

Family Poverty in Newham

Directory of Responding Services



2015/2016



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RESPONDING TO FAMILY POVERTY IN NEWHAM

Recent welfare reforms¹ and the recession² continue to impact particularly hard in Newham, where levels of income are low and deprivation and poverty high³.

In 2013 a small group of local charities came together to explore how to respond to the growing impact of the recession and welfare reform changes on families in the borough. We were all aware of more people struggling financially and seeking support but found signposting difficult due to lack of information about relevant services.

We decided to start by finding out what was already available and gathered information through an online survey to produce an electronic directory in 2013. The directory was widely circulated and will help signpost people more effectively to available provision. Recognising the constant change in the borough we agreed it was important to update the Directory on a yearly basis resources permitting. This is the 3rd edition of the Directory and there continues to be a number of amendments.

How did we update the directory?

The original directory that was completed by Sarah Taverner, a volunteer at Aston-Mansfield's Community Involvement Unit. This has been reformatted and reviewed by Charlie Ileomoh. All the entries were updated, and amended during October 2015.

We also recognise there is a landscape of continual change within the sector so you can appreciate that information may be correct at the time of updating but may change over the year.

¹ http://www.community-links.org/uploads/documents/Newham_Welfare_Final.pdf

² <http://www.londonpovertyprofile.org.uk/about/compare-the-impact-of-the-rece/>

³ See Key Statistics in Newham:

<http://www.aston-mansfield.org.uk/what-we-do/community-involvement-unit/ciu-publications/>

Who are we?

The charities that have come together to make this happen are:

- Alternatives Trust East London
- Aston-Mansfield
- Bonny Downs Community Association
- Community Links

This directory includes references to a range of organisations and we were able to include some additional organisations based on local referrals. We have also included a number of relevant national or regional services, that are available free and accessible by phone or online.

We would like to thank all the responding organisations, for making this directory possible.

If you have any comments or questions please contact **Caroline Rouse**: caroline.rouse@aston-mansfield.org.uk ; **020 3740 8121**

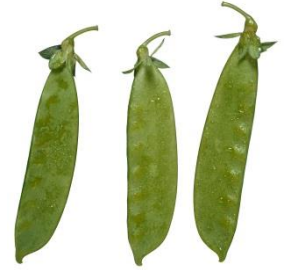


FOOD

Newham Food Bank - The Trussell Trust

How Newham Food Bank Works:

Food is donated by schools, churches, businesses, individuals, or through supermarket collections. Food is sorted and stored at the warehouse in Silvertown, then taken to food bank distribution centres, where it is made up into food parcels. There are currently three distribution centres in Newham where vouchers can be redeemed:



1. City Chapel

St Mark's Centre
218 Tollgate Road
Beckton
E6 5YA
Fridays 7- 9pm

2. Manor Park Christian Centre

454 High Street North
Manor Park
E12 6RH
Tuesday 10-12 noon

3. Bonny Downs Baptist Church Hall

18 Darwell Close
Off Flanders Road
East Ham
E6 6BT
Wednesday 12-2pm

Contact Newham Food Bank office for further information: 020 7474 3060 info@newham.foodbank.org.uk or go the website www.newham.foodbank.org.uk At the Newham food bank distribution centres volunteers offer befriending, advocacy and signposting as well as food and refreshments. People can only collect food if they have a foodbank voucher. Frontline professionals identify people in need or in crisis and help them to access a voucher. In Newham vouchers are distributed by a number of partners. Call and speak to a support agency for referrals such as Health visitors, Children's centres, CAB staff, Welfare officers, Voluntary organisations and certain schools for those in crisis or need. Alternatively call / email Newham Foodbank for more information.

Other Food Banks

The Renewal Programme – RAMP



What is provided	Free food supplies
Address:	395 High street North Manor Park E12 6PG
Who can access this:	Newham residents who are refugees or migrants, including those with no recourse to public funding.
Limits on access:	Food stocks are limited so we give regular, fairly small amounts.
Cost:	Free
Opening times:	Monday to Friday 10.00am – 4.00pm
Contact details:	Appointment only Cath 020 8 471 6954 cath@renewalprogramme.org.uk

Carpenters Café



What is provided	Dry food packs
Address:	Carpenters TMO Community Hall 17 Doran Walk Stratford E15 2JL
Who can access this:	(Best to enter from Carpenter's Road) Anyone, including those with no recourse to public funding.
Limits on access:	Given out every week
Cost:	Free
Opening times:	Tuesdays 10.00am – 12.00pm
Contact details:	Tee Fabikun 020 8 522 0840 07932 661 089 carpenterscafe@gmail.com

Churches Food Banks

Woodgrange Baptist



What is provided	Food Provisions
Address:	Woodgrange Baptist 345 Romford Road Forest Gate E7 8AA
Who can access this:	This foodbank serves the people of Newham. People need a referral from an agency such as a school, advice centre or GP.
Cost:	Free
Opening times:	Thursdays 1.00pm – 3.00pm
Contact details:	020 8 555 9880 www.churchesfoodbank.org.uk

St Paul's Stratford



What is provided	Food Provisions
Address:	St Paul's Stratford next to: 65 Maryland Road Stratford E15 1JL
Who can access this:	This foodbank serves the people of Newham. People need a referral from an agency such as a school, advice centre or GP.
Cost:	Free
Opening times:	Tuesday 9.00am – 11.00am
Contact details:	020 8 534 1164 www.churchesfoodbank.org.uk

Free Food & Meals



Garden Community Café

What is provided	Meals and drinks
Address:	Garden Community Café 7 Cundy Road Custom House E16 3DJ
Who can access this:	Anyone, including those with no recourse to public funding.
Cost:	If people are unable to pay for food they can claim for free
Opening times:	Monday to Friday 8.00am to 3.30pm Can just turn up, but bring information detailing need, e.g. letter stating benefits cut/delay
Contact details:	Hannah Binley 020 7 474 5257 gardencommunitycafe@gmail.com

Alternatives Trust East London



What is provided	Free food or meals
Address:	Forrest House 63 Rowntree Clifford Close Plaistow E13 8AB
Who can access this:	Our clients and those with no recourse to public funding.
Limits on access:	We aim for fairness – we have a very limited selection of tinned food for those in our client group
Cost:	Free
Opening times:	Monday to Friday 9.30am – 1.00pm
Contact details:	Jenny Jones 020 7 476 8215 jenny.jones@altel.org.uk

