

The Carers, Employment and Services (CES) Report Series published in autumn 2007 is based on a major new study conducted by ACE Research Partner - the University of Leeds.

Ground Breaking Research on Carers, Employment and Services

The study was funded to strengthen the evidence base available to inform future public policy and service development, and builds on previous research which looked mainly at what can be done within the workplace to support carers in combining work and care. The 14 reports arising from the study present a detailed analysis of the study findings based on: 1,909 responses to the CES national survey (which targeted carers of working age); 134 face-to-face interviews with carers aged 25-64 living in ten selected localities in England, Scotland and Wales; interviews with professionals with responsibility for carer support at the local level; detailed analysis of the 2001 Census; and assessment of a wide range of documentary sources.

Reports already published in the CES Series include:

CES 1 - Stages and Transitions in the Experience of Caring

CES 2 - Managing Caring and Employment

CES 3 - Diversity in Caring: towards equality for carers

CES 4 - Carers, Employment and Services in their Local Context

CES 5 - Action for Carers and Employment: Impact of the ACE partnership 2002-7

CES 6 - Carers, Employment and Services: time for a new social contract

CES 7 - Carers Employment and Services in Scotland

CES 8 - Carers Employment and Services in Wales

CES 9 - Carers, Employment and Services in Hertfordshire

CES 10 - Carers, Employment and Services in Leeds

CES 11 - Carers, Employment and Services in Sandwell

CES 12 - Carers, Employment and Services in Sheffield

CES 13 - Carers, Employment and Services in Southwark

CES 14 - Carers, Employment and Services in West Sussex

The other CES Reports, Action for Carers & Employment: Impact of the ACE partnership 2002-7 and the reports focusing on Scotland, Wales, Leeds, Sandwell, Sheffield and Southwark, are available in December.

See inside for more details on the CES Report Series.

ACE REVIEW

Welcome to the last ACE news, which will take the form of a review of some of our activities, events and policy developments.

Action for Carers and Employment (ACE National) is a Development Partnership, funded by the European Social Fund under the Equal Community Initiative Programme, campaigning for carers, employment issues and testing and developing services to enable carers to work.

ACE is in its second phase, moving from a focus on the individual barriers carers face to work, to a focus on systems barriers and service development and structural reform that is needed if carers are able to make real choices about employment.

As activity has ended now for all ACE partners, this review is packed full with news and stories of just some of our many successes. There has been a great deal of activity across the partnership, ranging from: transnational study visits, the 'Make Work Work' campaign and ground breaking research from the University of Leeds, to name just a few.

Professor Sue Yeandle

explains the importance of the CES Report Series in light of the changing social, economic and political agenda.

All the CES reports highlight the demographic and labour market context which is pushing carers and employment up the social, economic and political agenda in contemporary Britain. Longer lives and better healthcare, coupled with technological change making care outside hospital and residential settings ever more possible lie behind these developments. At the same time, many employers report labour and skills shortages, and the country's economic stability depends on high employment rates, so many of Britain's 4.27 million carers of working age are needed in the workplace as well. Two-thirds of them already have paid jobs alongside their caring responsibilities; but the study shows they are a stressed and poorly supported group. In a typical workplace, 1 in 9 male workers and 1 in 7 female workers are already caring for someone who is sick, disabled or frail, and over time most people will at some point need to combine work and care. In 2001, 16% of men and 23% of women in the 45-59 age group were carers.

Carers have secured some recognition and rights in the past decade, but these measures have not been strong enough to transform most carers' lives, and carers of working age, especially those combining work and care, often struggle with their complex array of responsibilities with limited support from providers whose services they often find

it hard to find out about and to access. A main finding of the research is that services are not meeting carers' needs, with only about a quarter of working carers saying they have adequate local services to enable them to work.

Britain's carers of working age include 1.8 million men and 2.4 million women. Two thirds of these men, and a third of the women, are in full-time paid work - while an additional 7% of men and 30% of women have part-time jobs. Our research shows that these carers, along with those who have had to give up work to care, suffer poorer health the longer they care and the more care they provide. Like all carers, they are also at significant risk of social exclusion, although managing to remain in work – something most want to do – helps protect them from the worst effects of the isolation and loneliness caring can bring, and is an important means of sustaining the financial wellbeing of carers and their families. Our research also shows that some groups – especially Pakistani and Bangladeshi men and women of working age – are much more likely to be carers than others, reflecting the greater socio-economic deprivation and poorer health experienced in these groups.

