

5 Ways to a Healthier Life



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

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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 those in wheelchairs.



Inclusive for people with learning disabilities.



Inclusive for people with physical disabilities.



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



Inclusive for people with visual impairments.



Takes place online/has the option of joining online.

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

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.

View this booklet online at: wellnewham.org.uk

Share your journey with us on social media using #WellNewham

Information correct at the time of going to print – January 2024.

Find us on Facebook, Instagram and Threads @WellNewham



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



Dealing with increased daily costs and worrying about how to pay for food, bills and fuel, is really stressful and takes a toll on us mentally. You don't have to deal with this on your own – we have lots of free support in Newham to help you, so please get in touch with the services listed in this booklet.



**Councillor Neil Wilson
Cabinet Member for Health and Adult Social Care**



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**

Well Newham



xxx

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

Well Newham website

Visit [wellnewham.org.uk](https://www.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 our website at [wellnewham.org.uk](https://www.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? Visit our Well Newham Hub team who can help.



Well Newham hubs

Well Newham Hubs provide face-to-face health and wellbeing support at a location near you.

The Well Newham Advisors can:

- Refer and signpost you to services.
- Help you develop a personalised wellbeing action plan.
- Give you light-touch health coaching.
- Support you to use the Well Newham website.

To find out where and when your next hub is, visit [wellnewham.org.uk/advice/visit-our-well-newham-hubs](https://www.wellnewham.org.uk/advice/visit-our-well-newham-hubs) or call the Contact Centre for more information on 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. 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 with your local GP visit:

 wellnewham.org.uk/about-nhs/register-with-your-gp or go to your closest GP practice and ask if you can register.



Personalised care roles

For details, visit page

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.

 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 at Stratford Library, 1st floor, every Thursday 10am-3pm.



Support for pregnant people, young children and families

Health visitors

 020 3373 9983


 CHIS@newham.gov.uk

 newham.gov.uk/healthvisitors



Children's Centres

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


 families.newham.gov.uk/kb5/newham/directory/family.page?familychannel=10



Family Hubs

Advice and information for families. The team offer fun interactive sessions for infants, children and young people, as well as support for parents, like parenting drop-ins and information and advice sessions.

Find out what's on near you:

 families.newham.gov.uk/kb5/newham/directory/family.page?familychannel=1





Support for young people

Youth Zones

All 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



Join our Community Health Champions

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

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

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

✉ CHC@newham.gov.uk

📱 WhatsApp: 07929 792873

🏠 CommunityHealthChampions.newham.gov.uk

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

✉ costoflivingresponse@newham.gov.uk



Personalised care

🏠 wellnewham.org.uk/personalised-care

Well Newham Hubs

If you'd like to talk to someone face-to-face about your health and wellbeing or get some guidance on how to use the Well Newham website, you can visit one of our Well Newham Hubs.

For more info, see page...

There are a range of personalised care roles available to help you with a range of topics:

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/advice/social-prescribing-link-workers

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/advice/health-wellbeing-coaches

Community Neighbourhood Link Workers

Supporting residents who are feeling lonely and isolated. For details visit page ...

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.

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.

Health and Social Care Navigators

- Support people who have more complex health and care needs to access the services they need to live independently.
- Act as a central point of contact for patients and their relatives / carers when they need advice.
- Help you navigate different healthcare services, follow up on queries, and helps you make appointments.

To self-refer, you can contact a Health and Social Care Navigator via the Single Point of Access at 0208 709 5555 (Mon to Fri 8am - 4pm).

[wellnewham.org.uk/advice/care-navigators](https://www.wellnewham.org.uk/advice/care-navigators)



Free training

[wellnewham.org.uk/well-newham-partners](https://www.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/advice/social-welfare-alliance](https://www.wellnewham.org.uk/advice/social-welfare-alliance)



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 feel happier and stay well.

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

Healthy eating

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

A healthy diet is essential to feeling your best, both physically and mentally, and preventing some illnesses, like diabetes. It does not need to be complicated to eat a varied, nutritious and delicious diet that is good for your health, and affordable.

