



# Newsletter

August 2019

[www.headwayblackcountry.co.uk](http://www.headwayblackcountry.co.uk)

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@HeadwayBC



[www.facebook.com/braininjuryadultsurvivors](https://www.facebook.com/braininjuryadultsurvivors)



## Priority Service Register

Established by the Water Industry to support vulnerable customers, the Public Service Register is due to be rolled out across ALL Utility Suppliers from September 2019.

Once on the Public Service Register customers will receive:

- The lowest Tariffs
- Additional support during emergencies (fresh water and sewage)
- Debt Support
- Free bottled water delivered to their home for the duration of a mains water supply issue

Water Companies have already set up the Public Service Register and there is a simple registration process.

Details for South Staffs are shown here.

## Calling All Runners !!

If you fancy being sponsored to run for Headway Black Country here is a great opportunity.

The 30th Pattingham Bells Run will take place on Sunday 6th October 2019, starting at 11.00 am from near the Village Hall playing fields.



There are 5K and 10K courses, run under UKA rules. The cross country course is set over beautiful crown estate and park lands surrounding the south Staffordshire village of Pattingham.

All proceeds from entry fees go to Acorns Children's Hospice and St Chad's Church of England (VC) First School. But why not raise your own sponsorship for Headway Black Country? A number of other runners are already forming a "Headway Black Country Team", so why not sign up, gather sponsors and join up with the Team on the day?

Entry fees are £10.00 for UKA affiliated club runners and £12.00 for non-club runners, (plus booking fee). Online entry closes at 8pm on Thursday 3rd October. More information us at : <https://www.pattinghambellsrun.com/>

Once YOU have registered let us know on **01384 869961** or email us at **[admin@headwayblackcountry.co.uk](mailto:admin@headwayblackcountry.co.uk)**

We will provide sponsor forms or guide you collect sponsors online and link you with other Team members.

## Sunflower lanyards for people with hidden disabilities

The Sunflower Lanyard Scheme aims to make navigating through the airport easier for people with hidden disabilities.

Often the most stressful part of a holiday is the journey. The airport environment can leave people feeling rushed, stressed and anxious.

Brain injury survivors may face additional challenges due to the hidden effects of their brain injury. Symptoms such as fatigue, memory problems, communication difficulties and impaired cognitive ability can make navigating through the airport particularly stressful.

Asking for assistance may also be more difficult.

Passengers who have a hidden condition or disability, including acquired brain injury, can use a Sunflower Lanyard to indicate to staff that they may require additional assistance.

The Sunflower Lanyard Scheme has been rolled out to all major airports in the UK.

The process of getting a lanyard varies slightly by airport. At most airports you should be able to collect your lanyard at the airport from a specified location (usually a customer service desk). Certain airports will post your lanyard to your address.

Usage of the lanyard also varies slightly by airport. For example, at some airports it entitles the wearer access to priority lanes, whereas in others it doesn't.

You should contact your departure airport directly to request a lanyard and enquire about what it entitles you to.

Recognition of the sunflower lanyard at airports outside of the UK is currently unclear. Certain airports abroad may recognise the lanyard; however, it should not be assumed that your holiday destination airport will understand what the lanyard means. You may wish to check this before you depart.



## Hidden Disabilities and Councils

The Local Government and Social Care Ombudsman is urging councils to check their procedures to avoid disadvantaging people with 'hidden disabilities' following their publication of three separate investigation reports into London councils.

In a statement, Local Government and Social Care Ombudsman, Michael King, said: *"The Equality Act 2010 requires councils to anticipate the needs of people who may need to access their services. This means when councils are alerted to the fact someone might need to be treated in a different way, they should ask that person what adjustments are needed, and consider whether these are reasonable."*

*"It can be difficult for people to navigate complex council procedures, yet in all three cases, the councils were made aware that these people needed additional help, but none was given."*

*"We recognise the significant challenges faced by public service providers in adapting their processes to the needs of people who may require adjustments, particularly where the services have been automated. But this is a duty councils must meet and needs they must anticipate."*

Headway UK backs the Ombudsman's call to all local authorities to check their procedures. Acquired brain injury can often leave people with lifelong effects which are not visible, but which can make life extremely challenging and require adjustments to be made to processes in the way described above.