

Glasgow Life

Guide to Carer's Leave

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1. Introduction

Glasgow Life recognise that employees who have carer responsibilities can sometimes find it challenging balancing this with work. Alongside [Work Life Balance](#) (flexible working) and some other options detailed within the [Conditions of Service Leave Policy](#) Glasgow Life are now also able to offer Carer's Leave.

Under **The Carer's Leave Regulations 2024** employees are entitled to unpaid leave to provide or arrange care for a 'dependant' who has: -

- A physical or mental illness or injury that means they're expected to need care for more than 3 months.
- A disability (as [defined in the Equality Act 2010](#)).
- Care needs because of their old age.

The dependant does not have to be a family member. It can be anyone who relies on them for care.

Employees are entitled to carer's leave from their first day of their employment with Glasgow Life.

2. Carer's Leave Entitlement

Employees can take up to one week of leave every 12 months. A 'week' means the length of time they usually work for the Glasgow Life over 7 days, for example if someone usually works 3 days a week, they can take 3 days of carer's leave.

Leave can be taken as either a whole week off, individual days or half days throughout the year. If an employee needs to care for more than one person, they can't take a week of carer's leave for each dependant, the entitlement is for one week regardless of number of dependants.

3. Employees with irregular working patterns

To work out how much carer's leave an employee can take if their working hours change each week you need to: -

- Add up the total number of hours worked in the previous 12 months.
- Divide that total by 52 (or however many weeks since they started the job if they've been in the job less than a year).

This is the amount of leave they can take as carer's leave.

Example of carer's leave if someone works variable hours over 12 months

Sam works variable hours. In the previous 12 months, working back from the date the leave would start, they worked 780 hours in total. 780 divided by 52 is 15 hours. Sam can take up to 15 hours of carer's leave.

Example of carer's leave if someone works variable hours for 6 weeks

Charlie works variable hours. In the previous 6 weeks, working back from the date the leave would start, they worked 180 hours in total. 180 divided by 6 is 30 hours. Charlie can take up to 30 hours of carer's leave.

If an employee wants to take carer's leave in their first week, use the amount they're expected to work in a week as the amount of leave they can take.

4. Applying for Carer's Leave

Applications for Carer's Leave should be made in writing via the employee's manager.

Under the regulations employees need to give their manager notice before they want their leave to start as follows: -

Number of days requested	Minimum notice required
Half a day to 1 day	3 days' notice
1.5 to 2 days	4 days' notice
2.5 to 3 days	6 days' notice
3.5 to 4 days	8 days' notice
4.5 to 5 days	10 days' notice

The notice period needs to be in full days, even if the request includes half day amounts. In exceptional circumstances however the manager has the discretion to waive these notice periods.

Where the employee is a portal user the manager will record this leave following the guidance set out in the CBS Guide to [Entering Absence on Behalf of the Employee](#). If the employee is a non-portal user the manager will complete an [Absence Return Form](#). and forward to ammreturns@glasgow.gov.uk for processing. A template letter can be found [here](#).

Please note that employees do not need to give evidence of their dependant's care needs.

5. Delaying an Employee's Carer's Leave

The manager can't refuse a carer's leave request but can ask them to take it at a different time if their absence would cause serious disruption to service provision.

If the manager wishes to delay an employee's Carer's Leave they must consult with them to agree another date. This date must be within one month of the original requested date for the leave.

The manager is required to confirm the reason for the delay and a new date in writing to the employee within 7 days of the initial request, and before the original start date. A template letter can be found [here](#).

6. Time off to Care for Dependents

Carer's Leave is in addition to [Time off to Care for Dependant's](#) in an emergency situation.

7. Employee Assistance Programme (EAP)

Employees may find it helpful to access the [Employee Assistance Programme](#) which is available 24 hours a day, any day of the year by phone, email or via the PAM Assisted Portal or App.

8. Further Guidance

For further guidance on Carer's Leave please speak to the manager or the HR team.