


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: **Tower Hamlets**

 020 7364 5000

9am to 5pm from Monday to Friday
020 7364 7070 (out of hours)

 Tower Hamlets Town Hall
160 Whitechapel Road
London E1 1BJ


 www.towerhamlets.gov.uk

 https://www.towerhamlets.gov.uk/lgnl/health_social_care/Health-and-adult-social-care/Health-and-adult-social-care.aspx

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.towerhamletsconnect.org/information-and-advice/adult-social-care/adult-social-care/what-is-a-social-care-assessment/

> **Advice and benefits**

Find out about advice and benefits available to residents of Tower Hamlets at


 www.towerhamlets.gov.uk/lgnl/advice_and_benefits/advice_and_benefits


A centralised benefit claims processing service and dedicated benefits call centre is based at the Town Hall. Home visits can be arranged if you are housebound and do not have anyone who can help you.

 Email: benefits@towerhamlets.gov.uk

> **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.


 Call 020 7364 5002

 www.towerhamlets.gov.uk/lgnl/advice_and_benefits/benefits/council_tax_benefit/council_tax_benefit.aspx

> **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 www.gov.uk/housing-benefit

 www.towerhamlets.gov.uk/lgnl/advice_and_benefits/benefits/housing_benefit/housing_benefit.aspx


> **Discretionary housing payments (DHPs)**

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

 For more information visit www.towerhamlets.gov.uk/lgnl/advice_and_benefits/benefits/discretionary_housing_payments.aspx


> 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.gov.uk/universal-credit/eligibility


> 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.towerhamlets.gov.uk/lgnl/advice_and_benefits/cost-of-living/Cost-of-living.aspx

 www.thechapelsroyalhmtoweroflondon.org.uk/welcome/the-tower-hamlets-food-bank/

 www.towerhamlets.gov.uk/lgnl/advice_and_benefits/cost-of-living/Help-with-food.aspx


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 and ensuring safety and well-being. The Carers Centre Tower Hamlets, provides advice and support to carers.

 For more information visit- <https://ccth.org.uk/>

 Email - enquiries@ccth.org.uk

 Call - 020 7790 1765 (9am-5pm, Mon-Fri).


> 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

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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