

NEWHAM SOCIAL WELFARE ALLIANCE (SWA)

**NOVEMBER 2020 - AUGUST 2024
DETAILED FEEDBACK 23-24**

DEC 2024

EXECUTIVE SUMMARY



The **Social Welfare Alliance Newham** is a collaborative initiative aimed at enhancing the skills and knowledge of frontline workers in the borough. Launched in October 2020, the Alliance provides comprehensive training and support to those regularly engaging with residents on various social welfare issues.

Year on year the SWA has grown in terms of topics covered, frequency of sessions, partners engaged and frontline workers reached.

Training and Engagement:

Nearly 6000 attendances on 55 topics since 2020. Feedback-driven improvements. Training topics are based on the most frequent and challenging issues faced by front-line staff, with the program content evolving over time.

Partnerships:

Formed significant partnerships with organizations like the London Office of Technology and Innovation, UCL's Institute of Innovation and Public Purpose, Bromley by Bow and Thrive London. New initiatives include adapting training to address the rising cost of living and collaborating with other councils to share best practices.

Impact:

High training satisfaction, steady attendance. Increased engagement from the Newham Food Alliance and other community organizations. The SWA has influenced the restructuring of the Housing and Homelessness team to better support residents.

Strengthening Relationships:

Maintain collaborations with mental health, housing, and community organizations. Increase school engagement and support for volunteers.

Future Plans:

Focus on school engagement and high attendance retention. Continue to support volunteers and ensure they are well-trained to assist residents.

PRIORITIES FOR SEPT 24 – AUG 25

- Maintain strong relationship with Talking Therapies, delivery once a quarter - addition element of eating disorders added to Adult Mental Health and Wellbeing session
- Maintain relationship with Housing and Homelessness lead -sessions will continue every six weeks while needed
- Support provided when mandatory safeguarding sessions stopped, to support Council staff with safeguarding awareness
- Focus on increasing uptake from schools and maintaining LBN staff, NHS and voluntary sector
- Continuing to ensure volunteers, community champions and others access training

GAINING INTEREST FROM ELSEWHERE



In Spring 2021, the **London Office of Technology and Innovation** awarded a **Covid Innovation grant** to Newham and Hackney

The grant supported work to embed key elements of our pandemic recovery as the new normal, ensuring we adopt preventative approaches to protect residents from reaching crisis

As well as investment in developing tools and approaches, the grant paid for an evaluation of our work by independent academics at UCL's Institute of Innovation and Public Purpose.

The full evaluation can be found [here](#) which has been published by UCL.

Key findings developed by Hackney can be accessed [here](#)

Thrive London have adapted the Core Conversations training session co-produced by Newham VCS partners to now offer a specific session focusing on Mental health in the context of the Rise in Cost of living and are offering this free to all London Boroughs.

Northamptonshire County Council are setting up their own version of the Social Welfare Alliance based on the success and learning from Newham.

After reading an article produced on the Social Welfare Alliance **Islington and Tower Hamlets councils** have reached out to set up best practice learning sessions with the SWA project team and plans are in place to arrange a spotlight roundtable session with VCS partners from both councils.

NEWHAM'S SOCIAL WELFARE ALLIANCE



Established in 2020, the Social Welfare Alliance (SWA) is a partnership between the Council, voluntary, community and faith organisations and other partners.

It provides free training on the most common and difficult issues facing residents in Newham so that front-line staff and volunteers can help people find solutions.

Our mission is to

- upskill anyone working on frontline or volunteering in Newham to understand the social determinants and health needs of residents.
- provide immediate advice on how refer effectively into expert support.
- build strong relationships and cross-sector networks enabling warm referrals to services.

Since 2020...

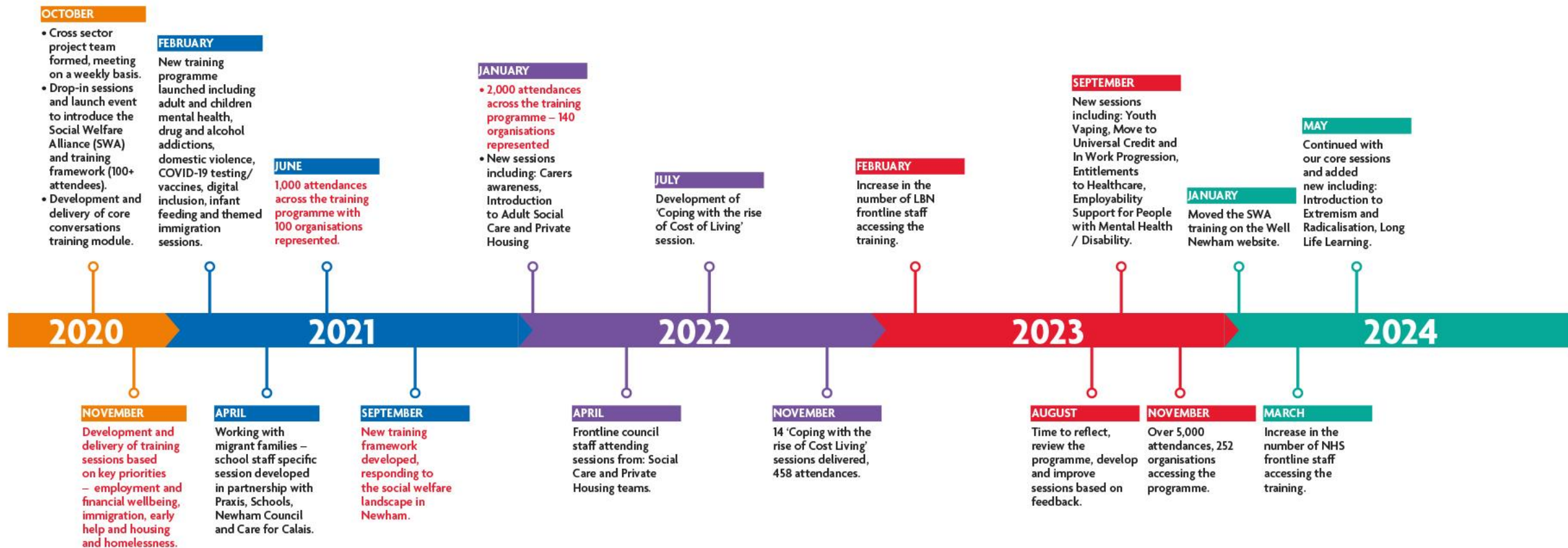
- We have run training on **55 different topics**
- Had nearly **6000** attendances from over **1700** unique individuals
- Had more than **285** organisations accessing the SWA training



SYSTEM BENEFITS AND INSIGHTS

- Attendances and content demand shows us the current challenges residents are facing
 - In particular feedback from social prescribers and other attendees inform the offer we make
- Feedback and insight informs the way that we deliver services in the Council.
 - For example, the Head of Housing and Homelessness on the social welfare alliance project group helped influence the plans in restructuring the team to include a **specialist pathways team** to support specific cohorts of residents with their housing needs.
- **Co-produced and peer-led sessions are particularly powerful:** the best frontline workers are demonstrating awe inspiring skills which then inspire their peers. This has been particularly powerful in the design of the Core Conversations training module and will explore how to expand.
- Attendances are important – the contacts we are all making and the **networks** being developed are a key part of the outcomes.
 - Frontline workers value the networks they develop in the training because it supports problem sharing and encourages **warm referrals** into a range of services
 - **Partnerships and Connections** are being formed organically from the work. For example, the Financial Wellbeing training session was co-developed and delivered by a superb team comprising of CAB East End, Community Links, Money A & E and Our Newham Money who are working together more

SOCIAL WELFARE ALLIANCE TIMELINE



SUMMARY FIGURES

Description	Year 1 Nov 20 – Jul 21	Year 2 Aug 21 – Aug 22*	Year 3 Sep 22 - Aug 23	Year 4 Sept 23– July 24	Total
Number of attendances	1383	1381	1795	1386	5945
Number of different training topics	28	39	27	26	55
Number of sessions delivered	111	128	101	109	449
Number of new organisations accessing the SWA	128	60	42	57	287
Number of attendees completing feedback	491	433	344	285	1553
Number of individual frontline workers and volunteers**					1721

- Attendance rates have stayed steady, with an increase in year 3 (22-23) due to significant activity around cost of living and directives in LBN that staff and Councillors attend Cost of Living training
- Feedback is dropping off and bringing it back up is a priority for 24-25
- The reduction in new organisations is not a surprise as many orgs in Newham already know about the SWA. 24-25 we are putting effort into increasing awareness

*From July 21 it was agreed that SWA would report Sept – Aug

**Due to data capture process we are able to tell number of new front line staff but not the start date – we will be capturing this going forward

WE ARE NEWHAM.

