

5 Ways to a Healthier Life

**KEEP
ME**



This booklet has information on 5 ways to a healthier life and the **FREE** services in Newham to support your health and wellbeing.

Published November 2025

To get this booklet in another language, see back cover.

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View this booklet online at: wellnewham.org.uk
Information correct at the time of going to print –
November 2025.

Accessibility

You can find out how accessible each service listed in this booklet is by looking at the symbols next to them:



Suitable for families and children to attend.



The service offers support in multiple languages.



The venue is accessible for wheelchair users.



Inclusive for people with learning disabilities.



Inclusive for people with physical disabilities.



This service understands how to communicate with residents who are hard of hearing, d/Deaf and who use British Sign Language.



Inclusive for people with visual impairments.



Takes place online/has the option of joining online.

To find out how to get this booklet in other languages, including BSL, please see the back of the booklet.

Please note: these accessibility symbols are here to give you an idea of the accessibility of each session. Please contact each provider to confirm they can meet your accessibility requirements. Where no symbols are listed, please contact the provider for more information. You can also use AccessAble to find out if physical locations in Newham are accessible. Visit: [accessable.co.uk](https://www.accessable.co.uk)

Can't find what you're looking for?

Take a look at the index page at the back of this booklet to see which page the information you're looking for is on.

“

Newham residents have been hard hit by the cost of living crisis and ongoing financial pressures but our community has always come together and shown great strength. The information and services in our 5 Ways to a Healthier Life publication offer a range of support available to help you. I'd like to thank everyone working to Build a Fairer Newham.

Mayor Rokhsana Fiaz OBE



“

As a GP, promoting early detection and prevention is key to reducing illness and improving outcomes. In Newham, patients can access several free NHS screening services aimed at identifying health risks early. For example, Adults aged 40–74 are eligible for an NHS Health Check every five years to screen for stroke, kidney and heart disease, Type 2 diabetes, and dementia. Early screening can be lifesaving, please read the 5 Ways to a Healthier Life booklet to find out more about health screening you might be eligible.

Dr Muhammad Waqqas Naqvi
GP and NHS NEL Clinical Lead
Vaccination, Immunisation & Screening



“

There are lots of services in Newham to help people live a healthy life, but it can be difficult to know where to start, that's how 5 Ways to a Healthier Life can help. Look after yourself; eat healthy food, keep active and get your health checked if you're worried about anything.

Dr Rima Vaid
GP and Clinical Director for Newham Health and Care Partnership (NEL)



“

Find what it is that will help you. For me, learning new things and sharing what I had learnt during the pandemic helped me so much. I am now a qualified Tai chi instructor and I have passed my Level 2 British Sign Language.

Bisi Imafidon, Extended Schools Manager, part-time sports coach and 50 Steps Changemaker



In memory of Councillor Neil Wilson

Councillor Neil Wilson was a passionate advocate for public health, especially mental health. He was a tireless champion of health equity. His leadership, kindness, and commitment to the wellbeing of our residents will continue to inspire us all.

The passing of our previous Cabinet Lead, Councillor Neil Wilson, has left a significant void in both our council and our hearts. He was known for his tireless commitment to reducing health inequalities, and was a steadfast champion for mental health ensuring everyone gets the support they need. His legacy will live on through the continued work to bridge gaps in health outcomes, particularly for Newham's diverse communities.



It is an honour to build on Councillor Neil Wilson's legacy of compassion and fairness. By focusing on inclusion and making Newham's diversity our strength, I am committed to making health and wellbeing support easier to access, helping residents better understand their needs, and ensuring everyone can live healthier lives.

Councillor Rita Chadha (Cabinet Lead for Health and Adult Social Care)

Introducing Councillor Rita Chadha

As we honour and express our deepest gratitude for Councillor Neil Wilson's outstanding leadership and commitment, we also extend a warm welcome to Councillor Rita Chadha who will be the new Cabinet Lead for Health and Adult Social Care.

Councillor Chadha is passionate about tackling health inequalities and making sure every resident gets the care they deserve.

She believes no one should face barriers to healthcare, whether that's because of where they live, their circumstances, or challenges accessing services. Her focus is simple: quality care and support for everyone in Newham.

We're excited to work with Councillor Chadha as she helps build a healthier, fairer borough for all of us.

1. Well Newham



Many of us need a little help to be healthier. For some, it's about doing a bit more exercise or giving up smoking. For others, it's about connecting with our community or getting help with things that can cause stress, like money.

Well Newham is here to help you achieve your goals, in a way that works for you.

In this booklet, you can find out what support is available near you for your health and wellbeing.

wellnewham.org.uk



Well Newham website

Visit wellnewham.org.uk today to find out more about health and wellbeing and find the support you are looking for on all the themes in this booklet.

How to use the website:

- Visit wellnewham.org.uk
- Use the search engine to find what you're looking for
- Click '**What's on near me?**' to visit our events calendar
- Click '**Find local services**' to visit our directory and browse over 500 services in Newham
- Click on any of the services listed on the website and directory to find out more, or even self-refer where a service allows you to
- If you work in Newham, visit the **Well Newham Partners** section to find free training opportunities and resources for frontline workers



Need more help to use the website?

wellnewham.org.uk/advice/wellnewham-team

wellnewham@newham.gov.uk

020 8430 4841

Want help/advice?

If you're not sure where to start, or you need help to get online, support is available:

In an emergency

 **999**

For a medical emergency (e.g. difficulty breathing, chest pain or an accident), visit your nearest A&E department or call: 999

Hard of hearing and Deaf residents can use 999 BSL to contact emergency support or Emergency SMS. For more details, visit:

 wellnewham.org.uk/emergency-help



For free non-urgent help and advice

NHS 111

 **111**

 nhs.uk



For minor illnesses and advice

Local community pharmacy support

Speak to your pharmacist for advice and over-the-counter medicines for a range of minor illnesses, such as coughs, colds, sore throats, tummy

trouble and aches and pains. They can also tell if you need to see a GP or other healthcare professional.

Contact each pharmacy to find out about their accessibility.

For ongoing health problems

Your local GP

Call your local GP (doctor) about ongoing health problems and symptoms. To find and register online with a local GP visit:

 wellnewham.org.uk/GP or you can walk into a local GP practice and register in person. You don't need any ID or paperwork.



Personalised care roles

For details, see page 9.

Free activities for all ages

Free activities in your local library

There are lots of free and fun activities taking place in your local library for families. Visit the Newham Libraries website or go to your local library to find out what's on near you.

 newham.events.mylibrary.digital



Support for people seeking asylum and refugees

Welcome Newham

If you have recently arrived in Newham and are an asylum seeker, refugee or host a refugee, contact the team for free advice and help about health, money, food, jobs and housing. They can't help with individual cases, case work or immigration status or advice.

[wellnewham.org.uk/welcome-newham-refugee-resettlement-programme](https://www.wellnewham.org.uk/welcome-newham-refugee-resettlement-programme)



Welcome.Newham@newham.gov.uk

020 3373 3222

(Mon – Fri 10am-5pm)

Many languages spoken.

 Come along to our One Stop Shop in the Hopkins Room on the 1st floor of Stratford Library, every Thursday 10am-3pm.



Support for pregnant women, young children and families

Health visitors

[newham.gov.uk/healthvisitors](https://www.newham.gov.uk/healthvisitors)

CHIS@newham.gov.uk

020 3373 9983



Children's Centres

Visit our Children's Centres for lots of help and support to give your child the best start in life:

[newham.gov.uk/childrenscentres](https://www.newham.gov.uk/childrenscentres)



Family Navigators

Help families find and get support in Newham. Provide practical advice and signpost families to services, offers and opportunities. Translation & interpreter services available.