There are lots of things you can do including:

Eat 5 portions of fruit and veg a day

– Eat as many different vegetables and fruit as possible. Beans, pulses, and frozen or tinned fruit and vegetables are cheaper way to add these to your diets.



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 and red is high.



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



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



Stay hydrated – Aim to drink 6-8 glasses or cups of fluid a day. Water, lower-fat 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 [insert page number]

Nutrition Kitchen

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

✉ contact@nutrition-kitchen.co.uk
 🏠 wellnewham.org.uk/advice/nutrition-kitchen
 ☎ 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

All primary school aged children in Newham can get a FREE, hot, nutritious and delicious lunch every school day, saving families up to £500 a year per child. Many secondary school children get a free meal. To apply and for more information visit:

🏠 newham.gov.uk/freeschoolmeals

Your child's school can provide support and more information regarding school meals.

Free Healthy Start food

Pregnant? Have 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.

Applying is easy and does not affect your other financial benefits.



Free Healthy Start vitamins

In Newham, ALL pregnant people, new mums with a child under 12 months old, and all children under 4 years old can get free vitamins.

You can collect a bottle from your Midwife or local Children's Centre.

To find your nearest vitamin distribution site, visit:

🏠 newham.gov.uk/healthystart



Free Vitamin D for residents over 60 years old

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 call the Age UK Helpline on:

☎ 020 8981 7124

or visit

🏠 newham.gov.uk/vitamind



Healthy weight

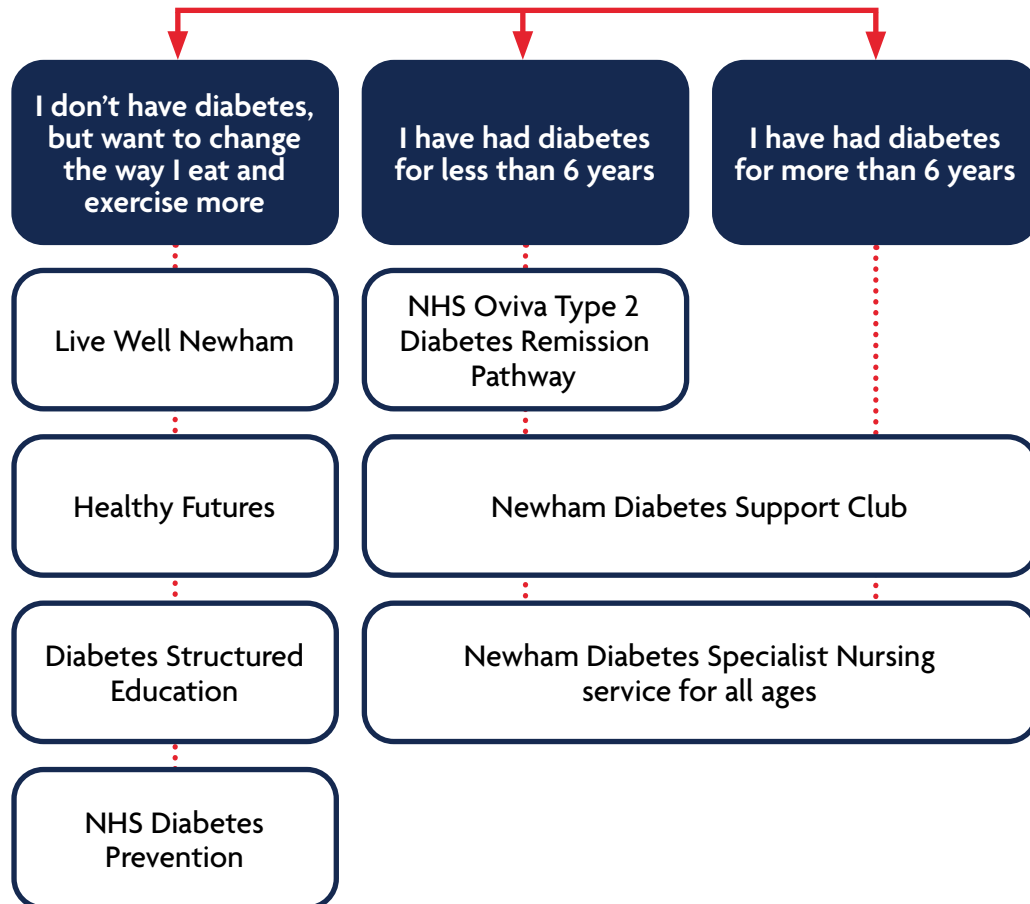
🏠 wellnewham.org.uk/advice/healthy-weight

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 diabetes.

