



NEWHAM CARERS COMMUNITY

NEWSLETTER

APRIL 2025

WELCOME

Hello Carers!

Welcome to the April edition of our newsletter! Here's a quick look at what's happening locally this month. Be sure to check out all the exciting events and updates!

A big thank you for those of you that managed to complete our annual satisfaction survey, we really appreciate your time. The lucky winner from the prize draw will feature in the next edition - good luck all.

Autism Acceptance Week starts from 2nd April, please check out the various events happening throughout the week. Details are on Newham council's [flyer](#) and website.

As part of **Stress Awareness Month** NHS ELFT will be hosting an free event at Newham Hospital on **Wednesday 2nd April 10.30am - 2.15pm**.

Council Tax increases

You may already have received a Council Tax bill for April 2025 - March 2026. Council Tax bills are increasing by 5 percent on 1st April, with an even bigger increase of 9 percent in the borough of Newham.

Please see article on page [25](#) for advice and tips on how to apply for a Council Tax reduction subject to eligibility, how to get paid a refund and how to protect an existing Council Tax reduction when applying for Universal Credit.

Finally, if you have supported a friend or relative with their hospital discharge as a carer, please take a moment to complete this survey short online survey. [Click here for survey](#).

Best wishes,

The NCC Team



MEET THE NCC TEAM



Linessa Ollivierre
Service Manager



Noreen Chaudhry
Asian Carers Specialist
Support Worker



Claudia St. Rose
Adult Carer Support Officer



Tasnim Anjum Ullah
Holistic Individuals and Group
Support Worker



Joseph Richards
Young Carers Manager



Naheed Anwar
Carers Co-ordinator



Simon Shum
Head of Community Services

TECHY TEA PARTY WITH PHILLIPS 66

Carers enjoyed an afternoon of digital support and learning at a techy tea party hosted by Phillips 66.



YOUNG CARER RECEIVING JACK PETCHEY AWARD



Young carer Aadam Tucker received a Jack Petchey certificate on Young Carers Action Day for his dedication and achievements. Since joining the Snow Camp programme last July, he has progressed from a beginner skier to a qualified snowsports instructor in just one year, with opportunities for volunteering and apprenticeships ahead.

KURINUKI (JAPANESE) POTTERY ART

Carers participated in a three-week art course with the Mary Ward Centre, where they had the chance to relax, explore their creativity, and produce beautiful masterpieces to take home.



SCAM AWARENESS WITH BARCLAYS



Carers had another valuable opportunity to refresh their scam awareness knowledge, thanks to the support of Barclays.

SELF CARE FOR CARERS

**YOUR WELL-BEING MATTERS JUST
AS MUCH AS THE PERSON YOU'RE
CARING FOR.**

Caring for someone else can be deeply rewarding, but it can also be exhausting. It's important to remember that taking care of yourself is not a luxury; it's a necessity.

Discover self-care techniques to provide the best care for your loved one while maintaining your own health.

Tuesday 29th April 10:30 am - 12:00 pm

**at 655 Barking Rd, E13 9EX
(Age UK East London Offices)**

0203 9543 143

info@newhamcarerscommunity.org.uk

[Book your space now!](#)



Newham Carers Community: Monthly Workshop Schedule 2025

The workshops will be delivered as a hybrid: in-person and Online

ZOOM DETAILS

[HTTPS://US06WEB.ZOOM.US/J/86004636761](https://us06web.zoom.us/j/86004636761)

