

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: London Borough of Redbridge

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|  020 8708 7333                |  128-142 High Road, Ilford, IG1 1DD   |
| Monday to Sunday - 9am to 5pm  |  <a href="http://www.redbridge.gov.uk">www.redbridge.gov.uk</a>             |
|  020 8554 5000 (out of hours) |  <a href="http://adultcare.redbridge.gov.uk">adultcare.redbridge.gov.uk</a> |

## 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 [adultcare.redbridge.gov.uk/assessing-your-care-needs/#careneeds7](http://adultcare.redbridge.gov.uk/assessing-your-care-needs/#careneeds7)
-  Contact Adult Social Services on 020 8708 7333



### > 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.

-  [www.redbridge.gov.uk/council-tax/apply-for-discount-or-exemption/](http://www.redbridge.gov.uk/council-tax/apply-for-discount-or-exemption/)
-  Call 020 8708 5670 Monday to Friday, 8.30am to 5pm

### > Housing Benefit

Help with rent if you're unemployed, on a low income, or receiving certain benefits. Eligibility and amount vary.

-  See more information at [www.redbridge.gov.uk/benefits/new-claim](http://www.redbridge.gov.uk/benefits/new-claim)
-  Call Housing Benefit 020 8708 5690 Monday to Friday, 8.30am to 5pm


### > Discretionary housing payments (DHPs)

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

-  [Redbridge.gov.uk/benefits-and-financial-support/apply-for-a-discretionary-housing-payment](http://Redbridge.gov.uk/benefits-and-financial-support/apply-for-a-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/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.


 For more information visit [costofliving.redbridge.gov.uk](http://costofliving.redbridge.gov.uk)


To find support on benefits that you can apply for and available grants, visit

 [www.turn2us.org.uk/get-support](http://www.turn2us.org.uk/get-support)

### > Carers

Carers can support with daily tasks, medical needs, rehab, safety and well-being.


 [adultcare.redbridge.gov.uk](http://adultcare.redbridge.gov.uk)

 Call Adult Social Services on 020 8708 7333 Monday to Sunday, 9am to 5pm

### > RNRU Outreach team

The RNRU Outreach team provides specialist, community-based, interdisciplinary neurorehabilitation for adults (aged 16 and over) with non-progressive acquired brain injury. Our catchment area covers boroughs in North East London and parts of Essex.

 [www.elft.nhs.uk/services/community-neurological-service](http://www.elft.nhs.uk/services/community-neurological-service)

 020 8510 7967

 email [huh-tr.outreach@nhs.net](mailto:huh-tr.outreach@nhs.net)


### > 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)