



Aston-Mansfield

*Generating community wealth for social change*

# RESPONDING TO FAMILY POVERTY IN NEWHAM REPORT

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RESPONDING TO FAMILY POVERTY IN NEWHAM



A report to accompany the signposting document “Family Poverty in Newham: Directory of Responding Services” published by Aston-Mansfield in July 2013. This is an overview of the responses we received when researching the directory that highlights key recommendations for the future and acknowledges gaps in provision. Its aim is to help inform groups who are looking at delivering services for families in Newham in the future.

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# Introduction

This report provides an overview of the type and level of support available for families struggling with poverty in Newham. It covers provision listed in our directory<sup>1</sup> as well as a few examples which agencies chose not to be included. It includes feedback from people completing our survey about demand for their organisations' services and their capacity to meet need, and their views on provision borough-wide. We hope the information in this report will help to inform organisations planning for future provision in this area.

## Why and how did we do this work?

Recent welfare reforms<sup>2</sup> and the recession<sup>3</sup> are impacting particularly hard in Newham, where levels of income are low and deprivation and poverty high<sup>4</sup>. Newham saw one of the biggest budget cuts in the country at 8.9% in 2011/12. In financial terms, Newham had £44 million less to spend in 2011/12 than in 2010/11 (£335.8 million compared to £376 million)<sup>4</sup>. In the next financial year (2014–15) councils in London are expected to see their spending power fall by a further 5%. Newham is one of two boroughs facing the highest cuts, at 7%.<sup>5</sup>

Newham is one of 20 districts in Britain where the absolute scale of financial loss from the welfare reforms is greatest: an estimated total of £127m per year.<sup>4</sup>

A small group of local charities have come 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 increasing numbers of families 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 is available already and gathered information through an online survey to produce an electronic directory. The directory has been widely circulated and can be downloaded from:

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

We know from unsolicited feedback that the directory is being used to help signpost people more effectively to available provision. Later this year, we intend to contact organisations in the directory to ask if they've noticed any change in demand for their services. We have kept a record of people who have received copies of the directory and will also gather feedback from them on its usefulness.

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<sup>1</sup> Family Poverty in Newham - Directory of Responding Services

<sup>2</sup> [http://www.community-links.org/uploads/documents/Newham\\_Welfare\\_Final.pdf](http://www.community-links.org/uploads/documents/Newham_Welfare_Final.pdf)

<sup>3</sup> <http://www.londonpovertyprofile.org.uk/about/compare-the-impact-of-the-rece/>

<sup>4</sup> See Key Statistics in Newham:

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

<sup>5</sup> <http://www.londonpovertyprofile.org.uk/>

A flyer about the directory will be received by 450 delegates at a 'Tackling Poverty Together' conference being organised by the Church Urban Fund in Newham in November.

### **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

Most of the work on the directory was undertaken by Sarah Taverner, a volunteer at Aston-Mansfield's Community Involvement Unit (CIU). This report has been produced by the CIU.

### **How did we gather the information?**

We used our combined networks and contacts to invite voluntary, community, faith and statutory sector organisations to complete our online survey. We included any provision that targets or is of particular relevance to families in Newham with children under 16 where parents are struggling to buy food or clothes or to pay bills. The survey was open from July 10<sup>th</sup> until August 4<sup>th</sup>.

We were aware that some providers are so small or stretched that inclusion in a directory would not be desirable and therefore gave each service the option to opt in or out of the directory. This report includes anonymous details of all services; the directory only includes those that organisations were happy to be made public.

37 organisations completed the survey or provided information by another route and 32 wanted at least some of their services to be included in the directory. We included a number of relevant national or regional services in the directory. These are available free and accessible by phone or online and we felt they were a useful supplement for the local provision.

Seven organisations completing the online survey were not included in the directory – in five cases they did not deliver relevant services in Newham. One organisation had stopped delivering advice to Newham residents due to capacity issues; one chose not to be included because their provision was small and local and they would struggle with any increase in demand.

We created categories for the directory in response to the information received and decided to produce a longer directory organised by these categories of provision rather than by the organisations delivering them.

This work has been undertaken with no budget by a small group of busy charities. Although our combined networks are considerable and we used these to circulate the online survey as widely as possible, we did not have the resources to ensure complete coverage of relevant provision in the borough. Service provision changes all the time and directories are out of date almost as soon as they are completed. We believe, however, that this directory provides an important resource or starting point for those working to support the growing number of families struggling with poverty.

If you have any comments or questions please contact Anne Crisp:  
anne.crisp@aston-mansfield.org.uk; 020 8536 3822.

## Key points

This mapping exercise has shown that there are a number of people and organisations across the borough trying to respond to family poverty. **Nearly all are small voluntary groups**, mostly working at capacity while seeing need increasing.

Although the directory is substantial in length this does not mean provision is sufficient to meet the need. While making a huge difference to the people using it, **the provision is tiny compared to the scale of the need**. Newham has a large population with high levels of need but a small number of providers delivering services on the ground.