ATTENDANCE* BY SECTOR COMPARISON

Description	Year 1 Nov 20 – Jul 21	Year 2 Aug 21 – Aug 22*	Year 3 Sep 22 - Aug 23	Year 4 Sept 23– Aug 24	Total
Voluntary, community and faith organisations and independent volunteers	761 (55%)	759 (55%)	695 (39%)	545 (41%)	2760 (48%)
LBN	235 (17%)	290 (21%)	708 (40%)	462 (35%)	1695 (28%)
NHS (ELFT, NUH and NHC)	152 (11%)	166 (12%)	248 (14%)	241 (18%)	807 (14%)
Education / Early years	235 (17%)	166 (12%)	124 (7%)	76 (6%)	601 (10%)

*Total attendances – we are working on unique attendances

- Year 3 (22-23) priority was increasing the involvement of LBN staff as previous 2 years voluntary, community and faith orgs were significantly more involved
- In the past year we have prioritised increasing the attendance of people from health organisations
- This year, 24-25 we are focusing on schools and looking to retain the numbers LBN, NHS and community organisations / volunteers, including Champions

NEWHAM FOOD ALLIANCE (NFA) FOCUSED ACTIVITY



Membership and Engagement:

The Newham Food Alliance (NFA) comprises 40 organizations.

NFA partners frequently approach the Council with a wide range of questions and issues raised by residents.

Training Requirements:

NFA partners are now required to attend core training sessions as part of their membership.

Attendance at these sessions also provides partners with access to additional food supplies as needed.

Impact

Increased Participation:

Attendance from NFA partners has increased by 11%.

Five new organizations from the NFA, which had not previously participated, are now engaged.

Support and Training:

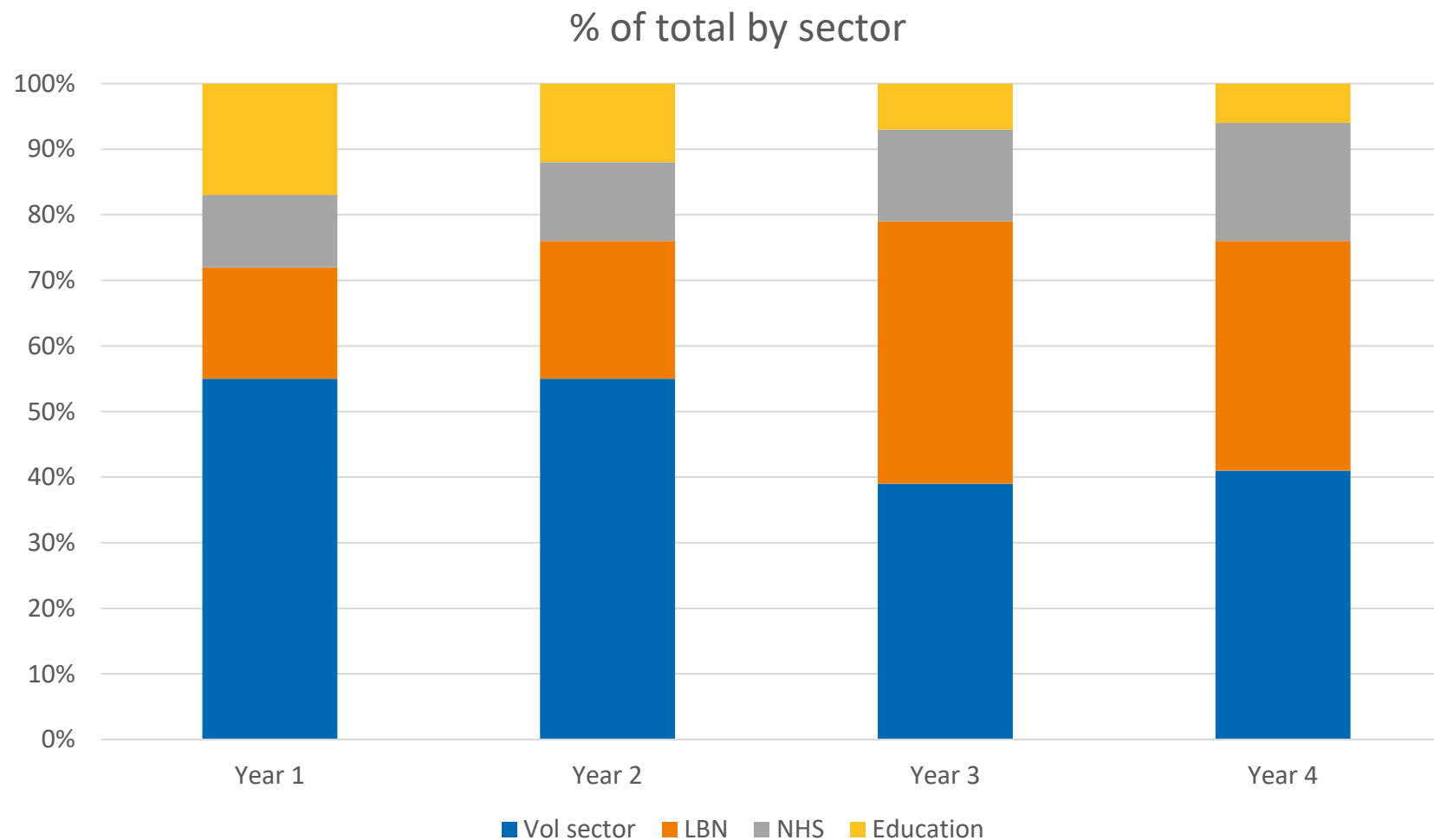
The SWA ensures that volunteers and VCFS staff stay updated with Council services and are aware of services available for resident referrals.

Continuous training for new volunteers and staff, addressing the high turnover in VCF organizations. This baseline training is crucial for upskilling new volunteers.

