



Nottinghamshire Carers Association Case Study

Nottinghamshire Carers Association



Carer Friendly
Employer

Carers in Employment Case Study - Mansfield Building Society

Introduction

Mansfield Building Society (MBS) is a long-standing financial organisation providing savings, mortgages and community support across Nottinghamshire and beyond.

As part of its commitment to employee wellbeing, the organisation partnered with the Nottinghamshire Carers Association (NCA) to strengthen support for colleagues with unpaid caring responsibilities.

The Society has developed a structured programme of activity aimed at embedding carer-friendly practices throughout its policies, training, recruitment, communication and wellbeing processes.

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

The Challenge

Like many organisations, MBS recognised the increasing number of employees who also provide unpaid care to a relative, friend or neighbour. The organisation sought to:

- Ensure Carers felt confident to identify themselves and request support.
- Embed a consistent and compassionate approach to Carer support across policies, procedures and everyday management practice.
- Strengthen wellbeing initiatives to reflect the specific pressures faced by Carers.
- Improve visibility of Carers within the organisation so appropriate adjustments and support could be offered.
- Create a culture in which caring responsibilities could be openly discussed during recruitment, induction and ongoing employment.

To address these challenges, MBS developed a comprehensive Carers Action Plan covering identification, policy development, training, communications, recruitment and wellbeing activity.



Work completed

Working with NCA, the Building Society implemented a programme of improvements. Key achievements included:

- Carer Identification
- 1:1 meetings designed to support conversations about caring responsibilities
- Introduction of a *Diversity Questionnaire* including a carers-specific question
- Carers Policy
- Flexible Working Requests (procedure review)
- Carers Leave (paid)
- Training - Carers Champion training
- Creation of a Carers signposting section on MIQ (Intranet system)
- Recruitment & Induction - updates to induction to include wellbeing-linked policies and introduce the Carers Champion role
- Development of an organisational chart outlining all champion roles
- Support & Activities - Carers meetings established
- Access to Employee Assistance Programme (EAP) and GP Line
- Compassionate leave available (paid or unpaid)

These structured, well-planned actions demonstrate a whole-organisation approach, aligning closely with best practice for Carer Friendly Employer accreditation.



Mansfield Building Society were first awarded the NCA Employer Carer Friendly Award in 2024 and have recently had this re awarded in Jan 2026



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Outcomes and Impact

Mansfield Building Society has reported a positive response from colleagues, particularly around:

- Greater visibility of carers within the workforce.
- More consistent, informed conversations between colleagues and managers.
- Clearer policies that give employees confidence to request support.
- Increased awareness of the Carers Policy and Carers Champion role.

Through a structured action plan and partnership with the NCA, MBS has taken significant steps to embed carer-friendly practice across the organisation.

The introduction of clearer policies, targeted training, better communication channels and a programme of wellbeing activities means colleagues with caring responsibilities now experience improved recognition, understanding and support.

'Working with Nottinghamshire Carers Association has meant that we can provide confident assurance to colleagues who may be a carer or work with a carer. Being or becoming a carer can be an unexpected or temporary experience and our work is not only the right thing to do, it's helping our organisation retain experienced and knowledgeable colleagues.'

Vickie Preston, Head of People at Mansfield Building Society