Just 1 in 4 organisations have the services responding to family poverty as the sole focus of their work. **For 75% of the organisations, these services have been added to their existing work to respond to unmet needs** (see appendix).

**Many providers are small local groups, offering limited hours at different times**, sometimes only to specific small groups of people, sometimes with no advertising (often deliberately because they are at capacity).

Anecdotally different provision is sometimes delivered by the same worker, for example advisors working from several venues. **The number of actual service providers is therefore probably even smaller than it initially appears**.

**Almost 50%** of the groups surveyed said they were **working at capacity** – only just able to meet need – and **one in five were finding it difficult or couldn't meet demand at all**.

**Over 70% of groups surveyed said demand for their provision was increasing**. The directory should enable more effective signposting but is likely to increase demand even further.

**There is a clear deficit of advice provision**. 132 hours a week (80 from two small voluntary groups offering general advice to people who turn up during their working hours) amounts to **1.3 available minutes a year for each person in Newham**. Anecdotally we believe much of the advice delivered is general and less specialised; advice sessions mostly cater for multiple issues at the same session.

There is **no long term support for people experiencing food poverty**. We found no evidence of co-buying food projects in Newham and although there are food growing projects these tend not to attract families busy dealing with the effects of poverty.

Although food banks offer advocacy and signposting and some organisations deliver a range of services, **there is little evidence of collaborative working to maximise the impact of resources**.

Newham has a little in the way of fair finance provision and we found **no evidence of microfinance initiatives**. Anecdotally, many providers are facing a real threat of reduced services or even closure due to shrinking funding sources. **Voluntary and community organisations, delivering most of the provision in our directory, are under increasing pressure from reducing funding and increasing demand**.

## Recommendations

Organisations in Newham need to work more collaboratively so we get better at sharing information, good practice and resources, cross-referring and highlighting gaps and opportunities. Newham needs a good quality borough-wide:

- advice service open daily during working hours with increased capacity to meet the growing demands
- advocacy service for people without the confidence or language to deal with bureaucracy or the capacity to access services that are only available online

We should explore:

- early intervention initiatives and strategies to reduce pressure on advice and crisis support services
- the potential for linking food and advice services to help resolve the issues that lead to food poverty
- further research to better understand poverty in Newham

# What we discovered about local provision

## Organisations delivering the services

The provision included in the directory (excluding national helplines and websites) is delivered by just 24 organisations, 20 of them voluntary/community sector and four statutory. Ten organisations deliver more than one type of provision and eight of these are listed four or more times. If provision in the directory is measured by number of entries in the directory, a third of the organisations deliver two thirds of the provision.

## Summary of provision by category

What follows is a brief summary of provision under each of the categories in the directory outlining the level of provision, any issues with geographical spread or restrictions on access and feedback from the providers on demand and capacity.

### Food



#### Newham Food Bank:

Food banks are increasing in Newham but despite the large number of voucher holders there are still only three distribution centres and these depend on receiving adequate donations of food. Newham Food Bank's distribution centres are in Beckton, Stratford and East Ham.

To access these centres people must obtain a voucher from one of the 60+ partners across Newham. Each voucher can be exchanged for three days' supply of emergency food. There is a limit of three vouchers per year per household. Only one of the three distribution centres responded to our questions about demand. They reported that demand is increasing and they were just able to meet it.

#### Other food banks:

We found two organisations outside the Newham Food Bank scheme providing food for families to take home. Both are in the north of the borough and one is only available to refugees or migrants. Both reported that demand was increasing and they were only just able to meet it.

| What is provided | Where       | Restrictions                                 | Demand   |
|------------------|-------------|--|--|
| Food supplies    | Forest Gate | Limited stock. Only for refugees or migrants | Just able to meet demand. Demand is increasing |
| Dry food packs   | Stratford   | Weekly                                       | Just able to meet demand. Demand is increasing |



### Free food & meals:

A suspended drinks scheme operates in the borough where cafes and restaurants (often funded by customers) offer food and drink for free to those who cannot afford to pay. We believe there are more examples of this than are included in the directory. Several organisations provide food for people to eat on the premises with just one reporting that they were easily able to meet demand.

| What is provided                      | Where        | Restrictions   | Demand   |
|---------------------------------------|--------------|--|--|
| <b>Meals and drinks</b>               | Custom House |  | Easily able to meet demand                     |
| <b>Food/meals</b>                     | Plaistow     | Aim for fairness – aware that some need is greater than others | Finding it difficult to meet demand            |
| <b>Sandwiches</b>                     | Plaistow     | If they run out they have to turn people away                  | Just able to meet demand. Demand is increasing |
| <b>Sandwiches, teas &amp; coffees</b> | Stratford    | Weekly   | Just able to meet demand. Demand is increasing |

### Other food:

NHS Healthy Start provides vouchers for milk, vegetables and free vitamins for those who are pregnant or with young children and on income-related benefits. Where organisations providing some form of food provision commented on demand and capacity, they almost all reported that demand was increasing and that they were only just able to meet it.



## Resources and Equipment

We found one source of cheap furniture in the borough, based in Stratford and just able to meet increasing demand. The only provider of free home furnishings was a very small, local service that chose not to be in the directory.

