



Where to?

Access to Jobs Guide 3

**A Guide to Employment
and Training in Newham**

Foreword

The Where To Guide was originally produced by the Access to Jobs Partnership following discussions between Race Equality in Newham (REIN) and London Borough of Newham's Access to Jobs Team which identified a need for a local guide to employment and training provision in the Borough.

The Access to Jobs Partnership has worked strategically to provide an extensive range of services aimed at unemployed people and those looking to develop skills and qualifications whilst in work. People looking for advice often turn to faith leaders, doctors, librarians and social workers when looking for work or training and the guide was originally developed as a support tool for people who are asked about these topics. More recently providers have found the guide useful in improving their awareness of other organisations.

The Partnership acknowledges the value of creating pathways for local people with diverse backgrounds and educational needs. It views the guide as an important tool for providers who wish to make referrals to complementary services. This is the third edition of the guide which has been extended to include information about Apprenticeships available in Newham and a range of useful website addresses.

During 2005 - 6 we will see the development of the new Jobcentre Plus services in Newham. This replaces Jobcentres and Social Security Offices with a single integrated Jobcentre Plus service for all customers of working age. The aim will be to provide a greater work focus offer to all customers, helping those who can get into work and providing support for those who cannot. Through local partnerships, Jobcentre Plus will support customers in the difficult transition from welfare to work, including providing help with learning, training, work experience and childcare. Every customer will have access to a Personal Adviser to find work and more convenient access to services such as telephone and internet. This will allow a greater focus on providing high quality face-to-face advice, including outreach to almost 40 community venues in Newham.

Since the last edition of this booklet there has been an increase in the range of support available for local people seeking jobs. Employment Zones are now delivered by Reed in Partnership, TNG and Working Links in partnership with Jobcentre Plus. The Action Team for Jobs (Reed in Partnership) which allocates each registrant with a dedicated Personal Adviser has been expanded and is now delivered throughout the borough.

If you have any comments or suggestions for improvements to future editions please telephone The Access To Jobs Team on 020 8430 2670.

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Mayoral Adviser for Business
Partnerships and Skills

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Disclaimer

The publishers take no responsibility for the accuracy of the information contained in this guide. Most of the information has been provided by the organisations listed and has not been checked for accuracy by the publishers. To avoid disappointment users should verify information by contacting the organisations directly.

Introduction

The guide has been produced by the Newham Access to Jobs Partnership and provides information about training and support for residents, particularly those from disadvantaged groups who are seeking work.

Organisations from across the borough have contributed to the guide and it is up-to-date as of March 2005. However it is advisable to phone before making referrals to the services listed.

Who is The Guide for?

- **Community leaders, faith leaders, doctors, youth workers or volunteers for a community organisation**
- **Welfare advisers who are occasionally asked about training and employment**
- **Organisations that provide a service to unemployed people in Newham**
- **Advisers who provide information on looking for work or training and make referrals to other services**
- **Training providers looking for other organisations in the field.**

How will The Guide help?

- **It will inform readers about the range of services offered by local organisations**
- **It will direct people to the most appropriate specialist organisations for their needs**
- **It will identify named contacts involved in delivering local back-to-work services.**

How to use The Guide

The Guide provides the following range of information

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Offering Advice and Information	8
Skills Training	22
Apprenticeships	32
Alphabetical list of organisations	53
Glossary of Terms	137
Useful websites	141
Map to locate providers	145

Fees and Eligibility

- **Most of the organisations listed in this guide provide support and training free of charge to people who are out of work**
- **Some organisations offer discounted rates for residents of the London Borough of Newham**
- **Some organisations provide services and support for particular sections of the community and have rules or priorities about who is eligible to use their services.**

Criteria for calculating fees and prioritising client groups differ from one organisation to another. For further details contact individual organisations.

The Pathway to Work

For someone who is out of work, finding a job can be a daunting prospect. They may have made unsuccessful applications in the past or they may have had a string of jobs which they have found difficult to keep or which are unsuitable.

Everybody has different needs and should be treated as an individual with solutions that reflect their particular circumstances. The first steps should include finding out about a person, their history and their ambitions. Rather than making a quick referral it is better to help them to identify the skills they already have and agree the steps that will help them to achieve their goals.

This guide can be used to identify the organisation best suited to offer the right type of support at each step in the pathway back to employment.

Below are some examples of what those steps should be and how the guide can be used to find the best local options available.

Example A:

James is 28 and a single parent with two children. He has no formal qualifications. He left his last job 6 years ago. James is anxious about returning to work and recognises a need for full training or education to facilitate a return to paid employment.

His pathway to employment might involve:

- **An appointment with a Career Adviser to look at options and training needs**
- **Seek the support of a specialist adviser**
- **Go to Jobcentre Plus to see a New Deal Adviser and find out about New Deal for Lone Parents**
- **Attend a college or training provider for 'off-the-job' training**
- **Attend a work placement to gain work experience**
- **Seek advice from Early Start regarding Childcare.**

In some instances a single organisation may be able to help with several of the steps along the way. In other cases a client may need to identify a separate organisation to provide each element of the support required. In either case, this guide can help Advisers to identify and contact the organisations in question and to provide the best advice to the person seeking help.

Example B

Kim is 23 years old and has been unemployed for 8 months. Although Kim suffers from epilepsy there have been no fits for the past two years. She has no qualifications because she missed a lot of school due to her epilepsy. She does not know what to do and requires advice and direction.

Kim is currently helping out 2 afternoons each week at a local school listening to children read and helping the Art afternoon. Previous jobs included shop floor work and warehouse work for a local retail store and her most recent post was as a Clerical Assistant with a local firm.

Her pathway back to work might include:

- **Visit to a Jobcentre to see a New Deal Adviser and find out more about New Deal for Young People (18 to 24)**
- **Appointment with a Career Adviser to look at options and transferable skills**
- **Update her CV**
- **Join a job search training programme to improve her interview skills.**

There are organisations in this guide that can offer Kim the support she needs.

Example C

Michael is 51 and was made redundant from his Marketing Manager position after 20 years with the company. He lost a company car with the job and now has to use public transport. Richard has no formal qualifications and reached his position in his job by being 'very good at what he did'.

Michael has difficulty with written work and particularly deciding when to write a 'b' or a 'd'. Many of his spellings are incorrect because the letters are out of sequence.

His pathway to employment might include:

- **Appointment with a Career Adviser to look at options and transferable skills**
- **Seek the support of a specialist adviser to support and help him accommodate his limitations, particularly his difficulty with written work**
- **Visit Jobcentre Plus to see a New Deal Adviser and find out about New Deal for 50 plus**
- **Develop his CV and job hunting skills**
- **Applying for jobs**
- **Improve his writing skills by attending English support classes**
- **Decide what job he would like to do with the help of a Careers Adviser**
- **Join a jobsearch-training programme to improve his interview skills.**

There are organisations in this guide that can offer Michael the support he needs.

Offering Advice and Information

The first stage in helping someone on the pathway to work is to identify the types of support most appropriate to their needs. This section provides a checklist of questions that will help to quickly identify the range of advice, training or other support jobseekers need to help them find work.

Having identified the type of support required Advisers can turn to the relevant section to find out what help is available.

Questions	Relevant Section	Page
Do they sometimes have difficulty in speaking and understanding English?	English Language	10
Do they sometimes have difficulty with: – Reading or writing English? – Undertaking everyday calculation? e.g. calculating change due in a shop	Literacy & Numeracy	12
Are they unsure about British work culture?	Social and Communication Skills	14
Do they lack confidence or have difficulty communicating?	Social and Communication Skills	14
Do they need to improve their timekeeping or personal presentation?	Social and Communication Skills	14
Could they benefit from learning Basic ICT skills using the latest packages e.g. Microsoft Word?	Basic ICT Skills	16
Are they unsure of what types of jobs they are looking for?	Careers Advice	18
Are they unsure of the skills or qualifications they need to get the job they want?	Careers Advice	18
Are they unsure whether qualifications gained outside the U.K. will allow them to work in their chosen field in this country?	Careers Advice	18

Questions	Relevant Section	Page
Would they benefit from ongoing one-to-one support or a role model?	Mentoring	20
Do they need to gain specific skills or qualifications to get the job they want?	Skills Training Apprenticeships	22 32
Do they lack relevant and recent experience of work?	Work Experience	24
Do they need help with writing a CV, filling in application forms or succeeding at job Interviews?	How to look for work	26
Would they like help with finding suitable vacancies for them?	Where to Look for Work	28
Are they finding it hard to find a job because they have to look after children?	Childcare	42
Are they worried they will be worse off in work because they will lose their benefits?	In-Work benefits	48
Are they in work but want to learn new skills to advance in their career?	Learning and training once in work	30
Do they have a disability that affects the type of work they can do or the support they need?	Support for workers and Job seekers with disabilities	50

English Language

(training, translation and interpretation)

Being able to speak and understand English well is essential for the vast majority of jobs. Even most manual jobs require a reasonable command of English. Being able to speak English is also important if people are to get the most out of any courses or training they undertake.

In this section there is information about providers of training in English as an Additional Language (EAL) or English as a Second Language (ESOL). Also listed are places where assistance with translation and interpreters' services are available. It is therefore a useful reference source when dealing with anyone whose spoken English is, or may be, limiting their ability to find advice, training or work.

The following organisations provide help with English Language:

	Map reference	Page
Borough Wide		
Computer Gym	10	63
Employment Forum (U.K.)	21	74
In-Volve	30	83
NewCEYS	46	100
East Ham		
Centre for Innovation and Partnerships	6	59
London Oriental Academy	43	97
New World Technology Centre	58	112
Manor Park		
London Tamil Sangam	44	98
Shalom Employment Action Centre (SEAC)	69	123
Trinity Community Centre	75	129
Stratford		
East Potential (Part of East Thames)	17	70
Focus E15	26	79
INUF (Independent Newham Users Forum)	29	82
Landmark Training	38	92
Newham Sixth Form College (NewVIc)	54	108
Trinity Community Centre	75	129
Reed in Partnership	66	120
University of East London (UEL)	76	130
Working Links	80	134

	Map reference	Page
West Ham & Plaistow		
Newham Chinese Association	51	105
Canning Town & Custom House		
APE Media (Apple Pie Media)	02	55
Families @ Canning Town	22	75
Skills for Communities	72	126
Barking Road		
Newham Asian Women's Project (NAWP)	49	103
Royal Victoria Dock/Royal Dock		
Digital Learning Ring (Peabody Trust)	14	67
John Laing Training Ltd	35	89
East London		
Quest	63	117

Literacy and Numeracy

The ability to read and write in English, the ability to understand basic numerical information and the ability to carry out simple calculations are often referred to as basic skills. A useful working definition of these basic skills is given below:

“the ability to read, write and speak in English and use mathematics at a level necessary to function and progress at work and in society in general”

Basic Skills Agency

The term “key skills” is being used increasingly in place of basic skills as a result of the growing stigma associated with the phrase.

If someone has difficulties with literacy or numeracy this will restrict the kinds of training course they can do. Poor literacy or numeracy skills will seriously reduce a person’s chances of finding and keeping any paid work.

The following organisations provide help with basic skills:

	Map reference	Page
Borough Wide		
Computer Gym	10	63
Employment Forum (U.K.)	21	74
In-Volve	30	83
Jobcentre Plus	31	84
NewCEYS	46	100
East Ham		
Centre for Innovation and Partnerships	06	59
London Oriental Academy	43	97
Newham Bengali Community Trust	50	104
New World Technology Centre	58	112
Manor Park		
London Tamil Sangam	44	98
Shalom Employment Action Centre (SEAC)	69	123
Trinity Community Centre	75	129

	Map reference	Page
Stratford		
East Potential (Part of East Thames)	17	70
Focus E15	26	79
Instant Muscle	28	81
INUF- Independent Newham Users Forum	29	82
Landmark Training	38	92
Newham Sixth Form College (NewVIc)	54	108
NEWTEC (Childcare Institute)	55	109
NEWTEC (Deanery Road site)	56	110
Pond Road Supported Employment Project	61	115
Reed in Partnership	66	120
Shaw Trust	70	124
Shoulder to Shoulder Training	71	125
TNG Workzones	74	128
Trinity Community Centre	75	129
Working Links	80	134
Working Well	81	135
Forest Gate		
ELBWO	19	72
Sebert Road Training Centre	68	122
Canning Town & Custom House		
Families @ Canning Town	22	75
Skills For Communities	72	126
OMEGA Community Living (Mental Health)	59	113
Barking Road		
Newham Asian Women's Project (NAWP)	49	103
Royal Victoria Dock/Royal Dock		
Digital Learning Ring (Peabody Trust)	14	67
John Laing Training Ltd	35	89
East London		
Quest	63	117

Social and Communication Skills

It has been shown that when recruiting staff, what most employers look for are “core skills” such as personal presentation, timekeeping, ability to work in a team, etc.

These skills are extremely useful for many aspects of life and can significantly improve individuals’ work performance and career progression. These skills are often taught as part of a package known as job-preparation or work-preparation training.

The organisations listed below can help people improve these skills, either through special courses, or as part of other training.

The following organisations provide help with social and communication skills:

	Map reference	Page
Borough Wide		
East Thames Group	18	71
Employment Forum (U.K.)	21	74
First Fruit	24	77
In-Volve	30	83
East Ham		
Centre for Innovation and Partnerships	06	59
Conflict & Change	12	65
London Oriental Academy	43	97
Manor Park		
Shalom Employment Action Centre (SEAC)	69	123
Trinity Community Centre	75	129
North Woolwich/Silvertown		
Newham Docklands Motor Cycle Project	52	106
Stratford		
East Potential (Part of East Thames)	17	70
Focus E15	26	79
INUF – Independent Newham Users Forum	29	82
Newham Sixth Form College (NewVIc)	54	108
NEWTEC (Childcare Institute)	55	109
NEWTEC (Deanery Road site)	56	110
Shoulder to Shoulder Training	71	125
Trinity Community Centre	75	129
Working Links	80	134

	Map reference	Page
West Ham & Plaistow		
The Newham Action Team: Reed in Partnership	48	102
Forest Gate		
Sebert Road Training Centre	68	122
The Volunteer Network Centre	79	133
Canning Town & Custom House		
APE Media (Apple Pie Enterprise)	02	55
Community Links	08	61
Families @ Canning Town	22	75
OMEGA Community Living (Mental Health)	59	113
Skills for Communities	72	126
Royal Victoria Dock/Royal Dock		
Ascension Eagles/London Cheerleading Academy	03	56
Digital Learning Ring – (Peabody Trust)	14	67
John Laing Training Ltd	35	89

Basic ICT Skills

Computer literacy is an increasingly important aspect of modern life. Information and Communications Technology (ICT) skills can involve using a personal computer for everyday office tasks such as writing documents or browsing the internet. For almost any office-based job basic ICT skills are now essential. In addition, databases and spreadsheet programmes are increasingly being used in businesses of all sizes.

The organisations listed below provide training to get people quickly up to speed with the basics:

	Map reference	Page
Borough Wide		
Computer Gym	10	63
In-Volve	30	83
Jobcentre Plus	31	84
NewCEYS	46	100
East Ham		
Centre for Innovation and Partnerships	06	59
London Oriental Academy	43	97
New World Technology Centre	58	112
Manor Park		
London Tamil Sangam	44	98
Shalom Employment Action Centre (SEAC)	69	123
Trinity Community Centre	75	129
Stratford		
Day Opportunities	13	66
East Potential (part of East Thames)	17	70
Focus E15	26	79
Instant Muscle	28	81
INUF- Independent Newham Users Forum	29	82
Landmark Training	38	92
Management Training and Education Centre	45	99
Newham Sixth Form College (NewVIc)	54	108
NEWTEC (Deanery Road site)	56	110
Reed Employment	65	119
Shaw Trust	70	124
Shoulder to Shoulder Training	71	125
Trinity Community Centre	75	129
Working Links	80	134
Working Well	81	135

	Map reference	Page
West Ham & Plaistow		
KAFC (Knowledge and Fun Centre)	36	90
The Newham Action Team: Reed in Partnership	48	102
Forest Gate		
ELBWO	19	72
Sebert Road Training Centre	68	122
Canning Town & Custom House		
ELITE	20	73
Skills for Communities	72	126
OMEGA Community Living (Mental Health)	59	113
Barking Road		
Newham Asian Women's Project (NAWP)	49	103
Royal Victoria Dock/ Royal Dock		
Digital Learning Ring (Peabody Trust)	14	67
John Laing Training Ltd	35	89
East London		
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Careers Advice and Guidance

For those who are unsure of the type of job they want or who want to know more about a particular career there is no substitute for getting expert Careers Advice. A Careers Adviser can help with making decisions about a particular career and give information about organisations that can provide vocational training. An Adviser can provide details about a particular career and relevant training.

Some government programmes can only accept referrals from a recognised provider of careers advice so it is worth checking before making referrals.

The following organisations provide careers advice and guidance:

	Map reference	Page
Borough Wide		
Careers Management Futures (Connexions)	05	58
Connexions Futures	11	64
East Thames Group	18	71
Employment Forum (UK)	21	74
In-Volve	30	83
Jobcentre Plus	31	84
JOBSHAC	33	87
LETS Ltd	40	94
East Ham		
Centre for Innovation and Partnerships	06	59
London Oriental Academy	43	97
Newham Bengali Community Trust	50	104
New World Technology Centre	58	112
Manor Park		
London Tamil Sangam	44	98
Roma Support Group	67	121
Shalom Employment Action Centre (SEAC)	69	123
Trinity Community Centre	75	129

	Map reference	Page
Stratford		
Day Opportunities	13	66
East London Potential (Part of East Thames)	17	70
INUF – Independent Newham Users Forum	29	82
Landmark Training	38	92
Local Staff Hire	41	95
NEWCO Employment and Training	47	101
NEWTEC (Childcare Institute)	55	109
NEWTEC (Deanery Road site)	56	110
Reed Employment	65	119
Reed In Partnership	66	120
Shaw Trust	70	124
Shoulder to Shoulder Training	71	125
Trinity Community Centre	75	129
Working Links	80	134
West Ham & Plaistow		
Community Links (Employment Project)	08	61
The Newham Action Team: Reed in Partnership	48	102
Newham Chinese Association	51	105
Forest Gate		
Sebert Road Training Centre	68	122
The Volunteer Network Centre	79	133
Canning Town & Custom House		
ELITE	20	73
First Call Training Force Ltd	23	76
LETS Limited	40	94
OMEGA Community Living (Mental Health)	59	113
Skills for Communities	72	126
Barking Road		
Newham Asian Women's Project (NAWP)	49	103
Royal Victoria/Royal Dock		
Digital Learning Ring (Peabody Trust)	14	67
John Laing Training Ltd	35	89

Mentoring

Mentors act as role models and advisers, calling on their own experience to help others to develop and successfully follow their chosen course. Every mentor – trainee relationship is unique and will reflect the interests, skills and needs of both mentor and trainee.

Mentoring schemes bring together people who are undertaking training or personal development programmes with others who can provide individual support to help them complete and get the most from what they are doing. Some mentoring schemes are general offering support to participants in a range of activities whilst others are specific to one organisation supporting people in completing other programmes run by that organisation.

The organisations listed below offer mentoring support:

	Map reference	Page
Borough Wide		
East Thames Group	18	71
Employment Forum (UK)	21	74
First Fruit	24	77
In-Volve	30	83
East Ham		
Centre for Innovation and Partnerships	06	59
Manor Park		
London Tamil Sangam	44	98
Roma Support Group	67	121
North Woolwich/Silvertown		
Stratford		
East Potential (Part of East Thames)	17	70
Focus E15	26	79
INUF (Independent Newham Users Forum)	29	82
Landmark Training	38	92
NEWCO Employment & Training	47	101
Newham EBP Partnership Mentoring	53	107
Shaw Trust	70	124
TNG Workzone	74	128

	Map reference	Page
Forest Gate		
ELBWO	19	72
KWANZA	37	91
The Volunteer Network Centre	79	133
Canning Town & Custom House		
Families @ Canning Town	22	75
First Call Training Force Ltd	23	76
OMEGA Community Living (Mental Health)	59	113
Skills for Communities	72	126
Barking Road		
Newham Asian Women's Project (NAWP)	49	103
Royal Victoria/Royal Dock		
John Laing Training Ltd	35	89

Skills Training

Depending on the type of job someone wants they may need to undertake specific training or gain certain qualifications. This kind of skills training is often called 'vocational training'.

To find out whether an individual needs training or qualifications she or he could look at job adverts to see if they ask for qualifications or they could contact one of the organisations which provides careers advice (see earlier section).