Empowerment and Confidence:

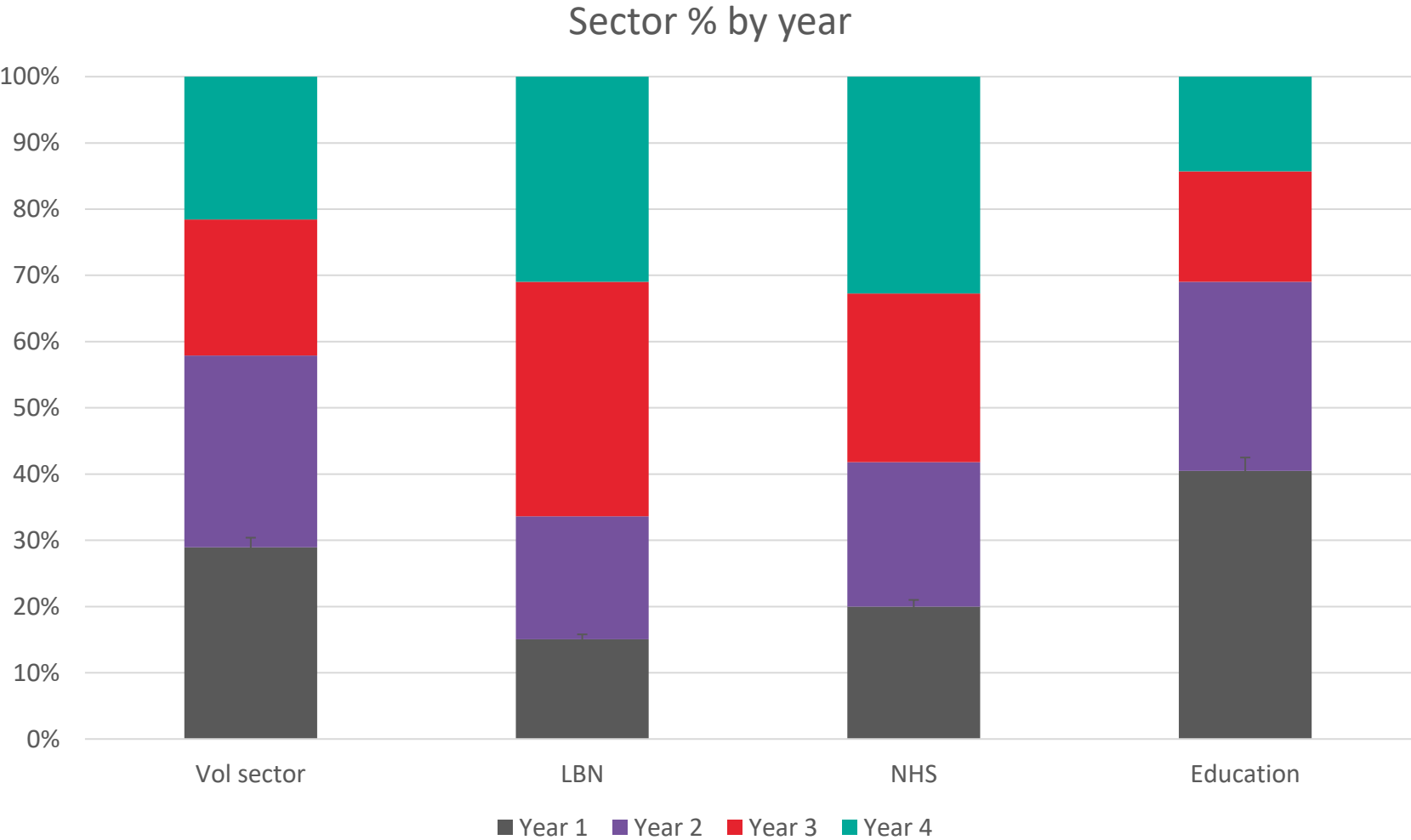
SWA training boosts volunteers' confidence in supporting residents through effective signposting. It enhances their knowledge of Newham's services, enabling them to provide informed advice. Residents at NFA food banks and clubs trust the environment, making them more receptive to advice from staff and volunteers.

ATTENDANCE* BY SECTOR OVER TIME



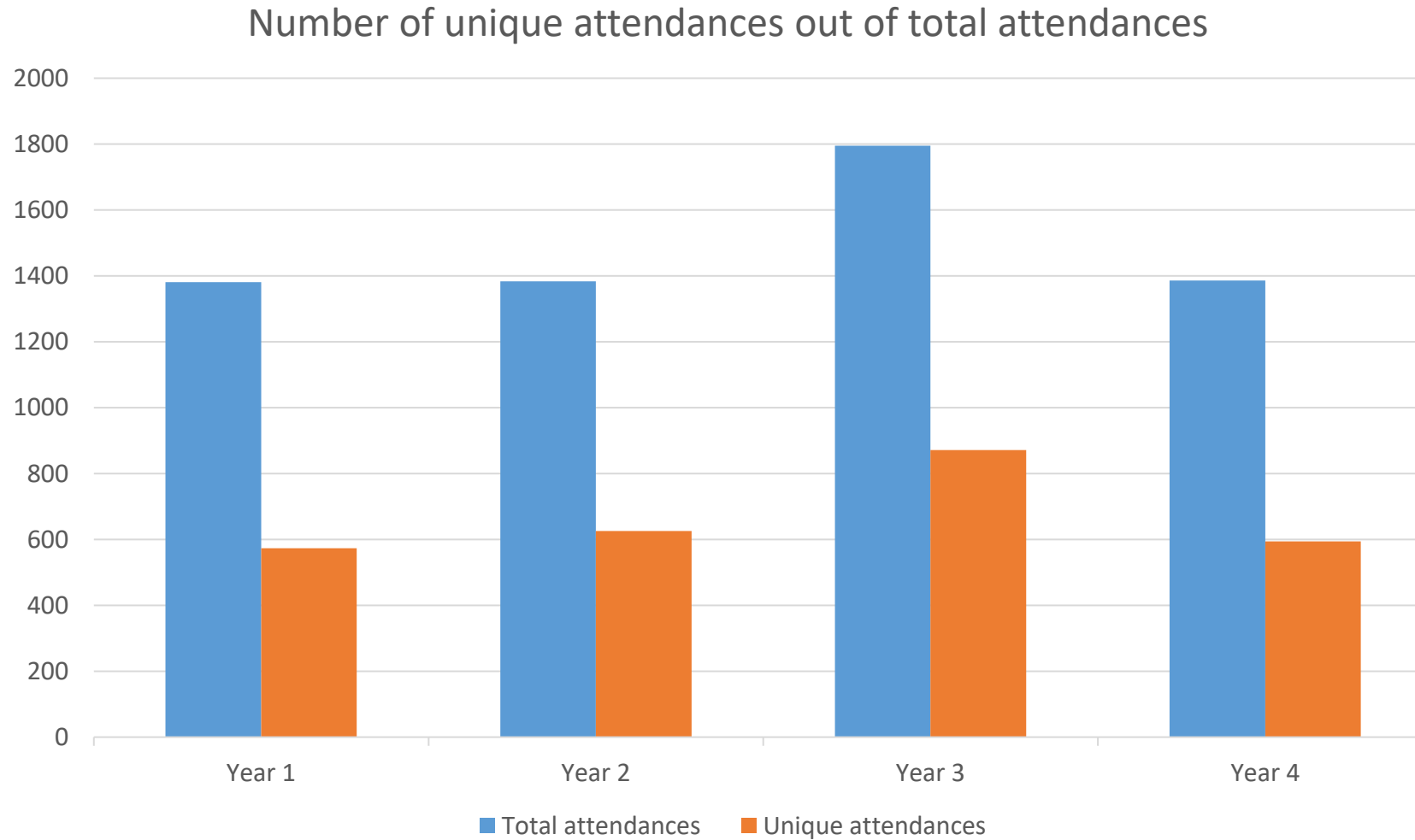
*Total attendances – we are working on unique attendances

ATTENDANCE* BY SECTOR OVER TIME



*Total attendances – we are working on unique attendances
newham.gov.uk

UNIQUE ATTENDANCES OVER TIME



TRAINING SESSIONS BY THEME* (1)

Immigration (8)

- Working with Migrants
- Immigration for non-Immigration advisers
- Working with Migrant Families
- Asylum Entitlement and Support

- The EU Settlement Scheme: supporting EEA nationals post Brexit
- No Recourse to Public Funds
- Working with Migrants - Become OISC registered at level 1 and 2
- Entitlement to Healthcare

Finance, Employability and Housing (14)

- Finance and Employability
- Employability
- Employment Rights and Support
- Financial Wellbeing
- Supporting Fuel Poor Residents
- Money Counts
- Coping with Rising Cost of Living