### Furniture & Home Furnishings

| What is provided                           | Where      | Restrictions   | Demand   |
|--|------------|--|--|
| <b>Furniture, paint &amp; white goods</b>  | Stratford  | Benefits or low incomes only. Need to be referred or have proof of low income and address. People have membership for one year | Just able to meet demand. Demand is increasing                                   |
| <b>Home furnishings (not in directory)</b> | Upton Park | Need to make an appointment  | Easily able to meet demand. Demand is much the same as it has been for some time |

## Clothing

There are five agencies offering clothing but once again providers are struggling to meet increasing demand and several have restrictions on who can use their service and when.

| What is provided   | Where           | Restrictions   | Demand   |
|--|-----------------|--|--|
| <b>Clothes for adults &amp; children</b>                   | Forest Gate     | For refugees and migrants. Stock can be limited        | Just able to meet demand. Demand is increasing                                   |
| <b>Clothes for adults &amp; children</b>                   | Stratford       | Tuesday mornings only                                  | Just able to meet demand. Demand is increasing                                   |
| <b>Adults &amp; children's clothes swaps</b>               | West Silvertown | Irregular  | Just able to meet demand. Demand is increasing                                   |
| <b>Good quality second hand clothes for babies under 2</b> | East Ham        |  | Just able to meet demand. Demand is increasing                                   |
| <b>Clothes for children up to the age of 5</b>             | Plaistow        | Fairness – aware that some need is greater than others | Just able to meet demand. Demand is increasing                                   |
| <b>Clothes for adults (not in directory)</b>               | Upton Park      | Need to make an appointment                            | Easily able to meet demand. Demand is much the same as it has been for some time |

## Early Years

Only three organisations provide access to baby equipment and consumables and once again demand is increasing and capacity limited.

| What is provided                               | Where       | Restrictions   | Demand  |
|--|-------------|--|---|
| <b>Good quality second hand baby equipment</b> | East Ham    |  | Just able to meet demand. Demand is increasing            |
| <b>Baby equipment and consumables</b>          | Forest Gate | For refugees and migrants                              | Just able to meet demand.                                 |
| <b>Baby equipment and consumables</b>          | Plaistow    | Fairness – aware that some need is greater than others | Finding it difficult to meet demand. Demand is increasing |

## Toys

Three of the four services providing toys are in the north of the borough. All reported that demand was increasing and most were only just able to meet it.

| What is provided | Where       | Restrictions              | Demand   |
|------------------|-------------|---------------------------|--|
| Children's toys  | East Ham    | N/A                       | Just able to meet demand. Demand is increasing   |
| Toy library      | Forest Gate | For refugees and migrants | Just able to meet demand. Demand is increasing   |
| Children's toys  | Stratford   | Tuesday mornings only     | Just able to meet demand. Demand is increasing   |
| Toy library      | Stratford   | Two days a week           | Easily able to meet demand. Demand is increasing |

## Other resources and equipment

| What is provided   | Where           | Restrictions               | Demand   |
|--|-----------------|----------------------------|--|
| Charity shop selling low priced clothing and household goods | Forest Gate     |                            |  |
| Household goods  | West Silvertown | Tues and Fri mornings only | Just able to meet demand. Demand is increasing |

Two organisations were planning to provide new resources and equipment services from the autumn: a uniform bank for second hand school clothes in East Ham and an exchange project for people to swap clothes, equipment, books and toys in Manor Park.



## Advice & Advocacy

Face to face advice is becoming harder to access in Newham which is why we included free-to-access national providers in the directory. Newham Council now provides most of its information and advice for residents online.

Although the list of options in the advice section of the directory is fairly long, local advice provision is delivered by just 12 organisations, 11 of them voluntary or community sector. Those commenting said demand was increasing and at best they were just able to meet it.

Advice sessions are usually restricted in some way – open only a few hours a week or with specific eligibility. The total number of hours available for all face-to-face advice sessions on debt, housing, benefits and legal issues, is 132 per week. 80 of these hours are delivered by two small voluntary organisations as part of their broad support provision.

Many of the advice sessions listed under the specific topics are repeated because most organisations deliver advice on a range of topics during the same sessions.

From October 2013 a new advice project funded by the Big Lottery Advice Services Transition Fund is being delivered through satellite venues across the borough. Community Links will deliver advice sessions in an extra 10 community settings - making a total of 15 with the ones in their hubs.

The funding is for 2 years and as this report was being written sessions were being set up. Some will be based with potential future funders of advice such as GP surgeries and housing associations; the plan is to provide a taster for 6 months and if they value the service they will pay for it going forward thereby making advice services sustainable. Other sessions will be delivered in venues such as Aston Mansfield, food bank outlets and other community organisations. A full leaflet with all sessions will be produced by Community Links within the next couple of weeks.