The grid below lists organisations which provide Skills Training:

	Map reference	Page
Borough Wide		
African Asylum Seekers & Refugees Welfare Association (AASRWA)	01	54
Computer Gym	10	63
Employment Forum (UK)	21	74
First Fruit	24	77
JobcentrePlus	31	84
NewCEYS	46	100
East Ham		
Centre for Innovation and Partnerships	06	59
Conflict and Change	12	65
London Oriental academy	43	97
Newham Bengali Community Trust	50	104
New World Technology Centre	58	112
Manor Park		
London Tamil Sangam	44	98
Shalom Employment Action Centre (SEAC)	69	123
North Woolwich/Silvertown		
Newham Docklands Motorcycle Project	52	106

	Map reference	Page
Stratford		
Day Opportunities	13	66
East Potential (Part of East Thames)	17	70
Focus E15	26	79
Instant Muscle	28	81
INUF – Independent Newham Users Forum	29	82
Landmark Training	38	92
Management Training & Education Centre	45	99
NEWCO Employment & Training	47	101
Newham Sixth Form College (NewVlc)	54	108
NEWTEC (Childcare Institute)	55	109
NEWTEC (Deanery Road site)	56	110
Pond Road Supported Employment Project	61	115
Reed Employment	65	119
Reed in Partnership	66	120
Shaw Trust	70	124
Working Links	80	134
West Ham & Plaistow		
Community Links (Employment Project)	08	61
Newham Chinese Association	51	105
Forest Gate		
Community Sewing Club	09	62
Joe's Community Sewing Project	34	88
The Volunteer Network Centre	79	133
Canning Town & Custom House		
Community Links	08	61
Docklands Recruitment	15	68
ELITE	20	73
OMEGA Community Living (Mental Health)	59	113
Pitstop	60	114
Skills For Communities	72	126
Royal Victoria Dock/ Royal Dock		
Ascension Eagles/London Cheerleading Academy	03	56
Digital Learning Ring (Peabody Trust)	14	67
John Laing Training Ltd	35	89
Barking Road		
Newham Asian Women's Project (NAWP)	49	103
East London		
Quest	63	117

Work Experience

It can be extremely difficult to find work without recent and relevant experience. For unemployed people or those who have been out of the labour market for some time this can be a major barrier to getting a job. Equally, if someone's work experience has been gained outside the U.K. they can find it difficult to provide evidence that they have the skills for the jobs for which they are applying.

One way to increase the chance of getting work is to undertake some unpaid work experience. Many people have been offered work with an employer following a period of work experience with them. Work experience can also be a useful way of gaining up-to-date references and work based qualifications.

The table below lists organisations which help to organise work experience:

	Map reference	Page
Borough Wide		
East Thames Group	18	71
Employment Forum (UK)	21	74
In-Volve	30	83
Newham Volunteers Project	57	111
East Ham		
Centre for Innovation and Partnerships	06	59
London Oriental academy	43	97
New World Technology Centre	58	112
Newham Volunteers Project	57	111
Manor Park		
First Line Supported Employment Agency	25	78
London Tamil Sargern	44	98
Shalom Employment Action Centre	69	123
North Woolwich/Silvertown		
Newham Docklands Motorcycle Project	52	106

	Map reference	Page
Stratford		
Day Opportunities	13	66
East Potential (Part of East Thames)	17	70
Instant Muscle	28	81
INUF – Independent Newham User Forum	29	82
Landmark Training	38	92
Management Training & Education Centre	45	99
NEWCO Employment & Training	47	101
Newham Sixth Form College (NewVlc)	54	108
NEWTEC (Childcare Institute)	55	109
NEWTEC (Deanery Road site)	56	110
Pond Road Supported Employment Project	61	115
Shaw Trust	70	124
Working Links	80	134
Working Well	81	135
Youth Information Advice Connexions Service	82	136
West Ham & Plaistow		
Community Links (Employment Project)	07	60
The Newham Action Team: Reed in Partnership	48	102
Newham Chinese Association	51	105
Forest Gate		
ELBWO	19	72
Joe's Community Sewing Project	34	88
Sebert Road Training Centre	68	122
The Volunteer Network Centre	79	133
Canning Town & Custom House		
Community Links	08	61
ELITE	20	73
LETS Ltd	40	94
OMEGA Community Living (Mental Health)	59	113
Skills for Communities	72	126
Shoulder to Shoulder Training	71	125
Barking Road		
Newham Asian Women's Project (NAWP)	49	103
Royal Victoria/Royal Dock		
Ascension Eagle/London Cheerleading Academy	03	56
John Laing Training Ltd	35	89
East London		
Quest	64	117

How to Look for Work

With the competitive nature of to-day's job market, looking for work is a job in itself. Jobseekers can improve their chances of finding work by:

- **Knowing where to look for jobs**
- **Having a strong CV and writing effective application letters/forms**
- **Performing well in job interviews.**

These skills can all be learned. The following organisations provide either structured training in how to find work or one-to-one support to help with job hunting and making applications:

	Map reference	Page
Borough Wide		
Careers Management Futures (Connexions)	05	58
Connexions Futures	11	64
Employment Forum (UK)	21	74
First Fruit	24	77
Jobcentre Plus	31	84
Jobcentre Plus (Contact Team)	32	86
JOBSHAC	33	87
East Ham		
Centre for Innovation and Partnerships	06	59
London Oriental Academy	43	97
New World Technology Centre	58	112
Manor Park		
First Line Supported Employment Agency	25	78
London Tamil Sangan	44	98
Roma Support Group	67	121
Shalom Employment Action Centre (SEAC)	69	123
Trinity Community Centre	75	129
Stratford		
Day Opportunities	13	66
East Potential (Part of East Thames)	17	70
Focus E15	26	79
Instant Muscle	28	81
INUF – Independent Newham Users Forum	29	82
Landmark Training	38	92
Local Staff Hire	41	95
Management Training and Education Centre	45	99
NEWTEC (Childcare Institute)	55	109
NEWTEC (Deanery Road site)	56	110

	Map reference	Page
NEWCO Employment and Training	47	101
Reed Employment	65	119
Shaw Trust	70	124
Shoulder to Shoulder Training	71	125
TNG Workzone	74	128
Trinity Community Centre	75	129
Working Links	80	134
Working Well	81	135
Youth Information Advice Connexions services	82	136
West Ham & Plaistow		
Community Links (Employment Project)	08	61
The Newham Action Team: Reed Partnership	48	102
Forest Gate		
KWANZA	37	91
Sebert Road Training Group	68	122
The Volunteer Network Centre	79	133
Canning Town & Custom House		
APE Media (Apple Pie Enterprise)	02	55
Docklands Recruitment	15	68
ELITE	20	73
First Call Training Ltd	23	76
First Fruit	24	77
First Line Supported Employment Agency	25	78
OMEGA Community Living (Mental Health)	59	113
Skills for Communities	72	126
Royal Victoria Dock/ Royal Dock		
Digital Learning Ring (Peabody Trust)	14	67
John Laing Training Ltd	35	89
Barking Road		
Newham Asian Women's Project (NAWP)	49	103
London Bridge		
At Work	04	57
East London		
Quest	63	117

Where to Look for Work

The more places that jobseekers look for work, the more likely they are to succeed in finding a job although it is possible to waste a lot of time and effort by looking in the wrong places. Some of the common ways of finding work are:

- Newspaper adverts
- Adverts in the Jobcentre
- Word of mouth
- Unsolicited approaches to employers
- Relevant websites.

In addition, the organisations listed below try to match job seekers to suitable vacancies (note that some of these organisations only assist people who have been on their training courses).

	Map reference	Page
Borough Wide		
Careers Management Futures (Connexions)	05	58
Employment Forum (UK)	21	74
First Fruit	24	77
Jobcentre Plus	31	84
Jobcentre Plus (Contact Team)	32	86
JOBSHAC	33	87
East Ham		
Centre for Innovation and Partnerships	06	59
London Oriental Academy	43	97
Manor Park		
First Line Supported Employment Agency	25	78
London Tamil Sangam	44	98
Shalom Employment Action Centre (SEAC)	64	123
Stratford		
Day Opportunities	13	66
Instant Muscle	28	81
Local Staff Hire	41	95
Management Training and Education Centre	45	99
NEWTEC (Childcare Institute)	55	109
Reed Employment	65	119
Reed in Partnership	66	120
Shaw Trust	70	124
TNG Workzone	74	128
Working Links	80	134
Youth Information Advice Connexions Services	82	136

	Map reference	Page
West Ham & Plaistow		
The Newham Action Team: Reed Partnership	48	102
Chinese Women Association		
Community Links (Employment Project)	07	60
Canning Town & Custom House		
APE Media (Apple Pie Enterprises)	02	55
Docklands Recruitment	15	68
ELITE	20	73
OMEGA Community Living (Mental Health)	59	113
Skills for Communities	72	126
Royal Victoria Dock/Royal Dock		
Digital Learning Ring (Peabody Trust)	14	67
John Laing Training Ltd	35	89
Barking Road		
Newham Asian Women's Project (NAWP)	49	103
East London		
Quest	63	117
London Bridge		
At Work	04	57

Learning and Training once in Work

Learning and training does not have to stop once a person finds work. The government is keen to encourage people to learn new skills throughout their working lives and has developed several initiatives to increase the number of adults involved in 'lifelong learning' and 'work based training'.

University for Industry (Learn Direct)

The University for Industry or Ufi is a national organisation set up with help from the government. It uses modern communication technology to provide hundreds of different courses via local learning centres. Once registered, learners can continue their learning anywhere there is a computer with access to the internet: at home; at work; in libraries and community centres; any number of other places with access to the internet.

Information on the University for Industry, the courses they offer, how to join and locations of centres is available from the Learn Direct Advice Line on free-phone 0800 100 900.

The organisations listed below provide local training or learning opportunities for people who are in work:

	Map reference	Page
Borough Wide		
East Thames Group	18	71
Employment Forum (UK)	21	74
First Fruit	24	77
In-Volve	30	83
NewCEYS	46	100
East Ham		
Centre for Innovation and Partnerships	06	59
New World Technology Centre	58	112
Manor Park		
First Line Supported Employment Agency	25	78
London Tamil Sangam	44	98

	Map reference	Page
Stratford		
Day Opportunities	13	66
East Potential (Part of East Thames)	17	70
Instant Muscle	28	81
Landmark Training	38	92
Management Training and Education Centre	45	99
NEWCO Employment & Training	47	101
Newham Sixth Form College (NewVIc)	54	108
NEWTEC (Deanery Road site)	56	110
Shaw Trust	70	124
Shoulder to Shoulder Training	71	125
TNG Workzone	74	128
Working Links	80	134
Forest Gate		
ELBWO	19	72
Joe's Community Sewing Project	34	88
Canning Town & Custom House		
ELITE	20	73
First Call Training Force Ltd	23	76
LETS Ltd	40	94
Skills for Communities	72	126
Royal Victoria Dock/Royal Dock		
John Laing Training Ltd	35	89

Apprenticeships Offering NVQs and Entry to Employment

The following table gives details of the three organisations offering Apprenticeship Training opportunities and access to NVQ qualifications for young people. Further information is available from the individual training providers.
Apprenticeships & NVQ subjects and E2E available in Newham.

Subject	NVQ	Apprenticeship	Advance apprenticeship	Training providers
Administration		•	•	TNG Network Ltd
CareTNG Network Ltd		•	•	TNG Network Ltd
Childcare Early Years & Education		•	•	TNG Network Ltd
Customer Services	•	•		NewVlc TNG Network Ltd
Domestic Heating & Engineering		•	•	Newham College of Further Education
Electrical Installation Assembly & Services			•	Newham College of Further Education
Engineering			•	Newham College of Further Education
Health & Social Skills		•	•	TNG Network Ltd
Refrigeration	•			Newham College of Further Education
Information Technology	•	•		NewVlc
Service Installation & Maintenance	•			Newham College of Further Education

Newham College of Further Education

Stratford Campus, Welfare Road, Stratford, E15 4HT

Tel: 020 8257 4522/4644

Contact: Apprenticeship Manager

NewVlc (Newham Sixth Form College)

379 – 381 High Street, Stratford, London, E15 4QZ

Tel: 020 7540 0680

Contact: Pam Frost, Hilary Boland or Kara Johnson

TNG Options

Station House, Station Street, Stratford, London, E15 1AP

Tel: 020 8221 7022

Contact: Recruitment Consultants

The Access to Excellence SRB6 Programme

Access to Excellence (A2E) is an urban regeneration programme with a mandate to transform and revitalise Newham's most deprived communities by improving social and economic wealth in the pathway areas of:

- Manor Park
- Canning Town and Custom House
- North Woolwich and Silvertown.

Now in its fifth year, A2E funds a number of organisations to run projects aimed at improving local residents' access to employment and training:

Groundwork East London

Mr Colin Zetie
Barrington Playing Fields, Mills Avenue, Manor Park, E12 6SJ
020 8985 1755
Colin.Zetie@ground-level.org
Groundwork Green Apprentices

After Employment

An Intermediate Labour Market (ILM) programme in the Manor Park area that will improve local gardens and estates. The project will give excluded residents hands on employability skills and experience.

This project is an extension of the successful 'After Employment' programme introduced to the other pathway areas. The project will initially focus on landscaping improvements to local public gardens and estates and later extend to education and healthcare support initiatives.

East London Small Business Centre

Ms Pauline Barnett
Universal House 88-94 Wentworth Street, E1 7SA
020 7377 8821
paulineb@goeast.org

Silvertown Way Business Incubators

Business Incubator Units have been established in a new purpose built centre on Dock Road E16. The scheme provides access to a manager/business adviser, a rent subsidy and help with marketing costs.

The Access to Excellence SRB6 Programme

continued

London Borough of Newham

Karen Bachmann
LDC @ ExCel, Docklands, E16 1XL
020 7069 4280
karen.bachmann@newham.gov.uk

LDC and Docklands Recruitment @ ExCel

The centre provides first-class training and job brokerage services to meet employers needs and enable local people to access opportunities in growth sectors of the economy including construction, event management, hospitality and exhibition sectors.

Green Hill Centre

Mr Gordon Hastie (TBC)
464 High Street North, Manor Park, E12 6QN
020 8478 7604
gordon.hastie@newham.gov.uk

Greenhill Community Enterprises

A cafeteria runs as a social enterprise providing mainstream training opportunities within Newham. The project will target Manor Park residents, disabled people and other groups who are socially excluded from educational opportunities due to physical and sensory impairments.

London Oriental Academy

Ms Sara Namasivayam
Suite B, 1-3 Kempton Road ,East Ham , E12 6PG
020 8470 9876
sara@loa.co.uk

Finance Skills for the Labour Market

This project aims to enhance the employment prospects and education skills of refugees and other disadvantaged individuals.

Shalom Employment Action Centre

Mr Rama Veerasingam
395 High Street North, Manor Park, E12 6PG
020 8472 3571
Seac@ukonline.co.uk

Skills Train

A comprehensive training programme that includes ESOL, IT, basic skills, jobsearch and employability sessions. A personal development programme runs alongside the training to help build the trainees' confidence and motivational levels to ensure they have the best access to jobs and / or further education.

SEAC Construction

During a two-and-a-half year programme students receive training in carpentry and joinery skills to NVQ and CITB standards and work experience to create a pathway to employment within the construction industry for long-term unemployed and disadvantaged people.

SEAC Secretarial

A course to provide people with a curriculum based ICT training course and related work experience and Jobsearch skills. Participants are able to obtain a Pitman Word Processing qualification at Beginner, Intermediate and Advanced levels and OCR qualifications at New CLAIT and CLAIT plus. The project aims to ensure trainees secure employment as office staff, secretaries and ICT related office and administrative jobs.

Newham Asian Women's Project (NAWP)

Ms Fatima Seedat
604 Barking Road, Plaistow, E13 9JY
020 8472 0528
fseedat@nawp.org

Women Returners

A wide range of courses to assist Asian women to gain confidence and obtain qualifications ranging from Basic ESOL to Teaching qualifications.

The Access to Excellence SRB6 Programme

continued

Satsuma Consultancy

Mr Godwin Ohajah
Suite 9, St Luke's Business Centre, 85 Tarling Road, E16 1HN
020 7366 6311
godwin@satsumaconsultancy.co.uk

Start Right – Business Support

A programme of workshops, one-to-one support and advice seminars covering all aspects of planning, establishing and running your own business.

Management Training and Educational Centre

Mr Charles Omorodion
1st Floor, 21-23 Woodgrange Road, Forest Gate, E7 8BA
020 8519 4107
charlesomorodion.mtec@ukonline.co.uk

Access to Clerical Jobs

This project aims to break down barriers to employment in Manor Park by providing integrated job access support to local residents. This includes job search skills, job brokerage services, work experience placements and customised training.

East Thames Housing Group

Ms Angela Rodney
3 Tramway Avenue, Stratford, E15 4PN
020 8522 5883
angela.rodney@east-thames.co.uk

Open Doors

The Project aims to engage socially excluded women to improve their educational attainment and pre-employment skills by utilising familiar environments for those residents who prefer less formal learning environments.

Newham Community Education and Youth Service

Mr Steve Cameron
Beckton Globe, 1 Kingsford Way, E16 5JQ
020 8430 4057
steve.cameron@newham.gov.uk

North Woolwich and Silvertown Community Facilities

This project will involve the building of a high-specification Community Learning Centre on Kennard Street. St. John's Community Centre has been refurbished and focuses on providing services to young people in the area.

Newham Community Learning Grid

Through investment in high quality computer hardware and software this broad-based partnership project will expand the existing scheme to include a broader range of venues and provide access to high-quality learning in a range of ICT skills and qualifications.

Family Welfare Association

Ms Anne Crisp
Unit 8, St Luke's Business Suite, 85 Tarling Road, E16 1HN
020 7366 6307
annecrisp86@hotmail.com

Families @ Canning Town

The project offers a range of services for families living in Canning Town and Custom House such as access to information, advice, parent support groups and fun activities for families. Local residents can also access facilities to improve their skills through training and volunteer placements.

The Youth House

Ms Lynne Steer
Youth House Full-time Detached Youth work
65 Ford's Park Road, Canning Town, E16 3NP
020 7473 3463
darren_lynne@hotmail.com

A youth work project aimed at young people from all backgrounds, ages and circumstances engaging them in addressing the obstacles that hinder their progression into full-time work, education and training.

Canning Town and Custom House Community Renewal Project

Mr John McNeill
89 Tarling Road, Canning Town, E16 1NH
020 7473 4434
john.mcneill@newham.org.uk

Community Childcare Services

The Project provides childcare to local people and offers training in childcare skills and support with finding relevant employment.

The Access to Excellence SRB6 Programme

continued

Pitstop Training Centre

Mr Steve Dalton
Hallsville Road Depot
Hallsville Road, E16 1EE
020 8430 4057, pitstop.london@btconnect.com

Pitstop

Young people in the pathway areas are offered training in motor vehicle maintenance and mechanical skills leading to City and Guilds NVQ levels 1 and 2.

Healthworks in London

Ms Rachel Ashworth
Alice Buildings House, 2-12 West Ham Lane, E15 4SF
020 8557 6161, rachel.ashworth@newham.gov.uk

Tackling Health Barriers to Employment

A community-focused occupational health and safety advisory service aiming to support residents from the pathway areas to return to work from sickness or disability through one-to-one support, advice and information and promoting a safe and healthy work environment.

Mind in Tower Hamlets Advocacy Project

Ms Denise Clarke-Campbell
St Clements Hospital, 2a Bow Road, E3 4LL
020 8983 4245

Newham Independent Mental Advocacy Service

The project empowers and enables mental health service users in Newham to communicate their needs and wishes to health and social care professionals, with the aim of accessing appropriate mental healthcare and effective and inclusive care plans.

Newham College of Further Education

Ms Diane Gowland 020 8257 4414
East Ham Campus, High Street South, E6 6ER
diane.gowland@newham.ac.uk

New Dimensions

The programme matches the employment needs of individuals with the skills and recruitment needs of local employers in Newham's growth sectors and is delivered through a range of local learning centres in pathway areas. Groups targeted include young people not in education or employment, unemployed people from ethnic communities, refugees, lone parents with

childcare needs and the long-term unemployed.

Ms Antoinette McIntosh 020 8257 4207

antoinette.mcintosh@newham.ac.uk

Health and Social Care Training

The project matches the employment needs of pathway residents with the skills and recruitment needs of public and private sector employers within the health and social care sector in Newham. This includes a comprehensive programme of needs analysis work with employed and long-term unemployed residents, particularly adults with low skills, young people not in education or employment and ethnic minorities.

Ms Veronica Mwondela, 020 8257 4233

veronica.mwondela@newham.ac.uk

Retail and Customer Services Training Initiative

This project aims to provide unemployed disadvantaged people with jobs in the retail sector and provide the aftercare needed to turn entry-level jobs into careers by supporting induction training and in-work learning.

Ms Sharon Williamson, 020 8257 4141

Sharon.williamson@newham.ac.uk

Newham Education and Business Partnership (NEBP)

Mr Andy Bull, Warton House

150 High Street, Stratford, E15 2NE

020 8430 4972, andy.bull@newham.gov.uk

Mentoring NEBP

Using IT and web camera technology in Little Ilford and Kingsford Schools, students are linked electronically with specific business mentors, local community mentors and university graduates.

First Line Supported Employment Agency

Ms Jackie Brooks

Room 48 Greenhill Centre, 464 High Street North, E12 6QN

020 7474 4888, Jackie.brooks@newham.gov.uk

Employment Opportunities for people with Learning Disabilities

First Line provides support for adults and young people with learning difficulties who are looking for work or training. The Project offers advice, work experience and job search programmes to ensure participants are better equipped to find employment.

The Access to Excellence SRB6 Programme

continued

Ascension Eagles Cheerleaders

Ms Shara Brice, 5 Broadgate Custom House, E16 3TL
020 7476 6887,
shara.brice@virgin.net

AEC Lifeskills and Leadership programme

The intention of this project is to produce champion cheerleaders as well as young people who are champions in their own lives. As a result of taking part in this programme young people begin making healthy choices, gain positive life-skills, consider the impact of their actions and set and achieve their goals.

First Call Training Force Ltd

Ms Susan Powell
St Lukes Community Centre, 85 Tarling Road,
Canning Town, E16 1HN
020 7366 6365,
suepowell@firstcall.newham.co.uk

Pioneers Progress

Through identifying their employment and training needs the project provides certified training to pathway residents to help them access paid employment with local businesses.

Shaw Trust Employment

Ms Lee Hayday (Area Employment Manager)
Shaw Trust London
Burford Business Centre
11 Burford Road (4th Floor)
Stratford, E15 2ST,
Lee.Hayday@shaw-trust.org.uk

Newham Venture Plus

Provides support for people with disabilities living in the A2E area through flexible and integrated packages of training, work experience and support tailored to beneficiary needs.

