

Swindon Carers Centre: Adult Carers: Privacy Notice

Who we are

Swindon Carers Centre is a charitable organisation, which is part of the Carers Trust Network, and we were established to provide help and support to the 21,000 carers in Swindon.

Predominately we provide our services under contract to Swindon Borough Council as part of SBC's responsibilities under the Care Act 2014 and the Children and Families Act 2014.

As a Centre, we work in partnership with other organisations, including local NHS services, Swindon Borough Council's Adult Social Care and Children's Services and other local voluntary organisations with the aim of identifying as many carers as possible and to provide the most relevant support for your caring situation. We also work with them to raise the profile of carers so carers themselves can have a collective voice in influencing policy makers and service planners.

What do we do

If you are looking after an ill, frail or disabled family member, partner or friend, then you are a carer. The person you look after may be elderly, have a physical or mental health condition, a learning disability or a drug or alcohol dependency (diagnosed or undiagnosed).

People often don't view themselves as carers, and as a result can miss out on the various rights, benefits and support which may help them in their role.

We aim to work together to find the support that may make your caring role more manageable. When a carer first contacts us, we go through a registration process to make sure we're the most appropriate place for you to come for support. Once we've understood your needs, we can help in various ways:

- Provide Information
- Signpost to other relevant organisations
- Give one-to-one support, including assistance in accessing services
- Benefits advice
- Access to breaks and complementary therapies
- Training sessions and self-help groups
- Emergency card scheme

What information we collect

So that we can provide you with the relevant services, it is necessary for us to collect certain information about you. The types of information that we may collect will include:

- Your name, date of birth, gender, address and contact details
- Whom you care for, their name, date of birth, gender, address and contact details
- Characteristics such as your ethnic group, home circumstances, religion, sexual orientation
- Disability / Health condition, GP Surgery

How will your information be used

We use information about people we register to ensure that we can carry out specific functions for which we have a responsibility. Information may be passed to SBC to assess the inclusiveness of SBC services.

Who your information will be shared with

We will not share information about you as an individual unless; required to do so by law or to deliver services you have requested. It may be necessary to share information with external processors for the efficient management of Swindon Carers Centre.

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