### Debt advice

Debt advice is available for a total of 30 hours a week, and some provision is term-time only. Providers who had been delivering debt advice for some time, reported that demand was increasing and they were just able or finding it difficult to meet it. There were two new providers of debt counselling, both small charities delivering very limited provision. Several national helplines or websites are listed in the directory offering a range of information and advice in this area.

| What is provided      | Where                    | Restrictions  | Demand  |
|-----------------------|--------------------------|---|---|
| Free debt counselling | East Ham                 | Appointment only  | New so don't yet know demand.                             |
| Free debt counselling | Plaistow                 | Wednesday mornings only   | New so don't yet know demand.                             |
| Debt advice           | Stratford                | Mondays & Fridays. For those on means tested benefits. Not open to those with no recourse to public funding | Finding it difficult to meet demand. Demand is increasing |
| Debt advice           | West Silvertown          | Tues and Fri mornings   | Just able to meet demand. Demand is increasing            |
| Debt advice           | Stratford and Silvertown | First come first served   | Just able to meet demand. Demand is increasing            |

## Housing advice

Housing advice is delivered by seven organisations and is more often appointment only, although four voluntary sector organisations offer a drop-in service for a total of 56 hours a week. Most providers reported that demand was increasing and they were just able or finding it difficult to meet it.

| What is provided | Where  | Restrictions   | Demand   |
|------------------|--|--|--|
| Housing advice   | Custom House                                 | Only once a month.<br>Have to book   | Just able to meet demand. Demand is much the same as it has been for some time |
| Housing advice   | East Ham                                     | Limited appointments, have to book   | Finding it difficult to meet demand. Demand is increasing                      |
| Housing advice   | Forest Gate                                  | For refugees and migrants. Appointments only   | Just able to meet demand. Demand is increasing                                 |
| Housing advice   | Forest Gate                                  |  | Easily meeting demand. Demand is much the same as it has been for some time    |
| Housing advice   | Stratford                                    | People on means tested benefits. Not open to those with no recourse to public funding. Some restrictions on housing advice due to cuts in the legal aid budget | Finding it difficult to meet demand. Demand is increasing                      |
| Housing advice   | West Silvertown                              | Tues and Fri mornings  | Just able to meet demand. Demand is increasing                                 |
| Housing advice   | Various sessions in Stratford and Silvertown | First come first served  | Just able to meet demand. Demand is increasing                                 |
| LBN              | Borough wide                                 | Online information only  |  |

## Benefits advice

Benefits advice is delivered by nine organisations; the only statutory sector provider is a children's centre offering a monthly session for their families. Many of the sessions are appointment only but two fairly small organisations offer drop-in advice during office hours. Once again most providers reported that demand was increasing and they were just able or finding it difficult to meet it. A number of benefits advice sessions have restricted eligibility.

| What is provided   | Where  | Restrictions  | Demand   |
|--|--|---|--|
| <b>Benefits advice</b>   | Custom House                                 | Only once a month, have to book   | Just able to meet demand. Demand is much the same as it has been for some time |
| <b>Benefits advice</b>   | East Ham                                     | Limited appointments, must be booked in advance   | Finding it difficult to meet demand. Demand is increasing                      |
| <b>Benefits advice and signposting</b>   | East Ham                                     | Wednesdays only   | Finding it difficult to meet demand. Demand is increasing                      |
| <b>Welfare benefits advice</b>   | Forest Gate                                  |   | Easily meeting demand. Demand is much the same as it has been for some time    |
| <b>Advice on benefits and council services</b>   | Plaistow                                     |   | Just able to meet demand. Demand is increasing                                 |
| <b>Limited welfare benefits advice</b>   | Stratford                                    | Those on means tested benefits. Not open to those with no recourse to public funding. Tuesdays only | Finding it difficult to meet demand. Demand is increasing                      |
| <b>Benefits advice</b>   | West Silvertown                              | Tues and Fri mornings   | Just able to meet demand. Demand is increasing                                 |
| <b>Benefits advice</b>   | Forest Gate                                  | For refugees or migrants  | Just able to meet demand. Demand is increasing                                 |
| <b>Benefits advice</b>   | Plaistow                                     | For Kosovan/Albanian service users  |  |
| <b>Benefits advice</b>   | Various sessions in Stratford and Silvertown | First come first served   | Just able to meet demand. Demand is increasing                                 |
| <b>LBN – online tool on benefits/tax credits you're entitled to &amp; how to claim</b> | Borough wide                                 | Online  |  |

The directory includes four online benefits advice services: three national and one provided by Newham Council. Most offer an online benefits calculator and one was supported by a Freephone helpline.

