



Department for  
Business & Trade

# How we could support unpaid carers

**Booklet**



**Easy read booklet**

# Who we are



Department for  
Business & Trade

We are the **Department for  
Business and Trade**.



We support businesses and are  
in charge of **trade** in the UK.



**Trade** is when people or countries  
buy products and services from  
each other.



We help businesses to treat their  
employees fairly.

# About this booklet



We want to know if **unpaid carers** get enough support at work.



**Unpaid carers** look after someone who is older or has a disability or illness. They are not paid to look after them.



In the rest of this booklet, we just say carer.



This booklet tells you about

- the support carers can get at work now
- the extra support employers could give to carers.



# About our survey



This booklet comes with a survey that asks questions about the support carers can get.



We want to know what you think so we can make sure carers get the right support.



You must read this booklet before you start our survey.



You can also read this booklet while you answer our survey, if you need help to remember.

# Carers



The support carers give to others is important and helps many people.



Many carers find it hard to work and look after someone.



They might need to work less hours, stop working for a while or leave their jobs.



Carers who get the right support feel it is easier for them to stay happy and to keep working.

# Employers



Many employers help staff who are carers to work in a way that is right for them.



They support them and are kind.



Carers should have jobs that are right for their lives and employers should have great staff they can keep for a long time.



This only works when carers have the right support at work.

# Support for carers



Some of the support carers can ask for is part of their **employment rights**.



**Employment rights** are everything your employer should give you at work to make sure you are treated in a fair way and can do your job well.



As part of employment rights, you can ask for time off work if the person you care for has an emergency.



This is called **Time Off for Family and Dependants**.



As part of employment rights, you can ask for up to 5 days off work each year to look after someone.



This is unpaid. It is called **unpaid carers leave**.



You can take the 5 days off together or you can take each day when you need it.



You do not need to show anything as proof you are a carer.



Your employer can ask you to take the time off at another time if it would badly affect your work.

# Support for parents with seriously ill children



Many carers are parents with **seriously ill children**.



**Seriously ill children** are children who are very unwell and need a lot of care.



Employees who are parents with seriously ill children can ask for support as part of their employment rights.



We want to know if parents with seriously ill children get enough support at work.



All parents can ask for time off work

- when their child is born



- if their child has to stay in hospital longer after they are born



- if their child needs extra care



- if their child is seriously unwell

- to spend time with their child



- to spend time with family

- to look at new schools.

# Support we could give carers



Sometimes carers have to stop working for a long time.



We could support carers by letting them take this time off.



This would mean they would still have their job when they are ready to go back to work.



It would be part of their employment rights. It would be called a **right to return**.



Right now, carers can ask for unpaid carers leave.



We could support carers by letting them have some time off work that is paid.

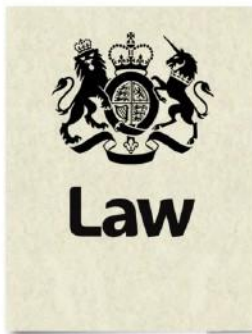


This would be called **paid carer's leave**.

# Support from the government



**The government** is in charge of running the country.



The government can use their money and power to make laws that support carers.



We want to know the best ways the government can support carers.



In our survey, we ask you how you think the government should support carers.

**Thank you for reading our booklet.  
You can now answer our survey**





Department for  
Business & Trade

# Questions about how we could support unpaid carers

Survey



You have until **1 September 2026**  
at 11:59 pm to answer our survey.

# How to fill in our survey



You can fill in our survey with a pen or on a computer.



If you fill in our survey with a pen, send it to this address

**Unpaid Carers Policy Team  
Employment Rights Directorate  
Department for Business and Trade  
Old Admiralty Building  
Admiralty Place  
London  
SW1A 2DY**



If you fill in our survey on a computer, email it to this address

**[unpaidcarers@businessandtrade.gov.uk](mailto:unpaidcarers@businessandtrade.gov.uk)**

# How we use your information



Your information is anything you tell us in our survey.



We may

- send your information to other people, like the government.
- use **AI** to help us look at your information.