Helping Hands



What is provided	Free sandwiches
Address:	42 Balaam Street Plaistow E13 1BB
Who can access this:	Anyone
Limits on access:	We help as far as possible with food on a daily basis but if we run out we have to turn people away
Cost:	Free
Opening times:	Monday to Friday 9.30am – 5.30pm Limited Saturday and Sunday Best to just turn up
Contact details:	Mrs Vera White 020 7 474 1122 verawhite@hotmail.co.uk

Carpenters Café



What is provided	Sandwiches, teas, coffees and other food items
Address:	Carpenters TMO Community Hall 17 Doran Walk Stratford E15 2JL
Who can access this:	(Best to enter from Carpenter's Road) Anyone, including those with no recourse to public funding.
Limits on access:	Given out every week
Cost:	Free
Opening times:	Tuesdays 10.00am – 12.00pm
Contact details:	Tee Fabikun 020 8 522 0840 07932 661 089 carpenterscafe@gmail.com

Other Food

NHS Healthy Start



Free vouchers every week to spend on milk, plain fresh and frozen fruit and vegetables, and infant formula milk. You can also get free vitamins. You qualify for Healthy Start if you're at least 10 weeks pregnant or have children under four years old **and** you or your family get:

- Income Support, or
- Income-based Jobseeker's Allowance, or
- Income-related Employment and Support Allowance, or
- Child Tax Credit **and** has an annual family income of £16,190 or less (2014/15)

You also qualify if you are under 18 and pregnant, even if you don't get any of the above benefits or tax credits.

To apply you can get an application leaflet from your midwife/health visitor or local GP surgery. You can also ring **0845 607 6823** or fill in the form online at www.healthystart.nhs.uk/healthy-start-vouchers/how-to-apply/



RESOURCES AND EQUIPMENT

Furniture & Home Furnishings



Homestore – Project of Quaker Social Action

What is provided	Furniture, white goods
Address:	Unit 2 26 Maryland Road Stratford E15 1JW
Who can access this:	People on benefits or low income families only . Open to those with no recourse to public funding. People have a one year membership and can the visit regularly.
Cost:	Low cost furniture – if you choose carefully you could probably furnish a two bedroom flat for £250.
Opening times:	Monday to Friday 10.00am to 4.00pm Anyone with proof of their low income can self-refer to Homestore but you will need to bring proof of benefits/low income and proof of address. Agencies can also refer clients to Homestore. Always best to contact us before visiting on the number below.
Contact details:	020 8 519 6264 homestore@qsa.org.uk

Reclaim at the Lane



What is provided	Low cost used Furniture
Address:	Cranberry Lane Community Centre 122-162 Cranberry Lane Victoria Park E16 4PE
Who can access this:	Newham residents
Cost:	Low cost
Opening times:	Tuesdays, Wednesdays and Thursdays 10.00am – 4.00pm
Contact details:	020 8 471 5668 www.reclaimatthelane.co.uk

Clothing - For Adults



The Renewal Programme - RAMP

What is provided	Clothes for adults
Address:	395 High Street North Manor Park E12 6PG
Who can access this:	Newham residents who are refugees or migrants, including those with no recourse to public funding.
Limits on access	Stock can be limited.
Cost:	Free
Opening times:	Monday to Friday 10.00am to 4.00pm Appointments only
Contact details:	Cath 020 8 471 6954 cath@renewalprogramme.org.uk

Carpenters Café



What is provided	Clothes for adults
Address:	Carpenters TMO Community Hall 17 Doran Walk Stratford E15 2JL
Who can access this:	(Best to enter from Carpenter's Road) Anyone, including those with no recourse to public funding.
Cost:	Free
Opening times:	Tuesdays 10.00am – 12.00pm
Contact details:	Tee Fabikun 020 8 522 0840 07932 661 089 carpenterscafe@gmail.com

Creations



What is provided	Low cost clothing
Address:	66 Prince Regents lane Plaistow E13 8QQ
Who can access this:	Anyone
Cost:	Low cost
Opening times:	10.00am – 1.00pm
Additional Information:	All profits go to Just Homes Charity supporting vulnerable families

Clothing - For Children



Maryland Children's Centre

What is provided	New and Good quality second hand clothes for babies and under fives
Address:	Buxton Road Stratford E15 1QX
Who can access this:	Newham residents, and anyone with Newham Children's Centre Card
Cost:	Free (if referral is made)
Opening times:	Monday to Friday 9.00am – 3.30pm Need to make an appointment Please bring ID
Contact details:	Sophia Skeen Adam Mohamed 020 8 534 8351 sophia.skeen@maryland.newham.sch.uk adam.mohamed@maryland.newham.sch.uk

Oliver Thomas Children's Centre



What is provided	Good quality second hand clothes for babies under two
Address:	Mathews Avenue East Ham E6 6BU
Who can access this:	Newham residents, including those who have no recourse to public funding
Cost:	Free
Opening times:	Monday to Friday 9.00am – 3.30pm This is a drop in service but it is advisable to phone before coming to make sure there is a member of staff available to help you Please bring ID
Contact details:	Annie Lucas 020 8 821 0997 annie.lucas@oliverthomas.newham.sch.uk
Additional information	We accept all donations as long as the items are clean and in good condition. We do not accept electrical items or car seats because of health and safety reasons.

The Renewal Programme – RAMP



What is provided	Clothes for children
Address:	395 High Street North Manor Park E12 6PG
Who can access this:	Newham residents who are refugees or migrants, including those with no recourse to public funding.
Cost:	Free
Opening times:	Monday to Friday 10.00am to 4.00pm Appointments only
Contact details:	Cath 020 8 471 6954 cath@renewalprogramme.org.uk

Alternatives Trust East London



What is provided	Clothes for children up to the age of five
Address:	Forrest House 63 Rowntree Clifford Close Plaistow E13 8AB
Who can access this:	Anyone, including those with no recourse to public funding.
Limits on access:	We aim for fairness – we are aware that some people’s need is greater than others – we do not have a have large selection.
Cost:	Free
Opening times:	Monday to Friday 9.30am – 1.00pm Can just turn up during opening times but it is much better to make an appointment as people may have to wait and come back later
Contact details:	Jenny Jones 020 7 476 8215 jenny.jones@altel.org.uk