MEETING ID: 860 0463 6761

<p>JANUARY</p> <p>THINKING AHEAD FOR CARERS OF YOUNG PEOPLE WITH SEND</p> <p>DATE: TUESDAY 21TH JANUARY TIME: 10:30AM - 12.00PM LOCATION: 655 BARKING RD, E13 9EX</p>	<p>JULY</p> <p>CARERS AND ADVOCACY</p> <p>DATE: TUESDAY 22ND JULY TIME: 10:30AM - 12.00PM LOCATION: 655 BARKING RD, E13 9EX</p>
<p>FEBRUARY</p> <p>PERSONAL CARE AND WELL-BEING FOR CARERS</p> <p>DATE: TUESDAY 25TH FEBRUARY TIME: 10:30 AM - 12.00PM LOCATION: 655 BARKING RD, E13 9EX</p>	<p>AUGUST</p> <p>HEALTH CONDITIONS THAT AFFECT CARERS</p> <p>DATE: TUESDAY 19TH AUGUST TIME: 10:30AM - 12.00PM LOCATION: 655 BARKING RD, E13 9EX</p>
<p>MARCH</p> <p>EDUCATIONAL HEALTH AND CARE PLAN (EHCP) - AN INTRODUCTION</p> <p>DATE: TUESDAY 18TH MARCH TIME: 10:30AM - 12.00PM LOCATION: 655 BARKING RD, E13 9EX</p>	<p>SEPTEMBER</p> <p>EFFECTIVE SKILLS FOR MAKING COMPLAINTS</p> <p>DATE: TUESDAY 23RD SEPTEMBER TIME: 10:30AM - 12.00PM LOCATION: 655 BARKING RD, E13 9EX</p>
<p>APRIL</p> <p>SELF CARE FOR CARERS</p> <p>DATE: TUESDAY 29TH APRIL TIME: 10:30AM - 12:00PM LOCATION: 655 BARKING RD, E13 9EX</p>	<p>OCTOBER</p> <p>EFFECTIVE COMMUNICATION</p> <p>DATE: TUESDAY 21ST OCTOBER TIME: 10:30AM - 12.00PM LOCATION: 655 BARKING RD, E13 9EX</p>
<p>MAY</p> <p>MAKING SUCCESSFUL DLA AND PIP APPLICATIONS</p> <p>DATE: TUESDAY 20TH MAY TIME: 10:30AM - 12.00PM LOCATION: 655 BARKING RD, E13 9EX</p>	<p>NOVEMBER</p> <p>CARE ACT 2014 SIMPLIFIED - 10 THINGS CARERS SHOULD KNOW</p> <p>DATE: TUESDAY 18TH NOVEMBER TIME: 10:30AM - 12.00PM LOCATION: 655 BARKING RD, E13 9EX</p>
<p>JUNE</p> <p>UNDERSTANDING SPECIFIC HEALTH CONDITIONS</p> <p>DATE: TUESDAY 17TH JUNE TIME: 10:30AM - 12.30PM LOCATION: 655 BARKING RD, E13 9EX</p>	<p>DECEMBER</p> <p>MENTAL WELLNESS AND EMOTIONAL SUPPORT FOR CARERS</p> <p>DATE: TUESDAY 16TH DECEMBER TIME: 10:30AM - 12.00PM LOCATION: 655 BARKING RD, E13 9EX</p>

For more information, please contact us on: **02039 543 143**

or email to: info@newhamcarerscommunity.org.uk



WHAT IS A YOUNG CARER?

WHAT DO THEY DO?

A Young Carer is a child who helps to look after someone in your family because of:

Disability

Mental illness

Long term physical illness

Drug or alcohol misuse

Helping with feeding, getting dressed or getting out of bed

Helping with cooking, cleaning, or shopping

Giving emotional support or care to someone who needs it

Join our drop-in sessions:

Shipman Youth Centre



Tuesdays
3:30 - 8pm



340 Prince Regent, E16 3JH

East Ham Library



Mondays and Wednesdays
4 - 6.30pm



East Ham Library
328 Barking Rd, London E6 2RT





NEW YOUNG CARERS DROP-IN



Come along to meet the team at Shipman Youth Centre on Tuesday 22nd October at 4.30pm. Free chicken and chips provided!

Are you a Young Carer aged 5-17?

Join our young carers drop-in sessions:

- Take part in a range of activities including PlayStation, football, basketball, weight room, and pool table.
- Get the chance to connect with other young carers
- Find out what support you need, and have your voice heard!
- Child & Adolescent Mental Health Services (CAMHS) Support available

No registration needed, drop-in only.

For more details contact us at:

☎ 020 3954 3143

🌐 renewalprogramme.org.uk

✉ info@newhamcarerscommunity.org.uk

REFRESHMENTS PROVIDED!