Family.Navigators@newham.gov.uk

[newham.gov.uk/familynavigators](https://www.newham.gov.uk/familynavigators)





Family Hubs

FREE support services, advice and information for families. This is part of Best Start in Life- supporting families from pregnancy, through the early years (0–2), and right up until children start school (age 5). The team offer fun interactive sessions for infants, children and young people, as well as support for parents, like parenting drop-ins, infant feeding advice and perinatal mental health support. Find out what's on near you:

📞 020 3373 2555

✉️ familyhub@newham.gov.uk

🏠 beststartinlife.gov.uk



Support for young people

Youth Zones

All of our youth zones are open and are here to support you.

Beckton Globe Youth Zone

☎️ 07563 546726

Forest Gate Youth Zone

☎️ 07999 601878

Little Ilford Youth Zone

☎️ 07563 546725

Shipman Youth Zone

☎️ 07999 601118



Community Health Champion

You'll be kept up to date with the latest health information to share with your community and have your say on what could be improved.

You will have access to regular free training on all sorts of issues around health and wellbeing like mental wellbeing, how to get support for housing, etc.

There's no commitment and everyone is welcome to join.

🏠 wellnewham.org.uk/advice/community-health-champions

✉️ CommunityHealthChampions@newham.gov.uk

📱 WhatsApp: 07929 792873

If you're specifically interested in matters related to the cost of living you can join the Cost of Living Champions programme to get regular information and access to free training.

[newham.gov.uk/
costoflivingchampions](https://newham.gov.uk/costoflivingchampions)
[costoflivingresponse@
newham.gov.uk](mailto:costoflivingresponse@newham.gov.uk)



Personalised care

[wellnewham.org.uk/
personalised-care](https://wellnewham.org.uk/personalised-care)

Social Prescribing Link Workers

Support for the non-medical things affecting your health and wellbeing.

- Focuses on what matters to you
- Talks to you about your health and wellbeing and creates a plan with you based on what you want to achieve
- Helps connect you with community groups and local services so that you can get practical and emotional support

Speak to your GP receptionist to ask for a referral.

wellnewham.org.uk/SPLW

Health and Wellbeing Coaches

Coaching to help you manage your health.

- Uses health coaching skills to help you become more active in managing your health
- Helps develop your knowledge, skills and confidence
- Helps you reach your personal health and wellbeing goals

Speak to your GP receptionist to ask for a referral.

wellnewham.org.uk/hwc

Care Coordinators

Support with managing your care

- Helps you find health and care services
- Talks to you about your needs and helps you access services
- Supports you to become more active in your own health and care
- Helps you prepare for conversations with doctors and other specialists, and to follow them up afterwards
- Can bring together teams to support more complex health and care needs

Speak to your GP receptionist to ask for a referral.

[wellnewham.org.uk/care-
coordinators](https://wellnewham.org.uk/care-coordinators)

Community Connectors

- Support Newham residents who have been diagnosed with one or more mental health conditions
- Helps you find and access the support you need in your community
- Helps with things like finding activities, community inclusion and finding services
- Can help you with debt, benefits, housing, carers support and legal issues

Speak to your mental health professional about getting help from Community Connectors.

wellnewham.org.uk/community-connectors

Free training

wellnewham.org.uk/well-newham-partners

Social Welfare Alliance Training Offer

Free online training sessions for anyone working or volunteering in Newham. Covers a wide range of topics, from safeguarding to mental health, to immigration and cost of living.

wellnewham.org.uk/swa



2. Healthy Body



Whether you want to feel better, stronger, or healthier, there are many things you can do to have a healthy body. A healthy body also helps you to feel happy and well.

wellnewham.org.uk/healthy-body



Healthy eating

wellnewham.org.uk/healthy-eating

A healthy diet is essential to feeling your best, both physically and mentally, and preventing some illnesses, like diabetes. Eating a varied, nutritious and delicious diet doesn't need to be complicated. It can be affordable and will ultimately be good for your health. There are lots of things you can do including:

Eat 5 portions of fruit and veg a day

– Eat as many different fruit and vegetables as possible.

Beans, pulses, and frozen or tinned fruit and vegetables can be a cheaper way to add these to your diet. Find a market near you to buy affordable fruit and veg: newham.gov.uk/newham-markets



Beans, fish, eggs and lean meat (e.g. chicken breast) are good sources of protein.



Choose wholegrain pasta, rice and brown bread.



Check the labels – Green is healthy, red is too high. Try to eat foods low in salt, sugar and fats.



Avoid ultra-processed foods – Avoid food made with lots of ingredients you wouldn't find in your kitchen.



Cut down on processed and red meats – These meats have been shown to increase the risk of cancers.



Stay hydrated – Aim to drink 6-8 glasses or cups of fluid a day. Water, milk and sugar-free drinks, including tea and coffee, all count.



Unable to afford food?

If you or someone you know is struggling to pay for food, the Newham Food Alliance (NFA) can help. Details on page 35.

Nutrition Kitchen

Join this free 12-week cooking programme to learn healthy recipes and how to save money.

wellnewham.org.uk/advice/nutrition-kitchen

✉ sandeep@nutrition-kitchen.co.uk

☎ 020 3793 5049 / 07526 580 621



Junior Nutrition Kitchen

Fun, free activities for the whole family to help you make healthier choices. They deliver a 10-week programme with a healthy new recipe each week.

To register or find out more:

✉ sandeep@nutrition-kitchen.co.uk

☎ 07526 580 621



Free school meals

Every primary school child has the opportunity to have a free school lunch in all infant, junior and primary schools located in Newham.

All parents/carers of children in Newham should apply for free school meals, even if they do not think they are currently eligible.

A child's school could get extra funds of £1515 from the Government known as FSM Ever6 Pupil Premium if you apply for free school meals and are assessed as being in receipt of one of the qualifying benefits.

🏠 newham.gov.uk/freeschoolmeals

Fill out the form today:

🏠 newham-self.achieveservice.com/service/Application_for_Free_School_Meals

For help filling out this form, please ask your school or a Family Hub:

🏠 newham.gov.uk/familyhubnetwork

Free School Meals for Families with No Recourse to Public Funds (NRPF)

Since 2022, free school meals (FSM) have been permanently extended to pupils from families with NRPF.

If you are a family with NRPF, apply for free school meals.

Please apply even if your child attends primary school as the school receives benefits.

🏠 newham.gov.uk/school-meals-newham/free-school-meals/5

Free healthy start card to buy food

Are you pregnant or do you have a child or children under 4? You may be able to get money to help you buy fruit, vegetables and milk:

- £8.50 a week for babies under 1 year old
- £4.25 a week for pregnant women and children from 1 up to 4 years old

Apply online by visiting

🏠 healthystart.nhs.uk

If you need help applying, speak to your local Children's Centre, library, Midwife or Health Visitor.

Check your eligibility and find more information on how to apply on our website.

🏠 wellnewham.org.uk/free-healthy-start-card-buy-food



For more information on the Healthy start vitamins, Healthy start card to buy food and the free Vitamin D available for over 60's visit our website

🏠 wellnewham.org.uk/well-newham-vitamin



Free Healthy Start vitamins

Newham Public Health offers free vitamins to all pregnant women, new mums (with a child under 1 year old), and children under the age of 5.

Healthy Start vitamins are available to ALL young families, including those with no recourse to public funds. You do not need to be on benefits.

You can collect a bottle from your local Children's Centre. To find your nearest vitamin distribution site, visit:

🏠 newham.gov.uk/healthystartwellnewham.org.uk/advice/free-healthy-start-vitamins-scheme



Free Vitamin D for residents aged 60 or over

If you are a Newham resident aged 60 or over, you can get free vitamin D supplements (tablets) to help you stay healthy.