Carpenters Café



What is provided	Clothes for children
Address:	Carpenters TMO Community Hall 17 Doran Walk Stratford E15 2JL
Who can access this:	(Best to enter from Carpenter’s Road) Anyone, including those with no recourse to public funding.
Cost:	Free
Opening times:	Tuesdays 10.00am – 12.00pm
Contact details:	Tee Fabikun 020 8 522 0840 07932 661 089 carpenterscafe@gmail.com

Creations



What is provided	Low cost clothing
Address:	66 Prince Regents lane Plaistow E13 8QQ
Who can access this:	Anyone
Cost:	Low cost
Opening times:	10.00am – 1.00pm
Additional Information:	All profits go to Just Homes Charity supporting vulnerable families

Early Years - Equipment



Oliver Thomas Children's Centre

What is provided	Good quality second hand baby equipment
Address:	Mathews Avenue East Ham E6 6BU
Who can access this:	Newham residents, including those who have no recourse to public funding
Cost:	Free
Opening times:	Monday to Friday 9.00am – 3.30pm This is a drop in service but it is advisable to phone before coming to make sure there is a member of staff available to help you Please bring ID
Contact details:	Annie Lucas 020 8 821 0997 annie.lucas@oliverthomas.newham.sch.uk
Additional information	We accept all donations as long as the items are clean and in good condition. We do not accept electrical items or car seats because of health and safety reasons.

The Renewal Programme – RAMP



What is provided	Equipment for babies
Address:	395 High Street North Manor Park E12 6PG
Who can access this:	Newham residents who are refugees or migrants, including those with no recourse to public funding.
Limits on access	Stock can be limited.
Cost:	Free
Opening times:	Monday to Friday 10.00am to 4.00pm Appointments only
Contact details:	Cath 020 8 471 6954 cath@renewalprogramme.org.uk

Alternatives trust East London



What is provided	Baby equipment
Address:	Forrest House 63 Rowntree Clifford Close Plaistow E13 8AB
Who can access this:	Anyone, including those with no recourse to public funding.
Limits on access:	We aim for fairness – we are aware that some people’s need is greater than others.
Cost:	Free
Opening times:	Monday to Friday 9.30am – 1.00pm Can just turn up during opening times but it is much better to make an appointment as people may have to wait and come back later
Contact details:	Jenny Jones 020 7 476 8215 jenny.jones@altel.org.uk

Early Years – Consumables



The Renewal Programme – RAMP

What is provided	Baby consumables (e.g. nappies)
Address:	395 High Street North Manor Park E12 6PG
Who can access this:	Newham residents who are refugees or migrants, including those with no recourse to public funding.
Limits on access	Stock can be limited.
Cost:	Free
Opening times:	Monday to Friday 10.00am to 4.00pm Appointments only
Contact details:	Cath 020 8 471 6954 cath@renewalprogramme.org.uk

Alternatives Trust East London



What is provided	Baby consumables (e.g. nappies)
Address:	Forrest House 63 Rowntree Clifford Close Plaistow E13 8AB
Who can access this:	Anyone, including those with no recourse to public funding.
Limits on access:	We aim for fairness – we are aware that some people’s need is greater than others.
Cost:	Free
Opening times:	Monday to Friday 9.30am – 1.00pm Can just turn up during opening times but it is much better to make an appointment as people may have to wait and come back later
Contact details:	Jenny Jones 020 7 476 8215 jenny.jones@altel.org.uk

Toys



Oliver Thomas Children's Centre

What is provided	Children's toys
Address:	Mathews Avenue East Ham E6 6BU
Who can access this:	Newham residents, including those who have no recourse to public funding
Cost:	Free
Opening times:	Monday to Friday 9.00am – 3.30pm This is a drop in service but it is advisable to phone before coming to make sure there is a member of staff available to help you Please bring ID
Contact details:	Annie Lucas 020 8 821 0997 annie.lucas@oliverthomas.newham.sch.uk
Additional information	We accept all donations as long as the items are clean and in good condition. We do not accept electrical items or car seats because of health and safety reasons.

The Renewal programme – RAMP



What is provided	Toy library
Address:	395 High Street North Manor Park E12 6PG
Who can access this:	Newham residents who are refugees or migrants, including those with no recourse to public funding.
Cost:	Free
Opening times:	Monday to Friday 10.00am to 4.00pm Appointments only
Contact details:	Cath 020 8 471 6954 cath@renewalprogramme.org.uk

