



# COVID - 19 SUPPORT FOR RESIDENTS

## OVER THE HOLIDAY PERIOD

For the most up to date list of support available, please visit:  
[www.newham.gov.uk/coronavirus](http://www.newham.gov.uk/coronavirus)

### NEWHAM COVID-19 HELPLINE

**020 7473 9711** or [covidhelp@community-links.org](mailto:covidhelp@community-links.org)



The Newham COVID-19 Helpline is the first point of contact to help residents navigate the test, trace, isolate and vaccination journey. Call handlers can speak multiple languages.

- **Saturday 25 Dec 2021 to Sunday 2 Jan 2022** between **10am to 5pm**
- From 3 Jan 2022, the service will be open as normal 9am to 7pm, 7 days a week

During COVID-19 the council and our voluntary partners have developed various options to support residents.

- **Help with shopping and to access food**
- **Financial support including help to access the NHS Test and Trace £500 support payment**
- **Mental Health Crisis and Befriending support**
- **Advice about your job if you need to self-isolate**
- **Winter Health**

**WE ARE NEWHAM.**

People at the Heart  
of Everything We Do

# HELP WITH SHOPPING AND TO ACCESS FOOD



## Support for those who have sufficient income and/or savings to access food:

Residents who need assistance setting up online shopping accounts or placing online shopping orders should contact the Newham COVID-19 Helpline

**020 7473 9711** or  
**covidhelp@community-links.org**

(See opening times on page 1 during Christmas period)

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## Residents who need assistance with accessing food, are able to afford groceries, but can't visit the store or complete an online shop can use the following supermarkets dedicated telesales service:

- Morrisons:  
**0345 611 6111** (choose option 5)  
Delivery is free  
Order by 5pm for next day delivery
- Sainsbury's:  
**0800 917 8557**

Residents who need assistance with accessing food, are able to afford groceries, but do not want to use the online or telesales service can use the NHS volunteers service

- **0808 196 3646** (8am–8pm, 7 days a week)
- Eligibility details here:  
**<https://nhsvolunteerresponders.org.uk/>**

## Support for those who DO NOT have sufficient income and/or savings and are unable to afford food:

Residents who have difficulty accessing food due to financial issues e.g. loss of or reduced employment, issues with benefits or no recourse to public funds should be referred to the Newham Food Alliance (NFA):

- Residents can refer themselves or be referred by organisations or others via the form at **[www.newham.gov.uk/newhamfoodalliance](http://www.newham.gov.uk/newhamfoodalliance)**
- Food provided by a NFA partner organisations across the borough is by collection. There is very limited capacity for delivery.
- The food provided is usually a weekly food box of groceries. There is a very limited hot food offer but this is not guaranteed.

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## Residents who require food support during isolation periods due to income interruption can be referred to the Newham Food Alliance

- Residents can refer themselves or be referred by organisations or others via the form at **[www.newham.gov.uk/newhamfoodalliance](http://www.newham.gov.uk/newhamfoodalliance)**

**The front door will be closed on December 27th and January 3rd. We will be open 9am-1pm between Dec 28th and 31st.** All other dates will be the usual opening times (and the front door is not open on weekends). Isolation support, which uses the front door referral system, will be open across all dates

# FINANCIAL SUPPORT



## Self-Isolation Support Payment

Residents could get a support payment to make up for lost earnings if you need to stay at home due to COVID-19.

Residents might be able to get a payment of at least 80% of their earnings if they've been told to self-isolate because of COVID-19 or care for children or dependents who have to stay home but cannot work from home and will lose income.

The maximum payment is £738.43. It will either be a Test and Trace Support Payment or the Newham Stay Home Support Payment. Apply using the form below and we will work out which one you are eligible for.