To find out how to get your free vitamin D supplements, visit your local library or visit:

🏠 wellnewham.org.uk/advice/free-vitamin-d-residents-60newham.gov.uk/health-adult-social-care/vitamin-d



Healthy weight

🏠 wellnewham.org.uk/healthy-weight

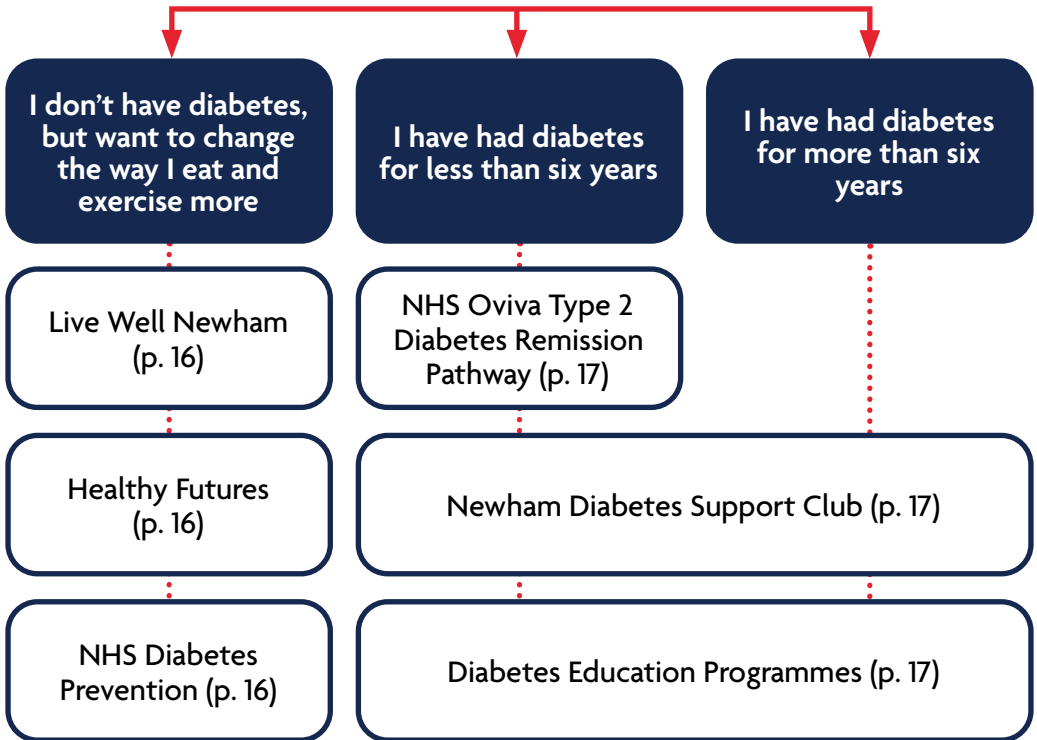
Healthy eating and keeping active are the best ways to manage your weight. Being even a little bit overweight can increase your risk of certain illnesses, such as type 2 diabetes.

Check if you are a healthy weight by using the NHS calculator.

🏠 newham.gov.uk/bmi-calculator

There are many free programmes in Newham to help you manage your weight, improve your diet and prevent or reverse type 2 diabetes.

Find out more about what might be the right service for you:



Live Well Newham

Live Well Newham offers both Adult and Child Weight Management programme to support you and your family to achieve your goals, whether that be to lose weight or become more active. Weight Management programmes include workshops, nutritional advice and physical activity alongside behaviour change techniques taught by experts in the field. This means you can not only lose weight, but gain the knowledge, skills and confidence to maintain a healthy lifestyle.

🏠 better.org.uk/livewell-newham

☎ 0330 123 1500

✉ livewell.newham@gll.org



Healthy Futures

A fun learning opportunity for the whole family to learn about the benefits of healthy eating and keeping active. Led by a team of friendly experts, you'll receive free support in nutrition and physical activity all in a fun, supportive environment. This 8-week face-to-face group support sessions are designed to help your family build healthy habits together. Sessions are delivered Newham Leisure Centres and other community venues. Your child/teen will even get a free goodie bag on completion

🏠 better.org.uk/livewell-newham

✉ livewell.newham@gll.org

☎ 0330 123 1500



NHS Diabetes Prevention Programme (DPP)

In just nine months you can prevent type 2 diabetes by joining our free expert-led programme.

Start reversing the risks of developing type 2 diabetes today with one-to-one coaching, group support and personalised advice around nutrition, movement and motivation.

☎ 0333 047 9999



NHS Oviva Type 2 Diabetes Remission Pathway

Some people call this programme 'Soups and Shakes'. Oviva has partnered with the NHS to deliver a free programme for people who are overweight and living with type 2 diabetes. Formerly called the NHS Low Calorie Diet, this 12-month programme will support you to successfully reverse your diabetes, lose weight using a low-calorie diet, improve your blood glucose levels, reduce your medications, and potentially put your type 2 diabetes into remission. You get 12 weeks of free specially formulated meal replacements.

There are a range of eligibility criteria for this programme. Talk to Oviva to find out if this is the right programme for you, then ask your GP for a referral.

 newham.gov.uk/oviva-join



Newham Diabetes Support Club

This free club at Manor Park Library is supported by health professionals providing advice and tips on how to adopt a healthy lifestyle to aid you in managing or reducing your risk of developing diabetes.

 CN.ManorPark@newham.gov.uk

 020 3373 0858



Diabetes Education Programmes

The East London Foundation Trust (ELFT) runs free specialist education programmes for people with diabetes. These include:

- Online weight management programme
- Healthy Living - learn how to manage your type 2 diabetes
- Newly diagnosed DESMOND programme - learn how to manage your type 2 diabetes if you are newly diagnosed
- One-on-one sessions - suitable for people with learning disabilities, mental health conditions and substance use
- Non-English Education Group - specialist support in patients' preferred language
- Diabetes Specialist Nursing - Supporting people with diabetes to develop expertise and knowledge in their condition to get the most out of life

Ask your GP to find out if these programmes are right for you.



For more information, please visit:

 wellnewham.org.uk/diabetes-support



Keeping active

Keeping active helps you to feel better, happier and less stressed. It can also help you to stay a healthy weight and reduce your risk of health problems like heart disease, stroke and dementia.

Aim to do a little exercise every day – enough to make you breathe faster and feel warmer, such as:

- Walking or cycling whenever you can, even just 30 minutes a day
- Exercising while listening to your favourite music
- Exercising with friends
- Finding a sport you like

If you haven't exercised in a while or you have a medical condition, speak to your GP for advice.

BetterPoints Newham

Earn BetterPoints and win prizes for walking, wheeling, cycling and running. Spend them at participating local and national retailers or donate them to charity. Taking part is easy. Download the app, register with a Newham postcode, pop your phone in your pocket, get outdoors and start earning rewards.

🏠 newham.betterpoints.uk

If you are looking to get fit while at home, Our Parks also offer a range of **free**, fun online activity sessions to help you get moving. You can choose 5, 7, 10 or 30 minute sessions, including Couch to Fitness, Bhangra Family Fit and more.

🏠 Couchtofitness.com/programmes



West Ham United Foundation sports sessions

Free sports sessions for all ages and abilities, including dedicated slots for young people with learning disabilities. Join a range of sessions including football, walking basketball and multi-sports.

✉ foundation@westhamunited.co.uk
☎ 020 7473 7720



There are many free activities in Newham to help you stay active and top tips and videos for keeping active at home.

Scan the QR code or visit: 🏠 wellnewham.org.uk/keepingactive



Physical activity sessions in Newham libraries

Join free physical activity classes in your local library.

To sign up, phone your local library or visit the library website:

🏠 newham.events.mylibrary.digital

Please contact your library for details of the accessibility of each session.



