

# Carer's Privilege Card

For people who care for someone



for further information visit [www.glasgow.gov.uk/carerscard](http://www.glasgow.gov.uk/carerscard)



## **Message from Council Leader Gordon Matheson**

Carers play an extraordinary role within our society, often making great personal sacrifices to support family members, friends and loved ones who find themselves in challenging circumstances. It goes without saying that the energy and love provided by carers is crucial to the lives of so many people in communities across our city. To put it simply, they make a very real difference to people's lives on a daily basis and we are grateful for that.

Many people who are carers do not see themselves as such because first and foremost they are husbands, wives, partners, parents, siblings or friends. Yet caring for someone is a very demanding role. Glasgow City Council recognises that carers themselves require support at different times.

We are committed to doing all we can do to assist carers in their day to day lives and are always looking for innovative ways to provide support. The introduction of the Carer's Privilege Card is the latest step we have taken in pursuit of this commitment.

As outlined in this booklet, the card entitles carers to a range of offers and discounts, and I am sure it will be widely used. Enjoy!



**Council Leader Gordon Matheson**



**What is the Carer's Privilege Card scheme?**

The Carer's Privilege Card has been introduced by Glasgow City Council and is administered by the network of Carers Centres in the city, on behalf of the council.

The Card provides unpaid carers, including kinship carers, with access to a range of discounts on services and activities.

### Who can receive a Carer's Privilege Card?

All carers over 18 years of age who live in Glasgow, who provide care for a Glasgow resident, are entitled to receive a Carer's Privilege Card free of charge.

### Definition of a Carer

A carer is someone who provides unpaid support to a relative, partner or friend. This could be caring for someone who is ill, frail, disabled or has poor mental health or substance misuse problems.

### Discounts

The Carer's Privilege Card entitles holders to:

- a wide range of savings as part of Glasgow Life's concessionary discount scheme
- a 20% discount at a range of Encore cafes in spectacular Glasgow venues, including the Kelvingrove Art Gallery and Museum
- by the end of 2013 Cordia will provide a range of training packages for carers
- 10% off Glasgow Flowers
- 20% off City Parking multi storey car parks

To make sure you access the latest offers check the website [www.glasgow.gov.uk/carerscard](http://www.glasgow.gov.uk/carerscard). You can also make sure you're on your local Carers Centre distribution list or visit your Carers Centre's websites and Facebook pages.

### How do I get a Carer's Privilege Card?

Unpaid carers currently registered with one of Glasgow's six Carer Centres will automatically receive a Carers Privilege Card.

Unpaid carers not currently known to Carer services in Glasgow are required to complete the Carers Self Assessment form and return to Carer Information Line c/o Dixon Halls, 656 Cathcart Road, Glasgow G42 8AA or email [Info@glasgowcarersinformation.org.uk](mailto:Info@glasgowcarersinformation.org.uk) alternatively call the Carer's Information Line on **0141 353 6504**.



## Glasgow Life – Carer's Privilege Card Discounts

The Carer's Privilege Card entitles holders to a wide range of savings as part of Glasgow Life's concessionary discount scheme.

Many of Glasgow Life services are offered free of charge such as: borrowing books, internet access, and visiting museums. With this card, you will be able to access concessionary prices on many of Glasgow Life chargeable services including:

- Gym and Fitness memberships at Glasgow Club centres
- Hiring CDs and DVDs in libraries
- Museum exhibitions (which have an entry charge)
- Tickets for Glasgow Life operated cultural events

**For a full list of savings available through Glasgow Life visit:**

[www.glasgowlife.org.uk/carers](http://www.glasgowlife.org.uk/carers)

### How do I claim my Glasgow Life Carer's card holder discounts?

To access the discounts available in sports and leisure activities, carers will need to present their Carer's Privilege Card at any Glasgow Club centre and join the monthly Fitness Unlimited package at a concessionary rate, or take up a concessionary annual subscription to the Pay as You Go membership.

**For full details on flexible and cost effective Glasgow Club packages visit**

[www.glasgowlife.org.uk/join-glasgow-club](http://www.glasgowlife.org.uk/join-glasgow-club)

**Find your nearest Glasgow Club**

[www.glasgowlife.org.uk/Glasgow-Club-Venue-Finder](http://www.glasgowlife.org.uk/Glasgow-Club-Venue-Finder)

You can claim the full range of other concessionary discounts at Glasgow Life facilities on presentation of your Carer's Privilege Card.

**Find out more about Glasgow Life: [www.glasgowlife.org.uk](http://www.glasgowlife.org.uk)**

### Please Note:

Cultural events, performances, concerts organised by third parties offer concessionary tickets at their discretion. Please contact the box office to find out if particular events / performances are included within this scheme.

Please note that concessionary rates are not applicable to all sports and leisure activities. A full list can be found online at: [www.glasgowlife.org.uk/pay-as-you-go-costs](http://www.glasgowlife.org.uk/pay-as-you-go-costs)



**Encore Catering and Cordia -  
Carer's Privilege Card Discounts**

**Encore** is one of the UK's leading hospitality service companies with the skills and experience to deliver a memorable fine dining experience for weddings, corporate events and more.

The Carer's Privilege Card entitles you to 20% discount at a range of Encore cafes in spectacular Glasgow venues like the Kelvingrove Art Galleries.

Examples of Encore cafés include:

- Café Encore at The Glasgow Royal Concert Hall
- Tramway Theatre Café
- The Herald Cafe at The Mitchell Library
- Emirates Arena Café
- Burrell Collection Café
- Riverside Museum
- Kelvingrove Art Gallery and Museum

**For a full list of venues and more information about Encore**

[www.encorehospitalityservices.co.uk/Home](http://www.encorehospitalityservices.co.uk/Home)

**Cordia** is the largest provider of homecare services in Scotland. As a leading care provider we deliver comprehensive training to our staff.