John Laing Training

Mr Gary Barnard
Royal Docks Campus, Gate 14, Woolwich Manor Way, E16 2QY
020 8257 4100,
gary.barnard@jlaingtraining.co.uk

Entry to Construction

This project recruits young people, through targeted outreach, to participate in taster courses in construction. After a 12-week

vocational course students undertake a Construction Apprenticeship and benefit from the support of a dedicated mentor.

NEWTEC

Mr Leonore Lord
22 Deanery Road, Stratford, E15 4LP
020 8519 5843,
leonore.lord@newtec.ac.uk

Making the Difference

Aims to provide a matrix of choices and opportunities for local people to improve their employability. These include taster courses, motivational courses, job brokerage and accredited basic business skills training for childminders.

Childminder and Childcare Training

Delivered in partnership with London Borough of Newham's Early Years Unit and Early Years Development and Childcare Partnership, the project aims to provide a package of childcare training including basic skills and business skills for existing and potential childminders.

Newham Sixth Form College

Ms Helen Tranter
Stratford Campus, 379-381 High Street, E15 4QZ
020 7540 0615,
HTRANTER@newvic.ac.uk

Office Administration and Secretarial Skills

The project provides a training course for residents wishing to access jobs in office administration or secretarial functions. Participants are provided with training in the use of IT applications, keyboarding and other computing skills. ESOL training is built-in for those requiring extra support.

Watermen's Hall

Carol Ratcliffe
16 St.Mary at Hill, London EC3
020 7283 2373,
carol@watermenshall.org.

Watermen and Lighterman Apprenticeship Scheme

This is a unique opportunity for 12 local residents to qualify for a Waterman and Lighterman's Licence allowing them to captain boats on the Thames. The scheme involves an apprenticeship programme with training at the North West National Sea Training Centre in Gravesend and paid employment with various river-based companies.

For many people, it is difficult to balance the responsibility of caring for children with the desire to undertake paid work or study. However, there is a wide range of childcare available in Newham, from childminders to nursery schools. Charges vary depending on the type of provision. Financial assistance is available for those in low-paid work through the childcare element of Working Tax Credit (see below).

Childcare Options

The following are the main types of childcare available:

Childminders: Private individuals trained and qualified in childcare who look after small groups of children usually in their own home. They must have police checks and be registered by OfSTED who will ensure that their homes are safe and that the childminder is in good health and suitable for the job. Each childminder's service may differ. Some may offer full/part time care while others may offer evening/weekend care. They may also take children to playgroups or collect them from school.

Day Nurseries: Nurseries are for children under the age of 5 years old to enable them to play and learn. They are usually organised by private or community groups and offer full day care or sessional care. Nurseries are registered by OfSTED according to rigorous standards for staffing ratios and facilities. The advantages of nurseries are that they are open all year round and are geared towards the needs of children with both working and non-working parents. They enable a child to mix with other children and establish independence and self-confidence.

Pre-school Playgroup: Pre-schools, also known as playgroups or play-schools are for young children to learn and play in small groups. They are registered by OfSTED and inspected annually. Most pre-schools offer sessional education for children aged 2 1/2 - 5 years for up to three hours per day. Pre-schools provide a well balanced curriculum in a safe and stimulating environment, allowing children the opportunity to explore, experience and enjoy activities such as messy and creative play.

Out of school service: In Newham this is delivered in partnerships between Children's Services in Newham Council's Culture and Community Department and several local community organisations, who in turn run and manage the following types of play provision:

– After-school Care Projects

After-school Care Projects provide childcare after school and throughout the school holidays. These schemes collect children from nearby schools, take them back to the scheme and care for them until approximately 6pm. During school holidays schemes operate from 8am-6pm. After-school Care Projects cater for children aged 8 years old or under and have to be registered with OfSTED.

– Holiday Playschemes

Most holiday Playschemes run during the Easter and Summer break, and provide different levels of care for children aged between 5 and 16 years old. The schemes provide a wide range of activities, including sports and games to outdoor trips. Information about Playschemes operating during the holidays is available from Newham Children's Information Service (CIS) on 0800 074 1017.

How to find a place for your child

To find out what is available in your area contact:

Newham Children's Information Service

Freephone: 0800 074 1017

Email: cis@newham.gov.uk

Early Start

Early year's services in Newham are changing. The new Early Start programme is designed to extend early years services evenly across the borough. All under-fives will have access to tailored children's services (health, education and family support) and enjoy the benefits of an "Early Start".

To find out what facilities are in each area, contact the local Early Start programme:

Early Start Stratford	Steve Woodward	020 8519 1908
Early Start Forest Gate Plus	Raymond Wood	020 8430 2174
Early Start Little Ilford	Janine Hunter	020 8430 2626
Early Start Plashet	Zahida Lone	020 8503 5217
Early Start North Canning Town	Gulner Akturan	020 7476 9591
Early Start Royal Victoria Docks	Sue Corbett	020 8430 6188
Early Start Docklands	Pippa Alabaster	020 8430 2727
Early Start Vicarage	Zainab Jalil	020 8430 2191
Early Start Central Health Team		020 8430 6606

Help with childcare costs

People who use a registered childminder, nursery or a nanny registered under the Childcare Approval Scheme may get help from the Inland Revenue to pay for childcare.

Working Tax Credit can include a childcare element.

This can refund up to 70% of childcare costs, which could be worth up to:

- **£122.50 a week for one child, or**
- **£210 for two or more children.**

For example, if someone has one child and pays a registered childminder £100, they could get £70 as part of their Tax Credit. If they pay £250 they could get £122.50 which is the maximum for one child. There are more examples from the Inland Revenue Tax Credit leaflet WTC5, and on the web-site:

www.taxcredits.inlandrevenue.gov.uk

A couple with a combined annual income of up to £59,000 may get Tax Credits if they both work and they use registered childcare.

To get the childcare element the claimant must work at least 16 hours a week and be:

- **a lone parent, or**
- **a couple with at least one long term sick or disabled partner, or**
- **a couple who both work at least 16 hours a week.**

The childcare element is only for a child up to:

- **1st September following their 15th Birthday, or**
- **1st September following their 16th Birthday for a child who is registered blind or gets Disability Living Allowance.**

The Inland Revenue pays the childcare element into the bank account of the main carer in the household. This is usually the same person who gets Child Benefit and Child Tax Credit for the children.

The claimant should report changes in their childcare arrangements to the Inland Revenue so that they can reassess their Tax Credit straight away.

See the section about Tax Credits for more information, including how to claim.

Help with childcare provided by an employer?

From April 2005 parents can get tax and National Insurance Contributions savings on employer supported childcare.

See www.inlandrevenue.gov.uk/childcare for childcare information.

Working Tax Credit and Child Tax Credit

Working Tax Credit and Child Tax Credit are paid by the Inland Revenue and can be claimed on the same form.

The Tax Credit help line is open from 8 a.m. to 8 p.m. seven days a week, phone 0845 300 3900 or textphone 0845 300 3909 for advice or a claim form.

Alternatively, see the Inland Revenue web-site www.taxcredits.inlandrevenue.gov.uk, for information and on-line claims.

The amount of Tax Credit payable depends on a claimant's income, including income from savings and investments but there is no savings limit. Some income is ignored, for example Child Benefit, Student Loans, and £100 a week of Statutory Maternity pay.

Some people who get Tax Credits may also get:

- **Free School Meals, or**
- **Help with some NHS health costs such as dental and optical check ups, or**
- **Sure Start Maternity Grants.**

Employer Vouchers versus Tax Credits?

Some people have a choice between childcare vouchers from their employer or the childcare element of Working Tax Credit. People are better off getting vouchers if:

- **they are not offered any cash alternative or**
- **they cannot get the childcare element of Working Tax Credit.**

However, people who get the maximum childcare element of Working Tax Credit will lose more money from Tax Credits than they will save in Tax and National Insurance if they accept vouchers.

Help with childcare costs

continued

Also remember that an individual's salary, not including vouchers, provides a basis for employer benefits like:

- **Employers pension scheme contributions**
- **Death, accident or permanent sickness benefits.**

Plus State benefits like:

- **Statutory Maternity Pay or Maternity Allowance**
- **Statutory Sick Pay**
- **State pensions**
- **Jobseeker's Allowance**
- **Incapacity Benefit.**

People who are not sure whether to accept the vouchers can get advice from:

The Tax Credit help line on 0845 300 3900 or text 0845 300 3909 or go to any Newham Local Service Centre or ring 020 8430 3000 for an appointment with an adviser from the Citizens Advice Bureau.

See the web-site www.worksmart.org.uk for an excellent guide to choosing the best childcare help.

Working tax credit and child tax credit

Working Tax Credit

Working Tax Credit is for employees and self-employed people.

To get Working Tax Credit they must work at least 16 hours a week and:

- **be responsible for at least one child, or**
- **get a disability related benefit and be at a disadvantage getting a job, or**
- **be returning to work after a period of unemployment and aged 50 or over.**

People under 25 only get Working Tax Credit if they meet the above rules. People over 25 can get Working Tax Credit if they work at least 30 hours a week for low pay even if they don't meet the above conditions.

There is extra Working Tax Credit for:

- **Disabled people who choose to work**
- **People over 50 returning to work after being unemployed for six months or more**
- **People working at least 30 hours a week and couples working 30 hours between them**
- **People who use registered childcare.**

Women on maternity leave and men on paternity leave can get Working Tax Credit provided they were working at least 16 hours a week immediately before their maternity/paternity leave started.

Child Tax Credit

This provides support for families with children whether or not they work. To get Child Tax Credit they must be responsible for at least one child:

- **Aged 16 or under, or**
- **Aged 16-19 if in full-time non-advanced education, or registered with Connexions Employment Service.**

There is extra Child Tax Credit for families with:

- **A disabled child or children**
- **A child aged under one.**

Starting Work and In-Work Benefits

Many people would like to work but worry that coming off benefits could make them worse off, especially when they first start work. This section is about financial help for people making the transition into full-time work (16 hours a week or more). For clients who want to work part-time see the section on Permitted Work.

To work out if your clients will be better off working it is recommended they get independent advice from one of the organisations listed at the end of this section.

Below is a list of benefits that may be available for people starting full-time work:

- **Housing costs (rent or mortgage interest payments and Council Tax Benefit) at your existing rate regardless of earnings for first four weeks in work**
- **Help with cost of travelling to work**
- **Initial work expenses such as tools or uniforms from the Discretionary Fund**
- **A Job Grant of £250 for people with children, or £100 for other people aged 25 plus and sick and disabled people.**

There is no claim form for a Job Grant or the four week extended payments of Housing Benefit, Council Tax Benefit or mortgage interest payments. However claimants must tell Jobcentre Plus within 21 days of starting work for a Job Grant and within 28 days for Housing Costs.

For more information, or to claim these benefits, claimants should speak to an Adviser at Jobcentre Plus. For information on specialist help for disabled job seekers see section “support for disabled workers and job seekers” below.

Claimants may continue to get the following benefits when they work full-time if their income is low enough:

- Working Tax Credit and Child Tax Credit, see section on Tax Credits above
- Housing and Council Tax Benefit, To claim these benefits when working contact the local Council, see section below.

Housing and Council Tax Benefits

Many people are unaware that working people in low paid or moderately paid jobs can get Housing and Council Tax Benefits. How much individuals get depends on their income and savings.

In order to claim these benefits people need to contact their Local Service Centres - details below
(all benefit rates are for April 2005/2006):

Beckton	1 Kingsford Way, E6 5JQ
Canning Town	3 Beckton Road, E16 4DT
Docklands	4 Pier Parade, E16 2LJ
East Ham	Town Hall Annexe, 330-354 Barking Road, E6 2RT
Forest Gate	4-20 Woodgrange Road, E7 0QH
Green Street	403 405 Green Street, E13 9AU
Manor Park	685- 689 Romford Road, E12 5AD
Stratford	112- 118 The Grove, E15 1NS

Housing/Council Tax Benefits and childcare payments

Working people who pay for registered childcare may get increased Housing and Council Tax Benefits. Childcare costs, up to a maximum of £175 for one child or £300 for two or more children, are subtracted from their earnings when their income is calculated. So if they earn £275 a week and pay £175 for childcare their earnings count as £100.

Housing/Council Tax Benefits and Working Tax Credit

Housing/Council Tax Benefits ignore £14.50 a week from the income of clients receiving Working Tax Credit.

Support for workers and job seekers with disabilities

This section is about help for disabled workers and job seekers. The first three sections are about support available to sick and disabled people who want to work. The Disability Employment Advisers at Jobcentre Plus can advise about these schemes. Finally there is a list of organisations that can provide help, support and advice to sick and disabled jobseekers.

1. Permitted Work

This is work that claimants can do while receiving Incapacity Benefit, Severe Disablement Allowance or Income Support with a Disability Premium. They may do one of two types of Permitted Work.

- 1) Lower Limit, which allows them to earn up to £20 a week at any time. This shouldn't affect their benefit but it is recommended that Jobcentre Plus be informed when they start work.
- 2) Higher Limit, which allows them to work for up to 16 hours a week. They cannot usually do this for more than 26 weeks. They can earn up to £78 (which will increase in October 2005) but earnings over £20 will reduce any Income Support, Housing Benefit, or Council Tax Benefit they get. They should tell Jobcentre Plus within six weeks of starting work.

There are special rules for people who are unable to work without continual specialist support. Jobcentre Plus have specialist advisers for this.

2. Practical help to overcome disability related obstacles to work

The Access to Work scheme can help tackle some of the practical obstacles to working that people with disabilities may face. For example it can provide:

- **A communicator for deaf people**
- **Special equipment to suit individual needs**
- **A support worker for practical help.**

Workstep is for sick and disabled people who are unsure whether they can cope with a full-time job. Workstep may enable them to build up hours of work and levels of responsibility gradually, in agreement with their employer and Jobcentre Plus.

3. Financial Support for Disabled people who work

Working Tax Credit – Disability element is extra financial support for sick and disabled people who work or train for work. Claimants who get Working Tax Credit with a disability element but who have to give up their job within two years of starting it can go back onto Incapacity Benefit or Severe Disablement Allowance at the same rate they were getting immediately before starting work.

Disability Living Allowance and **Attendance Allowance** are not affected if a claimant works, regardless of their hours and earnings, as long as their care and mobility needs don't change.

4. Specialist Advice for Workers and Job Seekers with Disabilities

The following organisations provide information and support:

Shaw Trust	020 8503 1796
First Line	020 8911 8643
Powerhouse	020 7366 6336
Instant Muscle	020 8555 4628
Community Care Navigators	020 8503 0629 / 020 8536 0276
Opportunities	020 7580 7545
Reed in Partnership	020 8555 2556 / 020 8548 2080
TNG	020 8221 7000
Working Links	020 8536 5450
CAB- Stratford	0870 126 4097
Jobcentre Plus	020 8210 5641

(Disability Employment Adviser)

Alphabetical List of Organisations

African Asylum Seekers & Refugees Welfare Assn. (AASRWA)

A

African Asylum Seekers & Refugees Welfare Assn (AASRWA)

Flat 9 Froud Centre Toronto Ave, Manor Park, E12
T: 07985 442 132

Contact Marcia Logan

To provide language interpretation/translation services for African community in Newham. To provide training in African dressmaking.

Location: Newham

Train/Tube: Manor Park/ Woodgrange/Stratford /Upton Park

Bus Routes: 86, 25

Opening times: 6.00 p.m. – 9.00 p.m.

Recruitment: Phone for details

Eligibility conditions: Phone for details

Advice/assistance given

English Language	×	Mentoring	×
Literacy & Numeracy	×	16 to 19 year olds	×
Social & Comm. Skills	×	19+	×
Basic IT Skills	×	Disabled access	×
Careers advice	×	Childcare provision	×
Skills training	✓	Travel assistance	×
Work experience	×	Interpreting & translation	✓
Help looking for work	×	Basic skills	×
Job vacancies	×	Evening opening	✓
Benefits advice	×	Weekend opening	✓
Training once in work	×		

Subject Areas

Art and Design	✓	Languages	✓
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Access to Jobs

APE Media

(Apple Pie Enterprise)

141 Newham Way, E16 4EG
 T: 020 7474 2111
 F: 020 7476 3535

Manager: Richard Morland

Media training organisation. Radio Djing; Drama

Location: Canning Town

Train/Tube: Canning Town

Bus Routes: 241

Opening times: 9.30 a.m. –7.30 p.m.

Recruitment: All

Eligibility conditions: None

Area serviced: Newham

Advice/assistance given

English Language	✓	Mentoring	✓
Literacy & Numeracy	×	16 to 19 year olds	×
Social & Comm. Skills	✓	19+	×
Basic IT Skills	×	Disabled access	✓
Careers advice	×	Childcare provision	✓
Skills training	×	Travel assistance	✓
Work experience	×	Interpreting & translation	×
Help looking for work	✓	Basic skills	✓
Job vacancies	✓	Evening opening	×
Benefits advice	✓	Weekend opening	✓
Training once in work	×		

Subject Areas

Art and Design	✓	Languages	✓
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Ascension Eagles/London Cheerleading Academy

A

Ascension Eagles/London Cheerleading Academy

5 Broadgate Road, London, E16 3TL
 T: 020 7476 6889
 F: 020 7476 6889
 E: Shara.brice@virgin.net
 www.cheerleading-academy.org.uk

Contact: Shara Brice

Beginner to championship level cheerleading training, choreography: music mixing; assistance in starting or developing new teams; team building activities.

Location: Monthly at The Royal Docks Community School. Private camps and community sessions also available locally or nationwide.

Train/Tube: Prince Regent DLR

Bus Routes: See website

Opening times: Mon-Fri 9.30 a.m.-12.30 p.m. & 1.30 p.m.

Recruitment: Contact centre

Eligibility conditions: Open to all

Area serviced: Newham

Advice/assistance given

English Language	X	Mentoring	X
Literacy & Numeracy	X	16 to 19 year olds	✓
Social & Comm. Skills	✓	19+	✓
Basic IT Skills	X	Disabled access	✓
Careers advice	X	Childcare provision	X
Skills training	✓	Travel assistance	X
Work experience	✓	Interpreting & translation	X
Help looking for work	X	Basic skills	✓
Job vacancies	X	Evening opening	✓
Benefits advice	X	Weekend opening	✓
Training once in work	X		

Subject Areas

Fitness	✓	Sports and Leisure Science	✓
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Access to Jobs

Tharale House, 44-46 Southwark Street, London, SE1 1UN
T: 020 7403 9426
F: 020 7403 9426
E: Wilel.mckenzie@atwork.co.uk
www.atwork.co.uk

Contact: Wilel Mckenzie

We help Newham Jobseekers secure sustainable employment through focused one-to-one sessions or group workshops. We have an extensive database of high quality vacancies across London.

Location: 44-46 South Street, SE1 1UN

Train/Tube: London Bridge (Jubilee Line)

Bus Routes: 21, 35

Opening times: Mon-Fri 9.00 a.m.-6.00 p.m.

Recruitment: Open door policy

Eligibility conditions: 18 months Unemployed;
Single Parent; New Deal Returners

Area serviced: Newham and Tower Hamlets

Advice/assistance given

English Language	×	16 to 19 year olds	✓
Literacy & Numeracy	×	19+	✓
Social & Comm. Skills	✓	Disabled access	×
Basic IT Skills	×	Childcare provision	×
Careers advice	×	Travel assistance	×
Skills training	×	Interpreting & translation	×
Work experience	×	Basic skills	×
Help looking for work	✓	Evening opening	×
Job vacancies	✓	Weekend opening	×
Benefits advice	×		
Training once in work	×		
Mentoring	×		

Careers Management Futures (Connexions)



Broadway Chambers, Unit 5/6, 2 Broadway, Stratford
 London, E15 4QP
 T: 020 8227 1500
 F: 020 8227 1122
 E: Richard.austin@vtplc.com
 www.futures-careers.co.uk

Contact: Richard Austin

IAG-Careers information and advice for adults 20+
Phone advice and appointments made on 0800 169 7002

Location: Stratford Centre

Train/Tube: Stratford Station

Bus Routes: 86, 25

Opening times: Mon-Fri 9.00 a.m. - 5.00 p.m.
 (Wed 10.00 a.m-7.00 p.m. evening by appointment)

Recruitment: Phone for details

Eligibility conditions: Contact 0800 169 7002

Area serviced: East London including all Newham

Advice/assistance given

English Language	X	Mentoring	X
Literacy & Numeracy	X	16 to 19 year olds	X
Social & Comm. Skills	X	19+	X
Basic IT Skills	X	Disabled access	X
Careers advice	✓	Childcare provision	X
Skills training	X	Travel assistance	X
Work experience	X	Interpreting & translation	✓
Help looking for work	✓	Basic skills	X
Job vacancies	X	Evening opening	✓
Benefits advice	X	Weekend opening	X
Training once in work	X		



Centre for Innovation and Partnerships

Newham College of Further Education, East Ham Campus
High Street South, London, E6 6ER

T: 0845 650 42 44

F: 020 8257 4300

E: Info@cipsonline.com

www.cipsonline.com

Contact: Customer Support Centre

CIPs provide business advice, training and events, help for jobseekers through our New Dimensions employment service and online learning throughout Newham in 12 Learn Direct centres.

Location: East Ham

Train/Tube: East Ham Underground

Bus Routes: 5, 15, 15b, 58, 101, 147, 238, 300, 325,

Opening times: Mon, Fri 9.00 a.m. 6.00 p.m. Tues, Wed, Thurs 9.00 a.m - 8.00 p.m.