Walking

Walking is simple, free and one of the easiest ways to get more active and become healthier.

🏠 wellnewham.org.uk/advice/walking

Couch to 5k

A free NHS app to help you start exercising and to encourage you to safely build up to running 5km.

🏠 newham.gov.uk/couch-to-5k



Park Runs

Free, fun, and friendly weekly 5k community events at Beckton District Park South and Victoria Dock. Walk, jog or run your 5k with others.

🏠 parkrun.org.uk



Leisure Centres

From swimming pools, to gyms and group exercise classes, there is a variety of activities and sessions across the three leisure centres, which cater for beginners, to the more experienced.

🏠 wellnewham.org.uk/advice/keeping-active



There are many groups running free or low-cost exercise sessions in Newham, browse the whole list **here** or scan the QR code



Cycling

There are many cycle routes and lanes in Newham. Find out more about where you can cycle, including free cycling training and where you can hire a bike at

🏠 wellnewham.org.uk/cycling

Fight for Peace

Supports young people to reach their full potential and promotes peace through combat sports and mentoring and educational programmes.

✉ referrals@fightforpeace.net

☎ 020 7474 0054



Swing Boxes

Swing Boxes, which are free to use, can be found in Central Park, Plashet Park and West Ham Park and comprise of an adjustable weights bench containing dumbbells and kettlebells from 1-20 kilograms. Swing Boxes are unlocked using the Swing Fitness app, which hosts a wide range of instructive exercise videos to support residents to exercise safely and progress their fitness. For more information on Swing Boxes, please visit:

🏠 swingfitness.com



Tennis

Tennis is a great form of exercise, and anyone can play, whatever your ability or age. Newham Parks Tennis provides a wide range of coaching opportunities for all levels of play. To book a court, or for more information on programmes including Free Park Tennis sessions, please visit:

🏠 newhamparkstennis.org.uk

Ambition Aspire Achieve

Offers a wide range of free activities for young people aged 5 to 16 (and up to 25 for those with SEND) at their hubs in Canning Town and Stratford, supporting communities across Newham.

🏠 theaaazone.com

✉ info@theaaazone.com

☎ 020 7511 4253

Bikeworks All Ability Clubs

At Bikeworks, we believe that cycling should be accessible and possible for everyone to enjoy. Join Bikeworks at the Queen Elizabeth Olympic Park to enjoy cycling on a range of adapted cycles designed for people with learning, physical and/or sensory disabilities.

🏠 bikeworks.org.uk/all-ability

✉ all.ability@bikeworks.org.uk

☎ 020 8980 7998



Bonny Downs Community Association

Run lots of fun activities for children and young people, including homework clubs.

🏠 bonnydowns.org

✉ youth@bonnydowns.org

☎ 020 8586 7070



Dance for Wellbeing

Free dance classes for over 50s and those with mobility issues.

✉ hello@embracespace.co.uk



Healthy habits

Reduce your risk of stroke and heart disease by stopping smoking and reducing alcohol and drug intake.

There are free services in Newham to help you. Many pharmacies in Newham can also support you.

Stop smoking support - Quit Well Newham

A free 12-week programme for smokers and chewed tobacco users who want to quit.

Open to all residents aged 12 and over and Newham Council staff.

The service provides expert advice and support to quit smoking, using nicotine replacement therapy and regulated vapes. Support is available by telephone, online with free access to the SmokeFree app, as well as face-to-face at a location near you. Quit

Well Newham also offers support for people looking to quit nicotine vaping longer term.

Support is available in English, Bengali, Urdu, Gujarati and Lithuanian.

You can get a referral or refer yourself:

✉ clinicbookings@qmul.ac.uk

☎ 020 7882 8230

For more information about stopping smoking, please visit:

🏠 wellnewham.org.uk/stop-smoking



GamCare London

Provide free support for anyone affected by gambling problems across Greater London.

🏠 gamcare.org.uk

☎ 020 7801 7008



Drug and alcohol support

If you, or someone you know, is using alcohol or drugs in a harmful or problematic way, help is available. Many people need advice, support or a long-term plan to stay in control or completely alcohol or drug free.

You can take a free, confidential test to check how much you are drinking and how to calculate alcohol units:

🏠 alcoholchange.org.uk/alcohol-facts/interactive-tools

🏠 wellnewham.org.uk/drugs-alcohol

Newham Rise

A free and confidential drug and alcohol service for Newham residents (adults and young people) affected by substance use, including vaping, and those who may be impacted by someone else's substance use, like family and friends.

🏠 changegrowlive.org/rise-newham

✉ newham.referrals@cgl.org.uk

☎ 0800 652 3879



If you are looking for support for vaping please visit:

🏠 wellnewham.org.uk/vaping



Healthy teeth

- Make sure you brush your teeth with fluoride toothpaste twice a day (don't rinse mouth after brushing)
- The best times to brush teeth are last thing at night and in the morning
- Limit the amount of sugary drinks and foods you eat
- Sign up for free NHS dental care – free for all children under 18 (and those who are aged up to 19 and in full-time education), pregnant women and some people on low incomes

To find your nearest dentist, visit:

🏠 nhs.uk/service-search/find-a-dentist

If you need urgent dental care, call NHS 111.

🏠 wellnewham.org.uk/dentists

Health screenings

Take this free NHS health quiz to find out your health score:

🏠 nhs.uk/better-health/healthy-choices-quiz

The following free services are available in Newham to check your health risk and spot early signs of health issues:

NHS Health Check

For adults aged 40 to 74 to spot early signs of stroke, kidney disease, heart disease, Type 2 diabetes or dementia. You will receive a letter from your GP inviting you to a free NHS Health Check every five years. You can also call your GP surgery to book a Health Check.

People with learning disabilities should also have an annual health check with their GP if they are over 14.

🏠 wellnewham.org.uk/healthchecks

Latent Tuberculosis Infection (LTBI) Testing

Your GP may call you to arrange a test if you are aged 16-35 years old and have arrived in the UK in the last 5 years from a country where TB is common. If you think you might be eligible for a test, you can also contact your GP.

🏠 wellnewham.org.uk/advice/tuberculosis-tb

Cervical screening

Checks your risk of cervical cancer and is for anyone with a cervix (the part that connects the vagina to the womb). Women aged 25- 49 years are invited every three years and women aged 50-64 years, every five years. Call your GP to make an appointment.

Breast screening

Is for women aged 50 - 71 years to detect breast cancer. You will be invited every three years. If you have missed your appointment, call the London Breast Screening Hub:

☎ 020 3758 2024

Bowel screening

Bowel screening, to detect bowel cancer, is for everyone aged 50 to 74 years old and people aged 75 can also continue requesting one via the freephone helpline. You will be invited every two years. If you received a test kit but lost it, you can call the London Bowel Screening Hub to request another:

☎ 0800 707 6060

Infection prevention

To protect yourself and loved ones from diseases, and prevent them spreading, there are lots of things you can do:

- Make sure your vaccinations are up to date
- Wash your hands regularly for at least 20 seconds with hot water and soap
- Stay at home if you are sick
- Cover your mouth and nose when coughing or sneezing. Use tissues, throw them away and wash your hands
- Be kind to yourself and others, check in on those who are more vulnerable or isolated
- Have good ventilation when meeting with people indoors

For more information on vaccination take a look at our website:

🏠 wellnewham.org.uk/advice/vaccinations



Vaccinations

Vaccinations are the best way to protect you and your loved ones from many serious and potentially deadly diseases such as COVID-19, flu, measles, polio and meningitis.



Vaccination have saved over 150 million lives globally since the introduction of the Expanded Programme on Immunisation (EPI) for children in 1974, the vast majority in young infants.

