

# What you can expect from us

## How we provide support

We will let you know that we have received your referral for support and will make an appointment to meet with you if necessary. You will be allocated a designated support worker who will be your main contact and details of when they are available and how to get in touch with them. On meeting with them you will have an opportunity to say what's on your mind and discuss your concerns. Together you will explore options for moving forward, or perhaps look at ways to cope with any difficulties you face. They can also suggest where to go for more help if needed.

## Confidentiality

You can tell us as much or as little about yourself as you want to. Sometimes, to ensure quality of service, the more information you give us the more appropriate the information, advice and support that we can provide.

We don't pass information to anyone unless you agree, except where a vulnerable person is at risk of harm. If we think that's the case, we will pass on all details to the police or social work department straight away to make sure they are safe. This may include any contact information you have shared with us.

We will store information about you or your family member, safely and privately. Information is held either in locked filing cabinets or on a password protected database. We destroy information held about you after you have left the services provided by the Dundee Carers Centre, in line with the General Data Protection Regulation.

## Quality Assurance

Those engaged by the Centre have role descriptions, individual learning and development plans, annual appraisals and attend practice development sessions on a regular basis. In conjunction with support and supervision sessions, these enable us to ensure that we provide a high quality of service.

We also observe a professional Code of Practice which forms part of our induction procedures, at which time we inform people of our expectations and their responsibility to adhere to it. We will take account of the Code of Practice when making any decision that relates to a worker's ability to work. A copy of the Code of Practice is available on request.

If you believe a worker or volunteer is behaving inappropriately, please let another worker or volunteer know as soon as possible.

## Feedback on Dundee Carers Centre

We value your feedback. If you found us helpful please let us know. Or if you think we could have done something better please tell us how you think we can improve.

You can give feedback on 01382 200422 or [centre@dundecarerscentre.org.uk](mailto:centre@dundecarerscentre.org.uk)

If you wish to make a complaint about the service you've received from Dundee Carers Centre please follow our complaints procedure which is available on request by contacting the number above or via [www.dundecarerscentre.org.uk](http://www.dundecarerscentre.org.uk)

## What we expect from you

We are committed to ensuring that the support we provide is safe, respectful, inclusive and enjoyable. Our events draw a wide variety of attendees with different identities, views and experiences, so it is important that everyone has a common understanding of appropriate behaviour. If you think you might have difficulty understanding or following this agreement, please let us know before support commences, so that we can help you.

### **During one to one support**

- Please try to arrive on time for your appointment and let us know if you are running late.
- If you cannot attend, please do let us know so someone else can use the time.
- Let us know if your contact details change.

### **During Group events**

- Have respectful communication.
- Respect each other's names, cultures and identities at all times.
- Be inclusive and supportive of those who are less confident or who have communication difficulties so that everyone can contribute.

### **Privacy**

- Keep personal information about others private and only share if they have given you permission.
- Get permission before publicly identifying any attendee, including on personal blogs, websites and social networking sites, e.g. Facebook.
- Ensure you have permission from everyone whose face is visible before taking a photograph.
- Ensure you have permission from everyone who might be recorded before starting any audio or film recording.
- If you believe someone has photographed, recorded or filmed you without your permission, you may ask them to delete the image/recording/film or contact any of the event organisers for assistance or if you do not know who the organiser is, contact the Centre.
- If you feel someone has broken this agreement, speak to a member of staff or volunteer instead of responding yourself.

### **Behaviour**

- Alcohol consumption is not permitted.
- Any attendee who causes damage to property will be held responsible.
- The use or possession of illegal drugs is never permitted during our events.
- Shouting, swearing, harassing, threatening or humiliating behaviour (verbal, physical or sexual) towards others is unacceptable.

### **What to do if this doesn't happen**

Please let us know as soon as possible if you experience and/or witness anything that makes you feel uncomfortable or which may be in breach of this agreement. You can tell us during the activity by speaking to a member of staff or volunteer. Or email [centre@dundecarerscentre.org.uk](mailto:centre@dundecarerscentre.org.uk) or call 01382 200422.