### Legal advice

We found three organisations providing legal advice.

| What is provided               | Where           | Restrictions          | Demand   |
|--------------------------------|-----------------|-----------------------|--|
| <b>Legal advice</b>            | Canning Town    |                       | Finding it difficult to meet demand. Demand is increasing                        |
| <b>Legal advice</b>            | Forest Gate     |                       | Easily able to meet demand. Demand is much the same as it has been for some time |
| <b>Occasional legal advice</b> | West Silvertown | Tues and Fri mornings | Just able to meet demand. Demand is increasing                                   |

### Advocacy

Four organisations deliver some form of advocacy, three of these on a limited basis and reporting that demand was increasing.

| What is provided         | Where           | Restrictions                                       | Demand   |
|--------------------------|-----------------|--|--|
| <b>Advocacy</b>          | East Ham        | Appointments limited and must be booked in advance | Finding it difficult to meet demand. Demand is increasing                        |
| <b>Advocacy</b>          | Forest Gate     | For refugees or migrants                           | Just able to meet demand. Demand is increasing                                   |
| <b>Advocacy</b>          | Forest Gate     |  | Easily able to meet demand. Demand is much the same as it has been for some time |
| <b>Informal advocacy</b> | West Silvertown | Tues and Fri mornings                              | Just able to meet demand. Demand is increasing                                   |

## Other advice

East London NHS Foundation Trust provides health advice, targeting newly arrived residents. A website run by a local community group offers a signposting service to a range of services, including advice sessions.

| What is provided  | Where                                   | Restrictions                  | Demand   |
|---|---|-------------------------------|--|
| <b>Health advice and assistance registering with GPs</b>  | Forest Gate but work across the borough |                               | Just able to meet demand. Demand is much the same as it has been for some time |
| <b><a href="http://www.useyourcommunity.com">www.useyourcommunity.com</a> – an online signposting service for local provision</b> | Online                                  | Online tool, can also ring up | Easily able to meet demand. Demand is increasing                               |



## Money

Seven organisations deliver some kind of money management support, usually in the form of workshops. Six offer them free and all of these said demand was increasing and they were just able to meet it. One charged at least some clients and this provider said they were easily able to meet demand.

A new organisation was planning to start money management workshops in Forest Gate for women recovering from addiction.

### Fair finance

Newham has one credit union that offers loans and savings and budget accounts. They said they were easily able to meet demand and reported that demand was not changing.

| What is provided  | Where     | Restrictions | Demand   |
|---|-----------|--------------|--|
| <b>Fair loans, savings accounts and budget accounts</b> | Stratford |              | Easily able to meet demand. Demand is much the same as it has been for some time |

One organisation was planning to set up a small micro-finance project in Plaistow.



## Money management

| What is provided                               | Where                 | Restrictions                                 | Demand   |
|--|-----------------------|--|--|
| <b>Free money management workshops</b>         | Canning Town          |  | Just able to meet demand. Demand is increasing               |
| <b>Free 7 week money management course</b>     | Plaistow and East Ham |  | Just able to meet demand. Demand is increasing               |
| <b>Money management workshops</b>              | Canning Town          | Cost depends on age and criteria             | Easily able to meet demand                                   |
| <b>Money management workshops</b>              | East Ham              | Three courses per year. Need to book         | Just able to meet demand. Don't know if demand will increase |
| <b>Money management workshops</b>              | Plaistow              |  |  |
| <b>Budgeting and money management sessions</b> | Stratford             |  | Just able to meet demand. Demand is increasing               |
| <b>Money management workshops</b>              | West Silvertown       | Tues and Fri mornings or by appointment only | Just able to meet demand. Demand is increasing               |

## Grants and loans

Newham Council offers Community and Crisis Support loans for help with basic or emergency necessities and the government provides budgeting loans for essentials for people receiving income-related benefits for at least 26 weeks. Loans do, of course, need to be paid back.

One Newham organisation administers two trusts that provide small grants for families in need. Newham Council awards small grants to residents for relief of suffering, help with recovery from illness, or education. The directory also lists five national schemes that can provide financial support, three of them with utility bills.

| What is provided                   | Where                                | Restrictions  | Demand   |
|------------------------------------|--------------------------------------|---|--|
| <b>Grants for families in need</b> | Based in Forest Gate but Newham wide | Small grants. For those on low incomes for basic essentials. Referral only. A one-time only provision. Generally awarded once a month | Just able to meet demand. Demand is increasing |
| <b>Maternity grants</b>            | Based in Forest Gate but Newham wide | For pregnant women and those with children under 1 year. Referral only. A one-time only provision. Generally awarded once a month     | Just able to meet demand. Demand is increasing |
| <b>Grants for individuals</b>      | Borough wide                         | Grants for relief of suffering or education   |  |



## Forthcoming and emerging services

Four organisations told us about new services they were planning; these are listed under the relevant categories above. Two of these organisations were already providing a broad range of services included in the directory. Planned services were:

- second hand school uniforms
- a peer support group for vulnerable families
- money management workshops for women recovering from addiction
- an exchange swapping clothes, equipment, books and toys
- a micro-financing project

## Gaps and Duplication

It is difficult to confidently identify gaps because this mapping included neither a list of expected provision (we didn't know what was there until we looked) nor an assessment of the changing levels of need in relation to family poverty (we believe this does not exist).

However for some types of provision, such as advice, it seems clear that provision is insufficient to meet demand. Anecdotally we believe much of the advice delivered is general and less specialised; advice sessions mostly cater for multiple issues at the same session. 132 hours a week (80 from two small voluntary groups offering general advice to people who turn up during their working hours) amounts to just 1.3 available minutes a year for each person in Newham.