Carpenters Café



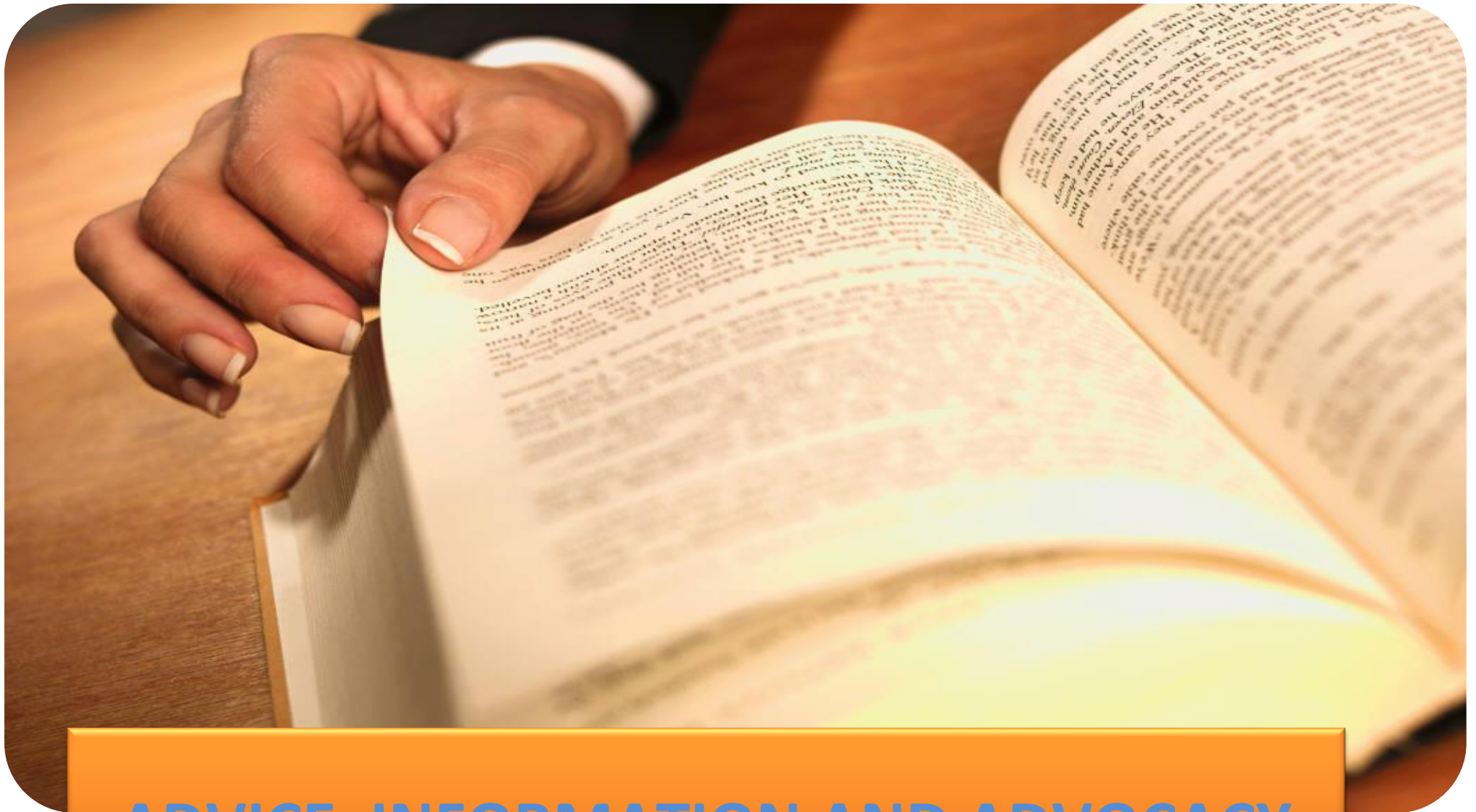
What is provided	Children's toys
Address:	Carpenters TMO Community Hall 17 Doran Walk Stratford E15 2JL
Who can access this:	(Best to enter from Carpenter's Road) Anyone, including those with no recourse to public funding.
Cost:	Free
Opening times:	Tuesdays 10.00am – 12.00pm
Contact details:	Tee Fabikun 020 8 522 0840 07932 661 089 carpenterscafe@gmail.com

Other Resources and Equipment

Durning Hall Charity Shop



What is provided	Good Quality Clothes
Address:	55 Woodgrange Road Forest Gate E7 OEL
Who can access this:	Anyone.
Cost:	Prices vary on conditions of items. We try to keep fairly high standards on any goods sold on the shop floor.
Opening times:	Monday to Saturday 9.00am – 5.00pm
Contact details:	Shop Manager: Elizabeth Menegon Telephone: 020 3 740 8129



ADVICE, INFORMATION AND ADVOCACY

School Home Support (SHS)



SHS practitioners are based in partner schools (listed below) and work with families to address issues such as poor attendance and behaviour, bullying, fitting in at school, moving to another school etc. They also provide advice, practical support, make referral and advocate on a wide range of issues such as housing, welfare benefits, money problems, health, family problems etc. They organise activities such as coffee mornings, workshops/classes for parents to address issues of concern.

What is provided	Advice, practical support and advocacy on a wide range of issues including housing, welfare benefits and money problems			
School	Sandringham Primary School	Odessa Infant School	Maryland Primary School	Lister Community School
Address	Sandringham Rd Forest Gate E7 8ED	Wellington Rd Forest Gate E7 9BY	Gurney Rd Stratford E15 1SL	St. Mary's Rd Plaistow E13 9AE
Opening times	Tues, Weds, Thurs & Fri	Mon to Fri	Mon to Fri	Mon to Fri
Contact details	Jacqui Denver 0208 472 3800 jacqui.denver@shs.org.uk	Kim Steward 0208 534 7967 kim.steward@shs.org.uk	Sevgi Kor 0208 534 8135 sevgi.kor@shs.org.uk	Marie Lockhart 0208 471 3311 marilyn.matthews@shs.org.uk
Who can access this	Only families with children attending the school, including those with no recourse to public funding			
Limits on access	We aim to support all families but sometimes we have to prioritise families with the greatest or most urgent need			
Cost	Free			
SHS contact details	Rosana Hermosa Manager of Services School Home Support Solar House – 3 rd Floor 1-9 Romford Road Stratford E15 4LJ Switchboard:0845 337 0850 Mobile Phone: 07983 436 019 Rosana.hermosa@shs.org.uk			

Debt Advice



Bonny Downs Community Association

What is provided	Debt Advice
Address:	Several venues in East Ham South
Who can access this:	Newham residents (particularly those in the East Ham area).
Cost:	Free
Opening times:	PLEASE NOTE: This service is only available from January 2016 Contact us to book available appointment after January 2016. Our advisors offer 1-2-1 advice and support for those living with 'problem debt'. Our advisors are trained by and affiliated with Community Money Advice.
Contact details:	07951 688 883 angie.allgood@bonnydowns.org

Citizens Advice Bureau: Outreach Service



What is provided	Debt Advice	
Address:	Stratford Advice Arcade 107-109 The Grove Stratford E15 1HP	39 Freemasons Road Canning Town E16 3PJ
Who can access this:	Newham residents.	
Cost:	Free	
Opening times:	Stratford: Tuesday's 10.00am – 1.00pm First 8 people only, queue starts from 8am. Canning Town: Wednesday 9.45am – 1.00pm Please attend by 8.30am to get a place on the list. First 20 people only	
Contact details:	www.citizensadvice.org.uk	

Bridges (Royal Docks Community Church) in Partnership with West Silvertown Foundation



What is provided	Debt advice and Signposting
Address:	Britannia Village Hall 65 Evelyn Road West Silvertown E16 1TU
Who can access this:	Anyone, including those with no recourse to public funding.
Cost:	Free
Opening times:	Breakfast groups: Tuesday 8.45am – 10.30am Term time only. Can just turn up
Contact details:	Britannia Village Hall 020 7 511 6118
Additional information:	Bridges is a small Christian charity that seeks to connect people and support families in the Royal Docks Area. It is connected to the Royal docks Community Church and uses Britannia Village Hall for activities and support groups.