Vaccines work by teaching your body to build up defences (antibodies) which will fight the diseases.

You can get particular vaccines at different ages and to protect against many different diseases. All vaccines that are available in the UK are tested to make sure they are safe.

To find out more about vaccinations, when you should get them, and what they protect against visit:

[nhs.uk/conditions/vaccinations](https://www.nhs.uk/conditions/vaccinations)

Speak to your GP to check if your vaccines are up to date and book your free vaccine.

Many people can get a free flu vaccine each autumn. To find out more see page 24.

Childhood vaccinations

Vaccines provide your child with the best protection against serious illnesses. Different vaccines are given at different ages but it's never too late to catch up. For details of the vaccines your child needs at different ages visit:

[nhs.uk/conditions/vaccinations](https://www.nhs.uk/conditions/vaccinations)

To make sure your child's vaccines are up to date, speak to your GP, midwife or health visitor. Children under the age of 5 get most of their vaccines from their GP so contact your GP to make a booking.

School vaccinations are offered by Vaccination UK who are a team of trained and highly experienced health professionals. Schools will contact parents/guardians to ask for consent to receive these vaccinations.

If your child or young person has missed a vaccination, Vaccination UK run catch up clinics in Newham.

For information about school-aged vaccines and to book appointments contact:

✉ newham@v-uk.co.uk

☎ 020 8214 1393

🏠 [wellnewham.org.uk/advice/childhood-vaccination](https://www.wellnewham.org.uk/advice/childhood-vaccination)

Sexual health

Good sexual health is important for your mind as well as your body.

🏠 wellnewham.org.uk/sexualhealth

All East Sexual Health

A free and confidential NHS service, providing sexual health screening (including HIV prevention and testing), treatment for sexually transmitted infections (STIs), contraception and advice on sex and relationships.

Book an appointment:

🏠 bht.healthcareservice.online/#/

☎ 020 8496 7237



Shine

Shine is a team of Sexual Health Outreach Workers within All East and work with young people aged 21 and under, including under-16s. They run sexual health drop-in clinics every Wednesday, 4:15-7:15pm at

📍 West Ham Lane Health Centre, E15 4PT

🏠 alleast.nhs.uk/shine

✉ shine.info@nhs.net



Sexual Health London

If you don't have any symptoms, but want an STI screening test, you can

order a home test for free from Sexual Health London:

🏠 shl.uk



Positive East

Provides free support to adults and communities in Newham affected by HIV.

🏠 positiveeast.org.uk/chattopat

✉ talktome@positiveeast.org.uk

☎ 020 7791 2855



Body & Soul

Provides a range of free support to families and young people living in Newham and affected by HIV.

🏠 bodyandsoulcharity.org

☎ 020 7923 6880



Pharmacist or GP

Speak to your GP or local pharmacist for advice on STI screening and contraception. Some pharmacies also do free screenings for Chlamydia and Gonorrhoea, emergency hormonal contraception (the 'morning after pill'), as well as condoms to residents under the age of 25.

🏠 wellnewham.org.uk/contraception

Winter wellness

Keep active
(aim for 30 mins a day)



Eat a healthy diet with lots of fruit and veg



Go to your health and care appointments



Stock up your medicine cabinet early – and ask your pharmacist or GP about your repeat prescriptions



Speak to your pharmacist about common winter illnesses such as a cold, sore throat, cough or earache.



Vitamin D

Newham residents aged 60 or over are eligible for free vitamin D supplements. For details, visit page 13.

Winter vaccinations

During the winter, we are more likely to catch illnesses like flu and COVID-19, and children are more likely to suffer from respiratory infections. The best way to boost your immunity and protect against these winter illnesses is to get vaccinated.

Winter vaccines are updated to fight the latest version of the illness, so it is important you have this year's vaccine even if you had a jab last year. The vaccines are available for free for many people. For more information and to find out if you are eligible visit:

newham.gov.uk/seasonal-health

For more information on how to stay well during winter visit our website: [newham.gov.uk/seasonal-health](https://wellnewham.org.uk/advice/winter-wellness)



Summer Wellness

When temperatures are very high, some people can be more likely to have their health affected:

- Those aged 75+
- Babies and very young children
- People with serious or long-term health conditions
- People who spend a lot of time outside e.g. homeless, outdoor workers

For more information, visit:

🏠 newham.gov.uk/heat-exhaustion-heatstroke

To find out about support available in Newham visit:

🏠 newham.gov.uk/severeweather

Tips to help you and your loved ones stay well:

Drink plenty of fluids and avoid excess alcohol



Close curtains in rooms that face the sun and close windows if it's hotter outside than indoors



Look out for the most vulnerable and check they are ok



Never leave anyone in a vehicle, especially babies, young children or animals



Try to stay out of the sun between **11am to 3pm**



Walk in the shade, apply sunscreen regularly and wear a wide brimmed hat that covers your face when outside



Avoid exercising during the hottest parts of the day (around lunchtime or when very humid)

Watch out for signs of **heat-related illness**



For more information on how to stay well during summer visit our website: 🏠 wellnewham.org.uk/advice/summer-wellness



3. Healthy Mind



A healthy mind is an essential part of a healthy life. It is important for our relationships, jobs and overall happiness.

Life experiences, including the cost of living crisis, can lead to increased feelings of stress, anxiety and sadness. If you have experienced trauma, are feeling anxious, upset and/or finding it hard to cope, help is available.

For more information and tips:

[wellnewham.org.uk/healthy-mind](https://www.wellnewham.org.uk/healthy-mind)



Looking after your wellbeing

24 Hour Mental Health Crisis Helpline

24 Hour Mental Health Crisis Helpline
If you, or someone you know, feel your mental health is getting worse or you are in distress, call this helpline to talk to a qualified mental health professional. The Helpline is free to call and available 24 hours a day including at weekends and Bank Holidays. NHS 111 – Option ‘2’ (open 24 hours a day, 365 days a year) If it is an emergency, call 999.



Good Thinking

Supports Londoners to look after their mental health and wellbeing in a way that works for them. The free

digital service has a range of tools to tackle anxiety, stress, low mood, sleep problems and other concerns. It also includes faith-based resources.

[good-thinking.uk](https://www.good-thinking.uk)



Newham Talking Therapies

A free and confidential NHS service for Newham residents aged 18 and over. Trained therapists can help with common mental health problems like stress, anxiety and depression. They also offer support to new parents experiencing difficulty with their mental health.

You can ask your GP for a referral or refer yourself:

[elft.nhs.uk/newham-talking-therapies](https://www.elft.nhs.uk/newham-talking-therapies)

newhamtalkingtherapies@nhs.net
020 8175 1770



Safe Connections

A suicide prevention support service providing a safe space to talk and guide you, or someone you know, to support services in your local area.

✉ safeconnections@mindthnr.org.uk

☎ 0300 561 0115



Newham Recovery College

This new programme gives you access to lots of free courses where you can learn the skills to thrive, with courses on topics like budgeting, crisis planning, communication, the menopause, expressive writing, neurodiversity and much more.

🏠 newhamrecoverycollege.nhs.uk

✉ elft.newhamrecoverycollege@nhs.net

☎ 07823 900600



Wellness at Well Bean

All events are donation-based so pay what you can afford.

- Mindfulness and meditation (Fridays 7-8pm) run by @veronikayogini
- Mindful crafts (last Sunday of month 4-6pm) run by @momtazbh

📍 The Well Bean Co, 1-2 Upper Dock Walk, E16 2GU

To book onto any of these sessions:

🏠 linktr.ee/wellbeanco



RDLAC Men's Mental Health Support Group

Open to men 18 years old and over. A safe non-judgemental space for men to discuss their mental health challenges and issues relating to overall wellbeing. This group is run in partnership with Talk to Terry, which has been supporting men with their mental health for over 10 years. Suggested donation of £2 if possible.