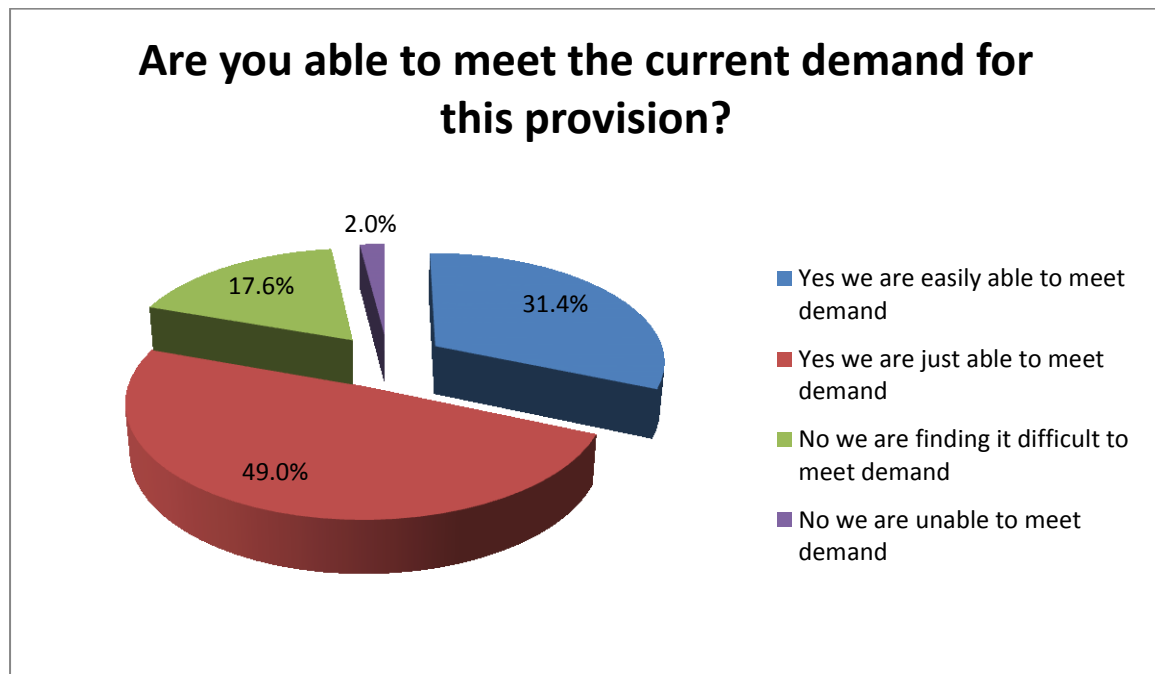
In addition, survey respondents felt more of the following types of provision were needed in Newham:

- advice
- clothing
- equipment
- food
- furniture
- housing
- isolation
- money
- work

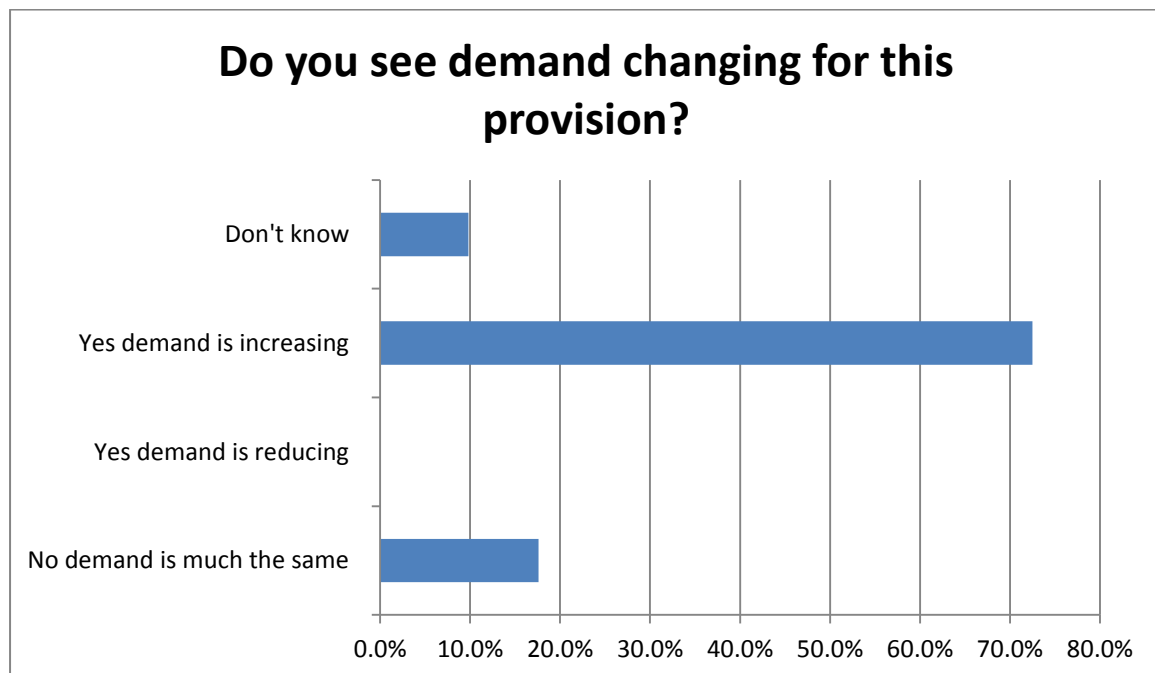
In a borough with Newham's level of population and need duplicated services only matter if they are delivering the same thing in the same place and have too much capacity. We found no examples of this.

