



City & Hackney Carers Centre

Office Use Only	
Input to Database?	Staff Initials
Referred to Relevant project?	Project name

Please write clearly and in capital letters and return via email to:

Email: info@hackneycarers.org.uk

Tel: 020 8533 0951

Do you care for (please tick):-      **Adult (18+)**       **Child (under 16)**

**CARER'S DETAILS**    Mr     Mrs     Ms     Other  \_\_\_\_\_ (please specify)

**Marital Status:** Single  Married  Separated  Widowed  Co-habiting

**First names:** \_\_\_\_\_      **Surname:** \_\_\_\_\_

**Address:** \_\_\_\_\_

\_\_\_\_\_ **Postcode:** \_\_\_\_\_

**Telephone number:** \_\_\_\_\_      **Mobile:** \_\_\_\_\_

**E-mail:** \_\_\_\_\_

**Date of birth:** \_\_\_\_\_

**Gender:** Male  Female  Prefer not to say  Prefer to self-describe : \_\_\_\_\_

**Ethnicity:** \_\_\_\_\_      **Religion:** \_\_\_\_\_

**First spoken language/preferred language:** \_\_\_\_\_

**Do you need an interpreter?** (please tick)      Yes       No

**Employed?** (please tick) Yes  No  Retired  Student  Other : \_\_\_\_\_

**Sexual Orientation** (Please tick): Bisexual  Gay  Heterosexual  Lesbian  Prefer not to say

**Do you as the carer have any illness or disabilities?** (If yes, please list primary disability)

\_\_\_\_\_

**GP Surgery Name:** \_\_\_\_\_

**Who do you care for?** (Please tick one of the options below):

Partner  Husband  Wife  Mother  Father  Son  Daughter  Brother  Sister   
Neighbour  Friend  Grandchild  Grandmother  Grandfather  Other  \_\_\_\_\_

**Hours spent caring per week:** \_\_\_\_\_ **How long have you cared for this person?** \_\_\_\_\_

**Are you the main carer?** Yes  No  **Where did you hear about us?** \_\_\_\_\_

**Who else provides care?** \_\_\_\_\_ **How old are they?** \_\_\_\_\_

**DETAILS OF THE PERSON YOU CARE FOR:**

**Mr**  **Mrs**  **Ms**  **Other**  \_\_\_\_\_ (please specify)

**First names:** \_\_\_\_\_ **Surname:** \_\_\_\_\_

**Address:** \_\_\_\_\_

\_\_\_\_\_ **Postcode:** \_\_\_\_\_

**Telephone Number:** \_\_\_\_\_ **Mobile:** \_\_\_\_\_

**Date of Birth:** \_\_\_\_\_

**Gender:** Male  Female  Prefer not to say  Prefer to self-describe : \_\_\_\_\_

**Ethnicity:** \_\_\_\_\_ **GP Surgery:** \_\_\_\_\_

**What is the illness, disability or condition of the person you care for:** (please list)

1: \_\_\_\_\_

2: \_\_\_\_\_

**Is there anything else you would like to tell us about their condition?**

\_\_\_\_\_  
\_\_\_\_\_

**Are they registered disabled?** Yes  No

**Has the person you care for been assessed by Social Services?** Yes  No

**Are they / you receiving any professional support? For example** (social services support such as a care package, paid nursing care, meals on wheels) **Please give any information that may be useful:**

\_\_\_\_\_  
\_\_\_\_\_

## What would you most like help with (please tick)

Health Yes  No

Caring Role: Yes  No

Time for Yourself Yes  No

Housing: Yes  No

Benefits/Finances Yes  No

Training/Employment Yes  No

## Would you like to be contacted with more information about our services? (please tick)

**Parent Carers Support Service** Yes  No

The Parent Carers Project aims to address some of these gaps, highlight the needs of Parent Carers (**caring for children with special needs under the age of 19**). To provide support through peer support groups, grant applications, training and workshops, specialist advice, access to counselling and coaching, access to employment, education and volunteering support. For more information please visit our website

<https://www.hackneycarers.org.uk/parent-carers>.

**Brocols - for men aged 50+** Yes  No

Brocols is Hackney's latest and greatest multi-generational men's befriending project. Brocols decreases social isolation in men aged 50 and over through a combination of regular meet-ups and a series of minibus and coach trips locally and further afield. For more information please visit the website <https://www.hackneycarers.org.uk/brocols>.

**Carers Collective - for carers aged 50 +** Yes  No

Carers Collective Hackney is an art collective for people who care. It is a place where older carers of all sizes, ethnicities, races and sexual orientations can collaborate on projects, form friendships, and celebrate and inspire one another. The Carers Collective connects carers through virtual and face to face meet-ups and creative activities. For more information please visit the website <https://www.hackneycarers.org.uk/carerscollective>.

**Working for Carers** (carer led employment & training project) Yes  No

Are you an unpaid Carer aged over 25 years and currently unemployed? Do you want to build your confidence and learn new skills? Have you thought about starting work, education or volunteering? If Yes, this FREE project is a great opportunity for you! Offering one to one support, training workshops and group sessions and help with travel and other expenses.

## Counselling Service

Yes  No

The Counselling Service offers 12 counselling sessions with options to extend beyond this often on offer. Speaking to a counsellor in confidence will allow you to share your feelings with someone who will listen and not judge.

Counselling is available to any unpaid carers who live in or care for someone living in the City of London or the Borough of Hackney, for more information please visit our website <https://www.hackneycarers.org.uk/counselling>

## Listening Ear Service

Yes  No

The Listening Ear sessions are one-to-one meetings or telephone conversations with a trained volunteer or member of CHCC staff. They provide you with the space to talk about your caring situation and any other concerns in a safe and supportive setting. Sessions last 50 minutes and are by appointment only. You can have as many as 12 sessions in 6 months. For more information please visit our website <https://www.hackneycarers.org.uk/listening-ear>.

