

acas working
for everyone
Carers and the
workplace

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Caring – a fluid journey

Code of Practice on handling in a reasonable manner requests to work flexibly

- Informs employers of what Acas considers good employment practice and statutory obligations



- Carer's leave consultation - Acas response - <https://www.acas.org.uk/carers-leave-consultation-acas-response>
- Acas Code of Practice 5 - <https://www.acas.org.uk/acas-code-of-practice-on-flexible-working-requests/html>

Handling flexible working requests

Required by law

Must be
in writing

1 statutory
request in
12 months

Consider
& decide
on within
3 months

Consider
request in a
reasonable
manner

Consider
non-statutory
requests

Meet with
employee

Let
employee be
accompanied

Notify
outcome
in writing

Allow
appeals

Good Practice

Becoming a carer friendly workplace



- Legal perspective
- Business case
- Be creative!
- Transparency
- Carers leave including emergencies
- Develop and communicate a carer policy, framework and guidance
 - Outline roles and responsibilities
- Line manager role is key – **support line managers to support carers**

- Support line managers to enable flexible working
- Training including discrimination
- Line manager discretion! – maintain an overarching view, there as an enabler not a blocker
- Carers passport
- Flexible when carers need leave at short notice.
- Post caring support

Additional resources



- **Acas advice** – flexible working including templates <https://www.acas.org.uk/flexible-working>
- **Acas advice** – employment contracts <https://www.acas.org.uk/employment-contracts>
- **Acas advice** - Coronavirus (COVID-19): advice for employers and employees various topics including self isolation, sick pay, furlough, vaccine for work, holiday and leave, Long Covid <https://www.acas.org.uk/coronavirus>
- **CIPD - Supporting working carers** <https://www.cipd.co.uk/knowledge/culture/well-being/supporting-working-carers#gref>
- **CIPD - A guide to becoming a carer-friendly workplace** <https://www.cipd.co.uk/knowledge/culture/well-being/carers-friendly-workplace#gref>
- **Carers UK** - <https://www.carersuk.org/>
- **Acas advice**- Improving equality, diversity and inclusion in your workplace <https://www.acas.org.uk/improving-equality-diversity-and-inclusion/making-your-workplace-inclusive>

Further support

In-company
training

Website
[acas.org.uk](https://www.acas.org.uk)

Advice

Tools and
templates

Mediation

Helpline
0300 123 1100

E-learning

Conciliation

Workshops
and projects

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Customer Services Team



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