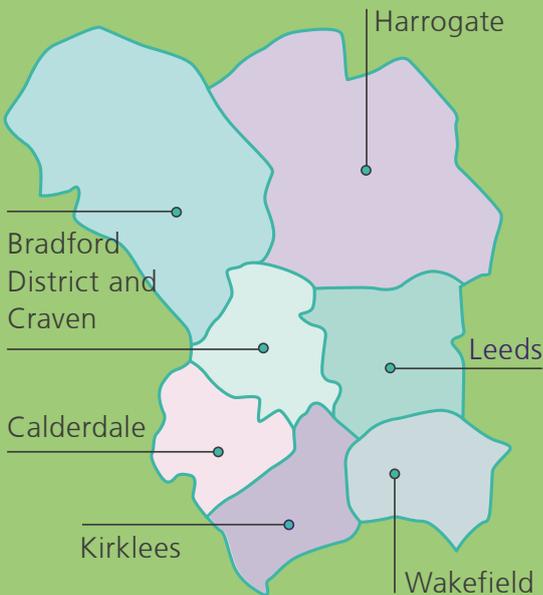


# Telling our Partnership story



**Proud to be the  
West Yorkshire and  
Harrogate Health  
and Care Partnership**

Committed to improving the health and wellbeing of people living in:



- > Working to improve people's health with and for them
- > Improving people's experience of healthcare
- > Making every penny in the pound count
- > Working to keep people well and make life better for 2.6 million people living in West Yorkshire and Harrogate.

West Yorkshire and Harrogate  
Health and Care Partnership



**2.6 million**  
have given up  
work to care



## Working carers passport

### Our ambition

West Yorkshire and Harrogate Health and Care Partnership are working together as part of the carers programme to introduce a flexible working arrangement via the working carers' passport. This is an agreement between the carer and their manager, on behalf of the organisation. The intention is for the carer to be able to manage their working role alongside their caring responsibilities. It's a mutual beneficial arrangement. It enables the organisation to maintain staff retention, reduce unplanned absenteeism and to retain the skills they need whilst improving staff morale and loyalty. Supporting working carers is highlighted in our [Five Year Plan](#).

## What we are doing

**A recent survey in 2019, of NHS working carers, showed that only 20% of carers shared this information with their manager. Meaning they were under increasing pressure in and out of work without any support.**

The working carers' passport will initially be rolled out across West Yorkshire Association of Acute Trusts (WYAAT). This phase of the campaign will also include mental health trusts, and Leeds Community Healthcare NHS Trust. The passport isn't about waiting for the carer to be in crisis, it's about putting systems in place to avoid this happening through ensuring all the mechanisms are in place to give the carer support in their work environment. The passport can be written or digital. A copy of this will be given to the manager, carer and HR. They are portable and follow the carer around within the NHS in West Yorkshire and Harrogate.



## What next?

We will engage wider partners to champion the carers working passport across West Yorkshire and Harrogate in hospital trusts, clinical commissioning groups and councils. This may involve working carer roadshows in partnership with HR staff. Identifying local carer champions in each trust, of all ages, grades and service areas is the aim.

Organisations will develop campaigns to promote internally, with consistent branding, and access to a resource toolkit for ease. This will include 'Facebook at work' messages, news board posts, weekly bulletins, CEO blogs and vlogs, staff intranet, team briefings and info for What's App groups.

Demonstrating the difference the working carers passport is making will be highlighted through case studies, podcasts and short film clips.

Evaluation will include: staff surveys, one to ones, appraisals, exit interviews, staff sickness records etc. Key to this will be the support of the HR and communication director.

White Rose House  
West Parade  
Wakefield  
WF1 1LT

✉ [westyorkshire.stp@nhs.net](mailto:westyorkshire.stp@nhs.net)  
🌐 [www.wyhpартnership.co.uk](http://www.wyhpартnership.co.uk)  
🐦 @WYHpartnership  
📞 01924 317659

A partnership made up of the NHS, local councils, care providers, Healthwatch, community and carers organisations.

**March 2020**

West Yorkshire and Harrogate  
Health and Care Partnership