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

🏠 nhs.uk/health-assessment-tools/calculate-your-body-mass-index

There are free programmes in Newham to help you with your weight and prevent diabetes:



Free support to lose weight and get active - Live Well Newham

Live Well Newham is a free 12-week weight management programme that supports you to achieve long-term behaviour change by providing personalised support to help you:

- Eat well
- Move more
- Take charge of how you think, eat and sleep.

You will have the chance to be part of a community with similar weight-loss goals, sharing experiences and benefit from the informal support that comes with group membership.

Depending on your preference, you can attend female only, male only, or mixed group sessions. You can also access sessions in Bengali and Urdu.

📞 0333 577 3010

🏠 wellnewham.org.uk/advice/free-help-lose-weight-and-get-active



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 experts, they can support you to make positive changes for a healthier future through their 12 weeks face-to-face or group support sessions including free nutrition and physical activity plans.



Diabetes Structured Education Programme

This free programme is here to teach you how to change the way you eat and exercise so that you do not develop type 2 diabetes. This service takes place either online or at Shrewsbury Road Health Centre.

Please ask your GP for a referral or 📞 020 7909 3624 to self-refer.

Groups are run in Urdu and Bengali.

Carers and family members are welcome.





NHS Diabetes Prevention Programme (DPP)

In just 9 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 1-1 coaching, group support and personalised advice around nutrition, movement and motivation.

☎ 0333 047 9999



NHS Oviva Type 2 Diabetes Remission Pathway

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 lose weight using a low-calorie diet, improve your blood glucose levels, reduce your medications, and

potentially put your type 2 diabetes into remission.

Please ask your GP for a referral.

🏠 oviva.com/uk/en/programmes/t2dr/#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.

☎ 020 3373 0858

✉ CN.ManorPark@newham.gov.uk



Newham Diabetes Specialist Nursing service for all ages

Supporting people with diabetes to develop expertise and knowledge in their condition to get the most out of life. This service accepts residents of all ages.

☎ 020 7909 3624

Please ask your GP for a referral.



For more information, please visit:

🏠 wellnewham.org.uk/advice/diabetes-support-services



Keeping active

Keeping active helps you to feel better, happier and less stressed. It can also help you to stay a healthy weight and can also 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 possible, 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.

There are many free activities in Newham to help you stay active and top tips and videos for keeping active at home. Take a look at our website for more information:

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

Our Parks

Free weekly group exercise classes for adults across four parks in the borough (Central Park, Stratford Park, Plashet Park and Canning Town Recreation Ground). All classes are designed for individuals new or returning to exercise.

🏠 ourparks.org.uk/borough/london-borough-newham

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](https://couchtofitness.com/programmes)



Bikeworks

Free inclusive cycling sessions with adapted bikes that are open to all.

☎ 020 8980 7998 (option 3)

✉ all.ability@bikeworks.org.uk



West Ham United Foundation sports sessions

Free sports sessions for all ages and abilities and runs sessions for young people with learning disabilities. Join sessions like football, walking basketball and multi-sports sessions.

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



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

Free weekly walks led by trained walk leaders and supported by Newham volunteers.

🏠 wellnewham.org.uk/advice/walking

Couch to 5k

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

🏠 nhs.uk/live-well/exercise/running-and-aerobic-exercises/get-running-with-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

Visit your local leisure centre for access to swimming, gyms, classes and more. For more information on opening hours and what's on, visit:

🏠 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



Fight for Peace

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

☎ 020 7474 0054
✉ referrals@fightforpeace.net



Ambition Aspire Achieve

Offers many free activities at their hubs in Canning Town and Stratford across local communities in Newham.

