

Distributor FAQs - Well Newham Programme

Healthy Start Vitamins, Card & Vitamin D (60+)

Funding and Support

Will my organisation receive a financial incentive to become a distribution site?

No, there is no financial funding available.

However, the Newham Public Health team will provide:

- Training and access to a peer support network
- Printed and delivered communication materials (e.g. leaflets and posters)
- Ongoing programme support

Any queries please contact WellNewhamVitamins@newham.gov.uk

Distribution Model

Can we offer the supplements only to our service users?

You can distribute supplements to:

- Your own service users, and/or
- Any eligible residents

All distribution must be recorded in the data collection system.

Can we take supplements to other locations to reach target families?

Yes. However, you must:

- Record the location/venue clearly
- Ensure accurate stock tracking and reporting

Can distribution sites work with partner organisations?

Yes. However,

- Staff must have completed relevant training
- A Service Level Agreement (SLA) is in place with the Public Health team.

Can residents collect from more than one distribution site?

Yes.

For the Vitamin D (60+) scheme:

- No personal identifiable data is collected
- Distributors are not required to track repeat collections

Can someone collect supplements on behalf of a resident?

Yes a carer or family member of the individual may collect supplements. Please ensure the data reflects the right person.

Stock Management and Storage

How should supplements be stored?

All supplements must be stored:

- In a cool, dry place
- At temperatures below 25°C

What type of storage space is required?

Supplements should be kept in:

- A safe, clean storage space
- Away from direct sunlight, heat, and moisture

What types of supplements are provided?

You will receive depending on order:

- Women's vitamin tablets
- Children's vitamin drops
- Vitamin D tablets (60+)

Options include:

- Vegan
- Vegetarian, halal and kosher suitable

How are the supplements packaged?

- Women's tablets: packs of 6
- Children's drops: packs of 12
- Vitamin D (60+): packs of 6

Where can I find the expiry date?

The expiry date is printed on the side of each bottle.

You must:

- Check this before distribution
- Inform residents if stock is close to expiry

How should we manage stock levels?

Distribution sites should:

- Order no more than a 3-month supply at a time
- Monitor stock regularly to reduce waste

What should we do with stock close to expiry?

If you have stock that may expire soon:

Contact the Well Newham Vitamins team with:

1. Number of bottles
2. Expiry date

This stock may be redistributed (e.g. outreach events).

What should we do with expired, lost and damaged stock?

Once you have completed your training, you will receive a link for reporting expired, lost and damaged stock and steps for disposal.

How do we order stock ?

Once you have completed your training, you will receive a link for placing orders.

Communications and Resources

Where do I find more information

Once you are selected as a distributor you will be invited to fortnightly drop in sessions for peer support , anything urgent you can contact WellNewhamVitamins@newham.gov.uk and one of our colleagues will get in touch.

Please refer to

<https://www.wellnewham.org.uk/advice/free-healthy-start-vitamins-scheme>

Are distributors expected to promote the programme?

Yes. Sites are encouraged to:

- Promote Healthy Start Card programme [Free healthy start card to buy food | Well Newham](#)
- Promote Healthy Start Vitamins and Vitamin D (60+) among your service users
- Use available communication materials
- Support awareness within their local community

Data Collection and Governance

Why do we collect data?

Data is collected to:

- Monitor uptake and reach
- Improve programme delivery
- Ensure effective use of resources
- Reduce inequalities in Newham

What system is used to collect data?

We use MS Forms to collect data

What data are we required to collect?

Required data fields – e.g. age group, community neighbourhood, ethnicity, gender, number of items distributed

Will I receive training for the data system?

Yes. Training and ongoing support will be provided.

What are our data protection responsibilities?

All distribution sites must:

- Follow GDPR and local data protection policies
- Ensure secure handling and storage of data
- Only collect required and approved information

Training and Support

Will staff receive training?

Yes. Training is available for staff and volunteers delivering the programme. There will also be ongoing drop in sessions for extra support.

General Enquiries

Still have a question that's not covered here?

Please contact:

WellNewhamVitamins@newham.gov.uk

The team will be happy to help.

Healthy Start Card (Awareness and Signposting)

What is the Healthy Start Card?

The Healthy Start card is a prepaid card that helps eligible families buy:

- Milk
- Fruit and vegetables
- Infant formula

What is our role as a distribution site?

Distribution sites should:

- Promote awareness of the Healthy Start scheme
- Signpost residents to apply
- Support residents to access further help if needed

How does a Healthy Start Card look?

- The card is a prepaid Mastercard®



Where should we signpost residents?

Residents can:

- Apply at: www.healthystart.nhs.uk
- Find local guidance and eligibility support:
- Free Healthy Start Card to buy food | Well Newham

Are there training sessions for staff on the Healthy Start Card?

Yes. Regular training is available for frontline staff and volunteers.

What should we do if residents need help applying?

Signpost to:

- NHS Healthy Start helpline
- 0300 330 7010
- Email support
- healthy.start@nhsbsa.nhs.uk