The box opposite outlines the main recommendations of the CES study, all based on the detailed evidence presented in the reports.

Carers' health

- More responsive services in health and social care.
- Investment in Carers Breaks.
- Improved GP / community health support for carers.
- Information, training and brokerage services for carers.

Carers' economic and financial security

- A new advice, guidance and advocacy service on caring and employment.
- A wider range of jobs available to those working part-time or flexibly.
- Review of the integration of the tax, benefits and pensions system.
- Investment in improving access to education, skills and training for carers.
- A new specialist SME advisory service.
- New support/services for those whose caring changes/ends.

Carers' social inclusion and equal rights

- Carers identified in all equalities legislation.
- A strong statistical evidence base about carers.
- Services which support carers' participation as active citizens.
- Extension of the right to request flexible working to all employees.
- 'Carer-proofing' of local strategic developments and planning processes.
- Welfare to work policy tailored to meet carers' needs.
- Campaign on carers and employment targeting employers and trade unions.

'Making Work Work'

A success story for 2.65 million carers

The 'Make Work Work' campaign has its origins in Carers UK's and ACE's determination to ensure that carers were included in the Government's 'Work-Life Balance' campaign, which was launched in 2000 and the campaign has grown in momentum and strength ever since. With the direct aim of achieving rights, recognition and flexible working rights for carers, the Work and Families Act was a real opportunity for ACE and Carers UK to put carers firmly on the map.

In April 2007, 2.6 million carers had for the first time the right to ask their employer for flexible working to help them juggle their work and caring responsibilities. The rights come under the Work and Families Act 2006 and the Work and Families 2006 (Northern Ireland) Order.

One in five carers of working age has given up work to care, often because work is too inflexible. Carers UK research shows that 1 in 3 carers not currently working wanted to return to work if the right alternative care and flexible support was available.

As the Work and Families Bill made its way through Parliament, ACE and Carers UK worked hard to make sure the Bill benefited as many carers as possible, particularly with regard to a wide, flexible and simple carer definition in the regulation.

To celebrate the successful campaign a reception was held at the House of Commons to thank everyone involved in making the Work and Families Act a reality. A range of politicians, policy makers and voluntary sector partners attended.



From left to right, Sylvia Heal MP, Imelda Redmond, Chief Executive of Carers UK, Becky Mason from BT, Nicky Horne from Capital Radio, Jim Fitzpatrick MP then Parliamentary Under-Secretary, Department of Trade and Industry.

How you can help to support carers in employment?

If you are an employer, then you need to be aware of the Work and Families Act in relation to your own staff. In relation to your work and contact with carers there are also a number of things that you can do:

- publicise the rights in your newsletter or communications with carers
- ensure that social services, social work staff know about the rights so that if they assess working carers they can tell them about their rights
- help to publicise the rights in your local newspaper
- ensure that your information for carers refers to carers' new rights under this Act
- if you have a website, link to the relevant pages on Carers UK's website so that carers know where to get information
- Go to the new and updated self assessment tool for employers on the Employers for Carers part of the Carers UK website and see how carer aware you really are. Visit - <http://www.carersuk.org/Employersforcarers/AssessmentToolforbusiness>
- encourage local employers to get hold of Carers UK's free pack for employers giving them top tips on how to implement the Act and support carers within the workplace, Visit - <http://www.carersuk.org/Employersforcarers/EmployersPack2007>

Carers Scotland, Getting in on the Act!

Carers Scotland held a major conference "Work & Families: Get in on the Act!" for employers, service providers and parliamentarians to highlight the benefits of flexible working and the entitlements and requirements of the new Act. The conference was held on Wednesday 23rd May, 9.30am-3.30pm at The Royal Society of Edinburgh Conference Centre, George Street, Edinburgh

Delegates had the opportunity to: hear about the benefits of flexible working and learn from the experiences of employers who have introduced successful

work-life balance policies; learn from experts in the fields of organisational change, flexible working, and personalised service provision; and receive a briefing on the Work and Families Act and its implications for employers.

