



**HELP
IS HERE**

WHERE TO GET SUPPORT IN NEWHAM.

WE ARE NEWHAM.



MONEY

- The Council's financial wellbeing service, Our Newham Money provides hardship support, debt advice, income maximisation guidance and much more:
112-118 The Grove, E15 1NS
☎ **020 8430 2041**
🏠 **www.ournewhammoney.co.uk**
✉ **ournewhammoney@newham.gov.uk**
 - The Employment Rights Hub for confidential support and advice if you're having problems at work:
112-118 The Grove, E15 1NS
☎ **020 3373 6494**
✉ **employmentrights@newham.gov.uk**
 - Money A+E provides money advice and education for Newham residents:
School 360, 5 Sugar House Lane, E15 2QS
☎ **020 8616 3750**
🏠 **www.moneyaande.co.uk**
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HOUSING

- The Council's Housing Hubs are open to Council tenants and leaseholders, as well as residents who have pre-arranged appointments to see the Housing Needs and Supply Teams (Lettings, Temporary Accommodation and Private Sector Housing):
Stratford Housing Hub
22 Broadway, Stratford, E15 4QS
(Mon-Fri 9.30am-4.30pm but closed 12.30-1.30pm)
✉ **stratfordhousinghub@newham.gov.uk**
Canning Town Housing Hub
Ferrier Point, Canning Town, E16 1QW
(Mon-Fri 9:30am-4:30pm but closed 12.30-1.30pm)
✉ **canningtownhub@newham.gov.uk**
- If you're having problems with a private landlord or letting agency: ☎ **020 3373 1950**
✉ **privatehousing@newham.gov.uk**

- If you're homeless, you can get support from our Homelessness Prevention service:
 🏠 www.newham.gov.uk/housing-homes-homelessness
- If you're threatened with homelessness:
 ✉ hpas@newham.gov.uk
- Newham's Multi-Agency Safeguarding Hub (MASH) provides emergency help for families with children:
 ☎ **020 3373 4600**
 during office hours (Mon-Thu, 9am-5.15pm or Fri 9am-5pm)
 ☎ **020 8430 2000** at any other time
- If you're pregnant and need immediate help or you're clinically or physically vulnerable:
 ✉ Accessto.AdultsSocialCareTeam@newham.gov.uk



FOOD

- Newham Food Alliance:
 ☎ **07790 975 086** (Mon-Fri 9am-5pm)
 ✉ frontdoor@newhamfoodalliance.org
 🏠 www.newham.gov.uk/newhamfoodalliance



ENERGY BILLS

- Energy support services:
 🏠 www.newham.gov.uk/public-health-safety/energy/13
- Our Newham Money: **112-118 The Grove, E15 1NS**
 ☎ **020 8430 2041**
 🏠 www.ournewhammoney.co.uk
 ✉ ournewhammoney@newham.gov.uk
- Energy Advice London: ☎ **0808 196 8260**
 🏠 www.energyadvice.london
- SHINE London: ☎ **0300 555 0195** (Mon-Fri 9am-5pm)
 🏠 www.shine-london.org.uk
 ✉ shine@islington.gov.uk
- Cadent Foundation Green Doctor service:
 🏠 www.groundwork.org.uk/greendoctor/our-partners/cadent-foundation-green-doctor

- Free loft insulation available through the Connected for Warmth scheme, all properties in council tax band A-D are eligible to apply:
🏠 www.connectedforwarmth.org.uk/apply-for-insulation
- Contact your energy supplier if you are on a prepayment meter and have not yet received a payment voucher as part of the Government's Energy Bills Support Scheme (EBSS)



WORK

- The Council's employment service, Our Newham Work:
112-118 The Grove, E15 1NS ☎ 020 3373 1101
✉ ournewhamwork@newham.gov.uk
🏠 www.ournewhamwork.co.uk



STRESS & EMOTIONAL PRESSURE

- Choose from over 70 free services in Newham to help look after your health and wellbeing:
🏠 www.newham.gov.uk/healthylife
- Confidential psychological support for adults:
☎ 020 8175 1770 (Mon-Fri 9am-5pm)
www.newhamtalkingtherapies.nhs.uk
- For children under 18: talk to your doctor or the school.
- For school health support: ☎ 020 3373 9983
🏠 www.newham.gov.uk/schoolhealth
- Mental health crisis line for anyone:
☎ 0800 073 0066 anytime
- Newham Together Café for residents struggling with mental health:
Rokeby Community Hub, 63 Rokeby Street, E15 3LS
☎ 0808 196 8710
🏠 www.hestia.org/newham-together-cafe



GENERAL

- Community Links provides housing, debt advice, consumer and employment advice, free legal services from FreeLaw:
105 Barking Road, Canning Town, E16 4HQ
☎ **020 7473 2270**
🏠 **www.community-links.org**
- Bonny Downs provides welfare support for over 65s:
49, The Well Community Centre, 49 Vicarage Lane, E6 6DQ
☎ **020 8586 7070**
🏠 **www.bonnydowns.org**
- Age UK East London provide information, advice and advocacy service:
655 Barking Road, Plaistow, E13 9EX (Mon-Fri 9.30am-5.30pm
call or email for an appointment)
☎ **020 8981 7124**
✉ **info@ageukeastlondon.org.uk**
- Citizens Advice Newham:
☎ **020 3855 4472** (Mon-Fri 10am-4pm)
🏠 **www.eastendcab.org.uk/newham**



STAY HEALTHY

- Eat fruit and vegetables as much as you can and aim for one hot meal a day
- Try and get 20 minutes of exercise every day, it is good for your physical health as well as relieving stress e.g. go for a walk in your local area, exercise at home or join a local free physical activity:
🏠 **www.newham.gov.uk/community-parks-leisure/physical-activity**
- Stay connected and try to talk to at least one other person every day. Get in touch with your local Community Neighbourhood Link Workers for a friendly conversation:
🏠 **www.newham.gov.uk/health-adult-social-care/community-neighbourhood-link-workers**

- Stock up your medicine cabinet early and ask your pharmacist or GP about repeat prescriptions
 - Find out if you're eligible to get free NHS prescriptions (medicines and dental costs):
🏠 www.northeastlondon.icb.nhs.uk/your-health/support-for-nhs-costs
 - Free vitamins for residents aged 65+:
📞 020 8981 7124
🏠 www.newham.gov.uk/vitamind
 - Free vitamins if you're pregnant or have a child under four:
🏠 www.newham.gov.uk/children-families/healthy-start-child/2
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IF YOU FEEL UNWELL

- Register with a GP – it's free and you don't need proof of address or immigration status. Find your nearest GP:
📞 0300 311 22 33
🏠 www.nhs.uk/service-search/find-a-gp
- Contact your pharmacist who can give advice and over-the-counter medicines for coughs, colds, sore throats and general aches and pains. They can also tell you if you need to see a GP, nurse or other healthcare professional
- Contact your GP or NHS 111 or visit www.nhs.uk if things are more serious
- If you have a medical emergency, call **999** or go to your nearest A&E department
- If you want to talk to someone about your mental health call Newham Talking Therapies:
📞 020 8175 1770
Crisis line: 📞 0800 073 0066