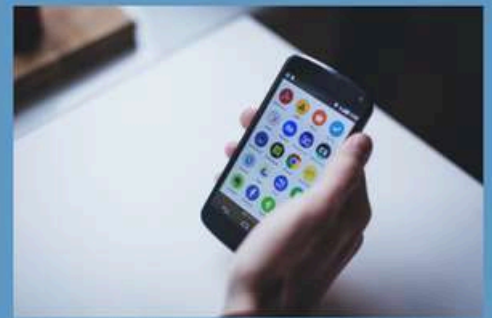


DIGITAL DROP IN SUPPORT AND DIGITAL COURSES FOR NEWHAM CARERS & 50+

COME ALONG AND GET HELP WITH YOUR DIGITAL NEEDS, WHETHER
SMARTPHONE, TABLET OR LAPTOP IN OUR **DIGITAL DROP IN**



FREE!



Drop In - 2:00pm - 4.00pm

EVERY MONDAY

at Age UK East London, 655 Barking Rd,
London, E13 9EX

Digital Drop in - Just turn up, first come first served basis

WHAT YOU COULD LEARN OR GET HELP WITH:

- GENERAL USE AND FUNCTION OF A DEVICE
- TAKING PHOTOS OR SHARING PHOTOS WITH FAMILY
- ONLINE PLATFORMS/DOWNLOADING APPS
- ACCESS TO HEALTH SERVICES – NHS APP
- SETTING UP EMAIL ACCOUNTS
- USE OF SOCIAL MEDIA APPS

Newham Carers Community

FREE



FREE ONLINE TRAINING COURSES FOR NEWHAM CARERS

**OVER 130 SOCIAL CARE COURSES VIA
CLICK LEARNING**

For more information, please contact

Newham Carers Community

Email: info@newhamcarerscommunity.org.uk

Telephone: 0203 9543 143





COST SAVING UPDATES

Cost-Saving on Energy Bills - Tips, hacks and advice for reducing your energy usage while taking care of your household needs including laundry, cooking, having the lights on, keeping warm in colder months and cool in hot weather. [Click here to find out more.](#)

Access to half price electricity

British Gas, Scottish Power, and EDF are offering half price electricity periods for households with a smart meter.

British Gas 'PeakSave Sundays' half-price from 11am - 4pm; and 'PeakSave Green Flex' providing half-price during certain times when they have plenty of renewable energy available.

Go to <https://www.britishgas.co.uk/energy/guides/off-peak-electricity> for more details.

Scottish Power 'Power Saver' includes half-price weekends 11am - 4pm every Saturday and Sunday; and half-price at certain off-peak times during the week.

Go to <https://www.scottishpower.co.uk/support-centre/power-saver> for more details.

EDF 'Sunday Saver' offering discounted Sunday usage in exchange for using less electricity during the 4pm-7pm peak time on weekdays.

Go to <https://www.edfenergy.com/energy-efficiency/sunday-saver-challenge> for more details.

[Click here for answers to frequently asked questions about switching to a smart meter.](#)

[Broadband Price Savings](#)

[Cost-saving on TV viewing](#)



NATIONAL CARERS DISCOUNT CARD COMPARISON CHART



NAME OF CARD	CARD/APP	REQUIREMENTS	BENEFITS	COST
Forward Carers forwardcarers.org.uk	Card & App	Online registration Supporting evidence required and ID photograph, i.e., passport style	<ul style="list-style-type: none">• Carer ID• Stored In Case of Emergency contact details• Access to Carer friendly community and online support• Some national discounts	£15
Carers Card UK carerscarduk.co.uk	Card & App	Online registration and ID photograph, i.e., passport style	<ul style="list-style-type: none">• Carer ID• Stored In Case of Emergency contact details.• My Support: A catalogue of useful information, from guides to best practices.• Your Carer Circle: Allows you to create a circle of care for the person you look after; add notes, tasks, appointments, medication lists as well as monitoring the wellbeing of the person you care for.• Wellbeing Hub – A source of useful advice, videos and audiobooks to help with your wellbeing.• Online discounts including: Days Out • Home and Garden • Women's Fashion • Gifts and Occasions	£8.00 (valid for 2 years)

NAME OF CARD	CARD/APP	REQUIREMENTS	BENEFITS	COST
<p>Discount for Carers</p> <p>discountsforcarers.com</p>	<p>App Only</p>	<p>Online registration</p>	<ul style="list-style-type: none"> • Money-saving deals and vouchers including: • Savings on homeware and electricals • Deals on mobile phones • Utilities and gym memberships • Cashback card • available with over 16% cashback on purchases at 80% of retailers once registered. • Free membership for the first year then £2.99 per year after 	<p>FREE</p>

If you would like more information on Carer Discount Cards or would like some help to apply for one, please contact Newham Carers Community on:

Email: info@newhamcarerscommunity.org.uk

Telephone: 02039 543 143





KEEP LEARNING

Want to learn something new?