- Digital Inclusion
- Housing and Homelessness
- Universal Credit - Job Centre Support
- Private Sector Housing Standards
- Move to UC and In Work Progression
- Employability Support for Residents with Mental Health / Disability and Substance Misuse

Mental Health Support (5)

- Adult Mental Health and Wellbeing
- Supporting Families Affected by Parental Mental Health

- Children and Young People Mental Health and Wellbeing
- Suicide Prevention Awareness
- Building Resilience and Wellbeing

Domestic Abuse, Safeguarding (6)

- Domestic Abuse Awareness
- Female Genital Mutilation
- Understanding the Role of Adult Social Care

- Adult Safeguarding Awareness
- Children Safeguarding Awareness
- Introduction to Safeguarding Adults for Digital Champions Volunteers

TRAINING SESSIONS BY THEME (2)

Gambling, Drug and Alcohol Addictions (4)

- | | |
|--|--|
| <ul style="list-style-type: none">• Gambling Related Harm• Substance Misuse | <ul style="list-style-type: none">• Drug and Alcohol Addictions• Youth Vaping |
|--|--|

Family and Wraparound Services (6)

- | | |
|---|--|
| <ul style="list-style-type: none">• Early Help and Family Support• Working in community with families with Children and Young People who may be non-verbal and have disabilities• Introduction to Youth Safety and Exploitation | <ul style="list-style-type: none">• Healthy Start• Why Feeding Babies Matters• Introduction to Community Based Support for Young Children and their Families |
|---|--|

COVID related (3)

- | | |
|---|--|
| <ul style="list-style-type: none">• Everything you need to know about COVID-19 Testing• The COVID-19 Vaccine | <ul style="list-style-type: none">• Vitamin D, Flu Vaccine and COVID-19 Boosters |
|---|--|

Other (9)

- | | |
|--|---|
| <ul style="list-style-type: none">• Very Brief Advice on Smoking Cessation• Supporting Fuel Poor Residents• Overview of Adults of Health Commissioning• Why is it important to be LLW employer• Tuberculosis (TB)• Tackling Menopause at Work | <ul style="list-style-type: none">• Getting to know the not for profits• Carers Awareness• Core Conversations |
|--|---|

TRAINING SESSIONS BY TYPE

CORE SESSIONS (279 total)

- Housing and Homelessness
- Private Sector Housing Standards
- Adult Mental Health and Wellbeing
- Domestic Abuse
- Adult Safeguarding
- Children Safeguarding
- Female Genital Mutilation
- Understanding the Role of Adult Social Care
- Working with Migrants
- No Recourse to Public Funds
- Asylum Support
- Financial Wellbeing
- Employment Support
- Core Conversations
- Healthy Start

*Note: this is not complete list of sessions delivered

SESSIONS BASED ON NEED (70 total)

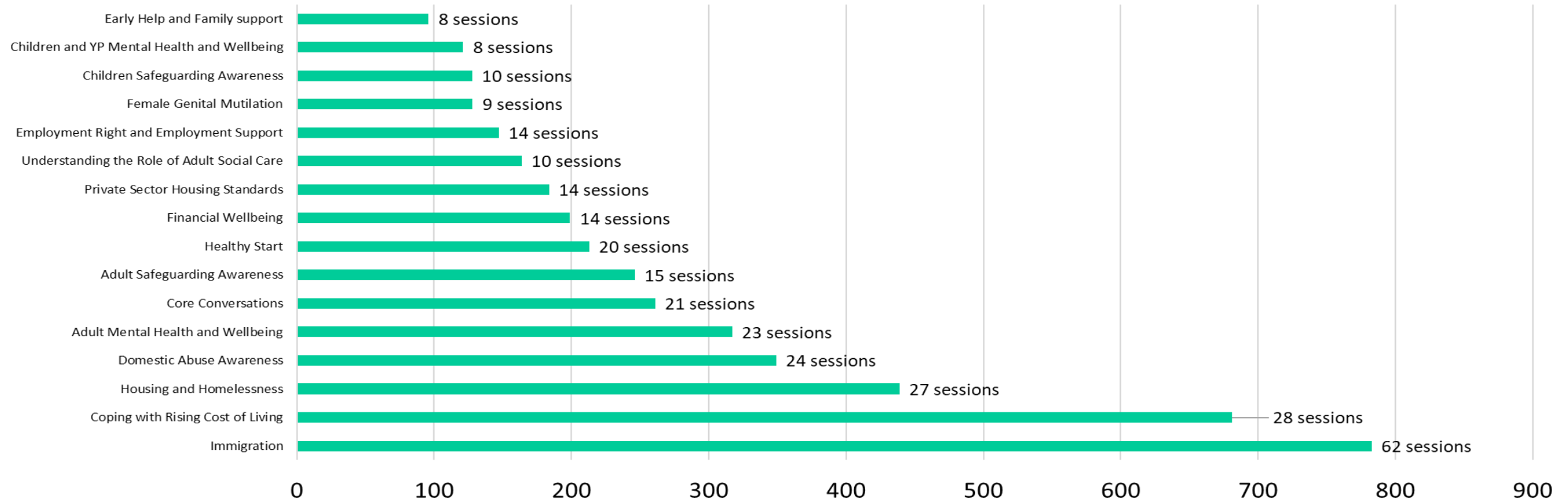
- Coping with Rising Cost of Living
- Winter Wellness
- Move to UC and In Work Progression
- Employability Support for Residents with Mental Health / Disability and Substance Misuse
- Everything you need to know about COVID-19 Testing
- The COVID-19 Vaccine
- Vitamin D, Flu Vaccine and COVID-19 Boosters
- Supporting Fuel Poor Residents
- EU Settlement Scheme and EU rights post Brexit
- Tackling Menopause at Work
- Tuberculosis
- Overview of Adults of Health Commissioning
- Very Brief Advice on Smoking Cessation

NEW TOPICS IN 2023-24 (16 total)

- Carers Awareness
- Lifelong Learning
- Substance Misuse – Young People
- Youth Vaping
- Drugs and Alcohol Awareness

ATTENDANCES BY TOPIC

SWA: Total attendances by topic and number of sessions



DELIVERY PARTNERS



VCF orgs	Council / Statutory	Health	Education
Citizen Advice	Our Newham Money	ELFT / NHS Talking Therapies	University of East London
Compost London	Adults Commissioning	QMUL	Mary Ward
Community Links	Public Health		
Money A+E	Housing and Homelessness Prevention		
Skills Enterprise	Early Help and Children's Health		
Change Grow Live	Adult Safeguarding		
Praxis	Children Safeguarding		
Hestia	Adults Commissioning		
Carers First	Education, Inclusion and Achievement		
Works Right Centre	Private Housing and Enforcement		
Enabled Living and Living Wage Foundation	Inclusive Economy and Housing Directorate		
Jobcentre Plus	Our Newham Work		
MIND			
Doctors of the World			
MyWishes			
Compassion in Dying			

23-24 FEEDBACK

EVALUATION EXECUTIVE SUMMARY



Training Evaluation

High Satisfaction: 66% of attendees rated the sessions as excellent, and 32% as good.

Positive Trainer Feedback: 75% rated trainers as excellent, and 24% as good.

Well-Received Content: 63% rated the content level and amount as excellent, and 34% as good.

Confidence in Referrals: 99.6% of attendees felt confident in referring residents to support services after the sessions.

Common Job Roles: The ten most common job roles among respondents were Community Connector, Business Support Officer, Community Partnerships Coordinator, Social Worker, Manager, Social Prescriber, Volunteer, Student Social Worker, Family Support Worker, and Support Worker. Nearly all of these positions are frontline roles.

Key Insights and Recommendations

Diverse Participation: Training sessions attracted a wide range of job roles and ethnic backgrounds, showing broad interest and relevance.