☎ 020 7511 4253
✉ info@theaaazone.com
🏠 theaaazone.com

Bonny Downs Community Association

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

☎ 020 8586 7070
✉ youth@bonnydowns.org
🏠 bonnydowns.org

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 help.



Quit Well Newham

A free 12-week programme for smokers and smokeless tobacco users who want to quit. The service offers weekly nicotine replacement therapy and electronic cigarettes, telephone and/or digital support with free access to the Smoke Free app as well as face-to-face support available at a location near you. Support is available in English, Bengali, Urdu, Gujrati and Lithuanian.

You can get a referral or refer yourself:

☎ 020 7882 8230
✉ clinicbookings@qmul.ac.uk
☎ 07474 082 330 (text or WhatsApp)

For more information about stopping smoking, please visit:

🏠 wellnewham.org.uk/advice/stop-smoking



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/advice/drugs-and-alcohol

Newham Rise

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

☎ 0800 652 3879

✉ newham.referrals@cgl.org.uk

🏠 changegrowlive.org/rise-newham



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 up to 19 years old in full time education), pregnant people 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/advice/dentists

Health screenings

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

🏠 nhs.uk/better-health/how-are-you-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 for a free NHS Health Check every 5 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/advice/health-checks-and-screenings

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 3 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 56 to 74 years. You will be invited every 2 years. If you received a test kit but lost it, you can call the London Bowel Screening Hub to request another:

☎ 0800 707 606

“

I was told if I hadn't gone for my screening it's likely that in a few months I would have needed a mastectomy and the cancer would have spread.

Bron, Newham patient



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.

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, polio and meningitis.

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.

Many people can get a free flu vaccine each autumn. To find out more see p25

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. Parents/guardians must sign a consent form which will be given by the child's school. The form can also be found at:

🏠 [newham.gov.uk/children-families/childhood-immunisations](https://www.newham.gov.uk/children-families/childhood-immunisations)

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

☎ 020 8214 1393

✉ newham@v-uk.co.uk

Sexual health

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

🏠 [wellnewham.org.uk/advice/sexual-health](https://www.wellnewham.org.uk/advice/sexual-health)

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:

☎ 020 8496 7237

🏠 [bht.healthcareservice.online](https://www.bht.healthcareservice.online)

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.

✉ shine.info@nhs.net

🏠 [alleast.nhs.uk/shine](https://www.alleast.nhs.uk/shine)

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](https://www.shl.uk)





Positive East

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

☎ 020 7791 2855

✉ talktome@positiveeast.org.uk

🏠 positiveeast.org.uk/chattopat

Body & Soul

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

☎ 020 7923 6880

🏠 bodyandsoulcharity.org

Pharmacist or GP

Speak to your local pharmacist or GP for advice on contraception. Some local pharmacies can also provide screening for chlamydia and gonorrhoea to residents aged 15-24, as well as emergency hormonal contraception (the 'morning after pill').

🏠 wellnewham.org.uk/advice/contraception

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Winter wellness

- Keep active (aim for 30 mins a day) and 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 ...

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:

🏠 nhs.uk/live-well/seasonal-health/keep-warm-keep-well

Staying well in hot weather

When temperatures are very hot, 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

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 lunch time or when very humid)
- Watch out for signs of heat related illness



For more information, visit:

🏠 nhs.uk/conditions/heat-exhaustion-heatstroke

To find out about support available in Newham visit:

🏠 newham.gov.uk/severeweather

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 are feeling anxious, upset and/or finding it hard to cope, help is available. Be kind to yourself and think about what may help you.

For more information and tips:

wellnewham.org.uk/healthy-mind

Looking after your wellbeing

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:

0800 073 0066 (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



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:

020 8175 1770

newhamtalkingtherapies@nhs.net

elft.nhs.uk/newham-talking-therapies



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.

