

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: Waltham Forest

 020 8496 3000

9am - 5pm Monday to Friday

(If outside of these hours, an emergency duty social worker will call you back).



Waltham Forest Town Hall,

Forest Road, Walthamstow E17 4JF



www.walthamforest.gov.uk

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.walthamforest.gov.uk/adult-social-care

If you are new to care and support, you can find further information about support for adults need to live as independently as possible here:

 www.walthamforest.gov.uk/adult-social-care/get-social-care-help/new-care-and-support

 020 8496 3000

> 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.walthamforest.gov.uk/council-tax/discounts-exemptions-and-reductions/apply-discount-or-exemption

> Housing

Cedar Wood House is Waltham Forest's housing support, but this centre is closed to the public and services are delivered online. (Should you require a face-to-face interview, this can be arranged virtually using either Microsoft Teams or via Zoom. If however, you are unable to do this they can arrange for you to visit a library and use the facilities there). If you are at risk of homelessness or at risk of rough sleeping, you can visit  www.walthamforest.gov.uk/housing/homelessness

 Email housing.advice@walthamforest.gov.uk

> 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.walthamforest.gov.uk/benefits-and-money-advice/housing-benefit-support-and-guidance/housing-benefit

 www.gov.uk/housing-benefit

> **Discretionary housing payments (DHPs)**

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

 For more information visit www.walthamforest.gov.uk/benefits-and-money-advice/housing-benefit-support-and-guidance/discretionary-housing-payments

> **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.walthamforest.gov.uk/benefits-and-money-advice/cost-living-support

 To get support on benefits that you can apply for and grants, find out more at: www.turn2us.org.uk/get-support

 If you live in a council house and need support with house repairs, contact 020 8496 3000

> **Headway Emergency Fund**

The Headway Emergency Fund provides one-off small grants to help adult brain injury survivors and their families cope with the practical implications of brain injury.

For more information visit:

 www.headway.org.uk/supporting-you/headway-emergency-fund

> **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