Community Links



What is provided	Debt advice
Address:	105 Barking Road Canning Town E16 4HQ
Who can access this:	Anyone, including those with no recourse to public funding.
Cost:	Free
Opening times:	9.00am to 11.00am
Contact details:	Kay.randell@community-links.org

Money Connections Service



What is provided	Money problems
Address:	Unit 2 Maryland Industrial Estate 26 Maryland Road Stratford E15 1JW
Who can access this:	Anyone
Cost:	Free
Opening times:	
Contact details:	Helen Gale 020 8 555 9839 helengale@qsa.org.uk
Additional information:	We can help you with budgeting, debts, insurance, savings, opening bank accounts and affordable credit.

East London Gambling Support Hub



What is provided	Gambling Support
Address:	DASL, Capital Support 134-138 Romford Road Stratford E15 4LD
Who can access this:	Newham Residents.
Cost:	Free
Opening times:	Please contact to make an appointment
Contact details:	www.dasl.org.uk 0300 055 8585



What is provided	Advice and Information
Address:	Praxis Pott Street Bethnal Green E16 4PE
Who can access this:	Anyone including those with no recourse to public funding
Cost:	Free
Opening times:	Face to Face Housing Drop In: Tuesday 10.00am to 12.30pm Welfare: Thursday 10.00am to 12.30pm Immigration Advice: Friday 10.00am to 12.30pm
Contact details:	www.praxis.org.uk 020 7 729 7985

Debt Advice Foundation



Debt Advice Foundation is a registered national debt advice and education charity offering free, confidential support and advice to anyone worried about loans, credit and debt. They advise on the full range of debt solutions including Bankruptcy, Debt Relief Orders, Free Debt Management Plans, IVAs, Trust Deeds, LILAs, Debt Arrangement Scheme, Administration Orders and Debt Consolidations.

The helpline is open Monday-Thursday 8am-8pm, Friday 8am-6pm and Saturday 9am-5pm on **0800 043 40 50**

You can also visit the website at <http://www.debtadvicefoundation.org/> where you can access their debt calculator and money advice.

Money Advice Service

The Money Advice Service is an independent service set up by government to help people make the most of their money. They give free, unbiased money advice to everyone across the UK either online, over the phone or face to face. You can access advice on any money concern, including how to reduce borrowing. The website features a budget planner and comparison tables on bank accounts, credit cards and mortgages. You can also download free printed guides and action plans. Visit <https://www.moneyadviceservice.org.uk>

You can also ring up on **0300 500 5000** Monday-Friday 8am-8pm and Saturday 9am-1pm

National Debtline



National Debtline is a helpline that provides free, confidential and independent advice on how to deal with debt problems.

You can call **0808 808 4000** Monday-Friday 9am-9pm and Saturday 9.30am-1pm. There is a 24 hour voicemail outside of these times. Emails can also be sent through the website at <http://www.nationaldebtline.org>

You can also visit My Money Steps for interactive advice online 24 hours a day at <https://www.mymoneysteps.org/>

StepChange Debt Charity

StepChange offer free expert debt advice based on your personal circumstances. You can access their Debt Remedy online advice tool which is anonymous and free of charge at <http://www.stepchange.org/Debtremedy.aspx>

Alternatively you can call the debt helpline and speak to an advisor on **0800 138 1111** (Freephone). Monday-Friday 8am-8pm and Saturday 8am-4pm. They also offer advice on bankruptcy and general money advice on making the most of your money.

Money A+E

Money A+E is a social enterprise set up by 3 money advisers who believe lives are transformed through a greater understanding of money advice & education. The money A+E website is designed to point you in the right direction for the money advice you need such as Benefits Advice, Child Maintenance, Rent arrears etc..

Visit www.moneyaande.co.uk for further details.

Housing Advice

WHEAT Mentor Support Trust



What is provided	Housing advice
Address:	Durning Hall Earlham Grove Forest Gate E7 9AB
Who can access this:	Anyone, including those with no recourse to public funding.
Cost:	Free
Opening times:	Monday to Friday 9.00am – 5.00pm Drop-in service, further visits by appointments
Contact details:	Hailu Hagos 020 8 555 5125 hailu@wheatmentorsupport.org.uk
Additional information:	Home visits also available

Community Links



What is provided	Housing advice
Address:	105 Barking Road Canning Town E16 4HQ
Who can access this:	Anyone, including those with no recourse to public funding.
Cost:	Free
Opening times:	9.00am to 11.00am
Contact details:	Kay.randell@community-links.org
Additional information:	This is a first come first serve service. Clients should bring all their paperwork with them.



Housing and Employment Destinations (HED)

HED is an online service that guides you through various housing and employment options. By putting information in via the questionnaire, it generates an Action Plan giving you next steps on what to do or where to find more information. To use this service visit <https://www.ellchoicehomes.org.uk/Data/ASPPages/1/1549.aspx>

London Borough of Newham

Newham Council offer information on housing, including how to apply for social housing and what to do if you are homeless. Visit the website at <http://www.newham.gov.uk/Pages/Category/Housing.aspx>

Benefits Advice



Bonny Downs Community Association

What is provided	Benefits advice
Address:	Several venues in East Ham South
Who can access this:	Newham residents (particularly those in the East Ham area).
Cost:	Free
Opening times:	Contact us to book the next available appointment. Our advisors offer 1-2-1 advice and support to those who require help to find out their welfare entitlement, apply for benefits or make appeals.
Contact details:	Angela Allgood 07951 688 883 angie.allgood@bonnydowns.org

Skills Enterprise



What is provided	Benefits advice and signposting
Address:	Skills Enterprise Bonny Downs Church Centre 18 Darwell Close Off Flanders Road East Ham E6 6BT
Who can access this:	Anyone, including people with no recourse to public funding
Cost:	Free
Opening times:	Wednesday 10.00 – 1.30pm By appointment or drop-in
Contact details:	Malathy Muthu 020 8 470 9838 mala@skillsenterprise.co.uk

WHEAT Mentor Support Trust



What is provided	Welfare benefits advice
Address:	Durning Hall Earlham Grove Forest Gate E7 9AB
Who can access this:	Anyone, including those with no recourse to public funding.
Cost:	Free
Opening times:	Monday to Friday 9.00am – 5.00pm Drop-in service, further visits by appointments
Contact details:	Hailu Hagos 020 8 555 5125 hailu@wheatmentorsupport.org.uk
Additional information:	Home visits also available