The conference also launched the 'National Framework for Carers and Employment and a Resource Pack for Employers, valuable new tools for those employers who wish to develop and implement flexible working policies and practices; and for health and social care services to provide more flexible services.

Patrick Begley, Director of Carers Scotland said:

"For the past 18 months Carers Scotland has been leading a major initiative to develop a Framework for Carers and Employment to enable carers to remain in or return to the workforce. The findings from this work and other research evidences the value of flexible working for society, business and employees. That's why we held the conference – to demonstrate to employers that rather than being a burden, flexible working can reduce costs and increase productivity; and to highlight the need for health and social care services to provide a more flexible range of support services that give carers the choice to remain in or return to employment."

Making a difference! the Make Work Work Campaign

Carers UK and ACE wanted to make sure carers and employers were aware of their new rights and responsibilities respectively. Here is just a short list below of our achievements in getting the message out on the Work and Families Act;

- Over 24 national and regional newspaper and magazine hits mentioning Carers UK or ACE and Work and Families Act including; the Guardian, Financial Times, the Independent and Community Care, broadcast coverage on BBC news and Radio 4
- We have a total to date of 15.8 million people so far having the opportunity to see something about the Work and Families Act (this is based on multiplying the print coverage figure by 3)
- Over 10 news items on the Work and Families Act posted on external news or voluntary sector websites
- 2,334 Employer packs sent out and 6,753 booklets and order forms sent out
- 611 requests from organisations asking for at least one pack and 416 requests from organisations and individual carers asking for at least one booklet

News and views from ACE Partners

All about the RISE Partnership

Working in partnership and with Action for Carers in Employment, West Sussex County Council (WSCC) and the Independent Living Association (ILA) established RISE (Respite, Independence and Supporting Employment for carers in West Sussex).

We wanted to do something different and innovative that would add value to carers' lives. Our experience showed us that people want services delivered in ways that fit their individual circumstances. The idea behind the RISE project using Direct Payments (DPs) was to create flexible, reliable and affordable services through increasing awareness, promoting self directed support through training, setting standards for brokerage, introducing advocacy for carers and researching care alternatives such as co-operatives. The funding from Carers UK through the ESF created this opportunity.

We recognised that success would depend on creating meaningful partnerships. In achieving this we have been able to create a number of partnerships that have helped us gain a better understanding of how we can support carers. Our Steering Group has included representatives from the carers network and a carer. Important contacts made through our work on carers' liaison and advocacy has involved regular attendance at a number of carers groups, voluntary organisations and a meeting of health staff. These activities have spread the word about DPs and increased take

up. Greater working together with social care colleagues has been important and support has been offered resulting in greater confidence in using DPs. The ILA staff benefit from training within the organisation which includes awareness of issues for carers.

Our brokerage work has been shared with other local authorities across England, Wales and Scotland and the work on specification and benchmarking has been appreciated and commended. We have benefited from this contact and hearing about other LA's experiences. Links have also been made with the WSCC self directed support programme which has included In Control and the pilot on individual budgets.

From the start our surveys showed that carers needed reliable services if they are to be able to return to or remain in work or study. Looking at care alternatives has involved contact with LA's and other organisations. In particular gathering information about care co-operatives, social enterprises and employment law and procedures. We have gained from being part of the ACE project and attendance at the operational meetings and seminars mean we have met with different agencies and increased our knowledge. We have also set up quarterly meetings for the three LA's

which has proved an important way of sharing information and innovative practice

There have been benefits in making contacts with transnational partners which have included a visit to West Sussex from Italy and our visit to Italy. The latter was particularly helpful and meant that we were also able to meet with colleagues from Estonia and the Netherlands. We hope to learn from the training programme for care workers that has been set up in Italy. We also hosted individual visits from the Netherlands and were pleased to be able to share information about DPs, In Control, Individual Budgets, Telecare and Home Share in West Sussex.

Now we are turning our attention to the future as the project comes to a close. We had always known we wanted a project that would not be a one off but that would help us build an infrastructure for the future. We believe that RISE has made an important contribution that will continue to be developed in order that carers can truly benefit from greater opportunities to return to or remain in work or study. The partnerships we have created and the potential for more partnerships is key to the future success.