Applications need to be made via Newham Council. For more information and to apply visit - [www.newham.gov.uk/CovidIsolationPayment](http://www.newham.gov.uk/CovidIsolationPayment)

The Newham COVID-19 Helpline can help residents to complete the application form. (Applications can take up to 28 days to be processed)

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Residents who are unable to be supported by other services can get supermarket and energy vouchers from the Our Newham Money Emergency Loans team

Call **020 8430 2041** or email [ournewhammoney@newham.gov.uk](mailto:ournewhammoney@newham.gov.uk) (9am-5pm, weekdays)

For further information about Our Newham Money and loan applications, including emergency support, visit [www.ournewhammoney.co.uk](http://www.ournewhammoney.co.uk)

**Christmas closure : will be closed from 3pm, 24 December and will reopen on Tuesday 4 January.** Voicemail and the 'Contact us' form on our website are available and will be responded to from Tuesday 4 January 2022.

The last date before Christmas for loan and grant applications was Friday 17 December.

The service will be available again from Tuesday 4 January 2022.

## MENTAL HEALTH CRISIS AND BEFRIENDING SUPPORT



**The Newham Mental Health Crisis Line** (provided by East London NHS Foundation Trust) can support and help you if you have mental health problems, provide accurate information and advice about local mental health services, and communicate with other services or teams on your behalf. 0800 073 0066

### Someone to talk to – Befriending service

Our "Connect Newham" Telephone Befriending Service brings local people together through conversation so they can stay positive and connected. You will be matched with a "telephone befriender" who will call you at an agreed time. We will agree with you how many calls you would like, from 3 up to 20, and how frequently you would like them, weekly or fortnightly.

The support is provided by our trained "Connect Newham" Volunteer Befrienders,

all of whom have a wealth of varied experience, skills and backgrounds.

You can access Connect Newham if you are:

- A resident of Newham
- Age 18+
- Experiencing feelings of loneliness and isolation

You can call Connect Newham on **020 3954 3224** or email [contact@connectnewham.org.uk](mailto:contact@connectnewham.org.uk) (9am-5pm on weekdays). **Closed 25th – 28th Dec and 1st – 3rd Jan.**

## HELP IF WORK WON'T LET YOU DISTANCE OR ISOLATE



Residents can anonymously and in confidence contact Newham Trading Standards to report instances where an employer is not compliant with COVID safe practices including where an employer does not allow a resident to self-isolate.

- Trading Standards can be contacted by telephone - **020 3373 9937**, or email [trading.standards@newham.gov.uk](mailto:trading.standards@newham.gov.uk)

## WINTER HEALTH

### Keeping warm



Get support to help you warm your home including: Warm Home Discount, Cold Weather Payment, Winter Fuel Payment and everyday living cost concerns

[www.newham.gov.uk/keepingwarm](http://www.newham.gov.uk/keepingwarm)  
[www.ournewhammoney.co.uk](http://www.ournewhammoney.co.uk)

### Keeping well

- Free vitamin D tablets for residents aged 65 and over, pregnant women, new mums and children under 4  
[www.newham.gov.uk/vitaminD](http://www.newham.gov.uk/vitaminD)
- Find a local, friendly person to chat with at Connect Newham (see page 3)
- Find out many ways to stay healthy and keep active at [www.newham.gov.uk/healthyLife](http://www.newham.gov.uk/healthyLife)

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### Protection from COVID-19

Protect yourself and your loved ones through the 5 Steps to COVID-19 Wellbeing:

- Get the COVID-19 vaccine and the Booster or 3rd dose if offered
  - Test regularly and take a PCR test if you have symptoms
  - Stay home if you have symptoms
  - Stay safe (hands, face, space, fresh air)
  - Be kind – to yourself and others
- [www.newham.gov.uk/coronavirus](http://www.newham.gov.uk/coronavirus)

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### Protection from Flu

Flu is more dangerous this year due to COVID-19:

- Get the NHS flu vaccine at many places: GP, pharmacy, midwife, hospital
  - Free for many: over 50s, pregnant women, children, carers, vulnerable people and frontline health staff
- [www.newham.gov.uk/flu](http://www.newham.gov.uk/flu)