Recruitment: Phone for details

Eligibility conditions: Phone for details

Area serviced: Newham and throughout London

Advice/assistance given

English Language	✓	Mentoring	✓
Literacy & Numeracy	✓	16 to 19 year olds	✓
Social & Comm. Skills	✓	19+	✓
Basic IT Skills	✓	Disabled access	✓
Careers advice	✓	Childcare provision	×
Skills training	✓	Travel assistance	×
Work experience	✓	Interpreting & translation	✓
Help looking for work	✓	Basic skills	✓
Job vacancies	✓	Evening opening	×
Benefits advice	✓	Weekend opening	×
Training once in work	✓		

Subject Areas

Accountancy/Book-keeping	✓	Computing & ICT	✓
Business mgmt & Secretarial	✓		

Community Links

(Employment Project)



195 Vicarage Lane, E15
 T: 020 8221 0194
 F: 020 8221 0194
 E: Neil.weerdmeester@community-links.org.uk
 www.community-links.org

Contact: Neil Weerdmeester

Supporting unemployed young people into training and employment.

Location: West Ham

Train/Tube: Stratford

Bus Routes: 104, 238

Opening times: Phone for details

Recruitment: Phone for details

Eligibility conditions: 16 – 24 age group

Area serviced: Newham

Advice/assistance given

English Language	×	Mentoring	×
Literacy & Numeracy	×	16 to 19 year olds	✓
Social & Comm. Skills	×	19+	✓
Basic IT Skills	×	Disabled access	✓
Careers advice	✓	Childcare provision	×
Skills training	✓	Travel assistance	×
Work experience	✓	Interpreting & translation	×
Help looking for work	✓	Basic skills	×
Job vacancies	✓	Evening opening	✓
Benefits advice	✓	Weekend opening	×
Training once in work	×		



105 Barking Road, Canning Town, London, E16 4HQ
T: 020 7473 2270
F: 020 7473 6671
E: info@community-links.org
www.community-links.org

Contact: Max Weaver- Chief Executive

Community Links is an innovative inner city charity running community-based projects in East London. Founded in 1977, we now help over 53,000 vulnerable children, young people and adults every year, with most of our work delivered in Newham, one of the poorest boroughs in Europe. Our successes influence both community based organisations nation-wide and government policy.

Location: Canning Town

Train/Tube: Canning Town Station- Jubilee Line, SilverLink, DLR

Bus Routes: Barking Road 5, 115, 330, 300

Opening times: Mon – Fri 9.00 a.m – 7.00 p.m.

Area serviced: People living and working in Newham

Advice/assistance given

English Language	×	16 to 19 year olds	✓
Literacy & Numeracy	×	19+	✓
Social & Comm. Skills	✓	Disabled access	✓
Basic IT Skills	×	Childcare provision	✓
Careers advice	×	Travel assistance	×
Skills training	✓	Interpreting & translation	✓
Work experience	✓	Basic skills	×
Help looking for work	×	Evening opening	✓
Job vacancies	×	Weekend opening	×
Benefits advice	✓	Other - a multitude of different	
Training once in work	×	types of support	✓
Mentoring	×		

Subject Areas

NVQ 2&3 in Advice and Community Development Work	✓
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Community Sewing Club

C

Community Sewing Club

177 Upton Lane, London, E7 9PJ
T: 020 8925 6464

Contact: Dorothy Mubiana

Dress making and Soft Furnishing training.

Location: Forest Gate

Train/Tube: Upton Park /Forest Gate

Bus Routes: 325, 25, 86

Opening times: Mon – Fri 9.30 a.m. – 7.00 p.m.

Recruitment: Phone for details

Eligibility conditions: Unemployed 18+

Area serviced: Newham

Advice/assistance given

English Language	×	Mentoring	×
Literacy & Numeracy	×	16 to 19 year olds	×
Social & Comm. Skills	×	19+	×
Basic IT Skills	×	Disabled access	×
Careers advice	×	Childcare provision	×
Skills training	✓	Travel assistance	×
Work experience	×	Interpreting & translation	×
Help looking for work	×	Basic skills	×
Job vacancies	×	Evening opening	×
Benefits advice	×	Weekend opening	×
Training once in work	×		

Subject Areas

Dressmaking	✓	Soft Furnishings	✓
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The Courtyard
27a High Street, Thames Ditton, Surrey, KT7 OSD
T: 020 8224 6444
F: 020 8224 5007
E: Elaine@computergym.co.uk
www.computergym.co.uk

Contact: Elaine Barella

Skills for life (Literacy, Numeracy, ICT) training using mobile learning centres and laptop “Flying Squads”.

Location: Thames Ditton

Train/Tube: Thames Ditton train station

Bus Routes: 515, 471

Opening times: Mon – Fri 9.00 a.m. – 5.00 p.m.

Eligibility conditions:

Area serviced: All of East London

Advice/assistance given

English Language	✓	Mentoring	×
Literacy & Numeracy	✓	16 to 19 year olds	✓
Social & Comm. Skills	×	19+	✓
Basic IT Skills	✓	Disabled access	×
Careers advice	×	Childcare provision	×
Skills training	×	Travel assistance	×
Work experience	✓	Interpreting & translation	×
Help looking for work	×	Basic skills	✓
Job vacancies	×	Evening opening	×
Benefits advice	×	Weekend opening	×
Training once in work	×		

Subject Areas

Computing & ICT	✓
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Connexions Futures

Unit 5&6 Broadway Chambers, 2 The Broadway
Stratford, E15 4QP
T: 020 8227 1500
F: 020 8227 1122
E: Barbara.aves@vtplc.com
www.futures-careers.co.uk

Contact: Barbara Aves

Information, Advice, Guidance, Planning and Placing Services for young people 13-19. Services are available for those with learning difficulties and disabilities up to age of 24.

Location: Stratford

Train/Tube: Central Line, Jubilee Line Docklands Light Rail, Great Eastern and SilverLink Services to Stratford.

Bus Routes: 69, 238, 104, 241, 262, 273, 276, 257, 158, 108, S2 ,25 ,86

Opening times: 9.00 a.m. -5.00 p.m. Mon, Tue, Thur, Fri.
10.00 a.m. – 7.00 p.m. Weds

Recruitment: Phone for details

Eligibility conditions: Phone for details

Area serviced: Newham

Advice/assistance given

English Language	X	Mentoring	X
Literacy & Numeracy	X	16 to 19 year olds	✓
Social & Comm. Skills	X	19+	X
Basic IT Skills	X	Disabled access	✓
Careers advice	✓	Childcare provision	X
Skills training	X	Travel assistance	X
Work experience	X	Interpreting & translation	X
Help looking for work	✓	Basic skills	X
Job vacancies	✓	Evening opening	X
Benefits advice	✓	Weekend opening	X
Training once in work	X		

Conflict and Change



2a Streatfield Avenue, East Ham, London, E6 2LA
T:020 8552 2050
F:020 8470 5505
E: Anna@conflictandchange.co.uk
Jenny@conflictandchange.co.uk
www.conflictandchange.co.uk

Contact: Anna Finlayson and Jenny Engstrom

We offer training in communication and conflict resolution skills, as well as mediation, to individuals and organisations in the borough of Newham.

Location: East Ham off Barking Road

Train/Tube: East Ham Tube Station

Bus Routes: 5, 238, 300, 325

Opening times: Mon-Fri 9.00 a.m. – 5.00 p.m.

Recruitment: Phone for details

Eligibility conditions: Phone for details

Area serviced: London Borough of Newham

Advice/assistance given

English Language	×	Mentoring	×
Literacy & Numeracy	×	16 to 19 year olds	×
Social & Comm. Skills	✓	19+	✓
Basic IT Skills	×	Disabled access	✓
Careers advice	×	Childcare provision	×
Skills training	✓	Travel assistance	×
Work experience	×	Interpreting & translation	×
Help looking for work	×	Basic skills	×
Job vacancies	×	Evening opening	×
Benefits advice	×	Weekend opening	×
Training once in work	×		

Subject Areas

Computing & ICT	✓	Teaching & Training	✓
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Day Opportunities

D

Day Opportunities

Warton House, 150 High Street, Stratford, London, E15 1NE
 T: 020 8221 7600
 F: 020 8221 7625

Contact: Paul Wren

Provide information, guidance, advice and support to people with Mental Health issues who are looking to study, train or work.

Location: Stratford

Train/Tube: Bus, Train, Tube

Bus Routes: 25,86,96,25,108,476

Opening times: Mon – Fri 9.00 a.m. – 5.00 p.m.

Recruitment: People with mental health issues

Eligibility conditions: 18-65

Area serviced: Newham

Advice/assistance given

English Language	×	Mentoring	✓
Literacy & Numeracy	×	16 to 19 year olds	×
Social & Comm. Skills	×	19+	✓
Basic IT Skills	✓	Disabled access	✓
Careers advice	✓	Childcare provision	×
Skills training	✓	Travel assistance	×
Work experience	✓	Interpreting & translation	×
Help looking for work	✓	Basic skills	×
Job vacancies	✓	Evening opening	×
Benefits advice	✓	Weekend opening	×
Training once in work	✓		

Subject Areas

Catering	✓	Performance & Media	✓
Computing & ICT	✓		

Digital Learning Ring

(Peabody Trust)

2E Royal Victoria Place, Wesley Avenue
West Silvertown, E16 1UQ
T: 020 7474 9504
F: 020 7474 9714
E: Clivet@peabody.org.uk
www.peabody.org.uk

Contact: Clive Turnbull Centre Manager

Delivering training in vocational skills and employment support direct to the community, especially those who are unemployed and looking for work. We offer new CLAIT and European Computer Driving Licence (ECDL) IT qualification.

Location: Next to Royal Victoria Dock, opposite Excel

Train/Tube: Custom House DLR or Canning Town

Bus Routes: 69, 474

Opening times: Mon: 10.00 a.m. – 6.00 p.m. Tue: 10.00 a.m. – 8.00 p.m. Wed: 10.00 a.m. – 5.00 p.m. Thu: 10.00 a.m. – 8.00 p.m. Fri: 10.00 a.m. – 5.00 p.m. Jobsearch Only

Recruitment: Ongoing

Eligibility conditions: Mainly Newham

Area serviced: Beckton, Canning Town, Custom House, Grange Ordnance and Silvertown

Advice/assistance given

English Language	✓	Mentoring	×
Literacy & Numeracy	✓	16 to 19 year olds	×
Social & Comm. Skills	✓	19+	✓
Basic IT Skills	✓	Disabled access	✓
Careers advice	✓	Childcare provision	×
Skills training	✓	Travel assistance	×
Work experience	×	Interpreting & translation	×
Help looking for work	✓	Basic skills	×
Job vacancies	✓	Evening opening	✓
Benefits advice	×	Weekend opening	×
Training once in work	×		

Subject Areas

Information Technology	✓
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Docklands Recruitment

D

Docklands Recruitment

Docklands Recruitment at Excel, Warehouse K
 Excel Exhibition Centre, Royal Victoria Docks Road, E16 1XL
 T: 020 7069 4283/4/5/6
 F: 020 7069 4287
 E: Vrinda.chander@jobcentreplus.gsi.gov.uk
 Ash.miah@jobcentreplus.gsi.gov.uk

Contact: Hospitality Manager or Construction Manager

A specialist service provided by Jobcentre Plus working in partnership with the London Borough of Newham. Finds jobs for local people in construction and hospitality industries and at the Excel Exhibition Centre.

Location: Custom House/ Silvertown

Train/Tube: Canning Town, Custom House Silverlink or DLR

Bus Routes: 147, 325, 241, 69

Opening times: Mon-Fri 9.00 a.m. – 5.00. p.m.

Recruitment: Please Phone for details

Eligibility conditions: Please Phone for details

Area serviced: Please Phone for details

Advice/assistance given

English Language	X	Mentoring	X
Literacy & Numeracy	X	16 to 19 year olds	✓
Social & Comm. Skills	X	19+	✓
Basic IT Skills	X	Disabled access	✓
Careers advice	X	Childcare provision	X
Skills training	✓	Travel assistance	X
Work experience	X	Interpreting & translation	X
Help looking for work	✓	Basic skills	X
Job vacancies	✓	Evening opening	X
Benefits advice	X	Weekend opening	X
Training once in work	X		

Subject Areas

Construction & Built Environment	✓	Hospitality	✓
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East London Business Alliance (ELBA)

Anchorage House, 2 Clove Crescent
East India Dock, Leamouth, London E14 2BE
T: 020 7673 4886
F: 020 7673 4994
E: Info@elba-1.org.uk
www.elba-1.org.uk

Contact: Alison White

ELBA brings time, skills, influence and resources from the private sector to help build the capacity of local organisations and regeneration programmes in East London.

Location: East India Dock Although we are happy to meet people at their organisation

Train/Tube: East India DLR

Bus Routes: 227

Opening times: Mon – Fri 9.00 a.m. – 5.00 p.m.

Recruitment: Phone for details

Eligibility conditions: Phone for details

Area serviced: East London

Advice/assistance given

English Language	×	Mentoring	✓
Literacy & Numeracy	×	16 to 19 year olds	×
Social & Comm. Skills	×	19+	×
Basic IT Skills	×	Disabled access	×
Careers advice	×	Childcare provision	×
Skills training	×	Travel assistance	×
Work experience	×	Interpreting & translation	×
Help looking for work	×	Basic skills	×
Job vacancies	×	Evening opening	×
Benefits advice	×	Weekend opening	×
Training once in work	×		

East Potential

(Part of East Thames)



57 The Broadway, Stratford , London, E15 4DU
 T: 020 8522 5853
 F: 020 8522 3256
 E: Kate.chester@east-potential.org.uk
 www.east-potential.org.uk

**Contact: Kate Chester, Project Manager
 (Employment & Training)**

To support young homeless people from the age of 16-24 years through housing, employment and training programme in order to provide them with a real chance to succeed.

Location: Stratford

Train/Tube: Stratford or Jubilee Line

Bus Routes: 86 25

Opening times: Mon – Fri 9.00 a.m.– 5.00 p.m.

Recruitment: Through jobs go public

Eligibility conditions: Phone for details

Area serviced: East London Essex

Advice/assistance given

English Language	✓	Mentoring	✓
Literacy & Numeracy	✓	16 to 19 year olds	✓
Social & Comm. Skills	✓	19+	✓
Basic IT Skills	✓	Disabled access	✓
Careers advice	✓	Childcare provision	✓
Skills training	✓	Travel assistance	✓
Work experience	✓	Interpreting & translation	✓
Help looking for work	✓	Basic skills	✓
Job vacancies	✓	Evening opening	✓
Benefits advice	✓	Weekend opening	✓
Training once in work	✓		

Subject Areas

Access to Higher Education	✓	Hair, Beauty and Fitness	✓
Art & Design Computing and ICT	✓	Housing	✓
Construction & built environment	✓	Performance and Media	✓
GCSEs	✓	Teaching and Training	✓

3 Tramway Avenue, Stratford, E15 4PN
T: 020 8522 5883
F: 020 8522 2001
E: Angela.rodney@east-thames.co.uk
www.east-thames.co.uk

Contact: Angela Rodney

East Thames is a social landlord based in east London that provides general needs and housing to a range of tenants with specific needs such as learning difficulties, youth and elderly. East Thames also provides a range of social economic programmes on improving skills, well-being and confidence for tenants and residences.

Location: Newham predominantly but other operations in East London, (Tower Hamlets, Barking & Dagenham, Redbridge)

Train/Tube: Stratford-Central or Jubilee line

Bus Routes: 25 or 86

Opening times: Mon - Fri 9.00 a.m. - 5.00 p.m.

Recruitment: Phone for details

Eligibility conditions: Unemployed or young people
16-24 years

Area serviced: East London

Advice/assistance given

English Language	X	16 to 19 year olds	✓
Literacy & Numeracy	X	19+	✓
Social & Comm. Skills	✓	Disabled access	✓
Basic IT Skills	X	Childcare provision	✓
Careers advice	✓	Travel assistance	X
Skills training	X	Interpreting & translation	X
Work experience	✓	Basic skills	X
Help looking for work	X	Evening opening	X
Job vacancies	X	Weekend opening	X
Benefits advice	X		
Training once in work	✓		
Mentoring	✓		

Subject Area

Taster Session in construction on open doors programme aimed at unemployed women and residents/tenants.

ELBWO

(East London Black Women's Organisation)



ELBWO Centre,
Clinton Road, Forest Gate, London, E7 OHD
T: 020 8534 7545
F: 020 8534 9018
E: Elbwo.ltd@btconnect.com
www.elbwo.org

Contact: Glenda Popeau

After School and Holiday childcare; Children's Saturday School and Homework Club; adult education courses; Youth development and mentoring programme; domestic violence and parenting advice; counselling service.

Location: Forest Gate

Train/Tube: Forest Gate (BR) and Stratford (Tube)

Bus Routes: 58, 308, 330

Opening times: Mon – Fri 9.30 a.m. – 6.00 p.m.

Sat 10am – 1pm

Recruitment: Phone for details

Eligibility conditions: Phone for details

Area serviced: Phone for details

Advice/assistance given

English Language	✓	Mentoring	✓
Literacy & Numeracy	✓	16 to 19 year olds	✓
Social & Comm. Skills	×	19+	×
Basic IT Skills	✓	Disabled access	✓
Careers advice	×	Childcare provision	✓
Skills training	×	Travel assistance	×
Work experience	✓	Interpreting & translation	×
Help looking for work	×	Basic skills	×
Job vacancies	×	Evening opening	×
Benefits advice	×	Weekend opening	✓
Training once in work	✓		

Subject Areas

Caring	✓	Teaching and Training	✓
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ELITE (East London into Training and Employment)

The Hub, 123 Star Lane, Canning Town, E16 4PZ
 T: 020 7055 3570
 F: 020 7055 4992
 E: elite@ndfc.co.uk
 www.ndfc.co.uk

Contact: Beth Webber or Helen Serphin

ELITE provides an individual package of training and employment support to both employed and unemployed residents living in the West Ham and Plaistow New Deal for communities area and parents supported by North Canning Town Sure Start.

Location: Canning Town

Train/Tube: Canning Town Station

Bus Routes: 15, 115, 69, 300, 330, 276

Opening times: Mon – Fri 9.00 a.m. – 5.00 p.m.

Recruitment: Any time

Eligibility conditions: Phone for details

Area serviced: West & Plaistow New Deal for Communities and Canning Town North Sure Start Area

Advice/assistance given

English Language	×	Mentoring	×
Literacy & Numeracy	×	16 to 19 year olds	✓
Social & Comm. Skills	×	19+	✓
Basic IT Skills	✓	Disabled access	✓
Careers advice	✓	Childcare provision	✓
Skills training	✓	Travel assistance	✓
Work experience	✓	Interpreting & translation	✓
Help looking for work	✓	Basic skills	×
Job vacancies	✓	Evening opening	×
Benefits advice	✓	Weekend opening	×
Training once in work	✓		

St Mary Abchurch House, 123 Cannon St
 London, EC4N 5AU
 T: 0845 458 9531
 F: 0845 465 1865
 E: j.mackey@rainmakers.info
 www.rainmakers.info

Contact: Jo Mackey

Ethnic minority outreach; ESOL/basic skills; construction skills training; recruitment agency; work with Afghan community; training; capacity building; conferences; seminars; inter-faith work.

Location: Cannon St office (above) and Asian Friendship Centre, 405 Katherine Rd, Newham

Train/Tube: AFC: East Ham

Bus Routes: 25

Opening times: Cannon St office: office hours (9 to 6)

AFC: Mon 10am + other days for classes

Recruitment: Unemployed people; minority ethnic groups; faith communities.

Eligibility conditions: Varied

Area serviced: Newham and wider London, national, international

Advice/assistance given

English Language	✓	Mentoring	✓
Literacy & Numeracy	✓	16 to 19 year olds	×
Social & Comm. Skills	✓	19+	✓
Basic IT Skills	×	Disabled access	×
Careers advice	✓	Childcare provision	✓
Skills training	✓	Travel assistance	✓
Work experience	✓	Interpreting & translation	×
Help looking for work	✓	Basic skills	✓
Job vacancies	✓	Evening opening	×
Benefits advice	×	Weekend opening	×
Training once in work	✓		

Families @ Canning Town

75

F

Families @ Canning Town

St Luke's Centre, Unit 3, 85 Tarling Rd, E16 1HN
T: 020 7366 6307
F: 020 7366 6371
E: anne.crisp@fwaprojects.org.uk
Fwa.org.uk

Contact: Anne Crisp

Family support, pre-employability support and training, signposting to volunteering, training and employment opportunities.

Location: Canning Town

Train/Tube: Canning Town station
(Jubilee, DLR, North London Line)

Bus Routes: 241 or 147

Opening times: Monday – Friday 9.00 a.m. – 5.00 p.m.

Recruitment: Phone for details

Eligibility conditions: Must live in south Canning Town, Custom House or Britannia Village

Area serviced: As above

Advice/assistance given (*not direct – we signpost people)

English Language	✓*	Mentoring	✓*
Literacy & Numeracy	✓*	16 to 19 year olds	✓*
Social & Comm. Skills	✓*	19+	✓*
Basic IT Skills	✓	Disabled access	×
Careers advice	✓	Childcare provision	✓
Skills training	✓	Travel assistance	×
Work experience	×	Interpreting & translation	✓*
Help looking for work	✓*	Basic skills	✓
Job vacancies	✓*	Evening opening	×
Benefits advice	✓*	Weekend opening	×
Training once in work	×		

Access to Jobs

First Call Training Force Ltd

F

First Call Training Force Ltd

St Luke's 85 Tarling Road, Canning Town
London, E16 1HN
T: 020 7366 6366
F: 020 7366 6367
E: suepowell@firstcall.newham.co.uk

Contact: Sue Powell

Employment facilitation. Job brokerage. Training brokerage. c.v.'s. Interview preparation. Job search. Application form completion. Career guidance.