For more information on the work of RISE please contact:
Michael Boyd on **Tel: 01903 875950** or email:
Michael.Boyd@ilawestsussex.org

News and views from ACE Partners

News from Contact a Family

Learning that an individual or a child has a disability is always a traumatic experience however sensitively the initial communication is handled. The Contact a Family Directory is a positive response to difficulties encountered by individuals, parents and professionals alike when they seek reliable and up-to-date information. In Contact a Family's experience, individuals, parents and professional workers frequently need to know about specific conditions and rare disorders and the related support organisations. Through the publication of The Contact a

Family Directory, Contact a Family is addressing this need.

Contact a Family maintains a database of a substantial number of specific conditions and rare disorders in addition to those listed in The Contact a Family Directory. Each entry contains a short medical description of the condition together with details of inheritance patterns and prenatal diagnosis. This information is followed by details of the related support networks: their activities, publications, and what they offer to families. It should be noted that some groups are very small and

are run by individuals or parents who offer one-to-one linking and mutual support between families. Some of the listed Contact Groups prefer to be reached in the first instance through Contact a Family.

To find out more about the directory or order a copy contact: Una Summerson on **Tel: 020 7608 8742** or email: **una.summerson@cafamily.org.uk**. If users of The Contact a Family Directory have difficulty in contacting a support group, please telephone Contact a Family, **Tel: 020 7608 8700**.

News from Carers Scotland

Carers have votes – it's time to deliver.

Carers marked the launch of 'Scotland's Carers' Manifesto' on the top of Calton Hill in Edinburgh by spelling out the £5 billion contribution they make to the Scottish economy. The Manifesto called on all political parties to increase investment in carer support in recognition of the growing contribution carers make to our society.

The campaign highlighted how carers are disadvantaged as a consequence of caring including having to give up work. It promotes the right of every carer to live free from poverty with opportunities to work and take part in lifelong learning and leisure.

The Manifesto was part of a range of materials which were used by Carers Scotland in a joint campaign with the other

carer organisations in Scotland in the run up to the Scottish Parliamentary elections, which took place on 3rd May, 2007. 60,000 copies of the document were distributed together with 40,000 campaign postcards

which carers sent to prospective candidates indicating that they will be voting for the party which most reflects the Carers Manifesto. A website for the campaign was established at **www.scotlandscarersmanifesto.com**



Carers from Scotland launching the Manifesto

Carers UK Equal Partners

Getting carers voices heard

Equal Partners is empowering carers to make their voice heard and get involved in their local services – from participation in Carers Strategy groups to lobbying local politicians and media work.

With membership now at nearly 2000 activists and supporters, the programme is going from strength to strength.

We are working with carer groups, like Carers Leeds, who have been campaigning for a Carers Champion in the local health services– thanks to their efforts, a senior manager in the PCT has been appointed to lead carers' services, and importantly raise awareness of carers' health needs.

Influencing the National Carers Strategy

Equal Partners staged a series of workshops across the UK to give carers the chance to tell Ministers and carers' leads their priorities for the new National Carers Strategy due out early in 2008. A report: 'Carers Voices' summarising carers' feedback had just been published and disseminated widely to influence the development of the Strategy. 'Carers Voices – Shaping the 2008 National Carers Strategy can be downloaded on the Equal Partners website: www.carersuk.org/equalpartners

Carers Voices training

Equal Partners is providing free training to carers who are involved

in local services and representing carers on steering groups and partnership boards. This 1 day or 2 half-day workshop is helping carers to gain confidence to present information, know who to contact in their local areas and make their case for change.

If you are interested in holding a workshop in your area and/ or would like more information contact Clare Woodford clare.woodford@carersuk.org

Equal Partners provides a wide range of materials, examples of good practice; we also run a campaigning network and organise events and training. You can sign up to Equal Partners on our website for free – www.carersuk.org/equalpartners



Carers taking part in the 1st consultation event for the National Strategy

Policy and Campaigns Update

Party Conference

Carers UK and ACE attended and held events at all three party conferences in September and October. Carers UK and ACE had an exhibition stand, hosted a fringe event and reception at the Labour Party conference in Bournemouth, a fringe event at the Liberal Democrats in Brighton and an invite only breakfast at the Conservative Party Conference in Blackpool. 13 Government ministers visited our stand at Party Conference, including the Prime Minister Gordon Brown.

