

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: Westminster City Council

 020 7641 6000

Monday, Tuesday, Thursday, Friday: 8am to 6pm.

Wednesday: 8am to 4pm.

**Adult Social Care:**  020 7641 2500

 [adultsocialcare@westminster.gov.uk](mailto:adultsocialcare@westminster.gov.uk)

 Westminster City Council,  
P.O. Box 165, Erith, London  
DA8 9DW

 [www.westminster.gov.uk](http://www.westminster.gov.uk)

 [www.westminster.gov.uk/health-and-social-care/adult-social-care](http://www.westminster.gov.uk/health-and-social-care/adult-social-care)

### 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.westminster.gov.uk/health-and-social-care/adult-social-care](http://www.westminster.gov.uk/health-and-social-care/adult-social-care)

#### > 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.westminster.gov.uk/council-tax/council-tax/council-tax-discounts-and-exemptions](http://www.westminster.gov.uk/council-tax/council-tax/council-tax-discounts-and-exemptions)

 Telephone 0343 178 2743, lines open Monday to Friday, 8.30am to 6pm

 Email [westminster.counciltax1@secure.capita.co.uk](mailto:westminster.counciltax1@secure.capita.co.uk)

#### > Housing

There are a team of Housing Officers across Westminster to help you with any housing related issues. Housing Area Service Centres are open for drop-ins from 9am to 5pm, Monday to Friday.

To make an appointment with a specific team, call or email on:

 Telephone 0800 358 3783

 Email [housing.enquiries@westminster.gov.uk](mailto:housing.enquiries@westminster.gov.uk)

 Visit [www.westminster.gov.uk/housing-services-centres](http://www.westminster.gov.uk/housing-services-centres)

#### > 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.westminster.gov.uk/council-tax/housing-benefit-and-council-tax-support](http://www.westminster.gov.uk/council-tax/housing-benefit-and-council-tax-support)

 [www.gov.uk/housing-benefit](http://www.gov.uk/housing-benefit)

#### > Discretionary housing payments (DHPs)

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

 Visit [www.westminster.gov.uk/benefits/apply-discretionary-housing-payment](http://www.westminster.gov.uk/benefits/apply-discretionary-housing-payment)

**> 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](http://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/eligibility](http://www.gov.uk/pip/eligibility).

 [www.gov.uk/pip/how-to-claim](http://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.

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

 Westminster Amalgamated Charity offers grants to those in need in Westminster, if eligible. Find out more at [www.w-a-c.org.uk/grants-individuals](http://www.w-a-c.org.uk/grants-individuals)

**> Neuro-navigators** provide a seamless approach to patients requiring specialist rehabilitation. Through advice, signposting and monitoring, and transition support to the patient and family, the journey is more efficient, cost effective and patient-centred.

 For further information, email [CNWL.nwlneuronavigation@nhs.net](mailto:CNWL.nwlneuronavigation@nhs.net)

**> 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](http://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](http://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](http://www.headway.org.uk/about-brain-injury/individuals/information-library)