Location: CanningTown

Train/Tube: Canning Town – Silverlink, Jubilee Line, DLR

Bus Routes: 147, 330, 69, 241, 474

Opening times: 9 a.m. to 5.00 p.m.

Recruitment: As required

Eligibility conditions: Community members appropriate skills

Area serviced: Newham

Advice/assistance given

English Language	X	Mentoring	✓
Literacy & Numeracy	X	16 to 19 year olds	✓
Social & Comm. Skills	X	19+	✓
Basic IT Skills	X	Disabled access	✓
Careers advice	✓	Childcare provision	X
Skills training	X	Travel assistance	X
Work experience	X	Interpreting & translation	X
Help looking for work	✓	Basic skills	X
Job vacancies	X	Evening opening	X
Benefits advice	✓	Weekend opening	X
Training once in work	✓		

Access to Jobs

Latimer Hall, Cleves Road, London, E6 1QF
 T: 020 8548 4676
 F: 020 8548 4110
 E: Matthew.porter@firstfruit.org.uk
 www.firstfruit.org.uk

Unskilled and part-skilled employment opportunities in textile, warehousing and construction industries with relevant training provided.

Contact: Matthew Porter

Location: Various in Newham

Train/Tube: Upton Park

Bus Routes: Barking Road 5, 15, 330, 58

Opening times: Mon – Fri 9.00 a.m. – 5.00 p.m.

Recruitment: Direct and by referral

Eligibility conditions: Wide but particularly homeless or long term unemployed

Area serviced: Newham

Advice/assistance given

English Language	×	Mentoring	✓
Literacy & Numeracy	×	16 to 19 year olds	×
Social & Comm. Skills	✓	19+	✓
Basic IT Skills	×	Disabled access	×
Careers advice	×	Childcare provision	×
Skills training	✓	Travel assistance	×
Work experience	✓	Interpreting & translation	×
Help looking for work	✓	Basic skills	×
Job vacancies	✓	Evening opening	×
Benefits advice	×	Weekend opening	×
Training once in work	✓		

Subject Areas

Art, Design and Fashion	✓	Construction & Built environment	✓
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First Line Supported Employment Agency



Room 48, Greenhill Centre, 464 High Street North
 Manor Park, London, E12 6QN
 T: 020 8911 8643
 F: 020 8911 8643
 E: Carlen.finn@newham.gov.uk

**Contact: Carlen Finn -
 Employment Opportunities Manager**

We are a supported employment agency for people with learning difficulties.

Location: Manor Park/East Ham

Train/Tube: Manor Park

Bus Routes: 25, 86, 104, 101

Opening times: Mon – Thu 9.00 a.m. – 5.00 p.m.

Recruitment: Fri 9.00 a.m. – 4.30 a.m.

Eligibility conditions: People with learning disabilities looking for employment

Area serviced: Newham

Advice/assistance given

English Language	×	Mentoring	×
Literacy & Numeracy	×	16 to 19 year olds	✓
Social & Comm. Skills	×	19+	✓
Basic IT Skills	×	Disabled access	✓
Careers advice	×	Childcare provision	×
Skills training	×	Travel assistance	✓
Work experience	✓	Interpreting & translation	×
Help looking for work	✓	Basic skills	×
Job vacancies	✓	Evening opening	×
Benefits advice	×	Weekend opening	×
Training once in work	✓		

Focus E15

Brimstone House, 10 Victoria Street
Stratford, London, E15 4NX
T: 020 8536 5090
F: 020 8536 5091
E: focuse15foyer@east-potential.org.uk

Contact: Louis Joseph

Employment, training for life skills for young people preparing for independent living.

Location: Stratford

Train/Tube: Stratford

Bus Routes: Depends on venues

Opening times: Mon – Fri 11.00 a.m. – 9.00 p.m.

Recruitment: Phone for details

Eligibility conditions: Young people aged 16 –25

Area serviced: Phone for details

Advice/assistance given

English Language	✓	16 to 19 year olds	✓
Literacy & Numeracy	✓	19+	✓
Social & Comm. Skills	✓	Disabled access	✓
Basic IT Skills	✓	Childcare provision	✗
Careers advice	✗	Travel assistance	✗
Skills training	✓	Interpreting & translation	✗
Work experience	✗	Basic skills	✗
Help looking for work	✓	Evening opening	✓
Job vacancies	✗	Weekend opening	✗
Benefits advice	✗		
Training once in work	✗		
Mentoring	✓		

Hartley Centre



267 Barking Road, London, E6 1LB
 T: 020 8472 0058
 F: 020 8471 3625
 E: Henrygaspard@hartleycentre.org.uk
 www.hartleycentre.org.uk

Contact: Henry Gaspard

Community and youth centres, some training courses provided at the centre through NEWCEYS. Telephone centre for information.

Location: East Ham

Train/Tube: Canning Town

Bus Routes: 147, 58, 5, 115, 285, 15

Opening times: Mon – Fri 9.00 a.m. – 12.30 p.m. & 1.30 p.m.

Recruitment: Contact Centre

Eligibility conditions: Telephone centre for information

Area serviced: Newham

Advice/assistance given

English Language	X	Mentoring	X
Literacy & Numeracy	X	16 to 19 year olds	✓
Social & Comm. Skills	X	19+	X
Basic IT Skills	✓	Disabled access	✓
Careers advice	✓	Childcare provision	X
Skills training	✓	Travel assistance	X
Work experience	X	Interpreting & translation	X
Help looking for work	X	Basic skills	X
Job vacancies	X	Adult Education	✓
Benefits advice	X	Evening opening	X
Training once in work	X	Weekend opening	X

17 Ward Road, Stratford, E15 2LB
T: 020 8555 4628
F: 020 8555 3525
E: Shahid.chowdhury@instantmuscle.org.uk
www.instant-muscle.com

Contact: Mr Shahid Chowdhury - District Manager

Provides basic IT training, CV preparation, training in interview techniques, and help with job applications.

Location: Stratford

Train/Tube: Stratford

Bus Routes: 25, 69, 141, 101

Opening times: Mon-Fri 10.00 a.m -12.30 p.m.
1.30 p.m.- 4.30 p.m.

Recruitment: Roll-on Roll-off

Eligibility conditions: Job Search Facilities open to anyone aged 18+ and unemployed. For some courses, must be aged 25+ and 6 months unemployed.

Area serviced: Phone for details

Advice/assistance given

English Language	×	Mentoring	×
Literacy & Numeracy	✓	16 to 19 year olds	×
Social & Comm. Skills	×	18+	✓
Basic IT Skills	✓	Disabled access	✓
Careers advice	×	Childcare provision	✓
Skills training	✓	Travel assistance	✓
Work experience	✓	Interpreting & translation	×
Help looking for work	✓	Basic skills	✓
Job vacancies	✓	Evening opening	×
Benefits advice	×	Weekend opening	×
Training once in work	✓		

INUF – Independent Newham Users Forum

27 Romford Road, Stratford, E15 4LJ
 T: 020 8534 2488
 F: 020 8522 1323
 E: Staff@inuf.org
 www.inuf.org

Contact: Sandra Daniel

Signposting service for mental health service users, providing activities, workshops, volunteer placements, basic IT training.

Location: Stratford

Train/Tube: Stratford

Bus Routes: 86, 25, 308

Opening times: Mon – Fri 9.00 a.m.– 5.00 p.m.

Recruitment: By appointment

Eligibility conditions: Self referral

Area serviced: Phone for details

Advice/assistance given

English Language	✓	Mentoring	✓
Literacy & Numeracy	✓	16 to 19 year olds	×
Social & Comm. Skills	✓	19+	✓
Basic IT Skills	✓	Disabled access	✓
Careers advice	✓	Childcare provision	×
Skills training	✓	Travel assistance	✓
Work experience	✓	Interpreting & translation	×
Help looking for work	✓	Basic skills	✓
Job vacancies	×	Evening opening	×
Benefits advice	×	Weekend opening	×
Training once in work	×		

Subject Areas

Art, Design & Fashion	✓	Sports and Leisure Science	✓
Computing and ICT	✓		

Abbey House, 361 Barking Road, London, E13 4EE
T: 020 7474 2222
F: 020 7473 5399
E: Ahmum@in-volve.org.uk
www.in-volve.org.uk

Contact: Mr Viv Ahmum

In-volve runs a number of agencies across the country, four of which are in Newham. Specialises in training and counselling with young people and adults who have problems with drug use.

Location: Borough Wide

Train/Tube: Plaistow, East Ham, Manor Park

Bus Routes: Contact for details

Opening times: Mon – Fri 10.00 a.m. – 5.30 p.m.

Plaistow service Tuesday evening 6.00 p.m. – 9.00 p.m.

Recruitment: Continuous

Eligibility conditions: Various – contact for details

Area serviced: Newham

Advice/assistance given

English Language	✓	Mentoring	✓
Literacy & Numeracy	✓	16 to 19 year olds	✓
Social & Comm. Skills	✓	19+	✓
Basic IT Skills	✓	Disabled access	✗
Careers advice	✓	Childcare provision	✗
Skills training	✗	Travel assistance	✓
Work experience	✓	Interpreting & translation	✗
Help looking for work	✗	Basic skills	✗
Job vacancies	✗	Evening opening	✓
Benefits advice	✓	Weekend opening	✓
Training once in work	✓		

Jobcentre Plus

J

Jobcentre Plus

In 2005 - 2006 City & East London will see the development of Jobcentre Plus sites. This new organisation will bring together the Employment Service and those parts of the Benefits Agency dealing with people of working age.

East Ham Jobcentre

1st Floor
Heron House, Heigham Road
London, E6 2JR
T: 020 8210 5600
F: 020 8210 5601

East Ham Jobcentre

473 Barking Road, East Ham
London, E6 2LL
T: 020 8210 5700
F: 020 8210 5701

Plaistow Jobcentre

3-9 Balaam Street, Plaistow
London, E13 8EB
T: 020 7506 4204
F: 020 7506 4201

Stratford Jobcentre

1 Tramway Avenue
Stratford, London, E15 4PN
T: 020 8918 5200
F: 020 8918 5300

Canning Town

Social Security Office

197 Freemasons Road
Canning Town, London
E16 3PG
T: 020 7599 8899
F: 020 7599 8898

Stratford Social Security Office Jubilee House

Farthingale Walk, Station
Street, London, E15 1AN
T: 020 8532 3000
F: 020 8532 3327

Plaistow Social Security Office

760 Barking Road
London, E13 9PH
T: 020 8210 2800
F: 020 8210 2801

Jobcentre Plus is a government agency that helps unemployed people back into work by providing advice and information about job opportunities. They also pay Jobseekers Allowance (Unemployment Benefit, Incapacity Benefit and Income Support). They concentrate on helping those on benefits and those disadvantaged in the labour market.

This service provides a range of advice and support to help people find the right job.

Advice/assistance given

English Languages	✓	16 to 19 years olds	✓
Literacy & Numeracy	✓	19+	✓
Social & Comm. Skills	×	Disabled access	✓
Basic IT Skills	✓	Childcare Provision	×
Careers advice	✓	Travel assistance	✓
Skills & Training	✓	Interpreting & Translating	×
Work Experience	×	Basic Skills	×
Help Looking for work	✓	Evening opening	×
Job Vacancies	✓	Weekend opening	×
Benefits & Training	✓		
Training once in work	×		

Jobcentre Plus

(Contact Team)



1 Tramway Avenue, Stratford, E15 4PN
 T: 020 8918 5282/ 07971 994915
 F: 020 8918 5274
 E: angel.joseph@jobcentreplus.gsi.gov.uk
 www.Jobcentreplus.gov.uk

Contact: Angel Joseph

Job Search facilities to help our hardest to reach customers find the right job. Help with transport fares to interviews and /or to work if currently registered unemployed. Advice on work benefits entitlement, supplying work clothing and/or specialised tools and equipment to secure a specific job for those who qualify.

Location: Over 30 outreach sites covering the borough of Newham.

Train/Tube: Stratford

Bus Routes: 86, 25

Opening times: Varies from sites but normally 9.00 a.m. – 5.00 p.m.

Recruitment: Phone for details

Eligibility conditions: 18-65

Area serviced: The Borough of Newham

Advice/assistance given

English Language	✓	Mentoring	×
Literacy & Numeracy	✓	16 to 19 year olds	×
Social & Comm. Skills	×	18+	✓
Basic IT Skills	✓	Disabled access	✓
Careers advice	✓	Childcare provision	×
Skills & training	✓	Travel assistance	✓
Work experience	×	Interpreting & translation	×
Help looking for work	✓	Basic skills	×
Job vacancies	✓	Evening opening	×
Benefits advice	✓	Weekend opening	×
Training once in work	×		

Newham General Hospital, E13 8SL
 T: 020 7363 9400
 F: 020 7363 9401
 E: Kate.smith@jobcentreplus.gsi.gov.uk

Contact: Kate Smith

Job brokerage for local people who want to work in Health and Social Care within the hospital environment. Offers help in completing application forms.

Location: Newham General Hospital

Train/Tube: Plaistow

Bus Routes: 262, 276, 376, 473, 300, 147

Opening times: Mon – Fri 9.00 a.m. – 4.30 p.m.

Recruitment: NHS

Eligibility conditions: None

Area serviced: Newham and surrounding areas

Advice/assistance given

English Language	×	Mentoring	×
Literacy & Numeracy	×	16 to 19 year olds	×
Social & Comm. Skills	×	19+	✓
Basic IT Skills	×	Disabled access	✓
Careers advice	✓	Childcare provision	×
Skills training	×	Travel assistance	×
Work experience	×	Interpreting & translation	×
Help looking for work	✓	Basic skills	×
Job vacancies	✓	Evening opening	×
Benefits advice	×	Weekend opening	×
Training once in work	×		

Subject Areas

Caring	✓	Catering	✓
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Joe's Community Sewing Project



1D Sebert Road, Forest Gate, London E7 0NG
 T: 020 8555 0133
 F: 020 8555 0133
 E: jsp_sewing@yahoo.com
 www.jcsp.org.uk

Contact: Djoel Senga

The centre is approved by City and Guilds to provide training in clothing and knitting (including freehand cutting). Fashion, Design, Pattern, Cutting, Alteration and Garments made to measure, leading to National Vocational Qualification (NVQ) Level 1&2. JCSP also teach English as a second language to new arrivals in the U.K.

Location: Forest Gate

Train/Tube: Forest Gate, Stratford, Upton Park, Maryland

Bus Routes: 330, 325, 86, 25, 58, 308

Opening times: Mon – Fri 9.30 a.m. – 5.30 p.m.

Recruitment: 16 – 60 year old

Eligibility conditions: Unemployed people,
 Refugees and asylum seekers

Area serviced: Newham wide

Advice/assistance given

English Language	✓	16 to 19 year olds	✓
Literacy & Numeracy	×	19+	✓
Social & Comm. Skills	×	Disabled access	✓
Basic IT Skills	×	Childcare provision	×
Careers advice	×	Travel assistance	×
Skills training	✓	Interpreting & translation	×
Work experience	✓	Basic skills	✓
Help looking for work	×	Evening opening	✓
Job vacancies	×	Weekend opening	✓
Benefits advice	×		
Training once in work	✓		
Mentoring	×		

Subject Areas

Access to Higher Education	✓	Teaching and Training	✓
Art, Fashion & Design	✓		

Royal Docks Campus, Gate 14, Albert Basin
South Woolwich Manor Way, E16 2QY
T: 020 8257 4100
F: 020 8257 4101
gary.bernard@jlaingtraining.co.uk
www.jlaingtraining.co.uk

Contact: Gary Bernard

Construction training and assessment for all ages with additional support for those who require it.

Location: In Royal Docks

Train/Tube: Gallions Reach DLR (10 minute walk)

Bus Routes: 101

Opening times: Mon – Fri 8.30 a.m. – 7.00 p.m.

Recruitment: Call us, we will assess and confirm a place

Eligibility conditions: Subject to funding, but we will check this when you contact us. We plan never to turn anyone away

Area serviced: London Region

Advice/assistance given

English Language	✓	16 to 19 year olds	✓
Literacy & Numeracy	✓	19+	✓
Social & Comm. Skills	✓	Disabled access	✗
Basic IT Skills	✓	Childcare provision	✓
Careers advice	✓	Travel assistance	✓
Skills training	✓	Interpreting & translation	✗
Work experience	✓	Basic skills	✓
Help looking for work	✓	Evening opening	✗
Job vacancies	✓	Weekend opening	✗
Benefits advice	✓		
Training once in work	✓		
Mentoring	✓		

Subject Areas

Computing & ICT	✓	Construction & Built Environment	✓
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KAFC

(Knowledge and Fun centre)

K

389 Barking Road, E13 8EQ

T: 020 7474 0100

F: 020 7474 0130

Kafct@yahoo.com

Contact: Biruk Hailu

Computer training for beginners and intermediates.

Location: Plaistow

Train/Tube: Canning Town, Plaistow, East Ham

Bus Routes: 115, 5, 330

Opening times: Mon – Fri

10.00 a.m. – 12.00 p.m.

2.00 p.m. – 4.30 p.m.

6.00 p.m. – 8.30 p.m.

Recruitment: Over 16+

Eligibility conditions: Employed or Unemployed

Area serviced: Newham Borough

Advice/assistance given

English Language	×	Mentoring	×
Literacy & Numeracy	×	16 to 19 year olds	✓
Social & Comm. Skills	×	19+	✓
Basic IT Skills	✓	Disabled access	×
Careers advice	×	Childcare provision	×
Skills training	×	Travel assistance	×
Work experience	×	Interpreting & translation	×
Help looking for work	×	Basic skills	×
Job vacancies	×	Evening opening	✓
Benefits advice	×	Weekend opening	✓
Training once in work	×		

Subject Areas

Computer & ICT	✓
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121 Woodgrange Road, Forest Gate, E7 OEP
 T: 0208 250 7265
 F: 0208 555 8844
 info@kwaza.org.uk
 www.kwanza.org.uk

Contact: Jacinto Da Silva

Support to the Portuguese community - translation, applying for benefits, immigration and help in looking for work.

Location: Forest Gate

Train/Tube: Forest Gate Station

Bus Routes: 58, 308, 330

Opening times: 10 a.m. – 3.00.p.m. Mon – Fri

Recruitment: Phone for details

Eligibility conditions: Phone for details

Area serviced: Phone for details

Advice/assistance given

English Language	×	Mentoring	✓
Literacy & Numeracy	×	16 to 19 year olds	×
Social & Comm. Skills	×	19+	✓
Basic IT Skills	×	Disabled access	×
Careers advice	×	Childcare provision	×
Skills training	×	Travel assistance	✓
Work experience	×	Interpreting & translation	✓
Help looking for work	✓	Basic skills	×
Job vacancies	×	Evening opening	×
Benefits advice	✓	Weekend opening	×
Training once in work	×		

Subject Areas

Languages	✓
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Landmark Training



43 West Ham Lane, Stratford, London, E15 4PH
 T: 020 8221 0500
 F: 020 8221 1155
 danutahassan@landmarktraining.org.uk

Contact: Danuta Hassan

Provides an integrated programme of Training, Education, Work Experience and Personal and Social Development to people under the age of 25.

Location: Stratford

Train/Tube: Stratford

Bus Routes: 69, 241, 276, 104, 238, 25, 86, 262, 473

Opening times: Mon – Fri 9.00am – 4.30 p.m.

(Also have permission to open Mon – Fri 9.00 a.m.- 9.00 p.m. and Sat 10.00 a.m. –2.00 p.m.)

Recruitment: Roll-on Roll-off

Eligibility conditions: For NVQ Levels 1&2, endorsement of Special Needs by Careers Office. For NVQ 2&3 clients need to be employed. Entry to employment recruitment onto the programme is by referral from Careers Office Personal Adviser.

Area serviced: Phone for details

Advice/assistance given

English Language	✓	16 to 19 year olds	✓
Literacy & Numeracy	✓	19+	✓
Social & Comm. Skills	×	Disabled access	✓
Basic IT Skills	✓	Childcare provision	✓
Careers advice	✓	Travel assistance	✓
Skills training	✓	Interpreting & translation	✓
Work experience	✓	Basic skills	✓
Help looking for work	✓	Evening opening	✓
Job vacancies	×	Weekend opening	✓
Benefits advice	×		
Training once in work	✓		
Mentoring	✓		

LDC and Docklands Recruitment Centre @ ExCeL

Warehouse K Excel Exhibition Centre
Royal Victoria Dock Road, E16 1XL
T: 020 7069 4280
F: 020 7069 4281
info@newham.gov.uk

Contact: Karen Bachmann

The centre provides first-class training and job brokerage services to meet employers needs and enable local people to access opportunities in growth sectors of the economy including construction, event management, hospitality and exhibition sectors.

Location: Custom House/Silvertown

Train/Tube: Canning Town, Custom House Silver link or DLR

Bus Routes: 147, 325, 241, 69

Opening times: 9.00 a.m. – 5.00 p.m. Monday to Friday
(may be subject to change)

Recruitment: Partnered with Docklands Recruitment

Eligibility conditions: Newham Residents
(may be available to wider – phone for details)

Area serviced: Newham
(may be available to wider – phone for details)

Advice/assistance given

English Language	×	Mentoring	×
Literacy & Numeracy	×	16 to 19 year olds	✓
Social & Comm. Skills	×	19+	✓
Basic IT Skills	×	Disabled access	✓
Careers advice	×	Childcare provision	×
Skills training	×	Travel assistance	×
Work experience	×	Interpreting & translation	×
Help looking for work	×	Basic skills	×
Job vacancies	×	Evening opening	×
Benefits advice	×	Weekend opening	×
Training once in work	×		

Subject Areas

Hospitality	✓	Construction (CSCS)	✓
Events and Exhibitions	✓	IT	✓
Business Management	✓	Customer Services	✓
Retail	✓		

LETS Ltd

(Local Employment Training Solutions)

New Century House, St Luke's Sq, Canning Town
 London, E16 1HT
 T: 020 7540 4560
 F: 020 7473 5379
 E: info@lets-ltd.org
 www.lets-ltd.org

Martin Byrne

LETS offer a variety of fixed and bespoke training courses, which can be tailored to both individual and or company needs. We provide training courses in LGV 'C' Licence (HGV Class 2) & PCV (Minibus) Driving, Forklift Truck. Call-handling/office skills(in conjunction with Local Staff Hire), and refer people for training in Construction Plant operations.