The Carer's Privilege Card entitles you to access a range of training, tailored to help you provide the best quality care to your friend or relative. The training will be available from the end of 2013 and you can access this through your local carers centre.

**To find out more about Cordia**

[www.cordia.co.uk](http://www.cordia.co.uk)

#### **Please Note:**

Tickets may be required to gain access to some venues at certain times. In these instances, only ticket holders can purchase catering.

The discount is not available for events like weddings or meetings, nor on the purchase of alcoholic beverages.

Discount is only available to the card holder.

Not to be used in conjunction with any other offer.



## City Parking and Glasgow Flowers

**City Parking's** vision is to provide the very best standards of safe, convenient and affordable parking. We aim to bring a professional approach to meeting our customers' needs by providing flexible and innovative solutions using the very latest car park technology. City Parking has been awarded "Park Mark", the national safe parking standard award administered by the British Parking Association and the Association of Chief Police Officers.

A 20% discount (This will round to the nearest 10 pence) on your stay at any of City Parking's city centre multi-storey car parks listed below. Contact your local carer's centre to access this discount. The Carer's Centres are listed on pages 13/14.

**Cadogan Square**

Cadogan Street at Douglas Street  
Glasgow  
G2 7PA

**Cambridge Street**

Glasgow  
G3 6RU

**Charing Cross**

Elmbank Crescent  
Glasgow  
G2 4PR

**Concert Square**

Cowcaddens Road  
Glasgow  
G4 0LH

**Duke Street**

Glasgow  
G4 0UG or G4 0UW

**Dundasvale**

Glenmavis Street  
Glasgow  
G4 0HY

To view car park tariff and car park locations visit us on the below website. The 20% discount cannot be used in conjunction with any special parking promotions. Visit our website at [www.cityparkingglasgow.co.uk](http://www.cityparkingglasgow.co.uk)  
follow us  

**Glasgow Flowers** offer a combination of creativity and up to the minute floral designs. Each arrangement is freshly prepared by our team of professional, highly skilled florists, they are not mass produced.

The Carer's Privilege Card entitles you to a 10% discount on our range of floral products including:

- Bouquets
- Funeral Tributes
- Wedding Flowers

For more information on the products we offer please visit [www.glasgow.gov.uk/flowers](http://www.glasgow.gov.uk/flowers) or call **0141 287 5918** to place an order. You will be required to give your Carer Card number when you place an order by telephone. If you wish to call in person to Queens Nursery then you will be asked to produced your card.



**What happens next?**

If you are registered with a Carers Centre you will automatically be sent a Card.

To find out more about Carer's Privilege Card scheme please contact your local organisation from the list below:-

**Carers Centres – North East Glasgow**

Glasgow North East Carers Centre  
Easterhouse Congregational Church  
51 Tondra Place

Glasgow  
G34 9AX

**Phone 0141 781 0728**

**Email [gnnecarercentre@hotmail.com](mailto:gnnecarercentre@hotmail.com)**

**Glasgow East End Community Carers Centre**

Academy House  
1346 Shettleston Road  
Glasgow  
G32 9AT

**Phone 0141 764 0550**

**Email [centre@eastend-carers.co.uk](mailto:centre@eastend-carers.co.uk)**

**Carers Centres - North West Glasgow**

North West Glasgow Princess Royal Trust for Carers Anniesland  
1561 Great Western Road  
Glasgow  
G13 1HH

**Phone 0141 959 9871**

**Email [westcarers@volunteerglasgow.org](mailto:westcarers@volunteerglasgow.org)**

**Glasgow North West Carers Project**

308 – 310 Maryhill Road,  
Glasgow  
G20 7YE

**Phone 0141 331 9420**

**Email [glasgownwcc@quarriers.org.uk](mailto:glasgownwcc@quarriers.org.uk)**

### **Carers Centres - South Glasgow**

South East Glasgow Princess Royal Trust for Carers

The Dixon Community Centre

656 Cathcart Road, Glasgow

G42 8AA

**Phone 0141 423 0728**

**Email [Dixon.carers@btconnect.com](mailto:Dixon.carers@btconnect.com)**

### **Princess Royal Trust for Carers**

South West Carers Centre

1479 Paisley Road West, Glasgow

G52 1SY

**Phone 0141 882 4712**

**Email [pollokcarers@volunteerglasgow.org](mailto:pollokcarers@volunteerglasgow.org)**

### **Carers information line:**

**Phone 0141 353 6504**

**Email [Info@glasgowcarersinformation.org.uk](mailto:Info@glasgowcarersinformation.org.uk)**

### **To find out more please visit:**

**[www.yoursupportglasgow.org](http://www.yoursupportglasgow.org) or [www.glasgow.gov.uk/carerscard](http://www.glasgow.gov.uk/carerscard)**

### **Using your Carer's Privilege Card**

If you experience any difficulties when using your Carer's Privilege Card at local venues, please contact the Carers Centre which issued you with the card.

If you lose your card please contact the Carers Centre where you registered and they will send you a replacement card.

Let the Carers Centre know if you change your address, email address or telephone number.

### **Please Note:**

In using your Carer's Privilege Card, you accept that Glasgow City Council shall not be responsible for any loss, damage or injury whatsoever arising out of, or in connection with the services, offers or organisations featured in connection with the Carer's Privilege Card.

**PEOPLE  
MAKE  
GLASGOW**  
CARE

