

WELCOME NEWHAM.

WE ARE NEWHAM.

A guide for those living in
asylum accommodation.

As of May 2023

WE ARE NEWHAM.

Welcome to Newham.

We are happy to have you here.

This booklet gives you information about what support and services you and your family are entitled to in Newham.

If you need help you can contact:

Welcome Newham Team

020 3373 3222, Monday to Friday 10am-5pm

Welcome.Newham@newham.gov.uk

Migrant Help

0808 8010 503

www.migranthelpuk.org/contact

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Benefits and Money

What am I entitled to?

You will get £9.10 each week for each person in your household if you live in a hotel that provides food. You will get £45 each week for each person in your household if you live in a hotel that does not provide food. All your money will be loaded onto your ASPEN debit card.

Your asylum support is paid by the Home Office and administered by Migrant Help. If you have any issues with your ASPEN card you should contact Migrant Help.

Additional payments

- If you are pregnant, you are entitled to receive £3 extra per week during your pregnancy
- For every child under 1 year old, you will receive an extra £5 per week on top of normal payments, and £3 for each child aged 1 to 3.
- £300 maternity grant. You need to apply between 8 weeks before the baby is due and 6 weeks after the birth.



Housing

What am I entitled to?

You are not eligible for homelessness assistance or council housing allocation from Newham Council.

If you are worried that you may become homeless you can contact Shelter Homelessness Charity: 0808 800 4444

If you become homeless you can ask for support from Newham staff that attend your hotel to help you signpost to organisations that can house you.



Children's Education

What am I entitled to?

Children aged 3 - 4 years old can get free early years education.

All children aged 5 - 16 years old, regardless of immigration status, are legally required to attend school.

Children aged 5 to 11 will attend primary school. Children aged 11 to 16 will attend secondary school.

People aged 16 - 18 years old must be in full-time education or at work.

Need help with school applications?

Speak to a Family Navigator during their drop-in visits.

Come along to the Newham One-Stop Shop to talk to a team member to help with your child's school application.

All primary-aged pupils in Newham receive free school meals.



Adult Education

What am I entitled to?

Newham Council's Adult Learning team has many courses for adults aged 19 and over. Many of the courses are suitable for beginners or for those wanting to improve their skills and all courses are at times to suit you.

There are lots of free courses on offer:

- English language
- Maths skills
- Digital skills
- Business
- Arts and fashion
- Cake decorating and cooking

For more information visit <https://onls.co.uk/index.php>

For more information about English and maths courses, you can call **020 3373 8254**.

You need to have lived in the UK for 6 months or more to join a formal education course. You DO NOT need a National Insurance number to enrol.

There are organisations in Newham who offer free education and skills sessions to people regardless of how long they have been in the UK.

Contact the Welcome Newham Team who can give further details and support.

020 3373 3222, Monday to Friday 10am-5pm

Email: Welcome.Newham@newham.gov.uk

Health

What is the NHS?

The NHS stands for the National Health Service. It refers to the Government-funded medical and health care services that you can use for free.

What am I entitled to?

Anyone can register for a doctors service (a GP) free of charge. You do not need to prove your address or show identification to register for a GP.

Where to go

You can get help for physical and mental health from all of these services:

- Doctors (GPs): all basic medical care including immunisations, flu, stress, anxiety, low mood and referrals to specialist services
- Pharmacies: for minor illness and to get prescriptions
- Call 111 for advice and information including when your doctor is closed
- Hospitals: specialist services – usually needs referral from the GP
- Urgent Care/Accident and Emergency: for emergencies when you need help right away
- Call 999 if someone is seriously ill or injured, or their life is at risk

You are entitled to an HC2 certificate to help with health costs.

HC2 certificate entitles you to:

- free NHS prescriptions
- free NHS dental treatment
- free NHS sight tests
- free NHS wigs and fabric supports
- help towards the cost of glasses or contact lenses
- help towards travel costs to receive NHS treatment.

