



Nottinghamshire  
Carers  
Association

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# Carers in Employment Case Study

## Bassetlaw Action Centre

Bassetlaw Action Centre is a community resource agency offering help and support to individuals and organisations throughout Bassetlaw; promoting the independence of older and vulnerable people and supporting individuals with long term conditions.

### The Challenge

Along with its 26 employees, Bassetlaw Action Centre has 60 volunteers, all with client facing responsibilities. Bassetlaw Action Centre recognised that there was an opportunity to not only support its employees and volunteers who may themselves be unpaid carers, but also to help identify carers in the community who may require support.

### The Solution

The Centre has now:

- Secured approval and attendance from senior leadership team
- Implemented a Carers Policy
- Reviewed recruitment procedures and made relevant changes
- Sought volunteer for Carers Champion role
- Carers Champion trained by NCA
- Displayed posters at office
- Distributed leaflets at annual AGM
- Achieved the NCA Carer Friendly Employer quality mark.



### Feedback

We are so pleased to have received the Carer Friendly Employer Quality mark and appoint our Carers Champion. In doing so we aim to encourage staff, volunteers and the clients we work with in our local community to recognise when they are a carer and support and advise them accordingly.

A big "thank you" to Jayne Davies at Nottinghamshire Carers Association for all of her support through the process!