0300 561 0115

safeconnections@mindthnr.org.uk



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.

linktr.ee/newhamrecoverycollege

elft.newhamrecoverycollege@nhs.net

07823 900600

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, who 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



Museum of Happiness

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

- Mindfulness and meditation (Fridays 7-8pm)
- Mindful crafts
- Kindful yoga (Sundays 7-8pm)

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

To book onto any of these sessions go to the Well Bean Café eventbrite:

eventbrite.co.uk/o/museum-of-happiness-7903403248



Cody Dock Therapeutic Gardening Programme

Free weekly gardening sessions over a 6-week period to anyone who wants to improve their mental health, physical health, and general wellbeing.

☎ 020 7473 0429

✉ tim@codydock.org.uk

🏠 codydock.org.uk

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:

🏠 families.newham.gov.uk/kb5/newham/directory/family.page?familychannel=1-1

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.

☎ 020 7377 8725

✉ enquiries@whfs.org.uk



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.

☎ 07525 403673

✉ parentsinmind.newham@nct.org.uk



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:

🏠 eventbrite.co.uk/e/botanical-brothers-gardening-project-practical-tickets-680147959857?aff=oddttdtcreator



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](https://www.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](tel:07507326645) (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



Ozone Digital Skills Training

A free creative digital skills training programme for 16-25 year olds funded by the NHS. The programme helps young people at risk of or with mental ill-health to learn new skills together,

set goals and build supportive friendships.

[020 8519 0143](tel:02085190143)

studio@framesofmind.uk



Connecting with others

[wellnewham.org.uk/advice/connecting-others](https://www.wellnewham.org.uk/advice/connecting-others)

Community Neighbourhood Link Workers

Supporting residents who are feeling lonely and isolated. Link Workers provide free help to build your confidence and work with you to create a plan that supports you to keep active, connected and healthy.

[020 8430 2000](tel:02084302000) (option 2)

CNLW@newham.gov.uk

[newham.gov.uk/health-adult-social-care/community-neighbourhood-link-workers](https://www.newham.gov.uk/health-adult-social-care/community-neighbourhood-link-workers)



Be Connected Programme

Chatty Benches

Signs have been put up on benches to help bring people together by simply sitting down and having a chat outdoors.



Chatty Cafés

The idea of a Chatty Café is to encourage people to sit and chat with others, especially people who may be on their own. Go to one of the cafés, look out for the Chatty Café sign on one of the tables.

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 12:00 – 16:00.

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

[020 8430 2000](tel:02084302000) (option 2)

CNLW@newham.gov.uk

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

NHS and Care Volunteer Responders Telephone Befriending

Sign up for the check in and chat service to have a volunteer phone you or someone you know weekly for 18 weeks.

[Sign up here.](#)

[0808 196 3382](tel:08081963382)



Volunteer

Volunteering is 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](https://www.newham.gov.uk/volunteer)

[020 3373 3216](tel:02033733216) or [020 3373 8707](tel:02033738707)

Volunteers@newham.gov.uk



Subco Trust

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

[020 8548 0070](tel:02085480070)

info@subcotrust.org.uk



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 holding information sessions and exercise sessions.

☎ 07944 461 776

✉ manorparksocialclub@gmail.com

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 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

☎ 07967 788 059

Domestic abuse

If you are in immediate danger, please call 999.

Hestia Newham Domestic and Sexual Abuse Service

Hestia support with advocacy, emotional support, FGM support, safety planning and legal support for victims.

☎ 0808 1961482

☒ Text phone: 07799 447 159

✉ infonewham.DSV@hestia.org



London Black Women's Project

Provides a safe refuge space for Black and Minority Ethnic women and girls over 16 who are survivors of domestic violence and abuse.

☎ 020 8472 0528

✉ info@lbwp.co.uk



Coping with loss

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

Mind Bereavement Service

You do not have to cope with the loss of a loved one on your own. Free one-to-one support and group counselling is available for anyone aged 18+ who has experienced a bereavement.

☎ 020 7510 1081

✉ nbs@mindthnr.org.uk



OCEAN

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

☎ 020 3222 8047

✉ elft.eastlondonocean@nhs.net

🏠 elft.nhs.uk/services/ocean-mental-health-service-east-london



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



Caring for someone

[wellnewham.org.uk/advice/support-carers](https://www.wellnewham.org.uk/advice/support-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.