Location: Canning Town

Train/Tube: Canning Town

Bus Routes: 69, 241

Opening times: Mon – Fri 8.00a.m. – 4.00 p.m.
 (courses on Sat/Sun by arrangement)

Recruitment: Phone for details

Eligibility conditions: Phone for details

Area serviced: Newham wide

Advice/assistance given

English Language	×	16 to 19 year olds	✓
Literacy & Numeracy	×	19+	✓
Social & Comm. Skills	×	Disabled access	×
Basic IT Skills	×	Childcare provision	×
Careers advice	✓	Travel assistance	×
Skills training	×	Interpreting & translation	×
Work experience	✓	Basic skills	×
Help looking for work	×	Evening opening	×
Job vacancies	×	Weekend opening	✓
Benefits advice	×		
Training once in work	✓		
Mentoring	×		

53-55 The Broadway, Stratford, London, E15 4BQ
T: 020 8221 1066
F: 020 8221 1077
E: info@localstaffhire.co.uk
www.localstaffhire.co.uk

Recruitment Consultants

An employment agency recruiting local staff for a wide variety of employers (mostly public/voluntary sector). Helping people seeking jobs in building and building maintenance, administration, catering, caretaking and driving.

Location: Stratford

Train/Tube: Stratford

Bus Routes: All routes passing through Stratford

Opening times: Mon–Fri 9.00 a.m. – 5.30 p.m.

Recruitment: Phone for details

Eligibility conditions: Phone for details

Area serviced: Newham

Advice/assistance given

English Language	X	16 to 19 year olds	X
Literacy & Numeracy	X	19+	✓
Social & Comm. Skills	X	Disabled access	X
Basic IT Skills	X	Childcare provision	X
Careers advice	✓	Travel assistance	X
Skills training	X	Interpreting & translation	X
Work experience	X	Basic skills	X
Help looking for work	✓	Evening opening	X
Job vacancies	✓	Weekend opening	X
Benefits advice	X		
Training once in work	X		
Mentoring	X		

London Borough of Newham

Human Resources



328 Barking Road, East Ham, London, E6 2RP
T: 020 8430 3393
F: 020 8430 3450
E: Desmond.mills@newham.gov.uk
www.newham.gov.uk

Contact: Desmond Mills

Corporate Recruitment – Information about all council vacancies on www.newham.gov.uk/jobs also Youth Employment Scheme – 2 year apprenticeship Offering work experience and an NVQ qualification.

Location: East Ham

Train/Tube: East Ham

Bus Routes: 5, 238, 300, 325, 15, 115, 58, 104, 330, 376

Opening times: Mon – Fri 9.00 a.m. – 5.00 p.m.

Recruitment: Open, Positive about disabled people.

Eligibility conditions: Refer to specific person specification

Area serviced: Whole of Borough.

Suite b, 1-3 Kempton Road, East Ham, London, E6 2LD
T: 020 8470 9876
F: 020 8470 5444
E: Admin@loa.org.uk
www.loa.org.uk

Contact: Sarawathi Namasivayam

Provides a range that includes basic skills to professional courses anyone who wants to learn.

Location: East Ham

Train/Tube: East Ham

Bus Routes: 101, 147, 238, 104, 300, 325

Opening times: Mon – Fri 9.30 a.m. – 5.00 p.m.

Recruitment: Continuous

Eligibility conditions: Phone for details

Area serviced: Open to everyone throughout the Borough of London

Advice/assistance given

English Language	✓	16 to 19 year olds	✓
Literacy & Numeracy	✓	19+	✓
Social & Comm. Skills	✓	Disabled access	✗
Basic IT Skills	✓	Childcare provision	✓
Careers advice	✓	Travel assistance	✓
Skills training	✓	Interpreting & translation	✓
Work experience	✓	Basic skills	✓
Help looking for work	✓	Evening opening	✓
Job vacancies	✓	Weekend opening	✗
Benefits advice	✗		
Training once in work	✓		
Mentoring	✓		

Subject Areas

Access to Higher Education	✓	Computing and ICT	✓
Accountancy Book- Keeping	✓	Languages	✓
Art, Design Fashion	✓	Teaching & Training	✓

London Tamil Sangam



Tamil Community and Community and Education Centre
 369 High Street North London, Manor Park, E12 6PG
 T: 020 8471 7672
 F: 020 8470 1013
 E: Malathy.muthu@itsuk.org
 www.itsuk.org

Contact: Malathy Muthu

Variety of services including advice on welfare benefits, IT classes, Tamil & English Library, ESOL, Tamil Languages school, elders luncheon club and forum, after school club, mental health sessions, yoga and meditation classes plus many more (contact for details).

Location: Manor Park

Train/Tube: East Ham, Manor Park

Bus Routes: 101, 104

Opening times: Mon – Fri 10.00 a.m. – 7.00 p.m.

Sat – Sun 10.00 a.m. – 5.30 p.m.

Recruitment: Contact for details, will be advertised in the Jobcentre

Eligibility conditions: All people from an ethnic minority in Newham and Tamil speaking community

Area serviced: Newham

Advice/assistance given

English Language	✓	Mentoring	✓
Literacy & Numeracy	✓	16 to 19 year olds	✓
Social & Comm. Skills	✗	19+	✓
Basic IT Skills	✓	Disabled access	✓
Careers advice	✓	Childcare provision	✗
Skills training	✓	Travel assistance	✓
Work experience	✓	Interpreting & translation	✓
Help looking for work	✓	Basic skills	✓
Job vacancies	✓	Evening opening	✓
Benefits advice	✓	Weekend opening	✓
Training once in work	✓		

Subject Areas

A Levels	✓	Hair, Beauty & Fitness	✓
Access to Higher education	✓	Languages	✓
Art, Design & Fashion	✓	Performance Media	✓
Computing & ICT	✓	Sports & Leisure Science	✓
G.C.S.E	✓		

Management Training and Education Centre

1st Floor, 21-23 Woodgrange Road, Forest Gate
 London, E7 8BA
 T: 020 8522 1565
 F: 020 8555 7123
 E: Info@isbm.org.uk
 www.isbm.org.uk

Contact Charles Omorodion – Project Manager

A charity that provides training in Book Keeping, Accounting, Customer Services, Administration, Computerised Accounts, Payroll, Legal Secretary, and Small Business Financial Management.

Location: Stratford

Train/Tube: Forest Gate and Stratford

Bus Routes: 25, 58, 69, 86, 214, 262, 308, 330

Opening times: Mon–Fri 9.30 a.m. – 5.00 p.m.
and 6.00 p.m. – 9.00 p.m.

Recruitment: Roll-on Roll-off

Eligibility conditions: Must be 16 years or over, unemployed claiming JSA or income support, single parents, refugee or SME employees

Area serviced: East London

Advice/assistance given

English Language	×	Mentoring	×
Literacy & Numeracy	×	16 to 19 year olds	✓
Social & Comm. Skills	✓	19+	✓
Basic IT Skills	×	Disabled access	×
Careers advice	✓	Childcare provision	✓
Skills training	✓	Travel assistance	✓
Work experience	✓	Interpreting & translation	×
Help looking for work	✓	Basic skills	✓
Job vacancies	×	Evening opening	✓
Benefits advice	×	Weekend opening	×
Training once in work	✓		

Subject Areas

Accountancy/ Book Keeping	✓	Computing & ICT	✓
Business Mgmt & secretarial	✓		

NewCEYS North Area

(Newham Community Education and Youth Service)

1 Woodford Road, Forest Gate, London, E7 ODH
 T: 020 8221 3750
 F: 020 8519 6713
 E: Barbaraholden@newham.gov.uk

Contact: Barbara Holden-Area Manager

P/T ADULT EDUCATION at variety of sites in E7 and E12.
YOUTH DELIVERY- centres/detached in some neighbourhoods.(Y.P.-11 TO 19 yrs).

Location: Forest Gate

Train/Tube: Forest Gate Train

Bus Routes: 58, 330

Opening times: Mon – Fri 9.00 a.m. – 9.00 p.m.
 Sat 9.00 a.m. – 1.00 p.m.

Recruitment: London Borough of Newham

Eligibility conditions: 19+

Area serviced: E7 and E12

Advice/assistance given

English Language	✓	Mentoring	✗
Literacy & Numeracy	✓	16 to 19 year olds	✗
Social & Comm. Skills	✗	19+	✓
Basic IT Skills	✓	Disabled access	✓
Careers advice	✗	Childcare provision	✓
Skills training	✓	Travel assistance	✗
Work experience	✗	Interpreting & translation	✗
Help looking for work	✗	Basic skills	✓
Job vacancies	✗	Evening opening	✓
Benefits advice	✗	Weekend opening	✓
Training once in work	✗		

Subject Areas

Accountancy/ Book Keeping	✓	Hair Beauty & Fitness	✓
Art, Fashion & Design	✓	Performance & Media	✓
Caring	✓	Sports & Leisure Science	✓
Computing & ICT	✓	Teaching & Training	✓
G.C.S.E	✓		

NEWCO Employment & Training

Bridge Road Depot, Post Code, E15 3LX
 T: 020 8534 1497
 F: 020 8555 3927
 E: Marion.summers@newham.gov.uk

Contact Marion Summers

Training for disabled people in vocational subjects.

Location: Stratford

Train/Tube: Stratford Station/ Bus

Bus Routes: 86, 25, 96

Opening times: Mon – Thur 8.00 a.m. – 4.45 p.m.

Fri – 8.00 a.m. – 4.15 p.m.

Recruitment: Phone for details

Eligibility conditions: Disabled

Area serviced: Newham

Advice/assistance given

English Language	×	16 to 19 year olds	×
Literacy & Numeracy	×	19+	✓
Social & Comm. Skills	×	Disabled access	✓
Basic IT Skills	×	Childcare provision	×
Careers advice	✓	Travel assistance	×
Skills training	✓	Interpreting & translation	✓
Work experience	✓	Basic skills	✓
Help looking for work	✓	Evening opening	×
Job vacancies	×	Weekend opening	×
Benefits advice	×		
Training once in work	✓		
Mentoring	✓		

Subject Areas

Computing & ICT	✓	Retail	✓
Construction & Built Environment	✓		

The Newham Action Team: Reed in Partnership

N

212 Plaistow Road, Plaistow, London, E13 0AL
 T: 020 8548 2080
 F: 020 8471 8852
 E: Banti.singh@reed.co.uk
 www.reedinpartnership.co.uk

Contact Banti Singh

The Action Team assists unemployed Newham residents find and sustain employment. Each registrant is allocated a dedicated Personal Adviser. Please call for more information.

Location: Plaistow (near the Underground Station)

Train/Tube: District and Hammersmith

Bus Routes: 473, 241, 262, 69

Opening times: 8.30 a.m. to 5:30 p.m. Monday to Friday

Recruitment: Unemployed, Newham Residents, other conditions.

Eligibility conditions: Phone for details

Area serviced: Newham

Advice/assistance given

English Language	×	16 to 19 year olds	✓
Literacy & Numeracy	×	19+	✓
Social & Comm. Skills	✓	Disabled access	✓
Basic IT Skills	✓	Childcare provision	×
Careers advice	✓	Travel assistance	✓
Skills training	×	Interpreting & translation	×
Work experience	✓	Basic skills	×
Help looking for work	✓	Evening opening	×
Job vacancies	✓	Weekend opening	×
Benefits advice	✓	Support once in work	✓
Training once in work	×	Signposting, additional support	✓
Mentoring	×		

Newham Asian Women's Project (NAWP)

661 Barking Road, Plaistow, E13 9EX
T: 020 8472 0528
F: 020 8503 5673
E: Info@nawp.org

Contact: Fatima Seedat – Training and Development

Providing advice and guidance and support into employment; accredited childcare courses (inc. effective parenting skills, teacher's assistant, NVQ); accredited courses (inc. ESOL, CLAIT) and other courses (inc. yoga, Asian dressmaking, Indian head message) – contact for more details.

Location: Barking Road

Train/Tube: Upton Park, Plaistow

Bus Routes: 330, 58, 104, 5, 15, 15b, 276

Opening times: Mon - Fri 9.30 a.m. – 5.30 p.m.

Recruitment: Continuous

Eligibility conditions: Asian women /

Black minority ethnic women

Area serviced: Newham wide

Advice/assistance given

English Language	✓	Mentoring	✓
Literacy & Numeracy	✓	16 to 19 year olds	✓
Social & Comm. Skills	×	19+	✓
Basic IT Skills	✓	Disabled access	×
Careers advice	✓	Childcare provision	×
Skills training	✓	Travel assistance	×
Work experience	✓	Interpreting & translation	✓
Help looking for work	✓	Basic skills	×
Job vacancies	✓	Evening opening	×
Benefits advice	×	Weekend opening	×
Training once in work	×		

Subject Areas

Computing & ICT	✓
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Newham Bengali Community Trust

N

Newham Bengali Community Trust

Unit 3-4, 2 Barking Road, London, E6 3BP
 T: 020 8552 9777
 F: 020 8548 1096

Contact: Mr Azad Choudhury

Provides advice and information regarding benefits, employment, housing, immigration, education and health.

Location: East Ham

Train/Tube: Upton Park

Bus Routes: 5, 147, 58, 115, 104, 300, 376

Opening times: Mon – Fri 9.30 a.m. – 5.00 p.m.

Recruitment: Ad hoc/ Drop-in

Eligibility conditions: None

Area serviced: Newham

Advice/assistance given

English Language	×	Mentoring	×
Literacy & Numeracy	✓	16 to 19 year olds	✓
Social & Comm. Skills	×	19+	✓
Basic IT Skills	×	Disabled access	✓
Careers advice	✓	Childcare provision	×
Skills training	✓	Travel assistance	×
Work experience	×	Interpreting & translation	✓
Help looking for work	×	Basic skills	×
Job vacancies	×	Evening opening	×
Benefits advice	×	Weekend opening	×
Training once in work	✓		

Access to Jobs

Newham Chinese Association

24 Boundary Road, London, E13 9PR
 T: 020 8471 8007
 F: 020 8548 4000

Contact: Mrs Ho

Provides a comprehensive range of services: advisory work, advocacy project, Luncheon club, English Classes, Women's Group, Chinese Opera Group, library services trips and activities.

Location: West Ham & Plaistow

Train/Tube: Upton Park

Bus Routes: Contact for details

Opening times: Mon – Fri 10.00 a.m. – 4.00 p.m.

Recruitment: Contact for details

Eligibility conditions: Contact for details

Area serviced: Newham

Advice/assistance given

English Language	✓	Training once in work	×
Literacy & Numeracy	×	Mentoring	×
Social & Comm. Skills	×	16 to 19 year olds	✓
Basic IT Skills	×	19+	✓
Careers advice	✓	Disabled access	✓
Skills training	✓	Childcare provision	×
Work experience	✓	Travel assistance	×
Help looking for work	×	Interpreting & translation	✓
Job vacancies	✓	Evening opening	×
Benefits advice	✓	Weekend opening	×

Newham Docklands Motorcycle Project

N

Newham Docklands Motorcycle Project

NCFE, Basin South Woolwich Manor Way, E16 2QY
 T: 020 7473 4434
 F: 020 8257 4101
 E: Docklandsndmp@hotmail.com
 www.ndmp.org.uk

Contact: Sarah Lloyd

NDMP provides training in the motorcycle mechanics and maintenance and Moto-X track for young people from Newham, the surrounding boroughs and people across the Southeast.

Location: North Woolwich/ Silvertown

Train/Tube: Gallions Reach and North Woolwich

Bus Routes: 101

Opening times: Mon – Fri 9.30 a.m. – 4.30 p.m.

Recruitment: Continuous

Eligibility conditions: Local residents receive subsidised places

Advice/assistance given

English Language	×	Mentoring	×
Literacy & Numeracy	×	16 to 19 year olds	✓
Social & Comm. Skills	✓	19+	×
Basic IT Skills	×	Disabled access	×
Careers advice	×	Childcare provision	×
Skills training	✓	Travel assistance	×
Work experience	✓	Interpreting & translation	×
Help looking for work	×	Basic skills	×
Job vacancies	×	Evening opening	×
Benefits advice	×	Weekend opening	✓
Training once in work	×		

Access to Jobs

Newham Education Business Partnership (NEBP) – Mentoring

Warton House, 150 High Street, Stratford, E15 2NE
 T: 020 8430 7964
 F: 020 8530 5252
 E: andy.bull@newham.gov.uk
 www.nebp.org.uk

Contact: Andy Bull

A wide range of mentoring programmes linking our community and schools with city companies. Programmes include: vocational mentoring; tele-mentoring (via email); university links; peer-mentoring/ mediation.

Location: Stratford

Train/Tube: Stratford Bus station

Bus Routes: 96, 25, 86

Opening times: Mon- Fri 9.00 a.m. - 5.00 p.m.

Recruitment: Contact for details

Eligibility conditions: Mainly young people aged 14-19

Area serviced: Phone for details

Advice/assistance given

English Language	×	Mentoring	✓
Literacy & Numeracy	×	16 to 19 year olds	✓
Social & Comm. Skills	×	19+	×
Basic IT Skills	×	Disabled access	×
Careers advice	×	Childcare provision	×
Skills training	×	Travel assistance	✓
Work experience	×	Interpreting & translation	×
Help looking for work	×	Basic skills	✓
Job vacancies	×	Evening opening	×
Benefits advice	×	Weekend opening	×
Training once in work	×		

Newham Sixth Form College (NewVIC)

N

Newham Sixth Form College (NewVIC)

379-381 High Street, E15 4QZ

T: 020 7540 0680

F: 020 7540 0699

E: Fhollis@newvic.ac.uk

www.newvic.ac.uk

Contact: Freda Hollis

Apprenticeships in Customer Service and IT; entry to Employment; Teacher Training; A&V awards; range of IT courses from beginners to advanced; courses for employees.

Location: 379 – 381 High Street, Stratford

Train/Tube: Central, Docklands, Jubilee, Silverlink, British Rail

Bus Routes: 25, 86, 104, 158, 108, 241, 257, 262, 473, D8

Opening times: Mon – Fri 9.30 a.m. – 9.00 p.m.

Recruitment: Throughout the year depending on course

Eligibility conditions: Learning and Skills Council criteria

Area serviced: East London

Advice/assistance given

English Language	✓	Mentoring	✗
Literacy & Numeracy	✓	16 to 19 year olds	✓
Social & Comm. Skills	✓	19+	✓
Basic IT Skills	✓	Disabled access	✓
Careers advice	✗	Childcare provision	✓
Skills training	✓	Travel assistance	✓
Work experience	✓	Interpreting & translation	✗
Help looking for work	✗	Basic skills	✓
Job vacancies	✗	Business Start-Advice	✓
Benefits advice	✗	Evening opening	✓
Training once in work	✓	Weekend opening	✓

Subject Areas

Business Mgmt & Secretarial	✓	Teaching and Training	✓
Computing & Built Construction	✓		

NEWTEC – Advice and Guidance

East London Childcare Institute
1 Mark Street, Stratford, London, E15 4GY

T: 020 8519 5843

F: 020 8519 9704

E: lorna.logan@newtec.ac.uk

www.newtec.ac.uk

Contact: Lorna Logan

Confidential and impartial information, advice and guidance on a one to one appointment basis. There is also a drop-in Job Club once a week.

Location: Stratford

Train/Tube: Central & Jubilee Lines and Silver link and Network South East

Bus Routes: 25 (Oxford Circus, Bank, Ilford), 86 (Stratford, Forest Gate, Romford Station), 262 (Stratford, Plaistow, Beckton), 104 (Stratford, London City Airport, Woolwich), 238 (Stratford, East Ham, Barking), 241 (Stratford, Plaistow, Canning Town)

Opening times: Appointments: Tues, Wed & Fri 10 a.m.– 4 p.m.
Job Club: Thurs 1.30 p.m. – 6.00 p.m.

Recruitment: Phone for details

Eligibility conditions: NEWTEC students and all refugee women

Area serviced: All areas

Advice/assistance given

English Language	×	Mentoring	×
Literacy & Numeracy	✓	16 to 19 year olds	✓
Social & Comm. Skills	✓	19+	✓
Basic IT Skills	×	Disabled access	✓
Careers advice	✓	Childcare provision	✓
Skills training	✓	Travel assistance	✓
Work experience	✓	Interpreting & translation	✓
Help looking for work	✓	Basic skills	✓
Job vacancies	✓	Evening opening	×
Benefits advice	✓	Weekend opening	×
Training once in work	×		

NEWTEC – Training

N

NEWTEC

22 Deanery Road, Stratford, London, E15 4LP
 T: 020 8519 5843
 F: 020 8519 9704
 E: Enq@netec.ac.uk
 www.newtec.ac.uk

Contact: Pat Edwards

Provides quality technology training in East London plus a wide range of childcare courses through the East London Childcare Institute. NEWTEC training packages are designed to provide the support services which many adults need to enter and compete in the labour market.

Location: Stratford

Train/Tube: Stratford

Bus Routes: 25, 86, 308

Opening times: Mon – Thur 8.00 a.m. - 9.00 p.m.