New Report shows 52% per cent increase in value of unpaid care - more than total annual spend on NHS.

The value of unpaid support that carers provide has now reached £87 billion a year according to a new report by Carers UK – more

than the annual total spend on the NHS, which stood at £82 billion in the year 2006-7.

The new figures, calculated by the University of Leeds for Carers UK – are 52 per cent higher than previous estimates of how much carers save the UK - £57 billion in 2002 - and the average carer is saving the nation over £15,260 a year. The new figures are also more than four times the amount spent on social care services for adults and children by local authorities each year - £19.3 billion in the year 2005-2006.

The dramatic rise in the value of carers' support is a warning to policy makers about the extent to which our economy relies on the care provided by family and friends. It shows that if only a small number were to give up caring – perhaps through ill health or lack of support - the economic

impact could be disastrous. Given our demographics and ageing population, it shows the urgent need for better recognition and support for carers.

Keep counting carers

Support is growing for Carers UK's campaign to keep the question about carers in the 2011 Census. High profile support has come from politicians and academics. The question on carers in the 2001 Census was the first time carers have ever been officially recorded and has led to unprecedented knowledge both nationally and locally about carers.

Find out what you can do to help at www.carersuk.org/newsandcampaigns/keepCountingCarers



The Prime Minister Gordon Brown visits the Carers UK stand at Labour Party Conference.

Policy and Campaigns Update

National Carers Summit

Carers attending the first National Carers Summit on 8th November gave a loud and clear message to the Government that they expect the forthcoming National Carers Strategy to deliver real change that improves carers' lives.

Carers vigorously debated the key issues facing carers - support from health and social care, carer benefits, employment, transport and help to make adjustments when caring comes to an end. You can listen to the debates and speeches, see the results of how carers voted on their priorities, and read carers' messages to Government on our website www.carersuk.org

Carers demand real change

On 7th November a group of carers delivered thousands of letters to Downing Street calling

for a fresh look at carers' benefits and the financial support they receive.

The letters are part of Carers UK's Real Change not Short Change campaign which is aiming to overhaul the benefits systems to give carers a decent standard of living and to enable them to work if they wish.

Imelda Redmond, Chief Executive of Carers UK says, "We've had a staggering response to our campaign and a wide range of messages showing the strength of carers' feelings. The support that carers provide is worth £87 billion each year, yet in return the Carer's Allowance is just £48 a week. Carers see this as an insult and want the system changed."



Imelda Redmond, Chief Executive of Carers UK with trustees and members of Carers UK

New products from ACE and Carers UK

When caring comes to an end

Carers UK and Help the Hospices have launched a new publication for carers whose responsibilities are changing. When caring comes to an end is a short, easy to read, practical guide with sections covering key issues under three main headings: when the person you care for moves into a residential or nursing home; when the person you care for dies and life after caring.

The guide is available free of charge to carers, with a small charge for postage and packing for bulk orders. Call 0845 241 0963 for more details.

New benefits factsheet

Carers UK has a new factsheet, Benefits for carers. The aim of the factsheet is to give carers

an overview of how the benefits system works and help them to work out which benefits they can claim and how to do it.

Discounts are available for bulk orders. Call 0845 241 0963 for more details.

The History of the Carers' Movement

Author Tim Cook has written 'The History of the Carers' Movement' which charts the key events and achievements throughout the last 40 years. The book examines three key issues which have played a part in its overall history - young carers, its relationship with the disability movement and the role of carer organisations, before finally taking a look at the impact of devolution.

Priced at £10, the book can be ordered by calling 0845 241 0963.

ACE Radio

ACE Radio has now been delivering its “Action for Carers and Employment” audio programmes which are broadcast to a worldwide audience on the Internet since June 2005. The programme provides up to date information about worldwide developments and initiatives around carers and work and life long learning.

In January ACE Radio launched its podcast service which provides its listeners an additional service of listening to ACE Radio while they are on the move via ipods or mp3 players.

During its time on air ACE Radio has interviewed hundreds of people from around the world as well as the UK about initiatives which affect Carers’ lives.