Click Learning provide up to up 130 free social care and functional skills online courses. To register your interest and receive login details please contact us:

info@newhamcarerscommunity.org.uk or call **020 39543143**

Techy Tea Social with kulvinder 655 Barking Rd, E13 9EX

A chance to socialise over a cuppa and brush up on your digital skills,

Get in touch to find out when our next session is happening!

info@newhamcarerscommunity.org.uk or call **020 39543143**

Newham Recovery College

<https://linktr.ee/newhamrecoverycollege>

VOLUNTEERING OPPORTUNITIES

We are here to help with volunteer interests and applications. Please use the links below for volunteer opportunities available

Newham University Hospital volunteer opportunities

<https://www.bartshealth.nhs.uk/volunteers>

Renewal volunteer opportunities

<https://www.renewalprogramme.org.uk/get-involved/volunteer-with-us/>

Age UK East London volunteer opportunities

<https://www.ageuk.org.uk/eastlondon/get-involved/volunteer/>



RESIDENT CARER SUPPORT GROUPS

Group	Meeting Time	Venue	Contact Info
<p>Senior Parent Learning Disabilities Carers Group</p> <p>Support group for all carers or parents of people with learning disabilities</p>	<p>Every last Wednesday of the month 12:00am - 2:30 pm</p>	<p>Upper-Room Foursquare Chapel 525-529 Barking Rd, London E13 9EZ</p>	<p>Leader: Remi Osunsanya Sanyaosun2@yahoo.com Tel: 07872 595948</p>
<p>Disability Rep Forum</p> <p>Support group for disabled carers including parent carers and those with disabled children</p>	<p>Every 2nd Tuesday of the month 11.00am - 1.00pm</p>	<p>Froud Community Centre, Toronto Avenue, E12 5JF</p>	<p>Leader: Sarifa Patel sarifa.patel84@gmail.com Tel: 07723 739221</p>
<p>Carers Community Mental Health Group</p> <p>Support group for those who are caring for loved ones and friends with mental well-being</p>	<p>Every 3rd Wednesday of the month 11:30 pm - 1:30 pm</p>	<p>Upper-Room Foursquare Chapel 525-529 Barking Rd, London E13 9EZ</p>	<p>Leader: Zhenreenah Muhxinga carersgroup2020@yahoo.com Tel: 07950 123 540</p>
<p>Chinese Carers Group</p>	<p>Contact Group Lead for further details</p>	<p>Contact via phone or email only</p>	<p>Leader: Yvonne info@newhamchineseassoc.org.uk Tel: 0207 474 7715</p>
<p>St. Joseph's Carers Group</p> <p>Support group for those who are caring for relative, partner or friend that has a life-limiting illness</p>	<p>Every 3rd Friday of the month 1.30pm – 3.30pm</p>	<p>St. Joseph Hospice Mare Street Hackney E8 4SA</p>	<p>Jo Bedford - Carers Service Co-Ordinator j.bedford@stjh.org.uk Tel: 020 8525 3130</p>

Please get in touch with details of your resident carer group and we will add it to the list.



RESIDENT CARER SUPPORT GROUPS

Group	Meeting Time	Venue	Contact Info
Drop in bereavement centre	Contact Group Lead for further details	Contact via phone or email	dropinbereavement@btinternet.com Tel: 07396 016523
Let Us Communicate Support Group	Contact group email for further details	Contact via email	letuscommunicate101@gmail.com https://youtu.be/vaLsBo8NrCo?feature=shared
Care Heart Social Club Autistic Adult Carers Group	Contact Group Lead for further details	Contact via phone or email	Ying purisimasd12@gmail.com 07466 719164 or Loraine 07828841546 lorainefermin@outlook.com
Age UK East London Older Peoples Reference Group	Contact Group Lead for further details	Contact via phone or email	Grace Patient Grace.Patient@ageukeastlondon.org.uk 07384 511701
Subco Trust	Contact Group Lead for further details	Contact via phone or email	Taskin admin@subcotrust.org.uk 0208 548 0070

Please get in touch with details of your resident carer group and we will add it to the list.