Fri – 8.00 a.m. – 6.00 .p.m.

Recruitment: Set times (December/ March/June/
July/ August)

Eligibility conditions: Over 19 year olds, in receipt of a means tested benefit, plus other conditions depending on courses.

Advice/assistance given

English Language	×	Mentoring	×
Literacy & Numeracy	✓	16 to 19 year olds	×
Social & Comm. Skills	✓	19+	✓
Basic IT Skills	✓	Disabled access	✓
Careers advice	✓	Childcare provision	✓
Skills training	✓	Travel assistance	✓
Work experience	✓	Interpreting & translation	×
Help looking for work	✓	Basic skills	×
Job vacancies	×	Evening opening	✓
Benefits advice	×	Weekend opening	✓
Training once in work	✓		

Newham Volunteers Project

292 Barking Rd, E6 3BA
 T: 020 8430 3914 Ext 21222
 F: 020 8430 3921
 E: Julie.creffield@newham.gov.uk

Contact: Julie Creffield

We offer a range of training and opportunities for volunteers. Currently providing volunteer Inductions, basic I.T and Team Leader training. In the future we hope to offer Health & Safety, Working with Young People, Food Hygiene and other training that volunteers require to carry out their duties.

Location: Training is delivered at Various locations around the borough, volunteer opportunities are London-Wide.

Train/Tube: East Ham

Bus Routes: 104, 101, 147, 58, 115

Opening times: 9.00 a.m. – 5.00 p.m.

Recruitment: Via Application Form

Eligibility conditions: Phone for details

Area serviced: Phone for details

Advice/assistance given

English Language	×	Mentoring	×
Literacy & Numeracy	×	16 to 19 year olds	×
Social & Comm. Skills	×	19+	✓
Basic IT Skills	×	Disabled access	×
Careers advice	×	Childcare provision	×
Skills training	×	Travel assistance	✓
Work experience	✓	Interpreting & translation	×
Help looking for work	×	Basic skills	×
Job vacancies	×	Evening opening	×
Benefits advice	×	Weekend opening	×
Training once in work	×		

New World Technology Centre

N

New World Technology Centre

26 Lathom Road, E6 2DU
 T: 020 8472 5558
 F: 020 8472 5577
 E: Newworldtech@btconnect.com

Contact: Mrs Ashietu Busari

**Training Courses in Information Technology including
 ECDL, NVQ 1&2, Retail Operations and Customer Service
 NVQ 1&3, Payroll Accounting and Sage.**

Location: East Ham.

Train/Tube: East Ham

Bus Routes: 101, 147, 238, 104, 300, 325

Opening times: Mon-Fri 9.30 a.m. – 5.00 p.m. and
 6.00 p.m. - 9.00 p.m. Sat – Sun 11.00 a.m. – 12.00 p.m.

Recruitment: Roll-on Roll-off

Eligibility conditions: Phone for details

Area serviced: Phone for details

Advice/assistance given

English Language	✓	Training once in work	✓
Literacy & Numeracy	✓	Mentoring	×
Social & Comm. Skills	×	16 to 19 year olds	✓
Basic IT Skills	✓	19+	✓
Careers advice	✓	Disabled access	✓
Skills training	✓	Childcare provision	✓
Work experience	✓	Travel assistance	✓
Help looking for work	✓	Interpreting & translation	✓
Job vacancies	×	Evening opening	✓
Benefits advice	✓	Weekend opening	✓

Access to Jobs

OMEGA Community Living (Mental Health)

19 Randolph Approach, Custom House, London, E16 3HU
 T: 020 7476 7876 / 07817 641 315
 E: Gloria@omegacommunityliving.co.uk
 www.omegacommunityliving.co.uk

Contact: Gloria Awosika

Provide ICT and employment training for BME's with mental health needs. Provide Literacy & Numeracy and ESOL and basic work skills.

Location: Custom House

Train/Tube: DLR Prince Regent Lane

Bus Routes: 147/300/473

Opening times: 10.00 a.m. – 5.00 p.m.

Recruitment: Yes

Eligibility conditions: Self referral, referrals from CMAT's GP. Day opps

Area serviced: Newham wide

Advice/assistance given

English Language	×	Mentoring	✓
Literacy & Numeracy	✓	16 to 19 year olds	✓
Social & Comm. Skills	✓	19+	✓
Basic IT Skills	✓	Disabled access	×
Careers advice	✓	Childcare provision	×
Skills training	✓	Travel assistance	×
Work experience	✓	Interpreting & translation	×
Help looking for work	✓	Basic skills	✓
Job vacancies	✓	Evening opening	×
Benefits advice	×	Weekend opening	×
Training once in work	×		

Subject Areas

Computing and ICT	✓
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Hallsville Road Depot, Hallsville Road, Canning Town, E16 1EE
 T: 020 7476 6361
 F: 020 7476 6461
 E: Pitsop.london@btconnect.com
 www.pitstop-london.co.uk

Contact: Steve Dalton

Motor vehicle training and assessment up to NVQ Level 2 in vehicle maintenance and vehicle fitting.

Location: Canning Town & Custom House

Train/Tube: Canning Town

Bus Routes: 147

Opening times: Mon – Fri 9.00 a.m. – 5.30 p.m.

Recruitment: By Appointment

Eligibility conditions: Phone for details

Area serviced: Phone for details

Advice/assistance given

English Language	×	Mentoring	×
Literacy & Numeracy	×	16 to 19 year olds	✓
Social & Comm. Skills	×	19+	✓
Basic IT Skills	×	Disabled access	✓
Careers advice	×	Childcare provision	×
Skills training	✓	Travel assistance	×
Work experience	×	Interpreting & translation	×
Help looking for work	×	Basic skills	×
Job vacancies	×	Evening opening	×
Benefits advice	×	Weekend opening	×
Training once in work	×		

Subject Areas

Motor Mechanics	✓
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Pond Road Supported Employment Project

60a Pond Road, E15 3BE
 T: 020 8221 0518
 F: 020 8221 0518
 E: David.cook@newham.gov.uk

Contact: Dave Cook

A local authority day provision for adults with learning difficulties. Pre-employment, vocational training, assessment working towards employment in the community.

Location: Stratford

Train/Tube: Stratford

Bus Routes: 276, 69, 262, 241, 104

Opening times: Mon – Fri 9.00 a.m. – 5.00 p.m.

Eligibility conditions: 6 Months assessment

Area serviced: Newham residents only

Advice/assistance given

English Language	×	Mentoring	×
Literacy & Numeracy	✓	16 to 19 year olds	×
Social & Comm. Skills	×	19+	✓
Basic IT Skills	×	Disabled access	×
Careers advice	×	Childcare provision	×
Skills training	✓	Travel assistance	✓
Work experience	✓	Interpreting & translation	×
Help looking for work	×	Basic skills	×
Job vacancies	×	Evening opening	×
Benefits advice	×	Weekend opening	×
Training once in work	×		

Subject Areas

Catering	✓	Light Industry	✓
Gardening	✓	Woodwork	✓

PRESET Charitable Trust



Office 12, Stratford Advice Arcade
 107-109 The Grove, Stratford, London, E15 1HP
 T: 020 8534 2901
 F: 020 8992 0887
 E: Newham@preset.org
 www.preset.org

Contact: Arunan Saravanamuthu

PRESET is an Education and Employment Charitable Trust, which aims to help young people fulfil their potential by providing access to mentors, training advice, jobsearch support and personal development training.

Location: Stratford, East London

Train/Tube: Underground: Stratford (Central & Jubilee lines)

Train: Stratford Station (Silverlink)

Bus Routes: 104, 276, 25

Opening times: 9.30 a.m. – 5.30 p.m.

Recruitment: On-going

Eligibility conditions: Young people (15 – 25 yrs) living in Newham who are not in Education, Employment or Training and/or who wish to improve their employability prospects.

Area serviced: Newham

Advice/assistance given

English Language	×	Mentoring	✓
Literacy & Numeracy	×	16 to 19 year olds	×
Social & Comm. Skills	×	19+	✓
Basic IT Skills	×	Disabled access	✓
Careers advice	×	Childcare provision	×
Skills training	×	Travel assistance	×
Work experience	×	Interpreting & translation	×
Help looking for work	×	Basic skills	×
Job vacancies	×	Evening opening	×
Benefits advice	✓	Weekend opening	×
Training once in work	×		

Neptune House 8 -11 Clements Court
 Clements Lane, Ilford, Essex, IG1 2QZ
 T: 020 8911 0760
 F: 020 8553 9373
 E: Recruitment@quest4training.com
 www.quest4training.com

Contact: Alison Graham

Work-based learning programmes for young people funded by LSCLE including Entry to Employment.

Location: Ilford and Goodmayes

Train/Tube: Main line from Liverpool Street

Bus Routes: Various

Opening times: 9.00 a.m. – 5.00 p.m.

Recruitment: Roll on/roll off throughout the year

Eligibility conditions: Depends on programme

Area serviced: East London (Open to Newham Residents)

Advice/assistance given

English Language	✓	Mentoring	×
Literacy & Numeracy	✓	16 to 19 year olds	✓
Social & Comm. Skills	×	19+	✓
Basic IT Skills	✓	Disabled access	✓
Careers advice	×	Childcare provision	×
Skills training	✓	Travel assistance	×
Work experience	✓	Interpreting & translation	×
Help looking for work	✓	Basic skills	✓
Job vacancies	✓	Evening opening	×
Benefits advice	×	Weekend opening	×
Training once in work	×		

Subject Areas

Hair, beauty and fitness	✓	Computing and ICT	✓
Business mgmt & secretarial	✓	Teaching and training	✓
Motor mechanics	✓		

Renewal Refugee & Migrant Project (RAMP)

R

Renewal Refugee & Migrant Project

Stratford Advice Arcade, 107-109 The Grove
Stratford, E15 1HP
T: 0845 451 2785
F: 0845 451 2805
E: Mickh@renewalramp.org.uk
www.ncrp.fsnet.co.uk

Contact: Mick Holloway

Advocacy and crisis support, mentoring, childrens art therapy and after school activities and fundraising for advice giving organisations.

Location: Stratford

Train/Tube: Stratford

Bus Routes: 25, 69, 86, 104, 108, 158, 238, 241, 257, 264, 276, 308, 473

Opening times: Mon – Fri 10.00 a.m. – 5.00 p.m.

Recruitment: By appointment

Eligibility conditions: Refugee and Migrants

Area serviced: Newham and surrounding boroughs

Advice/assistance given

English Language	X	Mentoring	✓
Literacy & Numeracy	X	16 to 19 year olds	X
Social & Comm. Skills	X	19+	✓
Basic IT Skills	X	Disabled access	✓
Careers advice	X	Childcare provision	X
Skills training	X	Travel assistance	X
Work experience	X	Interpreting & translation	X
Help looking for work	X	Basic skills	X
Job vacancies	X	Evening opening	X
Benefits advice	✓	Weekend opening	X
Training once in work	X		

Access to Jobs

Reed Employment

119

R

Reed Employment

50 Broadway, Stratford, London, E15 1NG
Contact: Christine Lambert – Senior Business Manager
T: 020 8555 0313
F: 020 8519 8784
E: Christine.lambert@reed.co.uk
www.reed.co.uk

Contact: Christine Lambert – Senior Business Manager

We offer a complete solution to all recruitment needs and attract and place candidates into senior level, secretarial and administration positions.

Location: Opposite Stratford Town Hall

Train/Tube: Stratford mainline station, Central Line, Jubilee Line, Silverlink

Bus Routes: 25, S2, 86, 104, 108, 158, 238, 241, 257, 262, 473, D8, 276, 69, 308

Opening times: Mon – Fri 8.00 a.m. – 6.00 p.m.

Recruitment: Phone for details

Eligibility conditions: Phone for details

Area serviced: Essex and East London

Advice/assistance given

English Language	×	Mentoring	×
Literacy & Numeracy	×	16 to 19 year olds	✓
Social & Comm. Skills	×	19+	✓
Basic IT Skills	✓	Disabled access	✓
Careers advice	✓	Childcare provision	×
Skills training	✓	Travel assistance	×
Work experience	×	Interpreting & translation	×
Help looking for work	✓	Basic skills	×
Job vacancies	✓	Evening opening	✓
Benefits advice	×	Weekend opening	×
Training once in work	×		

Access to Jobs

Reed In Partnership

R

Reed In Partnership

Station House, Station Street, Stratford, E15 1AP

T: 020 8555 2556

F: 020 8221 9608

E: David.mcewen@reed.co.uk

WWW.Reedinpartnership.co.uk

Contact: David McEwen

Helping the long termed unemployed back into work by overcoming barriers ranging from drug related issues to housing & debt problems. Our clients age ranges between 18 – 24 & 25 plus and must be unemployed for a minimum of 18 months.

Location: Stratford

Train/Tube: Central Line, Jubilee Line, DLR and Silver Link

Bus Routes: We are based beside Stratford Bus Station

Opening times: Mon – Fri 9.30 a.m. – 5.30 p.m.

Recruitment: Phone for details

Eligibility conditions: Phone for details

Area serviced: Newham E15, E13, E7, E6 & E16

Advice/assistance given

English Language	✓	Mentoring	×
Literacy & Numeracy	✓	18 to 19 year olds	✓
Social & Comm. Skills	×	19+	✓
Basic IT Skills	×	Disabled access	✓
Careers advice	✓	Childcare provision	×
Skills training	✓	Travel assistance	✓
Work experience	×	Interpreting & translation	×
Help looking for work	×	Basic skills	✓
Job vacancies	×	Evening opening	×
Benefits advice	✓	Weekend opening	×
Training once in work	×		

Access to Jobs

Roma Support Group

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R

Roma Support Group

PO Box 23610, London, E7 0XB
T: 07949 089778
E: info@romasupportgroup.org.uk
www.romasupportgroup.org.uk

Contact: Sylvia Ingmire

Advice and advocacy to Roma community, language support, children and youth programme.

Location: Froud Centre (Manor Park)
Newham Renewal Programme (Upton Park)

Train/Tube: Manor Park – Upton Park

Bus Routes: 58, 330, 25, 125

Opening times: Mon – Fri 1.00 p.m. – 5.30 p.m.

Recruitment: Phone for details

Eligibility conditions: Roma Community

Area serviced: Phone for details

Advice/assistance given

English Language	×	Mentoring	✓
Literacy & Numeracy	×	16 to 19 year olds	✓
Social & Comm. Skills	×	19+	✓
Basic IT Skills	×	Disabled access	✓
Careers advice	✓	Childcare provision	×
Skills training	×	Travel assistance	×
Work experience	×	Interpreting & translation	✓
Help looking for work	✓	Basic skills	×
Job vacancies	×	Evening opening	×
Benefits advice	✓	Weekend opening	×
Training once in work	×		

Access to Jobs

Sebert Road Training Centre



66b Sebert Road, Forest Gate, E7 0NH
 T: 020 8534 8592
 F: 020 8519 0301
 E: info@srtc.org.uk
 www.srtc.org.uk

Contact: Huma Qureshi

A training and education centre providing a variety of training courses in Literacy and Numeracy, Business and IT skills.

Location: Forest Gate

Train/Tube: Forest Gate

Bus Routes: 308, 330, 58, 25,86

Opening times: Mon – Fri 9.00 a.m. – 5.00 p.m.

Recruitment: On Going all year

Eligibility conditions: Unemployed

Area serviced: Phone for details

Advice/assistance given

English Language	×	Mentoring	×
Literacy & Numeracy	✓	16 to 19 year olds	✓
Social & Comm. Skills	✓	19+	✓
Basic IT Skills	✓	Disabled access	✓
Careers advice	✓	Childcare provision	✓
Skills training	×	Travel assistance	✓
Work experience	✓	Interpreting & translation	×
Help looking for work	✓	Basic skills	×
Job vacancies	×	Evening opening	✓
Benefits advice	×	Weekend opening	✓
Training once in work	×		

Shalom Employment Action Centre (SEAC)

395 High Street North, Manor Park, London, E12 6PG
 T: 020 8472 3571
 F: 020 8552 0762
 E: Enquiries@shalomcentre.org.uk
 www.shalomcentre.org.uk

Contact: Rama Veerasingam

A training and education centre providing training in Literacy and Numeracy, English Language (ESOL), ICT, Garment Making, Carpentry and Joinery, New CLAIT, Auto CAD, Childcare, PowerPoint and Personal Development for women. We also offer Information, Advice and Guidance and student support including job search and work experience.

Location: Manor Park

Train/Tube: East Ham

Bus Routes: 101, 104

Opening times: Mon – Fri 9.30 a.m. – 12.30 p.m.
and 1.00 a.m. – 4.30 p.m.

Tuesday and Thursday evenings 6.30 p.m. – 8.30 p.m.

Recruitment: Set dates in September, January and April (depending on course)

Eligibility conditions: Mainly catering for 16 years and above, unemployed and employed

Area serviced: Phone for details

Advice/assistance given

English Language	✓	Mentoring	✗
Literacy & Numeracy	✓	16 to 19 year olds	✓
Social & Comm. Skills	✓	19+	✓
Basic IT Skills	✓	Disabled access	✓
Careers advice	✓	Childcare provision	✓
Skills training	✓	Travel assistance	✗
Work experience	✓	Interpreting & translation	✗
Help looking for work	✓	Basic skills	✓
Job vacancies	✓	Evening opening	✓
Benefits advice	✓	Weekend opening	✓
Training once in work	✗		

Subject Areas

Art, Design & Fashion	✓	Construction & Built Environment	✓
Computing and ITC	✓	Teaching & Training (Childcare)	✓

3rd Floor Burford Business Centre, 11 Burford Rd
Stratford, London, E15 2ST

Contact: Steven Irvine

T: 020 8503 1796

E: Steven.irvine@shaw-trust.org.uk

www.shaw-trust.org.uk

Contact: Steven Irvine

Training, job search and support for unemployed people in the local area. IT, retail and horticulture training programmes. Specialists in helping people with disabilities and learning difficulties. Direct Payments for Newham residents.

Location: Stratford

Train/Tube: Stratford tube and bus station

Bus Routes: 86, 25, 141, 101, 69

Opening times: Mon – Fri 9.00 a.m.-5.00 p.m.

Eligibility conditions: Disabled and Learning Difficulties

Area serviced: Phone for details

Advice/assistance given

English Language	X	Mentoring	✓
Literacy & Numeracy	✓	16 to 19 year olds	X
Social & Comm. Skills	X	18+	✓
Basic IT Skills	✓	Disabled access	✓
Careers advice	✓	Childcare provision	X
Skills training	✓	Travel assistance	X
Work experience	✓	Interpreting & translation	X
Help looking for work	✓	Basic skills	✓
Job vacancies	✓	Evening opening	X
Benefits advice	X	Weekend opening	X
Training once in work	✓		

Subject Areas

Computing and ITC	✓
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Shoulder to Shoulder Training

Brickfields Christian Centre, Welfare Road Stratford, E15 4HT
 T: 020 8519 2701
 F: 020 8519 2701
 E: Shoulder@btconnect.com

Contact: Victor Jordan

Provides one-to-one training in job search, Computer skills, Career management, communication, presentation and personal development training.

Location: Stratford

Train/Tube: Stratford

Bus Routes: 25, 86, 238, 69, 104, 52, 108, 262, 276, 476, 257, 308

Opening times: Mon – Fri 10.00 a.m. – 1.00 p.m. and 2.30 p.m. – 4.00 p.m.

Recruitment: Phone/email/letter appointments

Eligibility conditions: Contact for details

Area serviced: Phone for details

Advice/assistance given

English Language	×	Mentoring	×
Literacy & Numeracy	✓	16 to 19 year olds	✓
Social & Comm. Skills	✓	19+	✓
Basic IT Skills	✓	Disabled access	✓
Careers advice	✓	Childcare provision	×
Skills training	×	Travel assistance	×
Work experience	×	Interpreting & translation	✓
Help looking for work	✓	Basic skills	×
Job vacancies	×	Evening opening	✓
Benefits advice	×	Weekend opening	✓
Training once in work	×		

Skills For Communities



25 Rathbone Market, Barking Rd, Canning Town, E16 1EH
 T: 020 74769715
 F: 020 74769798
 E: Info@skills4communities.co.uk
 www.skills4communities.co.uk

Contact: Andre Ntenda/Agness Phiri

Community Training, ICT Support, Business Support, Work Placement, Advice, Information & Guidance, Referrals, Social Activities, Workshops, IT Suite Hire & Internet Access.

Location: Canning Town (Fly-over)

Train/Tube: Jubilee Line, Silver Links & DLR (Canning Town Station)

Bus Routes: 5, 325, 169

Opening times: Mon – Thurs 10.00 a.m. – 9.00 p.m., Fri 10.00 a.m. – 8.00 p.m., Sat 10.00 a.m. – 7.00 p.m.

Recruitment: Paid Staff & Volunteers

Eligibility conditions: Unemployed, Local residents, Refugees & Asylum seekers

Area serviced: Newham, Barking & Dagenham

Advice/assistance given

English Language	✓	Mentoring	✓
Literacy & Numeracy	✓	16 to 19 year olds	✗
Social & Comm. Skills	✓	19+	✓
Basic IT Skills	✓	Disabled access	✓
Careers advice	✓	Childcare provision	✗
Skills training	✓	Travel assistance	✗
Work experience	✓	Interpreting & translation	✓
Help looking for work	✓	Basic skills	✓
Job vacancies	✓	Evening opening	✓
Benefits advice	✓	Weekend opening	✓
Training once in work	✓		

Subject Areas

Access to Higher Education	✓	Business mgmt & secretarial	✓
Accountancy / Book-keeping	✓	Computing and ICT	✓

Social Regeneration Unit - LBN

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Social Regeneration Unit - LBN

3 Nelson Street, East Ham, London, E6 6EQ
T: 020 8430 3411
F: 020 8430 3365
E: Chris.duran@newham.gov.uk

Contact: Chris Duran

Training on Tax Credits and into-work benefits

Location: May be arranged @ ELCI (East London Child Care Institute) 1 Mark Street, Stratford, London E15 4GY
or at your office

Train/Tube: East Ham

Bus Routes: 101, 104, 147, 300, 325

Opening times: Mon – Fri 9.00 a.m. – 5.00 p.m.