📍 RDLAC, Albert Road, North Woolwich, E16 2JB

✉ deputy@rdlac.org.uk

☎ 020 7476 1666



ASK User-led Mental Health Group

Supports residents over 18 years old and their carers with mental health issues who do not know where to turn, in order to improve their quality of life.

✉ askjoy.draggon@gmail.com

☎ 07944 978977





Cody Dock Therapeutic Gardening Programme

Free weekly gardening sessions over a six-week period to anyone who wants to improve their mental health, physical health, and general wellbeing.

🏠 codydock.org.uk

✉️ tim@codydock.org.uk

☎️ 020 7473 0429

Support for parents and carers

Early Help Parenting Programmes

Newham Council offers a range of free programmes and workshops for parents. To find out more, visit:

🏠 newham.gov.uk/parenting-support

Sister Circle Maternity Mates

Open to pregnant women living in Newham, Tower Hamlets or Waltham Forest who do not have a suitable support network or have specific needs or healthcare issues.

The project provides emotional and practical support during pregnancy, birth and beyond, working alongside midwives and other health professionals.

✉️ enquiries@whfs.org.uk

☎️ 020 7377 8725



Newham Parent Forum

The Newham Parent Forum (NPF) is a voluntary group of parents and carers of children and young people (0-25) with disabilities (SEND) living in Newham.

✉️ info@newhamparentforum.co.uk

☎️ 07495 021062



Parents in Mind Peer Support

National Childbirth Trust (NCT) provides peer support for women with poor mental health during pregnancy or within two years after birth in their native language.

✉️ parentsinmind.newham@nct.org.uk

☎️ 07525 403673



Newham Nurture

Supports women through pregnancy and up to two years after birth. Applies to those from low income, migrant and marginalised backgrounds experiencing financial hardship and disadvantage.

🏠 newham.gov.uk/newham-nurture

✉ newham.nurture@nct.org.uk

☎ 07542 128 205



Botanical Brothers Gardening Project for Dads and Male Carers

Join these free gardening for wellbeing sessions run by Health Visitors at

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

Join via their Eventbrite:

🏠 newham.gov.uk/eventbrite-for-botanical-brothers



Helping young people

Child and Adolescent Mental Health Service (CAMHS)

A specialist mental health service for children and young people. Your doctor, school, school nurse or college can make a referral. There are lots of

useful resources and workshops for families on the website.

🏠 elft.nhs.uk/camhs



Kooth

Confidential online space for children and young people aged 11-18 years to support mental wellbeing and connect with other young people. You can reach qualified counsellors through their website.

🏠 kooth.com



ChatHealth

A confidential messaging helpline provided by the School Health Service, which gives young people aged 11-19, a way of anonymously contacting a school nurse to get advice and support.

☎ 07507 326645 (text)



Lumi Nova Digital Therapy App

Get instant access to a fun digital therapy app to help your child self-manage their worries.

🏠 luminova.app/elft



Connecting with others

🏠 wellnewham.org.uk/advice/connecting-others

Be Connected Programme

Men in Sheds

Community spaces for men to connect, chat and work together towards a common goal. Our pilot shed is in the grounds of Chargeable Lane Resource Centre and takes place every Tuesday 12-4pm.

For more information on the Be Connected programme and to get involved:

🏠 newham.gov.uk/BeConnected

✉ CNLW@newham.gov.uk

☎ 020 8430 2000 (option 2)

Volunteering

A great way to connect with others and it makes you feel good too. If you would like to volunteer or need volunteers, find out more about our offer here:

🏠 newham.gov.uk/volunteer

✉ Volunteers@newham.gov.uk

☎ 020 3373 3216 or 020 3373 8707



Subco Trust

Works with isolated and housebound elders from diverse South Asian communities. They offer befriending in South Asian languages.

✉ info@subcotrust.org.uk

☎ 020 8548 0070



Manor Park Over-50s Social Club

Make new friends, socialise with others, have lunch together, play dominoes, bingo, cards, trips out and other social activities, e.g. music, dancing, as well as information and exercise sessions.

✉ manorparksocialclub@gmail.com

☎ 07944 461 776

Newham Libraries

All of Newham's libraries offer free activities for all ages where you can meet other people in your community, learn a new skill or get active.

Check out the library website or visit your local library to find out what's on near you:

newham.events.mylibrary.digital

Royal Docks Learning and Activity Centre (RDLAC)

Offers many funded services for the community, such as bingo, yoga, line dancing, a coffee morning, cooking demonstrations and a men's Muslim prayer group.

✉ admin@rdlac.org.uk
☎ 020 7476 1666

RDLAC runs a weekly youth club on Thursdays 6:30-10:30pm for 14-25 year olds.

✉ youth@rdlac.org.uk
☎ 020 7476 1666



Come As You Are

A space for LGBTQIA+ and questioning young people. Free activities and events for 9-25 year olds.

✉ caya@newham.gov.uk



Coping with loss

www.wellnewham.org.uk/advice/coping-bereavement

OCEAN

Offers support to women who have experienced birth trauma and loss. You can refer yourself or speak to your GP to be referred.

newham.gov.uk/ocean-mental-health

✉ elft.eastlondonocean@nhs.net
☎ 020 8510 8151



Child Bereavement UK

Supports families when a baby or child of any age dies or is dying, or when a child is facing bereavement.

National Helpline

☎ 0800 028 8840

Newham Team

☎ 020 8519 7025

childbereavementuk.org

✉ newhamsupport@childbereavementuk.org

4. Healthy Money



Sometimes it can be difficult to pay bills, deal with debt or find a job. If this is something you are dealing with, there is a lot of support available in Newham to help you.

🏠 wellnewham.org.uk/healthy-money



Help with money

Our Newham Money

Provides a range of services to help you manage your money, no matter what your circumstances are.

- **Benefits and income advice** – guidance on the wide range of benefits available for people both in and out of work. Our Newham Money advisors can also help check whether you're entitled to benefits. you may not be aware of
- **Debt and advice** – free, impartial and confidential debt advice.
- **Smart spending** – improve your finances with money saving tips. Get advice on ways to make your money go further, reduce expenses and making good buying decisions.
- **Hardship support** – help with urgent financial assistance for essentials like food and energy bills if you are facing hardship, a crisis or an emergency.

To get help contact:

🏠 newham.gov.uk/ournewham



“

Thank you to Our Newham Money for their incredible support. They helped me with financial assistance and completing my forms, making the whole process so much easier. Thanks to their help, I was finally awarded the enhanced rate of PIP and Universal Credit.

**Debt and benefit support
Titilayo -Newham resident**



Help with food

Newham Food Alliance (NFA)

NFA is a collection of organisations across the borough who reach thousands of residents each week with food and other support.

