

DRAFT

Our Commitment to Carers

We deliver a range of services to the 84,000+ residents of Stevenage. Around 8,550 of our residents are carers, the largest number of any town in the county. The majority of carers will come into contact with us at some point and we aim to signpost them to appropriate information and support. Many of our employees are carers and we offer flexible conditions to help them balance their caring role with their working lives. We are committed to ensuring carers are recognised as an important part of our local community.

Our Commitment

We will:

- Provide in-kind support, information, advice and guidance to local carers groups through our Community Development and External Funding support
- Promote carers' groups across the town
- Ensure carers have a voice in the development of our strategic plans, policies and strategies
- Improve information about services and facilities for carers in Stevenage
- Support our carer employees to balance work and caring to improve their quality of life.
- Carry out Equality Impact Assessments which include consideration of carers when planning or reviewing services.

To achieve this, we need to work on:

- Delivery of carer awareness training to key members of staff
- Creating a webpage for carers on the council website to signpost and provide information
- A review of our flexible working policies and workforce strategy
- Developing a communications campaign to promote employee support
- Promoting the carers' agenda to our statutory, business and voluntary and community sector partners
- Supporting managers to complete robust Equality Impact Assessments, considering the needs of carers.

Measuring Our Commitment

We will measure:

- The number of carers the council consults and engages to ensure our services reflect their needs
- The number of hits on our caring pages on the Stevenage Borough Council website
- The number of our caring employees