Helping Hands



What is provided	Advice on benefits and council services
Address:	42 Balaam Street Plaistow E13 1BB
Who can access this:	Anyone
Cost:	Free
Opening times:	Monday to Friday 9.30am – 5.30pm Limited Saturday and Sunday Can just turn up – no appointment necessary
Contact details:	Mrs Vera White 020 7 474 1122 verawhite@hotmail.co.uk

Citizens Advice Bureau



What is provided	Generalist advice, including limited welfare benefits advice
Address:	Stratford Advice Arcade 107-109 The Grove Stratford E15 1HP
Who can access this:	Newham residents.
Cost:	Free
Opening times:	Tuesdays 10.00am – 1.00pm Drop-in service. First 12 people only
Contact details:	www.citizensadvice.org.uk

Bridges (Royal Docks Community Church) in partnership with West Silvertown Foundation



What is provided	Benefits advice
Address:	Britannia Village Hall 65 Evelyn Road West Silvertown E16 1TU
Who can access this:	Anyone, including those with no recourse to public funding.
Cost:	Free
Opening times:	Tuesday 8.45am- 10.30am (Term time only).
Contact details:	Turn up at a session
Additional information:	Bridges is a small Christian charity that seeks to connect people and support families in the Royal Docks Area. It is connected to the Royal Docks Community Church and uses Britannia Village Hall for activities and support groups.

The Renewal Programme - RAMP



What is provided	Benefits advice
Address:	395 High Street North Manor Park E12 6PG
Who can access this:	Newham residents who are refugees or migrants, including those with no recourse to public funding.
Cost:	Free
Opening times:	Monday to Friday 10.00am to 4.00pm Appointments only
Contact details:	Cath Woodhall 020 8 471 6954 cath@renewalprogramme.org.uk

Community Links



What is provided	Benefits advice
Address:	105 Barking Road Canning Town E16 4HQ
Who can access this:	Anyone, including those with no recourse to public funding.
Cost:	Free
Opening times:	9.00am to 11.001m
Contact details:	Kay.randell@commumny-links.org
Additional information:	This is a first come first serve service. Clients should bring all their paperwork with them.

Citizens Advice Bureau



The Advice guide is a self-help tool provided by the Citizen's Advice Bureau. The website details what benefits and tax credits you may be entitled to, as well as help for those on low incomes, sick or disabled people, those coming from abroad and recent benefit changes. There are benefit fact sheets to download as well as a budgeting tool and a housing benefit bedroom calculator. Visit http://www.adviceguide.org.uk/england/benefits_e.htm

entitledto

entitledto is an online benefit calculator helping people determine what they can claim from national and local government. The service is independent, anonymous and free to use as many times as you need to. Visit the website at <http://www.entitledto.co.uk/>
The website also has information on benefit changes and how they may affect you.

London Borough of Newham

Newham Council have an online tool explaining which benefits and tax credits you may be entitled to and how to claim them. This includes information for carers, the bereaved, those of pensionable age and those expecting a child. Visit the website at <http://www.newham.gov.uk/BenefitsAdvice>

Money Advice Service



The Money Advice Service is an independent service set up by government to help people make the most of their money. They give free, unbiased money advice to everyone across the UK either online, over the phone or face to face. You can access advice on benefits and losing your job, among other concerns. The website has useful tools including free printed guides and action plans.

Visit <https://www.moneyadviceservice.org.uk/?locale=en>

You can also ring up on **0300 500 5000** Mon-Fri 8am-8pm, Sat 9am-1pm

Turn2us

Turn2us are a charitable service which helps people access the money available to help them, through welfare benefits and other help. The Turn2us website has an easy to use Benefits Calculator at <http://www.turn2us.org.uk/>
For individuals who are not able to access the website, there is a Freephone helpline open all year from 9am to 8pm Mondays to Fridays on 0808 802 2000

Legal Advice



Community Links

What is provided	Legal advice
Address:	105 Barking Road Canning Town E16 4HQ
Who can access this:	Anyone, including those with no recourse to public funding.
Cost:	Free
Opening times:	Monday to Thursday 9.00am -3.30pm (closed for lunch 1.00pm – 2.00pm). Can just turn up – the service is first come first served.
Contact details:	Kay Rendall 020 7 473 2270 kay.rendell@comumunity-links.org
Additional information:	Clients should bring all their documents with them.

WHEAT Mentor Support Trust



What is provided	Legal advice
Address:	Durning Hall Earlham Grove Forest Gate E7 9AB
Who can access this:	Anyone, including those with no recourse to public funding.
Cost:	Free
Opening times:	Monday to Friday 9.00am – 5.00pm Drop-in service, further visits by appointments
Contact details:	Hailu Hagos 020 8 555 5125 hailu@wheatmentorsupport.org.uk
Additional information:	Home visits also available



What is provided	Legal advice
Address:	Law Clinic University of East London University Square Stratford (USS2.27) 1 Salway Road Stratford E15 1NF
Who can access this:	Anyone, including those with no recourse to public funding.
Cost:	Free
Opening times:	Term time only Wednesday 5.00pm – 7.00pm. Need to make an appointment. Other week-days – by appointment only during normal office hours to be booked by Law Clinic volunteers. Clients should be advised to bring all their case papers.
Contact details:	020 8 223 4048 lawcentre@uel.ac.uk

Advocacy

Bonny Downs Community Association



What is provided	Family Advocacy Service
Address:	Vicarage Primary School
Who can access this:	Only available for parent/carers with children at Vicarage Primary School
Cost:	Free
Opening times:	Appointments are available between 8.00am – 12.30pm every Monday during term time. Please book in advance if possible or drop-in. PLEASE NOTE :THIS SERVICE IS AVAILABLE ONLY UP UNTIL January 2016
Contact details:	Angela Allgood 020 8 586 7070 angie.allgood@bonnydowns.org
Additional information:	Our qualified Social Workers offer 1-2-1 advice and support to parent/carers experiencing crises e.g. those facing homelessness, problem debt, family breakdown, illness, financial hardship or at risk of separation.

Bonny Downs Community Association



What is provided	Family Support Service
Address:	Vicarage Primary School
Who can access this:	Only available for parent/carers with children at Vicarage Primary School
Cost:	Free
Opening times:	9.00am – 1.30pm every Thursday during term time. PLEASE NOTE: THIS SERVICE IS AVAILABLE ONLY UP UNTIL January 2016.
Contact details:	Sarah Laing 020 8 586 7070 sarah.laing@bonnydowns.org
Additional information:	Our Children and Family support workers offer a programme of free support activities including basic computer courses, household budgeting courses, crafts, parenting classes and advocacy.