## Overview of demand and capacity

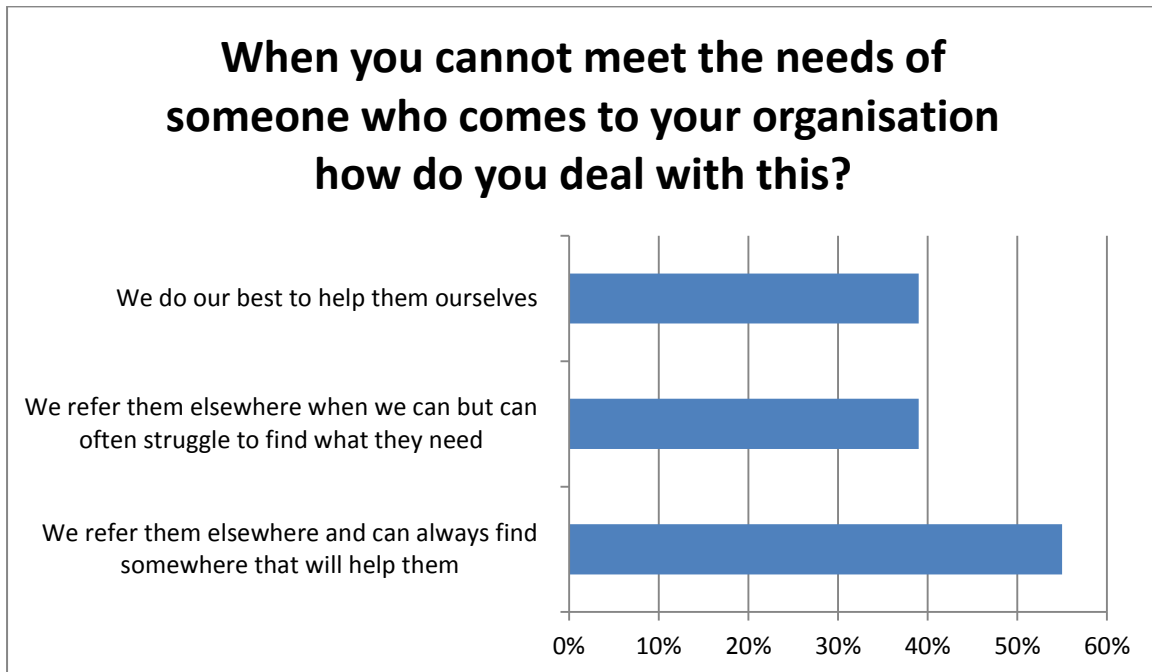
Under a third of those completing our survey said they were easily able to meet the demand for their services. Almost half said they were just able to meet demand and one in five were finding it difficult or could not meet demand at all.



More than 70% of respondents said demand for their provision was increasing.



We asked what people did when they could not meet the needs of someone coming to their organisation. More than half (55%) said they refer them elsewhere and can always find somewhere that will help them. More than a third (39%) refer them elsewhere when they can but often struggle to find what they need. The same number (39%) do their best to help people themselves.

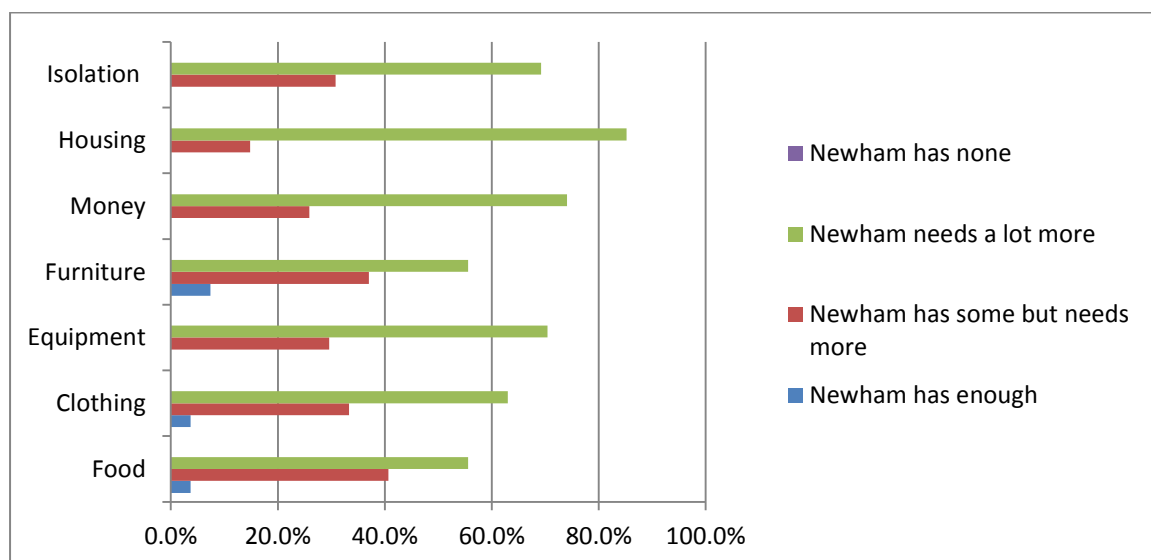


## Perceptions of provision in Newham

We asked respondents to tell us what they thought about the levels of each type of provision in Newham (across the voluntary, community and statutory sectors)