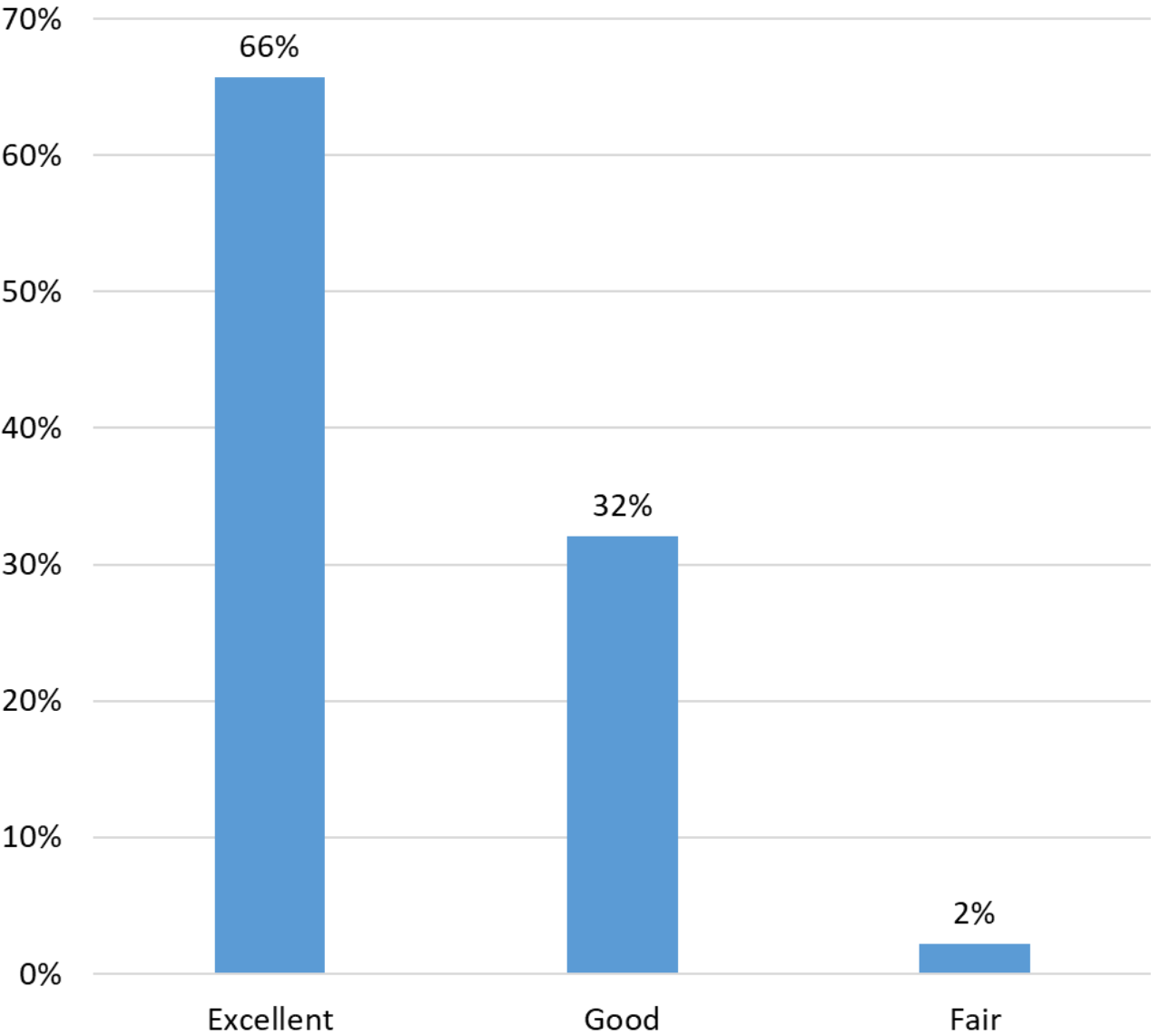
High Satisfaction and Confidence: Attendees reported high satisfaction and confidence in applying the knowledge gained, particularly in referring residents to support services.

Practical and Diverse Applications: Attendees plan to apply the training in various ways, including supporting others, signposting to services, and improving communication.

Continuous Improvement: Positive feedback highlights the effectiveness of the training sessions and the need to maintain high standards. The SWA should continue to gather feedback and make improvements.

Future Plans: Evaluation ambitions for 24/25 including looking comparing the demographics of attendees with the LBN and wider workforce (if possible). Exploring postcode attendances for voluntary organisation staff and volunteers.

OVERALL HOW WOULD YOU RATE THIS TRAINING?

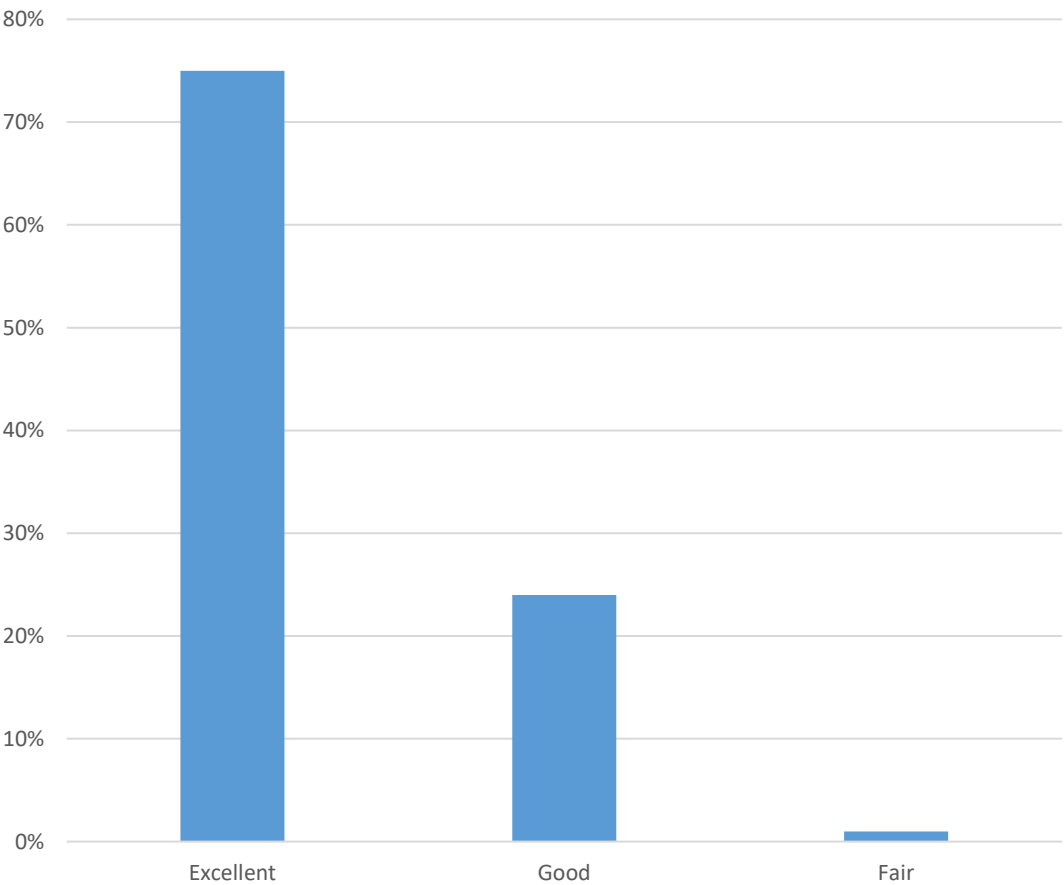


Rating	Total number	% of responses
Excellent	178	66%
Good	87	32%
Fair	6	2%
TOTAL	271	100%

A significant majority of attendees rated the training sessions positively, with 66% rating them as excellent and 32% as good. This indicates a high level of satisfaction with the quality and content of the training provided by the SWA.