**AI** stands for artificial intelligence. Artificial intelligence is when technology, like computers, are programmed to do things that normally need a human brain.



Please tell us if you do not want us to do this with your information.

# The questions start on the next page



Please take your time to read and answer our questions.



You can ask someone to help you read the questions.



In our survey we say carer to mean unpaid carer.

# Questions about you

## Who are you?

Please tick **all** the boxes that are right for you



- ☐ One person
- ☐ An unpaid carer
- ☐ A parent with a seriously ill child
- ☐ Someone who has unpaid care
- ☐ An academic or someone answering for an academic or research organisation
- ☐ An employer
- ☐ A legal representative
- ☐ A business representative
- ☐ A trade union or staff association
- ☐ A charity or interest group
- ☐ Someone else. Tell us in this box.



**If you are an employee, how many employees work at your organisation?**

Please tick **1** box



- ☐ 1 to 9 employees
- ☐ 10 to 49 employees
- ☐ 50 to 249 employees
- ☐ More than 250 employees
- ☐ I do not know
- ☐ I am not an employee

**Where is your organisation?**

Please tick **1** box



- |                                                   |                                             |
|---------------------------------------------------|---------------------------------------------|
| <input type="checkbox"/> North East England       | <input type="checkbox"/> London             |
| <input type="checkbox"/> North West England       | <input type="checkbox"/> South East England |
| <input type="checkbox"/> Yorkshire and The Humber | <input type="checkbox"/> South West England |
| <input type="checkbox"/> East Midlands            | <input type="checkbox"/> Wales              |
| <input type="checkbox"/> West Midlands            | <input type="checkbox"/> Scotland           |
| <input type="checkbox"/> East of England          | <input type="checkbox"/> Northern Ireland   |

## What kind of work do you do?

Please tick **1** box

☐

### **Accommodation and food service**

For example, you work in a place like a hotel, resort, café or restaurant

☐

### **Activities of households**

For example, you work in a house cleaning, cooking, gardening or looking after children

☐

### **Administration and support service**

For example, you work in an office doing tasks on a computer

☐

### **Arts, entertainment and recreation**

For example, you work in TV, radio, film or theatre

☐

### **Agriculture, forestry and fishing**

For example, you work on farm, boat or you help look after wildlife

☐

### **Construction**

For example, you help build houses or other buildings

**There are more choices on the next page**

☐

## **Education**

For example, you work in a school, college or university

☐

## **Electricity, gas, steam and air conditioning**

For example, you make sure people have energy in their homes

☐

## **Finance and insurance**

For example, you work in a bank, or you help people look after their money

☐

## **Health services and social work**

For example, you help people stay safe or you look after people when they are unwell

☐

## **Information and communication**

For example, you work in a library, or you write news stories or other things people read

☐

## **Manufacturing**

For example, you build products

☐

## **Mining and quarrying**

For example, you dig up rocks, sand or other materials used for building

**There are more choices on the next page**

☐

## **Production**

For example, you make things like TV shows, films and music

☐

## **Professional, scientific and technical activities**

For example, you work in a science lab, or your job is to test things

☐

## **Public administration and defence**

For example, you work for a local council or the government

☐

## **Real estate**

For example, you sell or rent houses

☐

## **Services**

For example, you give people a service like cutting hair or delivering post

☐

## **Transport or storage**

For example, you work in an airport, or you drive a bus or train

☐

## **Water supply or waste management**

For example, you make sure people have water in their homes

☐

## **Sales**

For example, you work in a shop, or you sell products

☐

## **I do a different kind of job**

# Questions about support for carers

**How easy is it for employers to find information on how to support employees who are carers?**

Please tick **1** box

☐

Very hard

☐

Hard

☐

Not hard or easy

☐

Easy

☐

Very easy

☐

I do not know

**Do you think anything makes it hard for employers to find this information?**

?