Recruitment: Non-front office

Eligibility conditions: Phone for details

Area serviced: East London

Advice/assistance given

English Language	×	Mentoring	×
Literacy & Numeracy	×	16 to 19 year olds	×
Social & Comm. Skills	×	19+	×
Basic IT Skills	×	Disabled access	×
Careers advice	×	Childcare provision	×
Skills training	×	Travel assistance	×
Work experience	×	Interpreting & translation	×
Help looking for work	×	Basic skills	×
Job vacancies	×	Evening opening	×
Benefits advice	✓	Weekend opening	×
Training once in work	×		

Access to Jobs

Station House, Station Street, Stratford, E15 1AP
 T: 020 8221 7000
 F: 020 8221 7001
 E: Gurnam.selvarajah@tng.uk.com
 www.tng.uk.com

Contact: Gurnam Selvarajah/Yvonne Taylor

Training, Recruitment and Business Support organisation offering consultancy service to meet the needs of organisations and individuals. National provider of JCP, LSC and DWP contracts.

Location: All over UK – Local office Stratford

Train/Tube: Next to Stratford Train/Tube Station

Bus Routes: Next to Stratford Bus Station

Opening times: 8.45 a.m.– 5.15 p.m.

Recruitment: We offer a recruitment service

Eligibility conditions: Depends on contract and location

Area serviced: East London

Advice/assistance given

English Language	×	Mentoring	✓
Literacy & Numeracy	✓	16 to 19 year olds	✓
Social & Comm. Skills	×	19+	✓
Basic IT Skills	×	Disabled access	×
Careers advice	×	Childcare provision	×
Skills training	×	Travel assistance	×
Work experience	×	Interpreting & translation	×
Help looking for work	✓	Basic skills	✓
Job vacancies	✓	Evening opening	×
Benefits advice	✓	Weekend opening	×
Training once in work	✓		

Subject Areas

Caring	✓	Teaching and Training	✓
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East Avenue, Manor Park, London, E12 6SG
 T: 020 8472 8947
 F: 020 8552 4515
 E: Trinityc_c@yahoo.com

Contact: Luana Solomon

We provide access to higher education, training in languages, teach EAL (english as an additional language) and Maths. We also provide advice and assistance with finding work for people from ethnic minorities, asylum seekers, refugees and the local community.

Location: Manor Park

Train/Tube: East Ham

Bus Routes: All buses to Stratford

Opening times:

Mon 10.00 a.m. – 5.00 p.m. Tue 9.30 a.m. – 7.00 p.m.
 Wed 9.30 a.m. – 5.00 p.m. Thur 9.30 a.m.– 7.00
 Fri 9.30 a.m. – 5.00 p.m. Sat 10.00 a.m. – 1.00 p.m.

Recruitment: Appointment Only

Eligibility conditions: Ethnic minorities, Asylum Seekers, Refugees and Local Residents

Area serviced: East Ham, Manor Park

Advice/assistance given

English Language	✓	Mentoring	×
Literacy & Numeracy	✓	16 to 19 year olds	✓
Social & Comm. Skills	✓	19+	×
Basic IT Skills	✓	Disabled access	✓
Careers advice	✓	Childcare provision	✓
Skills training	×	Travel assistance	×
Work experience	×	Interpreting & translation	×
Help looking for work	✓	Basic skills	×
Job vacancies	×	Evening opening	✓
Benefits advice	✓	Weekend opening	✓
Training once in work	×		

Subject Areas

Access to Higher Education	✓	Teaching & Training	✓
Languages	✓		

University of East London (UEL)

Pre-entry Higher Education Information, Advice & Guidance

Skillzone, Learning Resource Centre, Water Lane
Romford Road, Stratford, London, E15 4LZ

T: 020 8223 4354

F: 020 8223 4273

E: j.c.walker@uel.ac.uk

www.uel.ac.uk

**Contact: Julie Walker Information,
Advice & Guidance Co-ordinator, Stratford**

Drop-in advice service for people who are interested in study opportunities at higher education level including preparatory programmes. Specialist sessions include student finance, dyslexia advice and more.

Location: Stratford

Train/Tube: Jubilee, Central, DLR, Liverpool Street Services

Bus Routes: 86, 25, 69, 104

Opening times: 10.00 a.m. – 4.00 p.m. and every
2nd & 4th Tuesday of each month 5.00 a.m. – 7.00 p.m.

Recruitment: Phone for details

Eligibility conditions: All welcome

Area serviced: All welcome

Advice/assistance given

English Language referrals	×	Mentoring	×
Literacy & Numeracy	×	16 to 19 year olds	✓
Social & Comm. Skills	×	19+	✓
Basic IT Skills	×	Disabled access	✓
Careers advice	×	Childcare provision	×
Skills training	×	Travel assistance	×
Work experience	×	Interpreting & translation	×
Help looking for work	×	Basic skills	×
Job vacancies	×	Evening opening	×
Benefits advice	✓	Weekend opening	×
Student Finance Adviser Available	×	Pre-entry Higher Education	×
Training once in work	×	Information, Advice & Guidance	×

University of East London

Education Programmes

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University of East London

Longbridge Road, Dagenham, Essex, RM8 2AS
T: 020 8223 3333
F: 020 8223 2978
E: Admiss@uel.ac.uk
www.uel.ac.uk

Contact: General Enquiries

Full- and part-time undergraduate and postgraduate programmes, from Certificate level to PhD in a wide range of subjects.

Location: Barking, Docklands and Stratford

Train/Tube: District, Central, DLR and main line

Bus Routes: 101, 300, 366, 86, 108, 158, 238, 241, 473, 25, 69

Opening times: 9.00 a.m. – 5.00 p.m.

Recruitment: Admiss@uel.ac.uk

Eligibility conditions: Aged 18 at the start of the course, with varying entry qualifications from programme to programme

Area serviced: Phone for details

Advice/assistance given

English Language	✓	Mentoring	×
Literacy & Numeracy	×	18 to 19 year olds	✓
Social & Comm. Skills	✓	19+	✓
Basic IT Skills	×	Disabled access	✓
Careers advice	✓	Childcare provision	×
Skills training	✓	Travel assistance	×
Work experience	×	Interpreting & translation	×
Help looking for work	✓	Basic skills	×
Job vacancies	×	Evening opening	×
Benefits advice	×	Weekend opening	×
Training once in work	×		

Subject Areas

Accountancy/Book-keeping	✓	Construction & Built Environment	✓
Art, Fashion & Design	✓	Engineering	✓
Business mgmt & Secretarial	✓	Performance & Media	✓
Caring	✓	Sports & Leisure Science	✓
Computing & ICT	✓	Teaching & Training	✓

Access to Jobs

University of East London

Skillzone



Skillzone, 2nd floor, LRC, Barking Campus
 Longbridge Road, Dagenham RM8 2AS
 T: 020 8223 3003
 F: 020 8223 2855
 E: a.ducker@uel.ac.uk
 www.uel.ac.uk/skillzone

Contact: Anne-Marie Ducker

The university offers a preparatory course called New Beginnings 2 whereby students learn the necessary academic skills to succeed at degree level study.

Location: Barking Campus

Train/Tube: Barking Station

Bus Routes: 5, 87, 387

Opening times: 9.00 a.m. – 5 p.m. Mon – Fri

Recruitment: January and April 2005

Eligibility conditions: Application form and IAG interview

Area serviced: All areas

Advice/assistance given

English Language	×	Mentoring	×
Literacy & Numeracy	×	16 to 19 year olds	×
Social & Comm. Skills	✓	19+	✓
Basic IT Skills	✓	Disabled access	✓
Careers advice	✓	Childcare provision	✓
Skills training	✓	Travel assistance	×
Work experience	✓	Interpreting & translation	×
Help looking for work	×	Basic skills	×
Job vacancies	×	Evening opening	✓
Benefits advice	×	Weekend opening	✓
Training once in work	×		

Subject Areas

Access to higher education	✓	Teaching and Training	✓
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The Volunteer Network Centre

5th Floor, Citygate House, 246 Romford Road
 Forest Gate. London, E7 9HZ
 T: 020 8221 4514
 F: 020 8221 4551
 E: nancywhiskin@vncnewham.co.uk

Contact: Nancy Whiskin

A one stop shop for people looking for challenging volunteering opportunities that will help them gain relevant job experience and enhance their employment prospects.

Location: Forest Gate

Train/Tube: Main line

Bus Routes: 25, 86, 325, 330, 58

Opening times: Mon – Fri 9.00 a.m. – 5.00 p.m.

Recruitment: Phone for details

Eligibility conditions: Phone for details

Area serviced: Newham wide

Advice/assistance given

English Language	×	16 to 19 year olds	✓
Literacy & Numeracy	×	19+	✓
Social & Comm. Skills	✓	Disabled access	✓
Basic IT Skills	×	Childcare provision	×
Careers advice	✓	Travel assistance	×
Skills training	✓	Interpreting & translation	×
Work experience	✓	Basic skills	×
Help looking for work	✓	Evening opening	✓
Job vacancies	×	Weekend opening	✓
Benefits advice	×		
Training once in work	×		
Mentoring	✓		

Working Links

W

Working Links

259 – 263 High Street, Stratford, E15 2LS
 T: 020 8536 5450
 F: 020 8536 5451
 E: Joan.bartley@workinglinks.co.uk
 www.workinglinks.co.uk

Contact: Joan Bartley

Working Links deliver back to work initiatives focusing on supporting long term unemployed, lone parents, disabled, disadvantaged and disengaged people through to sustainable employment.

Location: Stratford

Train/Tube: Stratford

Bus Routes: 25, D8, 108, 276, S2

Opening times: Mon – Fri 9.00 a.m. – 5.30 p.m.

Recruitment: Contract specific

Eligibility conditions: Contract specific

Area serviced: National

Advice/assistance given

English Language	✓	Mentoring	✓
Literacy & Numeracy	✓	16 to 19 year olds	×
Social & Comm. Skills	✓	19+	✓
Basic IT Skills	✓	Disabled access	✓
Careers advice	✓	Childcare provision	✓
Skills training	✓	Travel assistance	✓
Work experience	×	Interpreting & translation	✓
Help looking for work	✓	Basic skills	✓
Job vacancies	✓	Evening opening	✓
Benefits advice	✓	Weekend opening	✓
Training once in work	✓		

Access to Jobs

359 High Street, Stratford, London, E15 4QZ
T: 020 8519 8619
F: 020 8519 9196
E: working-well@workingwell-trust.co.uk
www.workingwell-trust.co.uk

Contact: Malcolm Dudack

One to one and group support to help people with mental health support needs to return to work.

Location: Stratford

Train/Tube: DLA, Jubilee, Central and North London

Bus Routes: 25, 104, 69, 86, 108, 158, 238, 241, 257, 268, 276, 308, 473, A9, B8, 52, N8, N86

Opening times: 9.00 a.m. - 5.00p.m.

Recruitment: Self & professional referrals accepted

Eligibility conditions: Mental health and motivation to work

Area serviced: Newham

Advice/assistance given

English Language	×	Mentoring	×
Literacy & Numeracy	✓	16 to 19 year olds	×
Social & Comm. Skills	×	19+	✓
Basic IT Skills	✓	Disabled access	✓
Careers advice	×	Childcare provision	×
Skills training	×	Travel assistance	×
Work experience	✓	Interpreting & translation	×
Help looking for work	✓	Basic skills	✓
Job vacancies	×	Evening opening	×
Benefits advice	×	Weekend opening	×
Training once in work	×		

Youth Information Advice Connexions Services

51 The Broadway, London, E15 4BQ
 T: 020 8221 0802
 F: 020 8227 1001
 E: Yia515@hotmail.com

Contact: Mazeda Mahmud

Information, advice and guidance for young people (11-25 years) on a range of issues including housing, education, welfare rights, money management, sexual health, employment, etc. We also offer Connexions PA service, which does outreach to link schools and providers. Confidential counselling service available. Computer and internet (free) access also available.

Location: Stratford

Train/Tube: Stratford Station

Bus Routes: 86, 25, 104, 69, 308, 473, 52

Opening times: Mon, Tues, Fri 11.00 a.m. – 6.00 p.m.

Wed, Thurs 2.00 p.m. – 8.00 p.m.

2nd and 4th Sat of each month 11.00 a.m. – 3.00 p.m.

Recruitment: Referrals, drop-in or appointments

Eligibility conditions: Phone for details

Area serviced: Newham (specifically Stratford and West Ham)

Advice/assistance given

English Language	×	Mentoring	×
Literacy & Numeracy	×	16 to 19 year olds	✓
Social & Comm. Skills	×	19+	✓
Basic IT Skills	×	Disabled access	✓
Careers advice	×	Childcare provision	×
Skills training	×	Travel assistance	×
Work experience	✓	Interpreting & translation	×
Help looking for work	✓	Basic skills	✓
Job vacancies	✓	Evening opening	✓
Benefits advice	✓	Weekend opening	✓
Training once in work	×		

This section explains many of the words and phrases that Advisers are likely to encounter when giving advice and making referrals in relation to guidance, training and employment.

Access to Jobs A partnership made up of organisations working in and around the London Borough of Newham with the objective of:

- **Identifying and responding to employers needs**
- **Equipping local people with skills needed to get jobs**
- **Ensuring effective job guidance and placement services**
- **Providing support and development for people in low paid/unskilled work.**

Advocacy Representation and support for groups or individuals to assist them in putting forward their views or pursuing their interests.

Careers Advice The exploration of a person's interest and abilities in relation to employment and the provision of structured information about different employment options.

Career Adviser A person, often professionally qualified, who provides career advice.

Childcare For the purpose of this guide, childcare refers to care, provided by someone outside the child's family that allows the main parent or carer to take up training or employment opportunities.

Communication Skills A broad mix of skills encompassing the ability to make oneself understood effectively and to present arguments clearly in a persuasive fashion. May relate to either written or verbal communication.

Computer Literacy Understanding of and ability to carry out the basic functions associated with using a computer.

Connexions A government initiative, delivered through local providers, which aims to bring together many of the forms of advice and support needed by young people in a single centre. The programme will guarantee the availability of career advice and guidance for all young people under 19 years old.

Glossary of Terms

continued

Continuous Recruitment Entry to courses available on a continuous basis, rather than at fixed times and dates. More common in workshops or drop-in situations rather than in circumstances where a set syllabus is followed.

C.V. Curriculum Vitae an A4 page with a person's education and employment history details used for job search.

E.A.L. English as an Additional Language (when working with people under 16) or

ESOL English for Speakers of Other Language (when working with people over 16). The study of written and spoken English by people for whom it is not their mother tongue.

ESF European Social Fund.

EZ Employment Zones.

IT Information Technology. Refers mainly to computers, associated equipment and the programmes that enable computers to work.

ICT Information & Communications Technology. As for IT, but also refers to a wider range of communication devices, including the Internet, mobile telephones, broadcast media CD-ROM and multi-media.

IAG Information, Advice and Guidance.

In-Work Benefits A range of benefits that are payable to people who are in work. Includes some benefits designed solely for people who are in work and others, usually claimed by people who are not working but which can continue to be claimed after employment is taken up.

Job-Preparation Training Training in a range of complementary skills designed to better equip people to find and secure paid employment. Includes an understanding of the UK labour market, employers expectations, team working etc.

Jobsearch The process of seeking and securing employment.

Jobsearch Skills A range of complementary skills of use when seeking and applying for work.

JSA Job-Seekers Allowance. The main benefit payable to people who are out of work. JSA replaced Income Support and Unemployment Benefit as a unified system for paying benefits to unemployed people.

LEENs Local Employment and Enterprise Networks.

A pilot programme funded through the Access to Excellence SRB6 that aims to work with providers on addressing barriers to employment and training in the Priority Community Areas of Canning Town & Custom House, North Woolwich & Silvertown and Manor Park.

Literacy The ability to read, write and comprehend written English.

LSC Learning and Skills Council.

Means Tested Benefits Benefits payable only to those with an income below a figure set by the government. The income level below which payments can be made varies considerably according to the circumstances of the claimant.

Mentoring Mentoring is the provision of individual support for people who are undertaking training, or personal development programmes. Some mentoring schemes are general, offering support to participants in a range of activities, whilst others are organisation specific, supporting people in completing programmes run by that organisation.

National Vocational Qualification See NVQ'S below.

New Deal A group of initiatives, managed by Jobcentre Plus that involve working with unemployed people on a one-to-one basis to develop a personal plan for finding work and providing the necessary support to put the plan into action. Includes:

- New Deal for Young People (18 to 24)
- New Deal for 25 plus
- New Deal for 50 plus
- New Deal for Disabled People
- New Deal for Lone Parents

Glossary of Terms

continued

Numeracy The ability to understand, interpret and organise numerical information and to perform calculations.

NVQ's National Vocational Qualifications. Qualifications in work related subjects that are assessed and awarded on the basis of competence in completing specific tasks.

Off-the-job Training Training undertaken anywhere other than in the work place. Usually in a college or training centre. Can also take place on an employer's premises but away from the environment in which work activity takes place.

On-the-job Training Training undertaken at work, in the work environment and reflecting practical, work-based activities.

Personal Effectiveness A combination of complementary social, communication and organisational skills that enable individuals to respond appropriately and productively, in many different situations.

Roll-on Roll-off Recruitment Recruitment to a rolling programme of courses where as one course ends the next course begins.

Skills Training Training designed to give trainees the work related skills needed to do a particular job. Sometimes also known as vocational training.

Work Experience Time spent by either a school pupil or a trainee in a work environment carrying out tasks and duties associated with a given employer or job role. Work experience is commonly used to give trainees a better understanding of the nature of a particular job by experiencing its demands and the rewards for themselves.

Work Placement Most commonly used in connection with vocational training for either young people or adults. A work placement is the period of time during which a trainee gains work experience.

Below is a selection of Job-Hunting websites.
The websites vary in their range of services.

www.jobsite.co.uk
www.jobserve.com
www.londonofficejobs.co.uk
www.womenjobsearch.net
www.seasonworkers.com
www.topjobs.net
www.jobhunter.co.uk
www.monster.co.uk
www.opportunities.co.uk
www.worktrain.gov.uk
www.JobcentrePlus.gov.uk
www.stepstone.co.uk
www.careersolutionsco.uk

Local Authorities in East London

Newham www.newham.gov.uk
Hackney www.hackney.gov.uk
Tower Hamlets www.towerhamlets.gov.uk
Havering www.havering.gov.uk
Redbridge www.redbridge.gov.uk
Waltham Forest www.lbwf.gov.uk

Go to site and click on jobs or vacancies.

Modern Apprenticeships

www.realworkrealpay.info

New Deal

Is the government initiative to help and support people looking for work, including job preparation. New Deal is part of the Department for Work and Pensions (DWP).

www.newdeal.gov.uk

Connexions

Is the government's support service for all young people aged 13 to 19 in England. The service aims to provide integrated advice, guidance and access to personal development opportunities and to help them make a smooth transition to adulthood and working life.

www.connexions.gov.uk

Useful websites

continued

Springboard

A complete guide to careers, study and gap year opportunities after leaving school.

www.springboard.hobsons.co.uk

Worksmart & TUC

Help in finding the right union, learning about your rights at work. www.worksmart.org.uk produced by TUC, whose own site is at:

www.tuc.org.uk

CITB

The Construction Industry Training Board provides comprehensive information about the industry.

www.citb.org.uk/careers

NHS

For jobs within the NHS.

www.nhsca
reers.nhs.uk

Teaching

Find information about routes into teaching.

www.canteach.gov.uk

Social Work

Find out information about a career in social work.

www.socialworkcareers.co.uk

Year in Industry

Post A level opportunities for a year in Industry.

www.yini.org.uk

National Minimum Wage Helpline

NMW Enquiries

Freepost GHQ1

Newcastle upon Tyne NE 98 1LZ

Tel: 0845 6000 678

Helpline for anyone with enquiries about the National Minimum Wage. Assists people who wish to make a complaint about underpayments UK wide. Compliance teams support the work of the helpline to ensure compliance with the National Minimum wage rule.

www.tiger.gov.uk

Learn Direct

Database of on-line Learning Courses and information and advice on on-line learning.

www.learndirect.co.uk

Floodlight

Guide for part-time and full-time courses at government funded colleges, Universities and Adult Education centres across London.

www.floodlight.co.uk

Skill

National Bureau for Students with Disabilities. Skill is a national charity promoting opportunities for young people and adults with any kind of disability in post-16 education, training and employment across the UK.

www.skill.org.uk

Association of Disabled Professionals

Offers information on employment and related disability issues.

www.adp.org.uk

Shaw Trust

A national charity that provides routes to work for people who are disadvantaged in the workplace due to disability, ill health or other social circumstances.

www.shaw-trust.org.uk

Prince's Trust

A UK charity that helps young people overcome barriers and get their lives working through practical support including training, mentoring and financial assistance. They help 14-30 year olds realise their potential and transform their lives.

www.princes-trust.org.uk

PATH National

Provides a diverse range of services to respond to changing market needs. In addition to structured traineeships, administered in partnership with host organisations, PATH National also provides Management Development programmes alongside mentoring, one-day personal development and specialist training courses. The programmes are designed to promote the economic empowerment of black and minority ethnic groups and enable them to make career and life choices.

www.pathuk.co.uk