WE ARE NEWHAM.

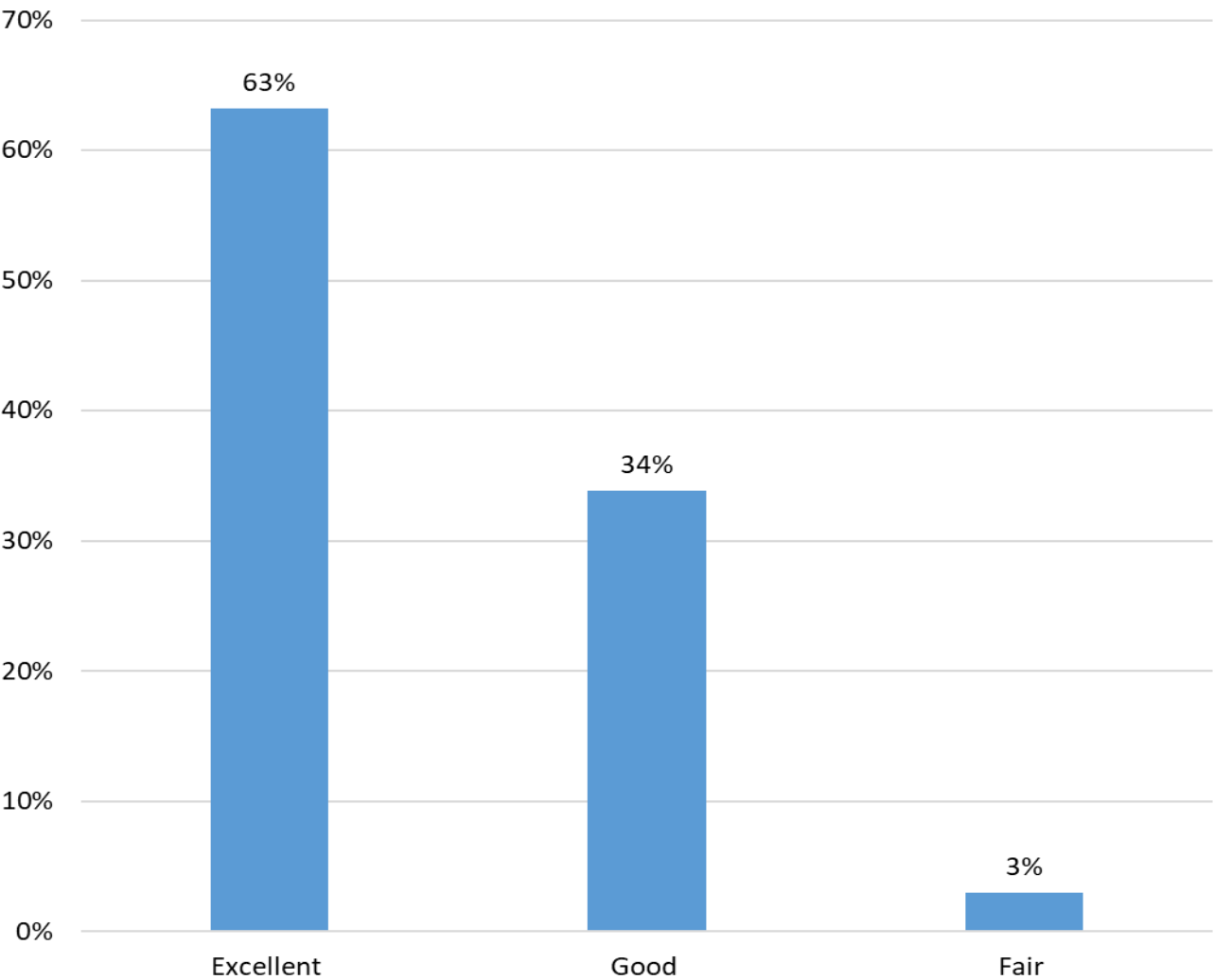
OVERALL PEOPLE RUNNING THE TRAINING WERE?



Rating	Total number	% of responses
Excellent	203	75%
Good	65	24%
Fair	2	1%
TOTAL	271	100%

This indicates a high level of satisfaction with the trainers' performance and effectiveness. The high ratings for trainers reflect their ability to engage participants, deliver content effectively, and create a positive learning environment. This positive feedback is crucial for maintaining the credibility and impact of the training sessions.

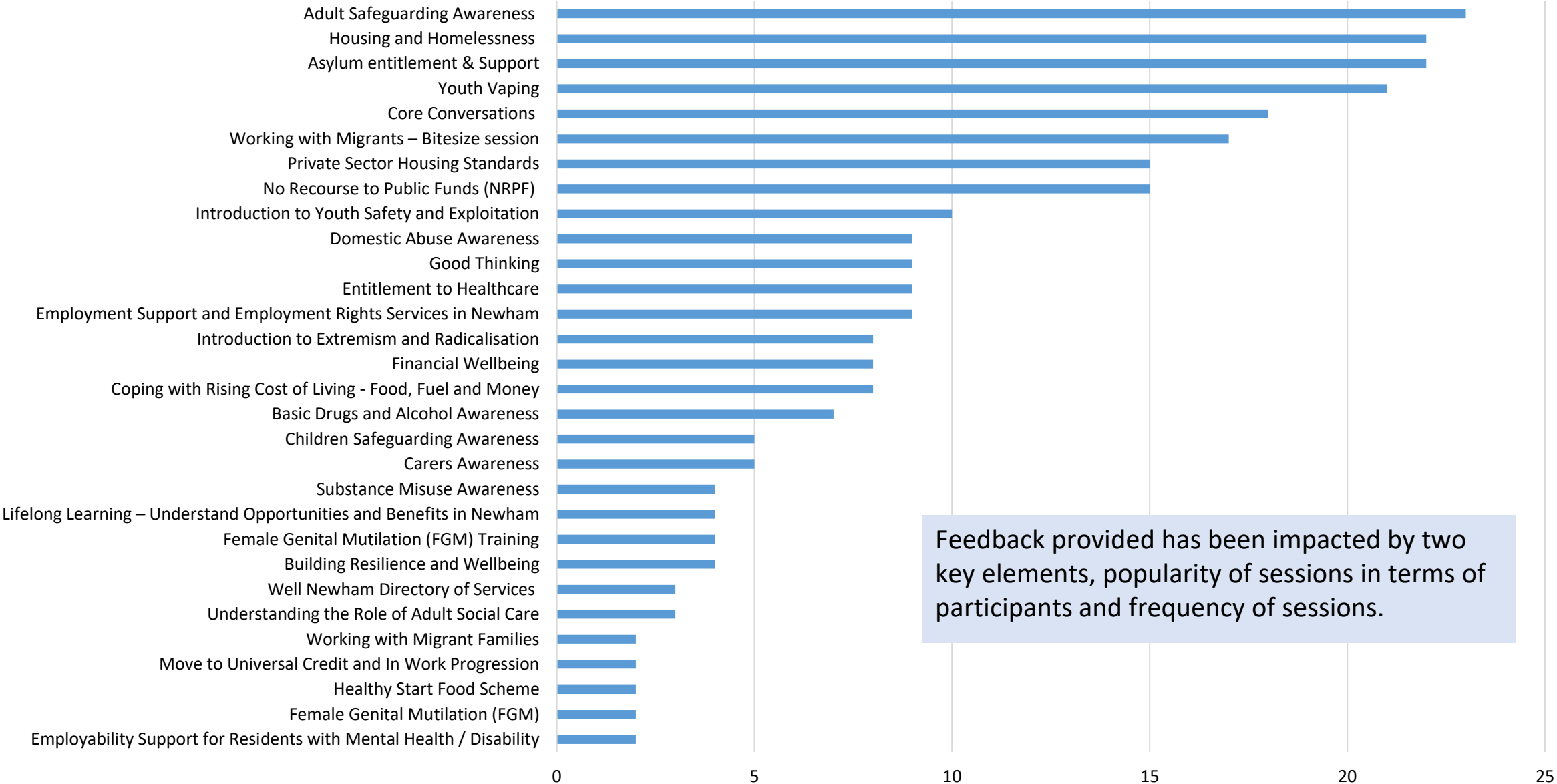
HOW WOULD YOU RATE THE LEVEL AND AMOUNT OF CONTENT?