This will be sent to you directly by UKVI (UK Visas and Immigration).

If you have not received your certificate, you can ask for support in the hotel to complete the application and send it. They will be able to provide you the form.

Health

Doctors of the World

If you do not have a GP and are having trouble registering, you can contact Doctors of the World UK for support.

Call their advice line (Freephone 0808 164 7686) open on Mondays to Thursdays, 10am-12pm. We can call back with an interpreter.

Drop in to their clinic in Stratford, 80-92 High Street, Stratford, E15 2NE. Open 9.30am-5pm - Tuesdays (women and children only), Wednesdays and Thursdays.

Last appointments are at 3pm. Appointments are usually given out in the morning so best to arrive earlier in the day. You may be asked to return later the same day.



Food Support

There are organisations close by that provide free hot meals and food products.

Ascension Church

Ascension Church Centre, Baxter Road, E16 3HJ

Free hot meals Tuesdays 10am to 2pm. Can just turn up

Activities include: English language sessions, Gardening, Food bank, Activities for children, Family support, Community café and Free Pilates class from 10-11am.

Highway Vineyard Church

88A Romford Rd, E15 4EH

Free hot meals Tuesdays, 11.30am-3pm. No need to book.

Activities include: Board games, Puzzles, Watch a film, English conversation groups and Creative workshops

The Renewal Programme

395 High Street, E12 6PG Free hot meals

Tuesdays 11am-1.30pm (As part of existing foodbank café sessions)

Wednesdays 12.30-3pm

Friday 11am-1.30pm (As part of existing foodbank café sessions)

Contact 07473 159 269 to book and find out more.

The 5es Development

St Marks Community Centre, 218 Tollgate Road, E6 5YA

Tuesdays 11am-1pm and Fridays 11am-1pm

Whatsapp 07491999289

Activities include: Wellbeing group sessions and Social connection

All Saints West Ham

All Saints Church, Church Street, Stratford, E15 3HU

Tuesdays

The Dockland Settlements

TMO Building, 17 Doran Walk, E15 2JL.

Food bank Mondays, Wednesdays and Fridays from 9.30pm-12pm

No need to book

Mental Wellbeing for Adults

What am I entitled to?

You can access **free** Mental Health services in Newham

Newham 24 Hour Mental Health Crisis Helpline

Free support is available if your mental health is getting worse or you are in distress and need support from a qualified mental health professional call **0800 073 0066**.

What is available and how you can get it

- 1) Newham Talking Therapies:** Free and confidential psychological support to help you manage your emotional difficulties and feel better www.newhamtalkingtherapies.nhs.uk. A translator can be arranged for any communication needs. Speak to your doctor or refer yourself by filling in a short form www.newham.gov.uk/talkingtherapyselfreferral or call **020 8475 8080** Mon-Fri 9am-5pm
- 2) Newham Together Café:** A safe community space for people over 18 struggling to cope with any changes in their life. Open evenings and weekends, the Together Café is free with no appointment needed (just turn up). Interpreters can be provided if needed. Rokeby Centre, Rokeby Community Hub, 63 Rokeby Street, London E15 3LS.
www.hestia.org/newham-together-cafe. Telephone **08081 968 710** or email Nh.togethercafe@nhs.net
- 3) East London Asylum Seekers & Refugee Support Service:** Free support for emotional health, jobs and training. Telephone: **020 8594 1514** or email: admin@ucts.org.uk

4) Newham Bereavement Service: For adults who have experienced grief, loss and bereavement at any time, either recently or years ago.
www.mithn.org.uk. For more information call **020 7510 1081** or **020 7510 4268**. Email: nbs@mithn.org.uk

5) Ultimate Counselling: Counselling and therapy sessions for young men.
Call **020 8594 1514**. Email referrals@ucts.org.uk

6) The Boloh Helpline

The Helpline will offer advice, signposting, emotional support and 8 free sessions of therapy by qualified Barnardo's therapists to asylum seekers in the UK. These sessions can take place remotely via telephone or online. Calls are confidential and we will not share personal information with the Home Office.