☎ 020 3954 3143

✉ info@newhamcarerscommunity.org.uk

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 will provide residents with impartial advice about suitable equipment and other tools to help residents of all ages to live independently and maintain their lifestyle.

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

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.

For help using AskSARA, please contact the Access to Adults Social Care Team on

☎ 020 8430 2000 (please select option 2). Text phone: 18001 020 8430 2000.



NHS and Care Volunteer Responders

Get support with picking up and doing your shopping, prescriptions or medical equipment. Sign up at:

🏠 goodsamapp.org/NHSreferral?_ckplc=y&_gl=1*qdkzt4*_gcl_
☎ 0808 196 3382



Enabled Living Healthcare

Work 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.
- They also assess and prescribe wheelchairs and specialist seating - they make sure residents get the right chair for them.
- They work with the Council to run an Occupational Therapy Service.

☎ 020 3373 2222

✉ info@enabledlivinghealthcare.co.uk



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/health-adult-social-care/bsl-live/1](https://www.newham.gov.uk/health-adult-social-care/bsl-live/1)

Healthy Money



Money worries can affect us all, and even more so now with the increased cost of living.

The Council has set up support for people facing cost of living pressures at [newham.gov.uk/council/cost-living-response](https://www.newham.gov.uk/council/cost-living-response)

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](https://www.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** – make sure you get all the help you need to pay bills and rent and resolve any benefit issues.
- **Debt and advice** – free, impartial and confidential debt advice on priority and non-priority debts.
- **Energy** – help with energy bills and staying well and warm this winter. See page 23 for more details.
- **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 to meet

your energy and food costs if you are facing hardship, a crisis or emergency.

To get help contact:

☎ **020 8430 2041**

✉ ournewhammoney@newham.gov.uk

🏠 [ournewhammoney.co.uk](https://www.ournewhammoney.co.uk)



Without Our Newham Money I would not have been able to put food on the table for my three children, thank you Our Newham Money... for helping me through a very difficult time.

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:

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

✉ frontdoor@newhamfoodalliance.org

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



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:

🏠 [northeastlondon.icb.nhs.uk/yourhealth/support-for-nhs-costs](https://www.northeastlondon.icb.nhs.uk/yourhealth/support-for-nhs-costs)



Staying warm in winter

🏠 [wellnewham.org.uk/advice/winter-wellness](https://www.wellnewham.org.uk/advice/winter-wellness)

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](https://www.gov.uk/the-warm-home-discount-scheme)
 - Cold Weather Payment:
 - 🏠 [gov.uk/cold-weather-payment](https://www.gov.uk/cold-weather-payment)
 - Winter Fuel Payment:
 - 🏠 [gov.uk/winter-fuel-payment](https://www.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](https://www.london-fire.gov.uk/safety/the-home)

Warm Havens

There are many warm places you can go to during the day, for free, including libraries and community centres. Find a warm haven near you:

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



Support to warm your house

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

1. Turn off standby appliances (£65)
2. Wash clothes at low temperatures - 30°C (£34)
3. Reduce your water use e.g., limit your shower to four minutes (£95)
4. Avoid using your tumble dryer (£70)
5. Turn down your thermostat by 1°C (£100)
6. Draught-proof your property (£125)
7. Turn off your lights when not in use (£25)
8. Switch to low-energy LED light bulbs (£7-10 per bulb)
9. Monitor your energy usage with a smart meter
10. 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.

☎ 0300 365 3005

or apply online

🏠 groundwork.my.salesforce-sites.com/staywarminnewham

SHINE

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

☎ 0300 555 0195

✉ shine@islington.gov.uk



Free insulation

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

🏠 [newham.gov.uk/public-health-safety/energy/10](https://www.newham.gov.uk/public-health-safety/energy/10)

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

🏠 [simpleenergyadvice.org.uk](https://www.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](https://www.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. Whatever your level of experience, you can get support and advice about your next step.

Get help applying for the job you want, as well as guidance on starting a business. You can also get extra support if you have a disability.

