



Nottinghamshire Carers Association Case Study

Nottinghamshire Carers Association



Carer Friendly
Service / Organisation

Mansfield Building Society

Introduction

The Mansfield Building Society has been serving customer and member needs since 1870 and their aim is to remain a safe and trusted independent mutual organisation. Their organisation governance means that as a mutual building society they actively support the local community through sponsorship, charitable support and the direct engagement of their staff.

<https://www.mansfieldbs.co.uk/>

Work completed

Mansfield Building Society had already worked with Jayne Davies our Employer Engagement Lead at NCA. They gained the Carer Friendly Employer Award in July 2024.

They felt that they would like to work with Diane Naylor, our Community Engagement Worker to work towards gaining the Carer Friendly Community Award.

Following changes in staffing and role changes at Mansfield Building Society we were able to make some progress with this and had an initial meeting in February 2025 to map out how to progress.

In June 2025 the Carer Awareness Training was completed with 3 Vulnerable Customer Champions (inc Carer Champion role) 1 person for each site. Therefore 3 Carer Champions are now in place across .

In November an Online 'Teams' Carer Awareness Training session was completed for all front-facing staff including savings and mortgage advisor teams (23 attendees)

Following this:

- Carer Resources were shared across all 3 sites.
- Mansfield Building Society organised a Carer Rights Day event in October
- They held a Staff Carers Coffee morning at the Mansfield site.

'We held a Carers Café for colleagues, and we've held a Carers Coffee Morning in our Mansfield Branch for public facing customers. The Carer Champions attended both so we were able to signpost where needed and have a general chat about what we can offer and what's out there'.



MANSFIELD
BUILDING SOCIETY

Carer Friendly Award

'Mansfield Building Society were awarded the Community Carer Friendly Organisation Award in December. This is recognition of the current and continuing support that they give to Carers.



Photo L to R: Kelly (Colleague Experience Officer and Carer Champion), Emma (Team Leader for Mansfield Branch), Diane (NCA Community Engagement Worker), Bridie (Quality Assurance & Vulnerable Customer Champion and Carer Champion), Mike (Business Readiness Lead and Carer Champion) and Danie (Head of Savings Operations)

"It's been great having a contact at Nottinghamshire Carers Association. We've learnt plenty of new things and gained a better understanding of how we can support people around us. It's brilliant that our organisations can work together to help others".

Bridie O'Shea – Quality Assurance Lead / Carers Champion