The Helpline is open Monday – Friday (10am-8pm) and Saturday (10-3pm) via phone **0800 151 2605**, webchat and email Boloh.helpline@barnardos.org.uk

<https://helpline.barnardos.org.uk/boloh-helpline>

7) Newham Nurture Counselling Service

- Supporting women through pregnancy and up to two years post birth.
- One-to-One counselling sessions in a safe and confidential space. Interpreters are available and crèche provided for each session.
- [Newham Nurture Counselling Services | NCT](#)

8) Well-being resources for different faiths and beliefs

[Faith and belief communities | Good Thinking \(good-thinking.uk\)](#)

Mental Wellbeing for Children and Young People

What am I entitled to?

There are no barriers to health and wellbeing support based on your immigration status.

All children and young people can access free Mental Health services if you are an asylum seeker.

Crisis Helplines

For access to various crisis helplines for children and young people, including Shout, Childline, Samaritans, NHS Urgent Mental Health Helpline (England only) & YoungMinds Children and Young People Crisis Helplines www.youngminds.org.uk/young-person/find-help/i-need-urgent-help/



What is available and how you can get it

- 1) **Kooth:** Free, safe and anonymous online counselling service for young people aged 10-16 in Newham. Tel: **020 3984 9337** or email: contact@kooth.com
- 2) **ChatHealth:** Service for 11-19 year olds. It is a confidential text messaging service that enables children and young people (aged 11-19) to contact their local nursing team for confidential advice and support
<https://chathealth.nhs.uk/>
- 3) **Your Time:** Free, confidential for anyone 5-18 years (up to 25 for young people with SEND). 12 sessions helping children and young people to develop skills that are right for you. Your Time can happen where you want, in school, over Zoom or the phone or at Newham's Youth Zones your.time@newham.gov.uk. www.headstartnewham.co.uk/activities/yourtime
- 4) **Child bereavement UK:** Helps children who have suffered a loss or death of someone they love at any time. To access this support www.childbereavementuk.org. Call: **0800 0288 840** or email: londonsupport@childbereavementuk.org
- 5) **Hope for the Young (young people between the ages of 16 and 25):** Mentoring programme to help you meet your personal goals.
<https://hopefortheyoung.org.uk/>
- 6) **DOST Centre for Young Refugees and Migrants**
Provides free sport activities, day trips, new skills learning and opportunities to meet new people.
www.dostcentre.co.uk/about-us

Social Care

What is Social Care?

Adult Social Care provides advice, information and assistance to promote your independence in the local community as much as possible.

Telephone 0208 430 2000 (Option 2) if you have concerns about daily living such as;

- managing personal care
- washing and dressing;
- using the toilet or bathroom
- accessing areas in the home
- getting out and about into the community

Occupational Therapy

You might receive an assessment from an Occupational Therapist (OT). Occupational Therapy may teach you new ways of doing things, provide you with equipment to make sure you are as safe and independent as possible. Contact Access to Adult Social Care for advice: **020 8430 2000 option 2.**

Are you a carer?

Do you care for an adult with a physical disability, learning disability, sensory loss, mental illness, drug or alcohol dependency or long term health condition?

Newham aims to support our residents who have caring responsibilities for family, friends and neighbours.

If you are concerned about your caring role and need advice and information contact: **Access to Social Care 0208 430 2000 Option 2.**

Children and Young People's Services

What services are available for children and young people in Newham?

Children's Centres are places for all families with children under 5 to enjoy activities and access help and advice. More information can be found here - <https://families.newham.gov.uk/kb5/newham/directory/family.page?familychannel=10>

Youth Zones are open to provide youth sessions, one-to-one support, and outreach as well as digital sessions. This offer is for young people aged 9-18.