Please write your answer in the box below

**What extra information would help employers to support employees who are carers?**

Please write your answer in the box below



**How easy is it for carers to find information about the support they can get at work?**

Please tick **1** box

☐

Very hard

☐

Hard

☐

Not hard or easy

☐

Easy

☐

Very easy

☐

I do not know

**Do you think anything makes it hard for carers to find this information?**

?



Please write your answer in the box below

**What extra information would help carers to understand the support they can get at work?**

Please write your answer in the box below



**Would it be helpful for employers and carers to have information about what to do when a carer is in a hard situation?**

Please tick **1** box

☐

Yes

☐

No

☐

I do not know



A **hard situation** is when something hard happens. For example, when a carer looks after someone who is dying or they might be a parent with a seriously ill child.

**What hard situations do you think employers and carers need information about?**

Please write your answer in the box below



# Questions about employment rights

**Do you know what employment rights unpaid carers have?**

Please tick **1** box

☐

Yes

☐

Kind of

☐

No

☐

I do not know

**Do you think employment rights help unpaid carers to balance their work and care?**

Please tick **1** box

A woman with glasses, wearing a patterned shirt, is sitting in a wheelchair at a wooden desk with a laptop. Next to her is a whiteboard titled 'FLEXIBLE HOURS' with a clock icon. The whiteboard shows a schedule for Monday to Friday with start times: 9am, 11am, 8am, 1pm, and 9:30am, each with a sun icon.

| FLEXIBLE HOURS |            |           |           |              |
|----------------|------------|-----------|-----------|--------------|
| MON            | TUE        | WED       | THU       | FRI          |
| 9am Start      | 11am Start | 8am Start | 1pm Start | 9:30am Start |
|                |            |           |           |              |

☐

Not at all

☐

Not really

☐

They do not do anything

☐

Yes, a bit

☐

Yes, a lot

☐

I do not know

# Questions about carer's leave

**When should an unpaid carer be able to ask for carer's leave?**

Please tick **all** the boxes that are right for you



- ☐ To give someone support with how they feel
- ☐ To give someone physical support
- ☐ To give someone support with their money
- ☐ To give someone support to wash, dress or take medicine
- ☐ To help find and sort care for someone
- ☐ To give someone support at their appointments
- ☐ To give them time to rest after caring for someone
- ☐ Other reasons

## What carers should be able to ask for carer's leave?



Please tick **all** the boxes that are right for you

- ☐ Carers that look after their husband, wife or partner
- ☐ Carers that look after their child
- ☐ Carers that look after their parent
- ☐ Carers that look after someone they live with
- ☐ Carers that look after anyone who needs care
- ☐ If you think someone else, tell us in the box below



When carers ask for carer's leave, they get 5 days off work.



We want to know if more time off work would help carers to balance their work and care.



The next page asks you some questions about this.

## Would it help carers to balance their work and care if they had more time off work?

Please tick **1** box

☐

No

☐

Yes, a bit

☐

Yes, a lot

☐

I do not know

## How much time off work should carers get?

Please tick **1** box

☐

6 days

☐

7 days

☐

8 days

☐

9 days

☐

10 days

☐

Or tell us how many days in the box below

**How do you think it would affect carers if they had more time off work?**

Please write your answer in the box below



**How would it affect employers if carers had more time off?**

Please write your answer in the box below



# Questions about right to return



We could support carers by letting them take a long time off work if they need it.



They would still have their job when they are ready to go back to work.



It would be called a right to return.