## Coaching Service (When funding permits)

Yes  No

Coaching can help you deal with the day-to-day reality of being a carer. The services offer time to focus on yourself – what you need/want, active listening – to help you achieve clarity and understanding and help you work out your own solutions and next steps, confidence-building, empowering you to make the decisions or the action that is needed, another perspective, an alternative viewpoint, challenging your self-limiting beliefs and assumptions, reinforcement and encouragement to stick with it, make changes positively.

## Digital Inclusion Project

Yes  No

Technology has a vital role to play in supporting carers and digital solutions can be both cost-effective and highly beneficial. The internet is full of all sorts of information and support for carers. In fact access to the internet can help decrease isolation, improve well-being and develop new skills. It can also help to make some caring tasks a lot easier by saving you time and energy. There is a two-part project that aims to reduce the digital divide for carers of all ages living in the City of London and Hackney. For more information please visit our website

<https://www.hackneycarers.org.uk/digital-inclusion>.

## Advice Service

Yes  No

We are a provider of generalist advice to carers living in or taking care of someone living in Hackney. Our trained Advisers can advise and help you with benefits checks, form filling, appeals and advice on issues such as welfare rights, housing, and getting help from social service. In addition to English, we offer this service in the following languages; Gujrati, Urdu, Bengali and Hindi. We offer both face to face and telephone advice depending on your needs. To ensure that we are offering an effective service, appointments must be pre-booked. For more information please visit our website <https://www.hackneycarers.org.uk/advice>.

**Please read the privacy notice on the next pages and sign the declaration before returning this form. Thank you.**

# **PRIVACY NOTICE AND DECLARATION**

## **Your Personal Data & Where It's Stored**

When you register with City and Hackney Carers Centre (CHCC) you will be added to the Hackney Carers Centre's secure confidential database, your information might also be kept within our secure email and IT systems. The information you supply will create your client record on our database and your information will be held securely. Whether you get advice face-to-face, over the phone, by email or chat, our staff and advisers will log all your information, correspondence, and notes about your problem into our secure database. We collect and use the details you give us so we can help you. We have a 'legitimate interest' to do this under data protection law. This means it lets us carry out our aims and goals as an organisation. If you've been referred to us from another organisation, they'll send us your information using a referral form. They'll get your permission before sending us your information. All staff at CHCC accessing data have had data protection training to make sure your information is handled sensitively and securely. We'll always explain how we use your information.

In order to understand your caring role, we ask for personal details of the person/s you care for. It is important that we have their permission to hold their details on our database. We will not contact the person you care for unless it is with your agreement. In the event that they do not give their consent, we can create an anonymous record but this may restrict the level of support that we are able to offer you as a carer and the person you care for.

## **How to Access Your Personal Data**

If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). There is not normally any charge for the request, but if your request is excessive for example, if you make repetitive requests, a fee may be charged to cover our administrative costs in responding.

## **How Long Your Personal Data Will Be Kept**

We will keep your information for a full 6 years (or for 12 years if your case has been subject to a serious complaint, insurance claim or other dispute).

## **How We Use Your Information**

The main reason we ask for your information is to help and support to solve your problem. We only access your information for other reasons if we really need to - for example:

- for training and quality purposes
- to investigate complaints
- to get feedback from you about our services
- to help us improve our services

## **When we share your information with other organisations**

With your permission, we might share your information with other organisations so we can:

- help solve your problem - for example if you ask us to contact your GP, DWP or other relevant agencies we might need to share your name, address and financial details with them.
- refer you quickly to another organisation for more advice and/or specialist advice, if relevant.
- monitor the quality of our services – such as share your information with the Advice Quality Standard (AQS) assessors for service improvement and quality assurance check.

There might be specific organisations we share your information with, depending on what service you access for example with social workers, counsellors, advice and information workers, administrative staff or other health and social care professionals involved in arranging or supporting you. Organisations we share your data with must store and use your data in line with data protection law. They'll have their own privacy policies for how they handle your information and keep it safe.

## **Changes To Your Personal Data**

It is very important that the personal information that we hold about you is accurate and up-to-date. Please tell us if your personal information changes by calling us on 020 3533091 or email [info@hackneycarers.org.uk](mailto:info@hackneycarers.org.uk)

## Your Rights

Under certain circumstances, you have the right by law to:

- Request **access** to your personal data. This enables you to ask to receive a copy of the personal data that we hold about you and to check that we are lawfully processing it.
- Request **correction** of the personal data that we hold about you.
- Request **removal** of your personal data.
- **Object to processing** of your personal data. You also have the right to object where we are processing your personal information.
- Request the **restriction** of processing of your personal data.
- Request the **transfer** of your personal data to another party.

## Consent

I confirm that I have read and understood the information in this section about how my data is being stored.

I understand the circumstances under which my information is shared and that it will be stored in the computer files of the organisations that receive it.

I understand “My Rights” to my personal data and is my property and that I have the right to **access, restrict, removal, correct, object** and **transfer** of my personal by contacting the Carers Centre.

I consent to my information being shared, on a need-to-know basis (we will always check with you first), with:

- Health and social care partner organisations;
- London Borough of Hackney (LBH);
- Advice Quality Standard (AQS) assessors;

for service improvement and quality assurance checks. My information may also be shared with any other organisations CHCC considers necessary.

I confirm that the information I have provided is correct and completed to the best of my knowledge.

I am happy to receive information about events by:

**Email** Yes  No

**Text** Yes  No

**Phone call** Yes  No

**Carer's Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Cared for person's Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
(If has the capacity to consent)