RESIDENT CARER SUPPORT GROUPS

Group	Meeting Time	Venue	Contact Info
Cerebral palsy network Newham	Contact Group Lead for further details	Contact via phone or email	Habbib Aziz cpn_newham@hotmail.com 07903955353
Children with special needs - Ruby's carers support group	Contact Group Lead for further details		Rubina Azam Rubinaazam@hotmail.co.uk 07947158445
Autistic Adult Carers Group Support group for all carers or parents of adults with autism	First Wednesday of the month 11:00 am - 1:00 pm	Community Room, Morrison's, Canning Town, Silvertown Way E16 1ED	Sue Sinton Smith carersautisticresidentsnewham@gmail.com 07968424738 (Text only)

Please get in touch with details of your resident carer group and we will add it to the list.



USEFUL INFORMATION

Carers Assessment

Use the link for more information

<https://www.newham.gov.uk/health-adult-social-care/carers-assessments/1>

Carers Emergency Card

Use the link for more information

<https://www.newham.gov.uk/health-adult-social-care/emergency-care-arrangements/2>

Form Filling Support

- Your Community Neighbourhoods (Libraries) offer PC access and basic support and guidance in every library across the borough. See Newham library services – Newham Council for more details;
- Community Links offer a free form filling service (105 Barking Road - please contact advice@community-links.org or on **0207 473 9681** to book an appointment)
- Ascension Community Trust - offer free advice and form filling support. Please contact admin@ascensioncommunitytrust.org Tel: **020 7511 1232** to make an appointment).
- Community Links: Chandos East Community Hub - Open for drop-in appointments on Monday between 12.30pm and 3pm. For further information, call **020 8555 0850** (go Chandos Road, Stratford, E15 1TT)

Correspondence Support

- Voicebaility support for those most vulnerable commissioned by Newham newham@voiceability.org
- Community Links – Please contact advice@community-links.org, Tel: 0207 473 9681, or visit 105 Barking Road, London, E16 4HQ, for an appointment



BENEFITS INFORMATION

Carers Allowance - [Click here for factsheet](#)

Attendance Allowance - [Click here for factsheet](#)

Disability Living Allowance (DLA) - [Click here for factsheet](#)

Grants and support schemes - [Click here for information](#)

Employment and Support Allowance (ESA) - [Click here for information](#)

Personal Independence Payment (PIP) - [Click here for factsheet](#)

WORKING CARERS RIGHTS

Your Rights In Work - [Click here for factsheet](#)

Requesting Flexible Working - [Click here details](#)

Taking Time Off When Needed - [Click here for details](#)

Support In Work - [Click here for details](#)

Thinking of Leaving Work - [Click here for details](#)

Thinking of Returning To Work - [Click here for details](#)

Boosting Your Skills - [Click here for details](#)

The Carers Leave Act 2023 - [Click here for details](#)

The Flexible Leave Act 2023 - [Click here for details](#)



USEFUL INFORMATION

Benefits and Debt – [Our Newham Money](#) support with

Debt & benefit advice - Helping residents to understand the options that are available to them, supporting them to set up repayment plans with their creditors. Undertaking a benefits assessment to establish entitlements and ensuring residents are claiming all entitlements. Support with completing forms related to benefits.

Budgeting /money management advice - Free, impartial, confidential.

Energy advice line - identifying and applying for discounts, referring to priority service registers, switching advice, supplier dispute advice, referring for wider services (fire safety checks, taxi card etc.)

Hardship Support Scheme – support with food and energy costs and other items can be considered in exceptional circumstances.

Home energy visits - arrange free home visiting service to install free small measures such as energy saving bulbs, draught excluders, radflex and more to reduce usage, as well as behavioural advice and controls advice.

Repayment plans - negotiating and agreeing Council Tax & Housing Benefit Overpayments

Emergency support - interest free loans for basic essential furniture, rent deposits and energy.

Affordable loans - loans up to £1,500 for essential purchases, household items, white goods and debt consolidation.



USEFUL INFORMATION

Housing – please visit [Housing, homes and homelessness – Newham Council](#) for more information

Council Tenants - Housing Liaison Officers based in each Neighbourhood (click here for contacts) Housing Liaison Team Housing Liaison Officers provide tenancy and leasehold management, undertaking block and estate inspections and responding and dealing with housing and tenancy related enquiries raised by tenants and leaseholders. Provide regular housing surgeries for residents, resolve general housing queries, supporting in bidding and housing applications etc.