The Renewal Programme – RAMP



What is provided	Advocacy
Address:	395 High Street North Manor Park E12 6PG
Who can access this:	Newham residents who are refugees or migrants, including those with no recourse to public funding.
Cost:	Free
Opening times:	Monday to Friday 10.00am to 4.00pm Appointments only
Contact details:	Cath Woodhall 020 8 471 6954 shirley@renewalprogramme.org.uk

WHEAT Mentor Support Trust



What is provided	Advocacy
Address:	Durning Hall Earlham Grove Forest Gate E7 9AB
Who can access this:	Anyone, including those with no recourse to public funding.
Cost:	Free
Opening times:	Monday to Friday 9.00am – 5.00pm Drop-in service, further visits by appointments
Contact details:	Hailu Hagos 020 8 555 5125 hailu@wheatmentorsupport.org.uk
Additional information:	Home visits also available

Bridges (Royal Docks Community Church) in partnership with West Silvertown Foundation



What is provided	Informal advocacy
Address:	Britannia Village Hall 65 Evelyn Road West Silvertown E16 1TU
Who can access this:	Anyone, including those with no recourse to public funding.
Cost:	Free
Opening times:	Tuesday 8.45am - 10.30am Need to book a session.
Contact details:	Britannia Village Hall 020 7 511 6118
Additional information:	Bridges is a small Christian charity that seeks to connect people and support families in the Royal Docks Area. It is connected to the Royal Docks Community Church and uses Britannia Village Hall for activities and support groups.

Voice Ability Newham



What is provided	Advice and Legal Rights
Address:	Stratford Advice Arcade 107-109 The Grove Stratford E15 1HP
Who can access this:	Newham Residents.
Cost:	Free
Opening times:	
Contact details:	imca@voiceability.org 020 3 355 7142 office 0300 330 5499
Additional information:	

Other Advice



NHS New Entrants Service

What is provided	Health advice and assistance registering with GPs
Address:	The Centre Manor Park 30 Church Road Manor Park E12 6AQ
Who can access this:	Newham residents, including those with no recourse to public funding.
Cost:	Free
Opening times:	Monday to Friday 9.00am – 5.00pm but also some later times and one Saturday morning per month. If required we can provide sessions at other times. You can make an appointment.
Contact details:	Barbara McLeod new.entrants@nhs.net
Additional information:	Work across Newham in health centres, education establishments and in the community. TB screening available. We work in conjunction with the homeless outreach team. Please contact Barbara for further details.



Use your community

This is an online signposting service where people can access information about local services in their area through a simple postcode search. If they cannot find what they need they can complete a self-assessment form and staff will respond with appropriate services that might meet their needs. www.useyourcommunity.com

If unable to access the Internet please call 020 8 555 8468 where help can be received over the phone, open Monday to Friday 9.00am – 5.00pm

Coram Children's Legal Centre

Coram Children's Legal Centre is the UK's leading children's legal charity. We are committed to promoting children's rights in the UK and worldwide. We provide free legal information, advice and representation to children, young people, their families, carers and professionals, as well as training and consultancy on child law and children's rights. www.childrenslegalcentre.com



MONEY

Money Management

Maryland Children's Centre



What is provided	Money management
Address:	Buxton Road Stratford E15 1QX
Who can access this:	Newham residents and anyone with Newham Children's Centre Card.
Cost:	Free
Opening times:	Monday to Friday 9.00am – 5.00pm. Need to make an appointment. Please bring ID
Contact details:	Sophia Skeen 020 8 534 8351 sophia.skeen@maryland.newham.sch.uk

Bonny Downs Community Association



What is provided	Money management Courses
Address:	Several Venues in East Ham
Who can access this:	Newham Residents (particularly those in the East Ham area)
Cost:	Free
Opening times:	We run three courses per year. Contact us to register your interest/book a place at the next available course
Contact details:	Angela Allgood 07951 688 883 angie.allgood@bonnydowns.org

Skills Enterprise



What is provided	Money Management Advice
Address:	Bonny Downs Church Centre 18 Darwell Close Off Flanders Road East Ham E6 6BT
Who can access this:	Newham residents (particularly those in the East Ham area).
Cost:	Free
Opening times:	Monday 1.00pm – 3.00pm By appointment or drop-in
Contact details:	Malathy Muthu 020 8 470 9838

Fair Finance

London Community Credit Union



What is provided	Loans
Address:	1 Water Lane Stratford E15 4LU
Who can access this:	Those living and/or working in the London Borough of Newham, including those with no recourse to public funding.
Limits on access	The amount of loan depends on how much they have saved. Interest is charged on the loans. Offers Jam Jar account to manage your money, monthly fee of £3.00.
Opening times:	Monday, Tuesday, Wednesday and Friday 10.00am – 6.00pm Thursday and Saturday 10.00am – 2.00pm Can just turn up or make an appointment.
Contact details:	020 8 555 5388/020 7 729 9218 info@londoncu.org.uk

Budgeting Loans



You could get a Budgeting Loan from the government to help pay for essential things like rent, furniture, clothes or hire purchase debts. The loans are interest-free so you only pay back what you borrow. You normally have to repay the loan within 104 weeks. You can apply if you've been getting income-related benefits for at least 26 weeks – Income Support, income-based Jobseeker's Allowance, income-related Employment and Support Allowance or Pension Credit. The loans won't affect your other benefits.

To apply you can download the form SF500 from the website <https://www.gov.uk/budgeting-loans/how-to-claim> or from your local JobCentre Plus and take or send the form to JobCentre Plus

Newham Community and Crisis Support

You may be able to get **Community Support** for basic necessities such as furniture and white good and clothing if you are leaving institutional care or being resettled, or looking after someone.

You may be able to get **Crisis Support** if you are going through a disaster or an emergency and getting the support is the only way to stop the situation causing harm to you or someone in your household. Support will help to pay for food, fuel and other basic living expenses.

The aim of the Newham Community and Crisis Support scheme are to give:

- A safety net for residents in case of an emergency

- Support to help vulnerable people move into or stay in the community
- Support to relieve exceptional pressure on families

The scheme is a last resort after all other available options have been explored. It is a loan which you must pay back. The loan is not given in cash. Instead you are helped directly with your needs with vouchers for specific items, such as fuel vouchers.