Register for free to get access to the full list of vacancies and opportunities available.

📞 020 3373 1101

✉ ournewhamwork@newham.gov.uk

🏠 ournewhamwork.co.uk



Maximus UK Pioneer London

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

🏠 whpp.maximusuk.co.uk/apply-now-london

📞 0300 4568110

✉ PioneerLondon@maximusuk.co.uk



Support with issues at work

The Employment Rights Hub

Access free confidential support and advice from the Employment Rights Hub if you are a Newham resident having a problem at work. To get confidential help:

📞 020 3373 6494

✉ employmentrights@newham.gov.uk

🏠 newham.gov.uk/employmentrightshub



Help finding a job

Our Newham Learning and Skills

Part-time, day and evening courses at a wide range of local centres across Newham. You can find:

- Part-time courses in lots of areas, like business admin and ICT, cookery, beauty and health
- English language courses
- Courses for young adults aged 19-25
- Courses for adults with learning disabilities
- Family learning courses

🏠 ournewhamls.co.uk



Apprenticeships

An apprenticeship is a great paid work opportunity for people who are looking to gain experience, upskill or change career they offer the chance to earn a wage whilst they work and study.

To apply you need to be:

- 16 or over
- living in England
- not in full-time education

These tips can help you make informed career decisions:

🏠 apprenticeships.gov.uk/influencers/finding-the-right-apprenticeship



Support for parents and guardians

Help inspire and influence the apprentices of tomorrow by supporting them find career opportunities that are right for them.

🏠 apprenticeships.gov.uk/influencers/support-for-parents-and-guardians

Alternatives to apprenticeships

There are other options which may be more suitable, such as T levels and traineeships.

🏠 apprenticeships.gov.uk/influencers/alternatives-to-apprenticeships



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/advice/help-getting-online](https://www.wellnewham.org.uk/advice/help-getting-online)

Digital Skills

Free Learn My Way courses in your local library

If you need help using technology, you can join one of the libraries' free Learn My Way courses to learn how to use your computer and phone. Phone your local library to book onto a course, or book on using this website:

🏠 [newham.events.mylibrary.digital](https://www.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



Internet access

Free SIM cards for low-income households

Newham Libraries are now part of The National Databank network which offers free SIM cards provided by O2, Three and Vodafone. To use this scheme, all you need is a phone that is unlocked and can work with any of these providers. Ask your library for more information.

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.



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:

If you are worried about losing your home, for example, you have missed a rent payment or are concerned about eviction, contact the Homeless Prevention Team at:

✉ hpas@newham.gov.uk

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

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

☎ **020 3373 1950**

✉ privatehousing@newham.gov.uk

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



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](https://www.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 this hub 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:

☎ **0800 952 5555**

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

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](https://www.newham.gov.uk/tenantpack)

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

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

ReportItPrivateSectorHousing

✉ ENVPrivate.SectorHousing@newham.gov.uk

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



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](https://www.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](https://www.newham.gov.uk/pestcontrol)

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](https://www.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](https://www.crimestoppers-uk.org/fearless)



Newham Stay Safe app

Report street harassment in Newham directly to Stop Hate UK using the Newham Stay Safe app. Download the app on the Council website or call the helpline open 24 hours a day, 7 days a week:

☎ **0800 138 1625**



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**

🏠 [families.newham.gov.uk/kb5/newham/directory/family.page?familychannel=7](https://www.families.newham.gov.uk/kb5/newham/directory/family.page?familychannel=7)



For more information, visit:

🏠 [wellnewham.org.uk/advice/keeping-our-young-people-safe](https://www.wellnewham.org.uk/advice/keeping-our-young-people-safe)

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www.languageshop.org

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

If you have any comments or questions please contact the Well Newham team:

✉ wellnewham@newham.gov.uk

🏠 www.wellnewham.org.uk

To get a BSL translation of this booklet, please contact an interpreter via BSL Live.
Visit our website to contact an interpreter or download the Sign Video app and
search for 'Newham Council'.

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

If you have any feedback:

✉ wellnewham@newham.gov.uk