Private tenants - Private Housing Technical Support Tel: 020 3373 1950 or Email: privatehousing@newham.gov.uk

Homelessness prevention and advice – offers advice for people under threat of homelessness, someone who is rough sleeping or Homeless from Temporary Accommodation. The fastest way to get assistance is by completing an online application or emailing: hpas@newham.gov.uk. Find out more by following this link [Homelessness prevention and advice – Newham Council](#)

Other Useful Resident Advice Services

UCL Integrated Legal Advice Clinic – see link for more details

[UCL Integrated Legal Advice Clinic \(UCL iLAC\) | LawWorks](#)

Age UK (Newham Office) – see link for details

[Turn2Us - Advice Finder](#) - [Age UK East London \(Newham office\) - London](#)

Plaistow South Big Local Money Matters – see link for more details [Money Matters – Plaistow South Big Local \(psbl.org.uk\)](#)

Autism Acceptance Week 2-8 April 2025

Join us in celebrating this April.

Events include:

- Art and photo exhibitions
- Poetry readings
- Origami workshops
- Film screenings
- Discussions
- Songwriting sessions
- Music making
- Access to online resources
- Information for employers, professionals, parents & carers, general public & autistic people

And more!



For more information, visit
www.newham.gov.uk/autismweek2025





Need Food?

Are you looking for ways to stretch your budget while supporting your community? Our foodbank club offers high-quality groceries.

£40 Worth of Goods for Just £5! Join Our Foodbank Club Today!



£5

Thursday foodbank: St Luke Community Centre,
85, Tarling Rd, Canning Town, E16 1HN
Friday Foodclub: 395, Barking Road E13 8AL
opposite the Plaistow Police station

Make the Most of Your Money and Fight Food Insecurity Together

Register with us to become a member.

£5.00 registration yearly

Contact:

For more information or to register

07861647346

email: info@ourcommunitycares.co.uk

www.ourcommunitycares.co.uk

NO VOTE, NO VOICE



If you struggle to vote in-person because of caring responsibilities or health reasons, you can apply to vote by post.

Age UK East London can give impartial advice on how to register to vote, and applications for an accepted form of photo Voter ID, and to vote by post or to vote by proxy, so that your voice can be heard.

Contact Seema:

seema.gulati@ageukeastlondon.org.uk 020 89817124

We want to make sure that older people and carers don't miss out on voting in London's elections:



If you or someone you care for has health issues or other circumstances that make it difficult to visit a polling station, don't worry, Age UK East London can help you to apply to by post or by proxy.



You will not need to provide photo ID to vote by post. There are other identification checks, including verification of your signature and date of birth.

Age UK East London can help you make the application.



Charity number: 1144535

For more information contact Seema on:
seema.gulati@ageukeastlondon.org.uk
0208 9817124

SUPPORTED BY



Supported by the Greater London Authority, City Hall, Kamal Chunchie Way, London, E16 1ZE.

Printed and promoted by Age UK East London, 82 Russia Lane, E2 9LU.

Council Tax Support



A guide to council tax discount, with tips and advice about who can get this support, how much it can save off bills, and how to protect this support if migrating to Universal Credit.

Council Tax Reduction

Depending on personal household circumstances, lots of people are eligible for a council tax discount. This is known as Council Tax Reduction or Council Tax Support. Reduction can be up to 100 percent.

• **Contact your council to apply.**

• **Already receiving Council Tax Reduction?**

Check to see if you could be eligible for a bigger discount or even an exemption.

• **Get it backdated.** If your request is successful, you can get a new or extra discount backdated to three months before you submitted request.

Discount eligibility

The amount of reduction you can get depends on:

- **location** - which borough you live in
- **who lives with you**
- **personal circumstances**
- **household income**

It is possible to get multiple discounts on one bill.

Single person discount

If you are the only adult in your household, you are eligible for 25 percent discount.

Who lives with you?