You can apply if you are aged 16 and over, are receiving a qualifying benefit and have been living in Newham for a at least 6 months for Crisis Support and 12 months for Community Support. For a full list of qualifying criteria and how to apply visit <http://www.newham.gov.uk/Pages/Services/Newham-community-and-crisis-support.aspx>.

Or call 0203-373-1180 to check whether you qualify for support.

Grants

South West Ham Child Welfare Society



What is provided	Grants for families in need
Address:	Durning Hall Earlham Grove Forest Gate E7 9AB
Who can access this:	Newham Residents, including those with no recourse to public funding
Limits on access	Small grants for families living on low incomes, typically between £100 and £300, to provide basic essentials such as children's clothing, provision of bedding, purchase of a buggy, purchase of a washing machine etc. Referral only – requests must be made on behalf of the beneficiary by a local agency This is a one-time only provision
Opening times:	Grants are generally awarded once a month
Contact details:	Claire Helman claire.helman@aston-mansfield.org.uk

Mary Curtis Maternity Charity



What is provided	Grants for families in need
Address:	Durning Hall Earlham Grove Forest Gate E7 9AB
Who can access this:	Newham Residents, including those with no recourse to public funding
Limits on access	Benefit is restricted to pregnant women and those with children under the age of one year Referral only – requests must be made on behalf of the beneficiary by a local agency This is a one-time only provision
Opening times:	Grants are generally awarded once a month
Contact details:	Claire Helman claire.helman@aston-mansfield.org.uk

British Gas Energy Trust

The British Gas Energy Trust helps families and individuals living in fuel poverty or other suffering or distress who are struggling with their gas and/or electricity debts by awarding grants to clear those debts. The Trust also offers help via Further Assistance Payments – grants to clear other essential household debts or costs.



Those requiring help must complete the application form, either online or it can be downloaded and posted to the Trust's freepost address. Visit the website at <http://www.britishgasenergytrust.org.uk/>

Buttle UK Small Grants Programme

The Small Grants Programme is there to help children and young people in desperate need who are without essential items. They, along with the BBC Children in Need's Emergency Essentials Programme, directly provide grants for items that are intended to make a positive impact where a child's health or development is at risk. These include beds, cookers and fridges.

They **can** help: children age 18 or under living with parents or carers, or estranged or orphaned and vulnerable young people aged 20 and under, living independently.

They **cannot** help: adults aged 21 and over, children who are subject to a children protection plan or who are Looked After by a Local Authority, or Young People leaving care who can access funding under the provisions of the Children (Leaving Care Act 2000).

Applications are accepted from statutory or charitable organisations including schools, NHS services and Sure Start Children's Centres. The quickest and easiest ways to submit an application are to register for an online account or use the e-mail application system. See www.buttleuk.org for more information.

EDF Energy Trust

The EDF Energy Trust helps families and individuals living in fuel poverty, suffering or other distress who are struggling to pay their gas and/or electricity bill by awarding grants to clear those debts. The trust also offers help via Further Assistance Payments to clear other priority household debts or purchase essential household items such as washing machines or cookers.



Anyone seeking help must fill in the application form, either online or it can be printed off and sent to the Trust's freepost address. Visit the website at <http://www.edfenergytrust.org.uk>

Newham Council: Energy Efficiency

There are grants available in certain circumstances where the resident is vulnerable from energy companies for private sector residents, i.e. owner-occupiers and private tenants, who need loft and/or cavity wall insulation and/or heating, assistance. More details on the Council's energy webpages <http://www.newham.gov.uk/Pages/Category/Energy-efficiency.aspx>

Newham People's Trust

The Trust awards grants to residents of Newham. There are two types:

- **Relief** – the aim of this grant is to relieve suffering or help with recovery from illness. You can apply if you are in financial hardship, are sick or recovering from illness, are disabled, or have mental health or physical health problems.

- **Education** – this grant is for children and young people up to 25 years old who need money to help them achieve or improve their academic goals, or are recognised as gifted and talented and wish to develop their talent.

If you do not qualify, the trust will send you details of other funding agencies that might be able to help you.

You can apply for a grant for yourself or for someone else. To apply, visit <http://www.newham.gov.uk/Pages/Services/Newham-Peoples-Trust.aspx?l1=100003&l2=200047> Please note: You cannot apply for help to pay for Services provided by Newham Council or any other organisation responsible for care or grant giving.

Sure Start Maternity Grants

You could get a one-off payment of £500 to help towards the costs of having a child. You usually qualify if:

- You're expecting your first child - or you're expecting a multiple birth (e.g. twins) and have children already
- You get certain benefits, i.e. Income Support, income-based Jobseeker's Allowance, income-related Employment and Support Allowance, Pension Credit, Child Tax Credit at a rate higher than the family element, Working Tax Credit that includes a disability or severe disability element, Universal Credit

You must claim the grant within 11 weeks of expecting the baby or within 3 months after the birth. You don't have to pay the grant back and it won't affect your other benefits or tax credits.

You can also get a grant if you're not giving birth, e.g. you're adopting or becoming a surrogate parents. You must claim within 3 months of this happening. For assistance contact 0345-603-6979

To apply fill in form SF100 found online at <https://www.gov.uk/sure-start-maternity-grant/how-to-claim> and either take it to your local Jobcentre Plus or post it to the address at the bottom of the webpage. You must have a health professional sign your form.

Thames Water



1. Customer Assistance Fund

If you are in financial hardship and would like to apply for help with paying your water bill you can download an application form online from <http://www.thameswater.co.uk/your-account/9038.htm>

2. WaterSure Scheme

Thames Water may be able to offer financial assistance with your metered bill if anyone in your household receives a specific state benefits and has a large family of three or more children, or a medical condition that required the use of extra water. See <http://www.thameswater.co.uk/your-account/9037.htm> for eligibility and how to apply

3. Water Direct scheme

The Water Direct scheme helps customers who can't pay their current bill and are in debt with Thames Water. Run in partnership with the Department for Work and Pensions (DWP), the scheme is designed to help pay your bill and arrears in affordable amounts when you receive one of the following benefits: income support, income based Jobseekers Allowance, Pension Credit, or Employment Support Allowance. The scheme is free and if your application is successful you won't need to worry about further debt recovery action being taken. To apply visit <http://www.thameswater.co.uk/your-account/15732.htm>