The Youth Padlet provides information on the latest programme of events at the different Youth Zones across Newham - <https://padlet.com/YESLBN/youth-empowerment-weekly-programme-r5x77y7xlyou>

Email: youth.zones@newham.gov.uk

Family Information Service: <https://families.newham.gov.uk/kb5/newham/directory/family.page?familychannel=0>

Newham Council can offer targeted early help support if you feel you need more additional support. This could be in the form of parenting courses as well as linking you and your child to Children Centre and other activities in the borough.

Contact the **Multi-Agency Safeguarding Hub (MASH) on 0203 373 4600**. MASH has a large network of professionals working together to support children and families. For further details you can also visit www.newham.gov.uk/mash

If you are a young person with a social worker and you are not happy with the service you are being provided, you are entitled to some support through an independent advocate.

childrensrights@newham.gov.uk

Welcome Newham One-Stop Shops

Weekly one-stop shops provide you with an opportunity to access a number of different services face to face to help you establish a life in Newham. These are drop-in sessions so there is no need to book.

The one-stop shops take place at Stratford Library, 3 The Grove, E15 1EL every Thursday 10am to 2pm. Staff speak multiple languages and we will always try our best to get a translator.

The following in person assistance will be provided at the one-stop shops:

- Help with GP registration
- Universal Credit queries
- Housing benefit, pension credit and child benefit queries
- School admissions support
- Homelessness support
- Biometric resident permit guidance
- English for speakers of other languages registration
- Employment and voluntary opportunities assistance
- Private rented accommodation assistance

Please note that the Newham One-Stop Shops are available to all people regardless of status.

Employment and Volunteering

You are generally not allowed to work while your claim for asylum is being considered. If a decision on your initial asylum claim after one year has not been made (and this delay is not attributed to you) you may request permission to work. This right will cease if your claim for asylum is finally determined as unsuccessful.

Voluntary work is unpaid work. It can help build up skills and experience for paid work, as well as build relationships with people, and the community.

See volunteer opportunities at:

<https://volunteers.activenewham.org.uk/index-classic>

If you are being pressured to work for little or no money you may be a victim of Modern Day Slavery.

If you have concerns about a child being exploited at work, please contact Newham MASH on **020 3373 4600** during office hours (**Monday to Thursday, 9am-5.15pm or Friday 9am to 5.00pm**) or **020 8430 2000** at any other time and if the referral is urgent.

If you have concerns about an adult being exploited at work, call the 24 hour Safeguarding helpline on **020 3373 0440**.

You can also call The Salvation Army's confidential Referral Helpline on **0800 808 3733**. It is available 24 hours a day, seven days a week.

Free Activities and Support

A number of organisations across Newham have been awarded funding to deliver projects for asylum seekers and refugees who have newly arrived in the borough. There are lots of different activities and support offers which cover all age groups and genders.

If you would like more information about the free activities and support, including being referred to a project or projects, please contact the Welcome Newham Team:

Email: Welcome.Newham@newham.gov.uk

Helpline: **020 3373 3222 Monday – Friday 10am-5pm**

| Organisation | Area of project | Who is eligible? |
|---|--|--|
| Bonny Downs Community Association | Digital sessions. | Women |
| Caramel Rock | Support young people aged 16 to 25 who are not in education, training or employment with activities, learning and recruitment. | Young people aged 16 to 25 |
| Custom House Community Bookshop CIC | Orientation, day trips, English lessons, arts and crafts, and other activities to create social connection. | All new arrivals in Newham |
| Dost Centre for Young Refugees and Migrants | Weekly sport session at Newham Leisure Centre, as well as weekly English session and mentor scheme. | 13-19 year olds |
| East London School of Dance | Free ballet Classes for children and young people. | Children between 3 and 5 and under 18s |
| Eastside Community Heritage | English lessons and linking people to cultural locations and experiences. | Women and families |

