UK

Services for neighbouring counties?

## Actions

**Meetings-** If everyone could fill in the answers on the google form to suggest speakers/topics and venues across the County that would be really helpful. As its coming up to holiday season we have put a hold the date of the 17<sup>th</sup> September for the next meeting, so it's at least booked. Any venues you know of in the North let Rach know!

<https://forms.gle/1Ka5kdLx1dNc3HKr5>

We will also look at the opportunities and methods we can use for setting up virtual meets and electronic networking and let you know when we have a list, and then the Network can decide what it wants set up.

**Policy/HR/Managers-** We will raise this feedback with HR, and report back to the Network. In the meantime if you have any employment/policy queries around being a Carer and working for WCC then please email the Equalities inbox [equalities@warwickshire.gov.uk](mailto:equalities@warwickshire.gov.uk) and Keira/Jo will route your questions to the right people and come back with the answer for you. All questions will be used to compile a FAQ list that will be added to the Carers Network intranet page as soon as it's live. Hopefully this will help others and also give clear and consistent advice for everyone, including Managers. (No names will be used, just the question and replies)

**What would help us-** We will look at developing the idea of a Carers Passport as mentioned in a few comments and also highlight all the feedback to HR and Learning and Development and report back to the Network

Although it wasn't written on the sheets quite a few people mentioned Parking and the lack of spaces if you have to arrive at work after the morning scramble for spaces due to your caring responsibilities. We will also raise that as an issue for staff carers and feedback.

Any questions/queries or offers of working with Rach to develop the Network (you know you want to!) Email [rachelbentley@warwickshire.gov.uk](mailto:rachelbentley@warwickshire.gov.uk)

### Useful Information-

Staff Carers Network email address- [staffcarersnetwork@warwickshire.gov.uk](mailto:staffcarersnetwork@warwickshire.gov.uk)

Intranet page is being developed with information and advice and the FAQ's around HR/Policy, link will be circulated ASAP

**\*\*\*\*\*Hold the date for the next meeting\*\*\*\*\***

**Tuesday 17<sup>th</sup> September 2019 10am-11:30am  
Venue to be confirmed (hopefully Nuneaton/North  
of the County)**