


Headway East London is a charity that supports people affected by brain injury. See support available in your local area below, and how to access it. Your local authority can provide support to help with recovery and daily living.


Local Authority: **Hackney Council**

 020 8356 6262

Monday, Tuesday, Thursday,
Friday, 9am - 5pm
Wednesday 9am - 4pm
0208 356 2300 (out of hours)

 Adult Social Care

Hackney Service Centre
1 Hillman Street, London, E8 1DY

 www.hackney.gov.uk

 www.hackney.gov.uk/adults-older-people

Additional Support Services:


> **Care Needs Assessment**

A free service to identify support needed at home, in the community, or for everyday tasks. Adults can request a Care Needs Assessment under Section 9 of the Care Act 2014, and the local authority must conduct one if a need appears.


 For more information visit www.hackney.gov.uk/adults-older-people

> **Council Tax Reduction**

You may be able to get a Council Tax Reduction if you're on a low income or get benefits. You can apply if you own your home, rent, are unemployed or working.


 For more information visit www.hackney.gov.uk/council-tax-discount-exemption


 For support applying online, telephone 020 8356 3399

 Lines open Monday, Tuesday, Thursday, Friday, 9am - 5pm, Wednesday 9am - 4pm

> **Housing Benefit**

Help with rent if you're unemployed, on a low income, or receiving certain benefits. Eligibility and amount vary.

 For more information visit hackney.gov.uk/hb-ctr-explained


 www.gov.uk/housing-benefit

> **Discretionary housing payments (DHPs)**

Extra help given by local councils to people who are having trouble paying their rent.

'Hackney Here to Help' helps Hackney residents with financial struggles or benefits advice.


 For more information visit www.hackney.gov.uk/here-to-help  Call 020 8356 3111

 If you're a council tenant and are experiencing tenancy problems, call 0208 356 3330

 Email neighbourhood@hackney.gov.uk


> **Universal Credit**

Managed by the Department of Work and Pensions, Universal Credit combines several welfare payments into one monthly payment to help with living and housing costs.

 For more information visit www.hackney.gov.uk/universal-credit


> Personal Independence Payment (PIP)

A non-means-tested benefit for those with long-term disabilities or health conditions, to help people with extra costs of living needs or mobility needs.

 For more information visit www.gov.uk/pip/how-to-claim

> Cost of Living

Living with a brain injury can be costly due to medical care, therapies, and income loss, but benefits, charities, and financial aid can help.


 For more information visit www.hackney.gov.uk/hackney-money-help


Further support is available at:

Hackney Food Bank:

 www.hackney.foodbank.org.uk

 Email info@hackneyfoodbank.org

 Wally Foster Community Centre
Homerton Road, E9 5QB

 Call 020 7254 2464, Monday to Friday, 10am - 2pm

Help Through Hardship:

Help Through Hardship is a national helpline for financial hardship, where you can talk confidentially with a trained Citizens Advice advisor. The line is free to call.

 Call 0808 208 2138, Monday to Friday, 9am - 5pm

> Carers

Carers for brain injury patients provide essential support by assisting with daily activities, managing medical needs, offering emotional care, helping with rehabilitation exercises, and ensuring the patient's safety and well-being.

Hackney Carers Centre works to support the unmet practical, emotional and social needs of carers.

 For more information visit www.hackneycarers.org.uk

 Email info@hackneycarers.org.uk

 Call 020 8533 09510, Monday to Friday, 10am - 4pm


> Brain Injury Identity Card

Sometimes a brain injury can make it difficult for people to ask for support. Carrying a Headway Brain Injury Identity Card can help individuals communicate their needs.

 Visit www.headway.org.uk/supporting-you/brain-injury-identity-card

> Headway E-Library

Headway's e-booklets and factsheets cover many of the symptoms and practical issues associated with brain injury to support you, family members and carers.

 www.headway.org.uk/about-brain-injury/individuals/information-library

Headway East London

Timber Wharf, 238-240 Kingsland Road, London E2 8AX —
020 7749 7790 | info@headwayeastlondon.org
www.headwayeastlondon.org
Registered Charity No. 1083910
Company Registration No. 3998925

Headway East London provide specialist support and advocacy services for brain injury survivors and their families.

Our services include a Day Service, Evening Service, Therapy Service, Community Support Service and a Casework Service.

For more information about each service and how to refer, please visit www.headwayeastlondon.org