Rating	Total number	% of responses
Excellent	170	63%
Good	91	34%
Fair	8	3%
TOTAL	269	100%

A significant majority of attendees provided positive feedback on the content, with 63% rating it as excellent and 34% as good. The high ratings for content quality reflect the effectiveness of the training materials and the relevance of the topics covered. This positive feedback is crucial for maintaining the credibility and impact of the training sessions.

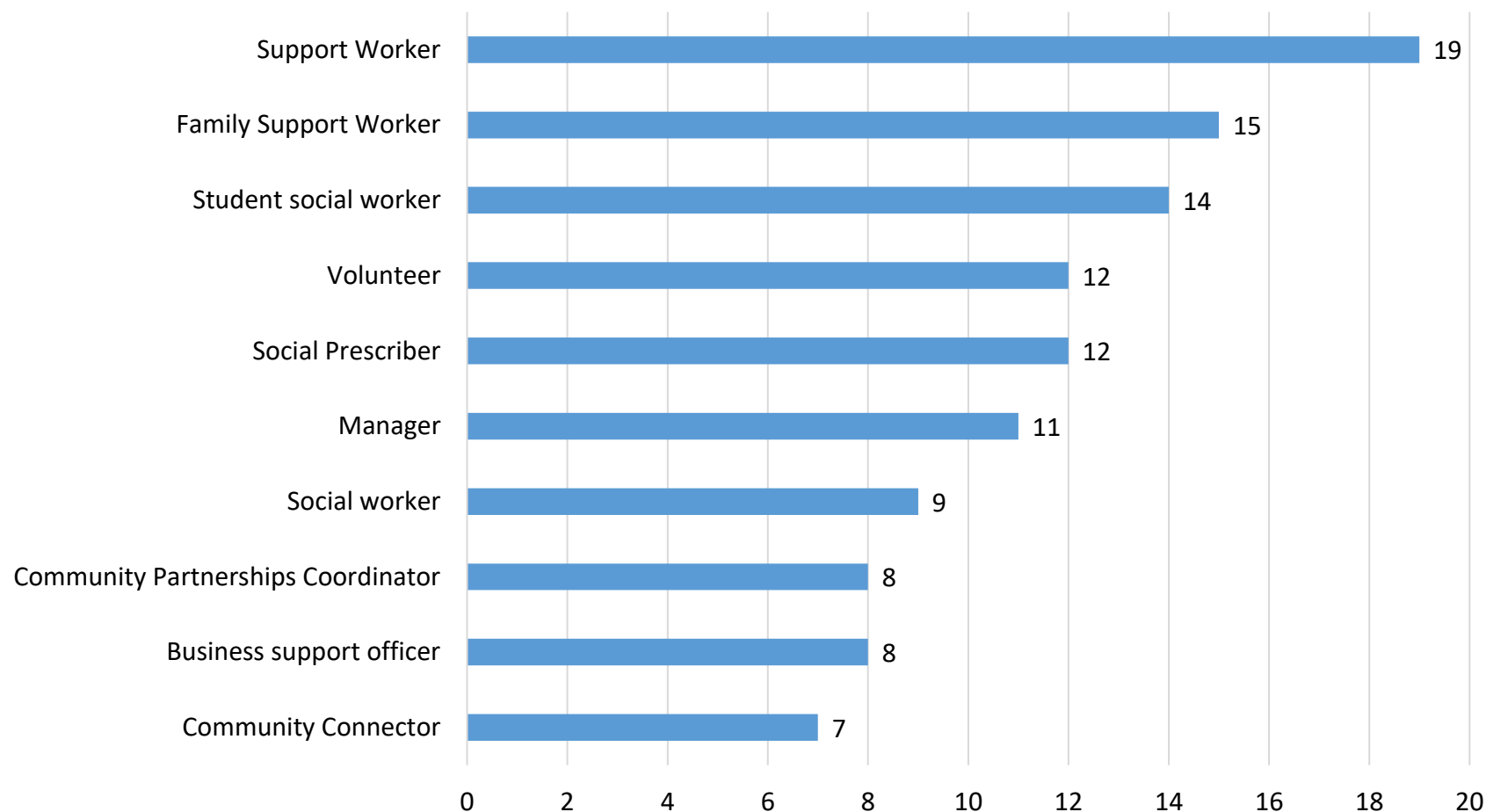
FEEDBACK COLLECTED PER TRAINING SESSION



Feedback provided has been impacted by two key elements, popularity of sessions in terms of participants and frequency of sessions.

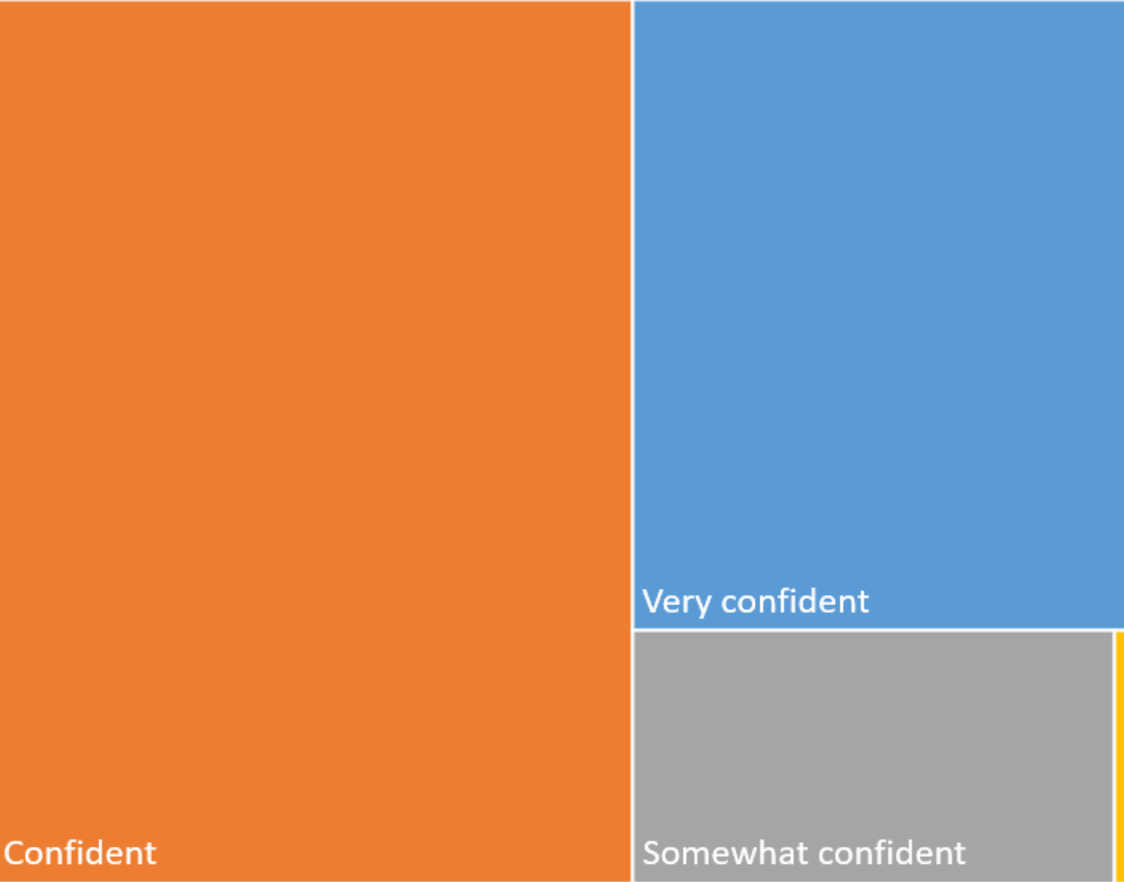
TOP 10 MOST COMMON JOBS OF RESPONDERS

Top 10 most common jobs of responders



- The training sessions attracted a diverse range of job roles, indicating broad interest across sectors. Support Worker, Family Support Worker, and Student Social Worker roles had the highest number of respondents, suggesting they particularly benefit from the SWA training.
- Volunteers and Social Prescribers also showed significant engagement, highlighting the training's importance for those in direct contact with residents and community members.