| Organisation | Area of project | Who is eligible? |
|--|--|--|
| Highway Vineyard Church | Weekly 'havens' from 10am - 3pm providing social connection, baby and toddler groups, baby bank, English conversation groups, and workshops. | All new arrivals in Newham |
| Hope Church Newham | A range of activities that help build social connections - table tennis, arts and crafts, board games. | All new arrivals in Newham |
| Hope for the Young | Mentoring Programme to help asylum seekers and refugees meet personal goals. | Refugees and asylum seekers (16-25 years old). |
| Little Ilford Elders Community Forums (liec) | ICT and Digital Skills for over 50s. | Over 50 year-olds |
| Magpie Project | Helping asylum seeking mothers develop and practice their English with a mixture of classroom-based learning as well as practical learning via trips in the local area. | Pregnant women and new mothers |
| Newham Care4Calais and Compost | Practical support - oyster travel cards and providing children with a free pair of shoes. | School age children |
| The5es Development | Community Kitchens providing free hot meals from St Marks Community Centre, 218 Tollgate Road E6 5YA | All new arrivals in Newham |
| Tinder Sticks | Mental Health through wellbeing workshops and exploring greenspaces. | All new arrivals |
| Ultimate Counselling C.I.C | Counselling and therapy sessions for young men, helping address barriers to developing social connections and providing mental health support. People who travel to service get travel costs reimbursed. | Young men |

Adults Safeguarding

What am I entitled to?

www.newham.gov.uk/health-adult-social-care/domestic-violence-support

Please **call the police on 999 if you are in immediate danger** of violence or abuse from someone in your home.

What is safeguarding?

Safeguarding adults means protecting adults at risk from abuse or neglect by taking steps to prevent or stop it from happening.

Who is an adult at risk?

A vulnerable adult at risk is anyone aged 18 and over who:

- Has care and support needs
- Is experiencing, or at risk of abuse or neglect
- Is unable to protect themselves

What is abuse?

Abuse can be a single or repeated act or lack of appropriate action, which causes harm or distress. It happens in many forms such as:

- Neglect acts of omission
- Self-neglect
- Physical abuse
- Psychological abuse
- Financial or material abuse
- Human trafficking
- Hate crime

Anyone can be an abuser and abuse can also happen anywhere

How to raise a concern about an adult in Newham

Please call the 24 hour Safeguarding helpline on 020 3373 0440.

Raise a safeguarding concern online - https://newham-self.achieveservice.com/service/Report_abuse_or_neglect_of_an_adult

Community Safety

Antisocial behaviour (ASB) is behaviour that causes harassment, alarm or distress to other people.

For example:

- Noisy or nuisance neighbours
- Vandalism
- Aggressive behaviour

If you feel you have been victim of ASB you can report it to Newham's Community Safety Partnership: **020 8430 2000**.

Visit the 'Community Safety Partnership' page for information about how Newham Council is keeping its communities safe from ASB and crime:

<https://www.newham.gov.uk/council/community-safety-partnership/1>

A hate crime is motivated by hostility towards someone because of:

- Race/ethnicity/where you are from
- Religion or beliefs
- Disability
- Gender identity
- Sexual orientation

Discriminating against someone because of any of these is unacceptable and can be illegal.

If you have been the **victim of a hate crime** you can report it to the **police by calling 999**.

If you are uncomfortable with talking to the police you can report it to **StopHateUK: 0800 138 1625**

Rules we all live by

You can get a fixed penalty notice (FPN) for environmental offences including:



Dropping litter
£150 fine



Dropping cigarette end
£150 fine



Spitting
£150 fine



Feeding pigeons
£150 fine



Drinking alcohol in public
£100 fine



Urinating in public
£150 fine

It is important to know that not knowing the law or being new into the UK is NOT a defence if you are issued an FPN. If you do not pay the FPN you will be summoned to court and if found guilty you will receive a criminal record.

More information

<https://www.newham.gov.uk/public-health-safety/fixed-penalty-notice/2>

<https://www.newham.gov.uk/news/article/867/newham-s-enhanced-enforcement-team-are-hitting-the-streets-to-clear-up-litter>