To get help:

🏠 [newham.gov.uk/
newhamfoodalliance](https://newham.gov.uk/newhamfoodalliance)

✉ frontdoor@newhamfoodalliance.org

☎ 07790 975 086 Monday-Friday
(9am-5pm)



Support with NHS costs

The care you get from the NHS is free, but there are some things that need to be paid for, like prescriptions for medicine and dental costs. You might be eligible for financial support, especially if you have a low income. Find out more about eligibility and support available at:

🏠 newham.gov.uk/support-for-nhs-costs

Staying warm in winter

🏠 [newham.gov.uk/
staywarminnewham](https://newham.gov.uk/staywarminnewham)

One of the best ways to stay well during winter is to keep warm at home. Here are some tips to help, especially if you're worried about rising energy bills:

- Check if you are entitled to benefits and grants such as:
 - Money off your energy bills with the Warm Home Discount:
🏠 gov.uk/the-warm-home-discount-scheme
 - Cold Weather Payment:
🏠 gov.uk/cold-weather-payment
 - Winter Fuel Payment:
🏠 gov.uk/winter-fuel-payment

- Close your curtains in the evening, keep doors closed and block unwanted draughts (but remember to open windows for some time every day to prevent illness, damp and mould)
 - Wear several light layers of warm clothes (instead of one chunky layer)
 - Try to keep your bedroom at 18°C (65°F) overnight and your living room at 18-21°C (65-70°F) during the day
 - Wrap up warm and wear shoes with a good grip outside to prevent falls.
 - Get a Gas Safe Engineer to check your boiler is safe and efficient
 - Check your smoke and carbon monoxide alarms are working, and electric fires are properly guarded
 - Check you are warming your home safely and reduce any risks
- 🏠 london-fire.gov.uk/safety/the-home

Support to warm your house

Energy and cost-saving tips (money saved per year) from the Energy Saving Trust



Turn off standby appliances **(£65)**



Wash clothes at low temperatures - 30°C **(£34)**



Reduce your water use e.g. limit your shower to four minutes **(£95)**



Avoid using your tumble dryer **(£70)**



Turn down your thermostat by 1°C **(£100)**



Draught-proof your property **(£125)**



Turn off your lights when not in use **(£25)**



Switch to low-energy LED light bulbs **(£7-10 per bulb)**



Monitor your energy usage with a smart meter



Find out about insulating your home and energy-efficient appliances



Energy bills

Stay Warm in Newham Scheme

Green Doctors Energy Experts can help you understand your energy bills, apply for grants and funding and do free home visits.

🏠 groundwork.my.salesforce-sites.com/staywarminnewham
☎ 0300 365 3005



SHINE

Phone advice service that gives residents advice and tips to reduce energy bills and signpost to other support available.

✉ shine@islington.gov.uk
☎ 0300 555 0195



Free insulation

Find out if you can get free insulation works through the ECO4 scheme.

🏠 newham.gov.uk/great-british-insulation-scheme

For more information on how to reduce your bills and make your home more energy efficient:

🏠 simpleenergyadvice.org.uk
☎ 0800 444 202

Help with water bills

WaterSure and WaterHelp can help make water bills lower, particularly if you're on a lower income or need water for health conditions.

🏠 thameswater.co.uk/help/account-and-billing/financial-support/waterhelp



Utility bills support for vulnerable people

If you or someone you know is vulnerable, phone their utility providers and mark them as vulnerable. This often means they can get priority support and accessible information.

Help getting a job

🏠 wellnewham.org.uk/advice/help-finding-job

Our Newham Work

A free service helping Newham residents get into work.

No matter your level of experience, you can access support and advice for your next step. Whether you're looking for a job or an apprenticeship, an advisor can help you find opportunities that match your skills.

Our Newham Work also support residents with disabilities or health conditions to find apprenticeships and employment, offering tailored guidance every step of the way.

🏠 newham.gov.uk/ournewham
✉ ournewhamwork@newham.gov.uk
📞 020 3373 6494



Maximus UK Pioneer London

A specialist employment support service for people who are not in work.

🏠 whpp.maximusuk.co.uk/apply-now-london
✉ PioneerLondon@maximusuk.co.uk
📞 0300 4568110



Support with issues at work

The Employment Rights Hub

Provides free employment rights advice and support to Newham residents facing issues at work, helping you understand your rights and explore the options available to you.

They provide support and guidance on:

- Pay and deductions including unpaid wages, minimum wage and unlawful deductions.
- Working hours such as breaks, flexible working, health & safety.
- Equality at work covering discrimination, harassment, disability rights.
- Job security including redundancy, notice periods, unfair dismissal.
- Leave and time off such as holidays, sick pay, family leave.

🏠 newham.gov.uk/ournewham
✉ employmentrights@newham.gov.uk
📞 020 3373 6494



Help and support with adult education

Our Newham Learning & Skills

Provides flexible day and evening courses across the borough for individuals aged 19+.

Offering a range of courses at various levels including:

- ESOL
- English
- IT and Computing
- Early years/ childcare
- Cake decorating
- Courses for individuals with Special Educational Needs and Disabilities.

🏠 onls.ac.uk
☎ 020 8149 5200



5. Healthy Home



Where you live, your environment and your community can have a big impact on your health.

We want to make sure that every Newham resident feels safe and independent at home. We also want you to know what to do and who to contact if you need help or don't feel safe.

[wellnewham.org.uk/healthyhome](https://www.wellnewham.org.uk/healthyhome)



Domestic abuse

If you are in immediate danger, please call **999**.

National domestic abuse helpline
☎ **0808 2000 247**

Hestia Newham Domestic and Sexual Abuse Service

Provides specialist and confidential support for domestic abuse survivors aged 16+ of all genders.

This includes emotional support, FGM services, support for sex workers, safety planning, legal services and support to those with insecure immigration status.

The helpline number is open 24 hours per day, 365 days a year.

✉ infonewham.DSV@hestia.org
☎ **0808 1961482**
📞 Text phone: **07799 447 159**



London Black Women's Project

Offers advocacy, legal advice, therapeutic services and specialist support for Black and Minority Ethnic women and girls over 16 who are survivors of domestic violence and abuse.

✉ info@lbwp.co.uk
☎ **020 8472 0528**



Survivors UK

Support for any man, boy or non-binary person who has ever experienced unwanted sexual activity and their loved ones supporting them.

Chat online or via text Mon - Sun
12pm-8pm

🏠 [survivorsuk.org](https://www.survivorsuk.org)
☎ **020 3322 1860**



East London Rape Crisis

Provides free, confidential specialist help for women and girls who have been raped or experienced any other form of sexual violence.

✉ rapecrisis@niaendingviolence.org.uk
☎ 0808 500 2222

Report a safeguarding concern

Report a safeguarding concern If you are worried about an adult use the short online form below which can be found on the Newham website to report suspected abuse or raise a concern which will be sent directly to Safeguarding Adults Independent Living Team (SAIL).

🏠 newham-self.achieveservice.com/service/Report_abuse_or_neglect_of_an_adult



If you are worried about a child...

✉ mash@newham.gov.uk
☎ 020 8430 2000

Caring for someone

🏠 wellnewham.org.uk/carers

If you are caring for someone, you do not have to wait until you are struggling, or there is a crisis, to ask for support.

Newham Carers Community (adults and young carers)

A partnership service run by Age UK East London, Subco Trust and The Renewal Programme to provide support to carers and young carers in Newham.

Offers free and confidential advice, information, activities and support to unpaid carers living or caring for someone living in Newham.

✉ info@newhamcarerscommunity.org.uk
☎ 020 3954 3143



Staying independent

If you or someone you know needs some help with everyday tasks, there is lots of support out there.

AskSARA

A new online guided advice tool that is here to help residents find useful information about products to make daily living activities easier.

The platform gives impartial advice about suitable equipment and other tools to help residents of all ages to live independently and maintain their lifestyle.

AskSARA is simple and has a quick and easy 3-step self-assessment process.

Step 1 - Choose a **topic** you would like help with

Step 2 - **answer** some simple questions about yourself and your environment.

Step 3 - Get your **personalised** report with ideas and tips about ways to make your life easier.

Access the platform online:

 wellnewham.org.uk/asksara

 If you think you need some help with using AskSara contact the Access to Adults Social Care Team on **020 8430 2000** (select option 2)

 Text phone: **18001 020 8430 2000**



Enabled Living Healthcare

Works with Adult Social Care to get you the support and equipment you need to live at home.