You can get 25 percent discount if you live with anyone who is exempt from paying council tax for any of the following reasons:

- **children** under age 18
- **full time student or apprentice**
- **have severe mental impairment** such as dementia receiving Severe Disablement Allowance.
- **full-time live-in carer** providing at least 35 hours a week care, and is not your married or civil partner or parent to a child under age 18.
- **Ukrainian citizen** living with you under the Homes for Ukraine scheme.

- Discount can increase from 25 percent up to 50 percent if everyone else in your household is exempt from paying council tax.

Disability reduction scheme

You can get help with you council tax if you need to live in a bigger property to accommodate the needs of yourself or someone you live with who needs an adapted space to support with disabilities. Needs such as space to move around in a wheelchair, or an extra bathroom with modifications. Council tax drops to a lower band, and so reduces cost.

Low income or receiving benefits

Means-tested. Varies from one council to another but expect 90-100 percent discount. Possible to get discretionary Council Tax Reduction if you are struggling to pay for essentials while not receiving means-tested benefits.

Zero Council Tax

You are exempt from paying council tax if you meet any of the following criteria:

- **full-time student or apprentice**
- **full-time live-in carer at home**, providing at least 35 hours a week care and the person you care for is not your married or civil partner or your child under age 18.
- **suffering from severe mental impairment** such as dementia and receive Severe Disablement Allowance.
- **Ukrainian citizen** living with someone under the Homes for Ukraine scheme.

How to apply

- **Check with your local council**, as details about discounts can vary from one council to another.
- **Select relevant eligibility** from your local council list of criteria. If you think you are eligible for any discounts or exemption be clear about which criteria matches your household situation, you will need to explain this to your council.
- **Gather evidence** that proves your eligibility.
- **Contact your local council** to request discount, by phone or go to their website for instructions on how to apply.

Migration to Universal Credit

How to protect your Council Tax Support if you receive housing benefit and will be migrating to Universal Credit.

- 1.** Get in touch with your local Council Tax department as soon as possible (within a few days) of submitting your Universal Credit claim. Phone or go to their website for details on how to give them an update.
- 2.** Tell them you have a **Change of Circumstance**. That you have migrated to Universal Credit who will be taking over your Housing Payment from the council, but that you want your Council Tax Reduction or exemption to continue. Tell the council that Universal Credit can verify your circumstances.
- 3.** Universal Credit will contact your local council and tell them to end your benefits. Because you have instructed the Council Tax team not to end your Council Tax Reduction, you will receive a letter from the council confirming you are getting continued support.
 - If you do not contact the council quickly about this your council tax support will end, then you will need to re-apply. Until a new application is complete your Council Tax bill will be updated and you will be expected to make full payments.
 - **NOTE:** Universal Credit is not connected with Council Tax Support.

Council Tax refunds

When discount or exemption is applied to your council tax bill, the council might owe you a refund. This will be taken off the rest of your bill for the year, and any refund amount left over taken off your bill the next year. Councils sometimes forget, so keep paperwork and check your bills to make sure you get all refund owed. You can request for refund to be paid into your bank account.

Article by Susan Downing, Cost of Living Lead, People Participation Team

Visit <https://www.elft.nhs.uk/service-users-and-carers/cost-living> for more tips and advice on how to save on your household bills.

EASTER HOLIDAY SCHEME



HOLIDAY ACTIVITIES FOR 11-16 YEAR OLDS

8th - 10th, 15th - 17th April

3 - 7pm, Tuesday - Thursday

Games - sports - crafts - workshops

Group Trip 17th April - *Limited Availability*

FREE to attend, includes a hot meal

**For more information and to sign up, use
the QR code below**

*(HAF is for children who receive benefits-
related free school meals)*

HAF booking page



Non-HAF booking page



**I ♥
BV**



**WEST SILVERTOWN
FOUNDATION**



GET IN CONTACT

If you or a group would like to feature or contribute to future editions please feel free to email:

Newham Carers Community Team - info@newhamcarerscommunity.org.uk

IN CASE OF AN EMERGENCY

Newham Adult Social Services

•Telephone: 020 8430 2000 Option 2
Textphone: 18001 020 8430 2000

Samaritans

•116 123

Cruse Bereavement Helpline

•0808 808 1677

Victim Support

•0808 689 111

•Website:

<https://www.victimsupport.org.uk/help-and-support/get-help/supportline>

National Domestic Violence Helpline

• 0808 2000 247

•Website: <https://www.nationaldahelpline.org.uk>

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