**Do you think right to return would help carers to balance their work and care?**

Please tick **1** box

☐

No

☐

Yes, a bit

☐

Yes, a lot

☐

I do not know

## What carers should be able to ask for right to return ?



Please tick **all** the boxes that are right for you

☐

All carers

☐

Carers that look after someone who is dying and has less than a year to live

☐

Carers who are parents with a seriously ill child

☐

If you think someone else, tell us in the box below

**How do you think it would affect carers if they had right to return?**

Please write your answer in the box below



**How would it affect employers if carers had right to return?**

Please write your answer in the box below



# Questions about paid carer's leave

**Do you think paid carer's leave would help carers to balance their work and care?**

Please tick **1** box

☐

No

☐

Yes, a bit

☐

Yes, a lot

☐

I do not know

**If people ask for paid carer's leave, what proof should they show employers?**

Please tick **1** box

☐

A letter written by themselves

☐

A letter written by an expert, like a doctor

☐

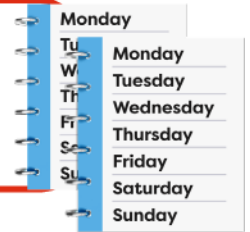
They should not have to show proof

☐

If you think something else, tell us in the box below

## How much time off work should carers get?

Please tick **1** box

☐

1 to 2 days

☐

3 to 4 days

☐

5 days

☐

More than 5 days

☐

Or tell us how long in the box below

## How much money should carers get paid if they ask for paid carer's leave?

Please tick **1** box

☐

Almost all their normal pay

☐

Half their normal pay

☐

Parental pay which is **£194.32** a week

☐

Sick pay which is **£123.25** a week

☐

Or tell us how much in the box below

**How do you think it would affect carers if they had paid carer's leave?**

Please write your answer in the box below



**How would it affect employers if they had to pay paid care's leave?**

Please write your answer in the box below



# Questions about how the government should support carers

**What should the government do first to support carers?**

Please tick **all** the boxes that are right for you



- ☐ Help carers to balance their work and care
- ☐ Help employers to support their employees who are carers
- ☐ Help carers to find work
- ☐ Help carers to stay in work
- ☐ Help carers to get better at their jobs or learn new skills at work
- ☐ Or tell us what they should do first to support carers

**What do you think is the best way that the government can support carers?**

**Think about all the ideas in this survey and the booklet.**

Please write your answer in the box below



**What should the government do to help carers balance their work and care?**

Please write your answer in the box below



# Questions about how we can support parents with seriously ill children

**Do you know what support parents with seriously ill children have at work?**

Please tick **1** box

☐

Yes

☐

Kind of

☐

No

☐

I do not know

**Would paid time off work help parents with seriously ill children?**

Please tick **1** box

☐

Not at all

☐

Not really

☐

Yes, a lot

☐

I do not know

**How do we decide what seriously ill means if parents could ask for paid time off work?**

Please write your answer in the box below



**How should we decide what parents would get paid time off work?**

Please write your answer in the box below



## If parents could ask for paid time off work, what proof should they show employers?

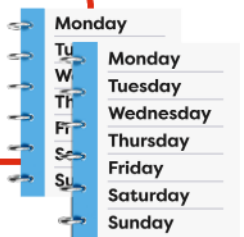
Please tick **1** box



- ☐ A letter written by themselves
- ☐ A letter written by an expert, like a doctor
- ☐ They should not have to show proof
- ☐ If you think something else, tell us in the box below

## How much time off work should carers get?

Please tick **1** box



- ☐ 1 week
- ☐ 2 to 4 weeks
- ☐ 5 to 8 weeks
- ☐ 9 to 12 weeks
- ☐ More than 12 weeks
- ☐ Or tell us how long in the box below

## How much money should parents get paid if they ask for paid time off work?

Please tick **1** box



- ☐ Almost all their normal pay
- ☐ Half their normal pay
- ☐ Parental pay which is **£194.32** a week
- ☐ Sick pay which is **£123.25** a week
- ☐ Disability Living Allowance which is **£114.60** a week
- ☐ Or tell us how much in the box below

## What support would help parents with seriously ill children and their employers the most?

Please tick **all** the boxes that are right for you

?

☐

Information for employers

☐

Flexible working

☐

A long time off work that is unpaid and right to return to their job

☐

A short time off work that is paid

☐

Or tell us what support would help most



Flexible working is a change to where someone works, when they work or how many hours they work.

**How do you think it would affect parents if they had paid time off work?**

Please write your answer in the box below



**How would it affect employers if they had to pay parents to have time off work?**

Please write your answer in the box below



**Tell us anything that will help us think about how we can support carers?**



**This includes parents with seriously ill children.**

Please write your answer in the box below

**Thank you for answering our survey**