They run:

- A community equipment service – they loan equipment, following a health or social care assessment, to help and support people to continue to live independently in their own homes
- Work with people who are visually impaired, hard of hearing, d/Deaf and Deafblind – they assess and support them to be more independent, safe and confident



- A service to assess and prescribe wheelchairs and specialist seating - they make sure residents get the right chair for them
- An Occupational Therapy Service with the council

 info@enabledlivinghealthcare.co.uk

 **020 3373 2222**



Adult Social Care

Contact Adult Social Care's Access team on:

 Textphone: **18001 020 8430 2000**

 **020 8430 2000**, select option 2
Mon - Thurs 9am-5pm

Call via a BSL interpreter using BSL Live:

 newham.gov.uk/bsl-live



Getting online

Find out more about the support on offer if you want to learn digital skills or get help to get internet access on our website:

🏠 wellnewham.org.uk/getonline

Digital Skills

Free digital skills support in your local library

If you need help using technology, you can join a free Learn My Way course at your local Newham library to learn how to use a computer or phone. You can also visit any library to get help from staff to use your device or navigate websites and online services.

🏠 newham.events.mylibrary.digital

Please contact your library for details of the accessibility of each session.



Barclays Digital Wings

Use the platform to take part in online e-learning to help you to build digital skills and stay safe online. Use the code 'Newham' to access the platform.

🏠 digital.wings.uk.barclays/register?code=Newham



Tea and Tech

Do you have a phone, laptop or computer you need help using? Join Newham digital inclusion team for a relaxed and friendly session to help you use your device. Whether it's using your devices, staying safe online, or exploring helpful apps, the team is here to help- all while enjoying free cuppa. To find out where your nearest session is, please email

✉ digital.libraries@newham.gov.uk
or ask in your local library.

Internet access

Free SIM cards for low-income households

Newham Libraries are part of the National Databank which offers free SIM cards provided by O2, Three and Vodafone. All you need is a phone locked to one of these three networks, or an unlocked phone that would work with any network.

Public computers and Wi-Fi access

All Newham libraries offer free internet and public access PCs for library members. Contact your local library for more information.



Device Access

Newham Libraries' Digital Inclusion Team offer support and opportunities for residents in need to get access to devices like tablets or laptops.

✉ digital.libraries@newham.gov.uk

Help with housing

A warm, safe home is good for both our physical and mental health. If you need help with a housing question or problem, contact the following for support:

HPAS

If you are worried about losing your home because, for example, you have missed a rent payment or are concerned about eviction, contact the

Homelessness Prevention Team at:

🏠 newham.gov.uk/homelessness

✉ hpas@newham.gov.uk

Private Sector Housing Standards

If you are worried about being illegally evicted from your rented accommodation, contact Private Sector Housing Standards on:

🏠 newham.gov.uk/illegaleviction

✉ privatehousing@newham.gov.uk

☎ 020 3373 1950



Street Link

Use the Street Link website to let their team of responders know when you see someone sleeping rough or to get help yourself.

🏠 thestreetlink.org.uk



Housing Hubs

Anyone living in Newham can make an appointment to speak to someone at our Housing Hubs.

Contact the hubs via email or drop-in to make an appointment:

Stratford Housing Hub

22 Broadway, Stratford, E15 4QS

✉ StratfordhousingHub@newham.gov.uk

Canning Town Housing Hub

Ferrier Point, Canning Town, E16 1QW

✉ Canningtownhub@newham.gov.uk

Opening hours for both hubs:
Monday to Friday 9:30am – 4:30pm
(please note that they will be closed
between 12.30pm and 1.30pm each
day).



Improvements and repairs

If you live in council housing and need an emergency repair (e.g. dangerous electrical faults, heating failures impacting on health or water leaks), contact the council on:

 newham.gov.uk/repairs
 **0800 952 5555**

If you live in a housing association property, contact your landlord first and if it's not resolved, then contact the Private Sector Housing Standards team:

 privatehousing@newham.gov.uk

If you are privately renting, please read our tenants' pack and report any problems to your landlord:

 newham.gov.uk/tenantpack

If you don't get a response from your landlord, report it to the council via:

 newham.gov.uk/
ReportItPrivateSectorHousing
 ENVPrivate.SectorHousing@newham.gov.uk



Keep Your Child Safe Around Windows

Every year, children are injured due to falls from windows - a few simple actions can prevent this.

- Keep windows closed or use child safety locks, especially in warmer weather.
- Limit window openings to no more than 4 inches (10 cm) when children are present with a restrictor or safety catch.
- Move furniture away from windows to prevent climbing.
- Stay aware—supervision is key to preventing accidents.

If you need support making your home safer, call the Newham Contact Centre. They will transfer you to the correct housing support team.

 **020 8430 2000**

 newham.gov.uk/children-families/keep-child-safe-around-windows

Damp and mould

If you live in council housing, get advice and support from Newham Council's Damp and Mould Taskforce:

 dampandmouldtaskforce@newham.gov.uk

If you have damp and mould in a rental property, please talk to your landlord first and if there's no response contact:

 ENVPrivate.SectorHousing@newham.gov.uk

Steps to reduce damp and mould:

1. **Reduce moisture** e.g. hang washing outside or dry in the bathroom with door closed and window slightly open; cook with pan lids on
2. **Open a window** (or two) for 30 mins each day; use your extractor fan when cooking
3. **Heat your home when possible and insulate** e.g. use draught excluders on doors
4. **Wipe away any mould** with a bleach solution

For more information visit:

 newham.gov.uk/damp



Pest control

Call to arrange for a Pest Control Officer to come and help resolve the problem.

 **020 8430 4133** (Monday to Friday, 9am to 5pm)

For more information:

 newham.gov.uk/pestcontrol



Love Newham app and website

Use this free app to report environmental issues to the council. Report overgrown bushes and trees, fly-tipping, graffiti, litter and dog fouling.

 newham.gov.uk/love-newham

Green spaces

Getting outdoors is a great way to look after your wellbeing.

Find green spaces and community gardens near you with Growsie:

 growsie.net/map

Keeping safe

Anti-social behaviour and noise

If you are experiencing anti-social behaviour near your home such as:

- Rowdy, noisy behaviour in otherwise quiet neighbourhoods
- Nighttime noise from houses or gardens, especially between 11pm and 7am
- Behaviour that causes harassment, alarm or distress

You can report this at:

 newham.gov.uk/asb

 **020 8430 2000**

Call the police on **101** (or **999** in an emergency) to report:

- Aggressive, threatening, drunken or intimidating behaviour
- Drug dealing or drug use
- Criminal damage of property



Report a crime anonymously

Contact Crimestoppers anonymously on **0800 555 111** or through their online form.

 crimestoppers-uk.org/fearless



Victim Support

Get independent and confidential advice if you are the victim of a crime

 victimsupport.org.uk

 **08 08 16 89 111**

Report a safeguarding concern

If you are worried about an adult contact

 Accessto.AdultsSocialCareTeam@newham.gov.uk

 **020 3373 0440**



Keeping our young people safe

In a safeguarding emergency, please call the Multi-Agency Safeguarding Hub or fill out their online form

 **020 3373 4600**

 newham.gov.uk/safeguardingchildren



For more information, visit:

 wellnewham.org.uk/keeping-young-people-safe

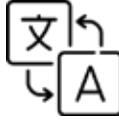
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Special thanks to the residents who helped us to make this booklet:

Frederic Billet, Peter Landman, Aurora Todisco, Sandra Amoah, Joy Draggon, Vijay Parekh, Lyn Curtis, Yetunde Muda, Aminul Islam, Prabhudas Tanna, Rahana Siraj, Rachael Dzumbria, Farzana Rahman, Suraiya Tailor

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✉ wellnewham@newham.gov.uk

🏠 wellnewham.org.uk

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🏠 newham.gov.uk/health-adult-social-care/bsl-live

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