|                  | Newham has enough | Newham has some but needs more | Newham needs a lot more | Newham has none | Total responses |
|------------------|-------------------|--------------------------------|-------------------------|-----------------|-----------------|
| <b>Food</b>      | 3.7%<br>1         | 40.7%<br>11                    | 55.6%<br>15             | 0%<br>0         | 27              |
| <b>Clothing</b>  | 3.7%<br>1         | 33.3%<br>9                     | 63%<br>17               | 0%<br>0         | 27              |
| <b>Equipment</b> | 0%<br>0           | 29.6%<br>8                     | 70.4%<br>19             | 0%<br>0         | 27              |
| <b>Furniture</b> | 7.4%<br>2         | 37%<br>10                      | 55.6%<br>15             | 0%<br>0         | 27              |
| <b>Money</b>     | 0%<br>0           | 25.9%<br>7                     | 74.1%<br>20             | 0%<br>0         | 27              |
| <b>Housing</b>   | 0%<br>0           | 14.8%<br>4                     | 85.2%<br>23             | 0%<br>0         | 27              |
| <b>Isolation</b> | 0%<br>0           | 30.8%<br>8                     | 69.2%<br>18             | 0%<br>0         | 26              |

The types of provision most people considered to be needed a lot more in Newham were (in order of priority): housing, money advice, equipment, isolation, clothing, food, furniture.



Asked about other gaps in this kind of provision in the borough, suggestions were:

Work (2):

- Employment support and career advice and guidance for people with multiple barriers

Advice (3):

- Welfare benefits advice.
- Housing advice that is not means tested.
- Trained benefits advice that can be easily accessed in current community settings
- Advice on benefits and debt

Help with isolation (2):

- Lack of places for people to go to alleviate loneliness
- Newham has some support for people struggling with isolation but needs a lot more

Jobs

Help with housing (2)

Provision for children: after school and during the summer.

Too much need for food. Too few agencies dealing with such high demands.

More support for people with no recourse to public funds.

*'Gaps are lack of knowledge. Vulnerable people do not know who is offering what services and whether they are entitled. We need more publicity and marketing to raise awareness.'*

# Appendix

## ORGANISATIONS DELIVERING PROVISION

|    | ORGANISATION                       | PROVISION                              | VOLUNTARY OR STATUTORY | NO OF ENTRIES |
|----|------------------------------------|--|------------------------|---------------|
| 1  | Alternatives                       | Food, resources, advice, money support | vol                    | 6             |
| 2  | Aston-Mansfield                    | Resources, money support               | vol                    | 3             |
| 3  | BDCA                               | Advice, food, money support            | vol                    | 6             |
| 4  | Bridges/West Silvertown Foundation | Resources, advice, money support       | vol                    | 9             |
| 5  | CAB                                | Advice                                 | vol                    | 2             |
| 6  | Capitalise                         | Advice                                 | vol                    | 1             |
| 7  | Caramel Rock Academy               | Money support                          | vol                    | 1             |
| 8  | Carpenters Cafe                    | Food, resources                        | vol                    | 5             |
| 9  | Community Childcare Service        | Money support                          | vol                    | 1             |
| 10 | Community Links                    | Advice                                 | vol                    | 5             |
| 11 | Edith Kerrison                     | Advice                                 | stat                   | 2             |
| 12 | Garden Community Cafe              | Food                                   | vol                    | 1             |
| 13 | Good Shepherd                      | Resources, money support               | vol                    | 2             |
| 14 | Helping Hands                      | Food, advice                           | vol                    | 2             |
| 15 | Homestore                          | Resources                              | vol                    | 1             |
| 16 | NewCred                            | Money support                          | vol                    | 1             |
| 17 | Newham Council                     | Advice, money support                  | stat                   | 4             |
| 18 | NHS                                | Food, advice                           | stat                   | 2             |
| 19 | Oliver Thomas                      | Resources                              | stat                   | 3             |
| 20 | RAMP                               | Food, resources, advice                | vol                    | 9             |
| 21 | Shelter                            | Advice                                 | vol                    | 1             |
| 22 | SHS                                | Resources, advice, money support       | vol                    | 1             |
| 23 | Skills Enterprise                  | Advice                                 | vol                    | 1             |
| 24 | Wheat                              | Advice                                 | vol                    | 4             |

Provision listed is the sole focus of the organisation