HOW CONFIDENT ARE YOU TO REFER A RESIDENT TO THE SUPPORT SERVICES IN THE SESSION ATTENDED?



Confidence	% & count
Very confident	31.3% (n=85)
Confident	56.3% (n=153)
Somewhat confident	12.1% (n=33)
Somewhat not confident	0.4% (n=1)

Confident to
some degree =
99.6% (n=271)

Not confident
to some
degree = 0.4%
(n=1)

The positive feedback highlights the effectiveness of the training sessions and the importance of maintaining high standards. It also suggests that the SWA should continue to gather feedback and make improvements to ensure ongoing satisfaction.

EXAMPLES OF HOW PEOPLE INTEND TO APPLY THE LEARNING FROM THE SESSIONS THEY ATTENDED IN THEIR EVERYDAY ROLE

The examples show the training's broad applicability to attendees' roles. Many highlight practical support for residents, such as housing advice and service signposting, suggesting the training provides actionable knowledge. Several examples emphasize effective communication, including reducing jargon and being thoughtful, indicating a focus on improving interpersonal skills.

Having the knowledge to support others

Supporting unpaid Carers with housing their issues and queries

Everyday in helping the service users

Whistle blow if I see any kind of child exploitation

Advise parents in regards to being homeless

Signposting patients to the service

Encourage individuals to come up with GP register

Update the Vaping lesson plan

Just being able to provide informed knowledge

Raise awareness amongst staff

Engaging with people, breaking the ice

Making time and space for silence

Less jargon or language the service user may not understand

Understanding the different substances, the dangers of use and withdrawal and how to gradually stop

Be thoughtful & inquisitive when speaking to residents

EXAMPLES FROM THE QUESTION ASKING WHICH KNOWLEDGE, PRACTICE OR METHODS OF THE SESSION WILL BE USEFUL FOR THEIR EVERYDAY ROLE

The different organisation that you can refer individual to

The whole process of information given and presented

Being aware of FGM in non-African countries

Sign posting, information and guidance

Knowing who is entitled to which type of care

Using the information on the leaflets and useful links for schools

How to make safeguarding referrals

Knowing how to talk to young people about why they vape

Newham Food Alliance section

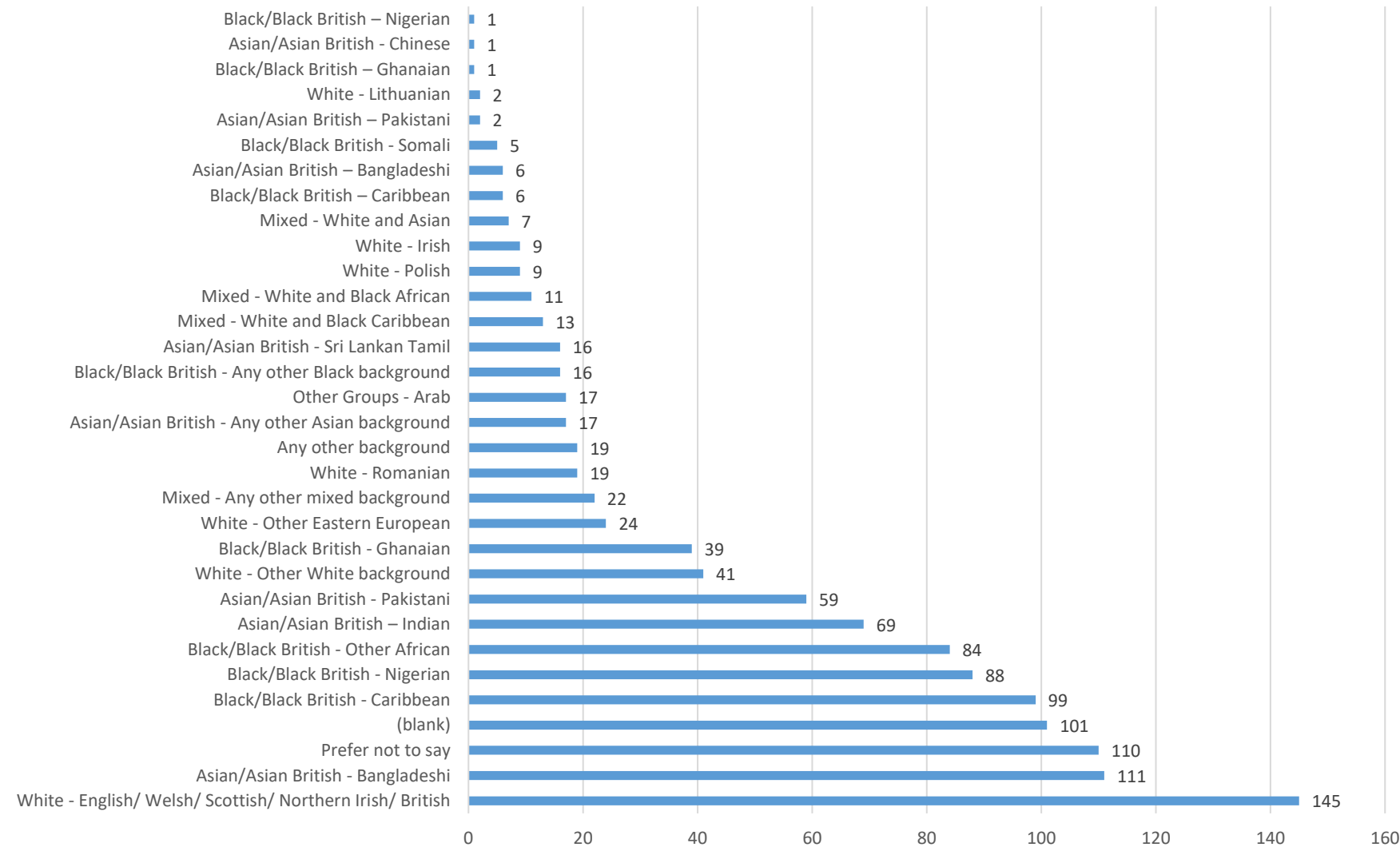
The six principles of safeguarding

Understanding rights under different types of immigration status

How to support Victims of DA

These themes highlight the practical and diverse ways in which attendees plan to apply the knowledge gained from the training sessions in their everyday roles, focusing on support, communication, and practical assistance.

DETAILED ETHNICITY BREAKDOWN



- The training sessions attracted a diverse range of ethnic backgrounds, indicating broad interest and relevance across different communities.
- The highest representation is from the "White - English/Welsh/Scottish/Northern Irish/British" group, followed by "Asian/Asian British - Bangladeshi" and those who preferred not to disclose their ethnicity.

The full Social Welfare Alliance training programme can be accessed here:

<https://www.wellnewham.org.uk/events-frontline-workers>