Patricia Mitchell ACE Radio’s anchor presenter, said:

“Internet Radio is a growing platform to inform and provoke discussion amongst listeners, and ‘ACE Radio’, I feel, is the first step to provide carers worldwide with information in this form. It is also a key platform to initiate discussion. By using new technology in this way carers

across the globe can, for the first time ever, compare development and initiatives in one part of the world to what is happening in their own area. And because of this we can custom build solutions to issues from what has been initiated thousands of miles away.”

ACE Radio was especially useful during the transnational partnership phase of the project as ACE Radio could communicate effectively with all countries who took part through their monthly broadcast.

Recent figures have indicated that 16.3% of the UK population have used the internet connection to listen to radio on line, and this figure is growing. Another growing trend is for people to listen to radio through their SKY or Free view boxes. A recent survey found that over 29% of those people surveyed had listened to a station through their televisions.

The ACE Radio programmes can be listened to via www.aceradio.org. You will also find the downloadable podcasts of the programmes at this address.



ACE Radio presenter Patricia Mitchell

Working in Partnership Across Europe

ACE reaches Europe!

On the 12th June Eurocarers was launched in the European Parliament, a lobbying and campaigning platform established to give a voice to the many millions of carers in Europe. To date Eurocarers has 31 members from 16 member states across Europe.

The event was attended by Eurocarers President Baroness Pitkeathley, who sits in the House of Lords in the UK. There was also the formal launch of a cross-party Interest Group on Carers in the European Parliament, which will provide an effective forum for debate and work to ensure that carers issues are firmly on the European policy agenda. The Interest Group will be led by a panel of co-chairs representing the main political groups, and the secretariat for the Group will be provided by Eurocarers.

Alongside that work, Eurocarers will seek every opportunity to widen its representation and promote carers issues – in October there was a ‘blue skies’ event, hosted by the Parliament Magazine, which proved an effective forum for debate on the role of unpaid care for the future sustainability of Europe.

For more information on our work in Europe, please contact Madeleine Starr.
madeleine.starr@carersuk.org



A group of carers with Marian Harkin MEP and the President of Eurocarers, Baroness Pitkeathley visiting the European Parliament for the launch of Eurocarers

Transnational working

The final event of the we care - do you? transnational partnership was held on 26 March at Stoke Rochford Hall near Grantham, Lincolnshire. This was well attended with over 70 delegates, nearly half of whom were representatives from our transnational partner countries.

The conference programme included; a demonstration of Care to Take a Look CD Rom, evidence and presentations of the work of partners across the five countries - Estonia, Italy, Latvia, Netherlands and UK, presentation of the products of the transnational partnership including the three toolkits (These can be downloaded from the ACE website www.acecarers.org). In the evening there was a reception, dinner and dancing.

Co-operation across the EU Member States is a fundamental aspect of EQUAL projects. The ‘We Care, Do You?’ partnership was evaluated by Dr Carlo Russo from POLEIS, a consultancy organisation working for the Emilia Romagna Regio in Italy. The work

of the partnership was evaluated through ongoing assessment of activities and achievements with feedback to the co-ordinators across the five countries.

Dr Russo concluded that:

“Working in partnership across the five countries helped individual projects to reach their national goals by suggesting ideas, good practice and new fields of investigation and research. The general approach was co-operative with a ready willingness to share skills and know-how across the group.”

The full evaluation report with comments from the various partners is on the ACE website www.acecarers.org.uk



Carers at the Carers UK AGM



Carers posting their views on the message board at the AGM



Recognise anyone you know?

ACE National

action for carers and employment
led by **CARERS UK**

Newsletter produced by

CARERS UK
the voice of carers

Registered charity number:
246329

Registered in England and Wales
as a company limited by
guarantee number 864097

Publication date:
Winter 2007
Code UK2303

Design and typesetting:
RAP Spiderweb
Clowes Street
Hollinwood
Oldham
OL9 7LY

Tel: 0161 947 3700
Fax: 0161 947 3729



EUROPEAN COMMUNITY
European Social Fund

The ACE National partnership
is part funded by the European
Social Fund under the Equal
Community Initiative Programme

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www.acecarers.org.uk

www.carersuk.org

www.employersforcarers.org.uk

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