

## **Eurocarers**

### **Emily Holzhausen OBE**

**Current Position:** Director of Policy and Public Affairs, Carers UK

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#### **Profile**

Emily Holzhausen OBE, is the Director of Policy and Public Affairs at Carers UK, a not-for-profit organisation that works to improve the lives of unpaid carers. She has over 30 years' experience of issues relating to carers and working to deliver social change. She established Carers Rights Day, an annual awareness rights day now running for over 20 years, leads Carers Week, developed and led Carers UK's research programme since 1996, including setting up the State of Caring annual survey which is used by all local authorities, Government, carers and the wider social policy sector. Her Directorate included information and advice to carers, and local service delivery for 15 years. She has led various campaigns leading to changes in pensions, social care rights, employment rights, welfare benefit changes, equality law and regularly advises Government and others on care related issues. She sits on numerous advisory groups for Government, the NHS, academia and policy organisations. She co-founded the Care and Support Alliance, which includes nearly 70 organisations and is currently Co-Chair. She is a Board member of and the Policy Committee Chair of the International Alliance of Carer Organisations (IACO), and a co-opted Board member of Eurocarers. She was awarded an OBE by HM The Queen in 2015 for services to carers and is a Fellow of the Royal Society of Arts.

#### **European work and informal carers**

I have worked with different organisations across Europe for over 20 years, including supporting the organisation of the first international conference on carers in 1998, with special sessions on European co-operation. Early work was through Eurolink Age who led on unpaid carers and later work was through Carers UK via a European funded project, Action for Care and Employment, to look at carers and employment and the role of care in supporting work. My role was to provide policy, media and communications support for what was a highly successful demonstration and evidence-based project. My personal links with Eurocarers have continued through various projects and I have been co-opted onto the Eurocarers Board since 2022. Carers UK played an early role in helping to establish Eurocarers and other colleagues were more involved until around 2019.

#### **Qualifications**

MSc Geography (1993), Kings College, University of London  
BSc (Hons) (1992), Geography, Kings College, University of London  
Intermediate Diploma in German (1991), Institute of Linguists (now Chartered Institute of Linguists)  
AKC (1921), Kings College, University of London (ethical, philosophical, cultural and theological study)

#### **Current Professional Experience/appointments held:**

1996 - Director of Policy and Public Affairs, *Carers UK*: (former roles: Head of Policy and Public Affairs, Policy and Parliamentary Officer)  
2022 – until 2024 AGM Annually co-opted member of Eurocarers Board  
2012 - Oversight Board, Commitment to Carers programme, *NHS England*

- 2021 - Leadership Team,  
ESRC UK Centre for Implementing Evidence in Adult Social Care (IMPACT),  
*University of Birmingham*
- 2018 – present: Board member of International Alliance of Carer Organisations and  
Chair of Policy and Stakeholders Committee
- 2018 – present: Co-Chair of the Care and Support Alliance – a consortium of over 70  
organisations campaigning for a better deal for social care, co-founder  
of the Alliance
- 2019 – Present: UK Government Flexible Working Task Force, Department for  
Business and Trade
- 2020- Present: UK Government Department for Work and Pensions Stakeholder  
Engagement
- Ongoing: UK Government Department for Health and Social Care, various  
leadership groups including Major Conditions Strategy, Hospital  
Discharge Taskforce, use of digital and tech within social care,  
interaction with National Health Service, etc.

**Previous experience/appointments held:**

- 2020 COVID-19 Taskforce on Adult Social Care and co-chair of Carers  
Advisory Group, *UK-Government - Department for Health and Social  
Care (80% of recommendations adopted)*
- Trustee of Fawcett Society (equality for women and men)
- Board member, Centre for the Modern Family, Scottish Widows (Pensions and Investments)
- UK Government – Department for Work and Pensions - External Partnerships and  
Relationships Board
- UK Government – Department for Health and Social Care: various groups reporting to or  
chaired by Ministers including social care oversight,
- British Medical Association - Community Care Committee for 8 years
- Previous roles within Carers UK dating back to 1996
- 2019 – 2022: Board member, Brockley Society (local conservation charity)

**Policy achievements:**

These have either been achieved over many years or quickly during the passage of  
legislation:

- Carer’s Leave Act 2023 giving up to 5 days unpaid leave from employment. Around  
2.5 million carers to benefit from the new law, involving over 1 million employers.
- Health and Care Act 2022, preventing rights from being taken away at the point of  
hospital discharge and creation of simplified right to be involved. Affecting all carers  
in England and Wales, including young carers.
- Funding for carers within social care of around £25 million in England
- Numerous changes to pensions including a second state pension, pensions  
protections even when the main carers’ benefit cannot be claimed. Numbers  
benefiting in one year around 1 million carers.
- Rights to carers’ assessments and to receive support to meet assessed needs in  
England. Number of carers with new rights; number benefitting (millions, hard to  
estimate)
- Rights to involvement across the NHS and social care in England.
- Campaign leads around each area including health and wellbeing, work, carers’  
benefits to achieve these goals
- Largest package of carers’ benefits welfare changes providing changes for the  
poorest carers on the lowest incomes, women in poverty in retirement, carers with  
some working incomes and carers whose partner had died. E.g. prior to the

campaign, carers' benefits stopped the week a person died. Benefits now continue for six weeks after death – not long enough, but an improvement. Currently those that benefit, around 1 million.

- First ever UK cross-Government National Carers Strategy published 1999 and

### **Selected publications**

I have been directly involved in creating or delivering over 50 pieces of primary and secondary research with and about unpaid carers. This does not include collaborations with academics or other research partners.

- *State of Caring* London: Carers UK (each annual publication since 2011)
- *Caring Behind Closed Doors: carers experiences during the pandemic*, London: Carers UK (April 2020) *Caring Behind Closed Doors six months on (October 2020)*
- *Juggling Work and Care*: London, Carers UK (2019)
- *Caring and Family Finances Inquiry*, London, Carers UK (2014)
- *Future Care: Case for Care Leave*, London, Carers UK (2014)
- Report to the UK Government COVID-19 Adult Social Care Taskforce from the Carers Advisory Group (2020) 80% of the recommendations were implemented.

### **Selected record of research and charitable funding**

2021-	ESRC IMPACT, UK Centre for the Implementing Evidence in Adult Social Care
2021-2024	COVID-19 Fund – Making Carers Count
2010-	<i>Carers Partnership, Health and Wellbeing Alliance</i> , Department for Health and Social Care
2020	<i>Carers Passports</i> , Department for Health and Social Care
2016-	<i>Various funding</i> , Care Quality Commission
2019 -	<i>Carers Active</i> , Sport England