

4th Edition
2017/2018

Directory of Services Responding to Families in Need in
Newham



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RESPONDING TO FAMILY POVERTY IN NEWHAM

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. Those charities were:

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

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 to 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 4th edition of the Directory and there continues to be a number of amendments.

Despite recent relative improvements in Newham's deprivation scores,¹ the latest data shows that the borough continues to exhibit low levels of income and pay, high rates of homelessness and child poverty, and comparatively high rates of worklessness.² Although several of the services listed in the previous Directory have been scaled back or wound down, a number of new (or newly discovered) services have been included. The services contained within this Directory are vital in giving support to Newham's families where it is most needed.

¹ DCLG [English Indices of Deprivation 2015](#)

² Trust for London [London's Poverty Profile 2017](#); Child Poverty Action Group [Child Poverty in London – key facts](#)

HOW DID WE UPDATE THE DIRECTORY?

The original directory was compiled by Sarah Taverner, and was reformatted and reviewed by Charlie Ileomoh, both volunteers at Aston-Mansfield's Community Involvement Unit (CIU). This latest edition was updated by Chelle Coulton during 2017, also working as a CIU volunteer.

This directory includes references to a range of local organisations and services. We have also included a number of relevant national or regional services, that are available free and accessible by phone or online. We also recognise there is a landscape of continual change within the sector so information correct at the time of updating may change at any time. If you become aware of changes, please let us know using the contact details below.

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

If you have any comments, questions, amendments, or suggestions for other services which should be included please contact **Caroline Rouse**: caroline.rouse@aston-mansfield.org.uk **020 3740 8121**



Food

FOODBANKS

Newham Foodbank - The Trussell Trust



HOW NEWHAM FOODBANK 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 four distribution centres plus three emergency food distribution centres in Newham where vouchers can be redeemed:

Manor Park Christian Centre

454 High Street North

Manor Park

E12 6RH

Tuesday 10:00-12:00

Bonny Downs Church Hall

18 Darwell Close

Off Flanders Road

East Ham

E6 6BT

Wednesday 12:00-14:00

London Ghana SDA Church

Chadwin Road

Plaistow

E13 8NF

Thursday 18:00-20:00

City Chapel

St Mark's Community Centre

218 Tollgate Road

Beckton

E6 5YA

Fridays 19:00-21:00 (last client 20:30)

In an emergency crisis (when other centres are not open), please contact:

Royal Docks Learning and Activity Centre

Albert Road

North Woolwich

E16 2JB

Mon-Fri 9:30-14:00

Rehoboth Church

478 Barking Road

Plaistow

E13 8QB

Saturday 9:00-11:00

WGMI

738 Barking Road

Upton Park

E13 9LB

Sunday 13:00-14:00

At the Newham Foodbank 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 issued within the same week.**

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 contact Newham Foodbank for more information: 020 7474 3060, info@newham.foodbank.org.uk or go the website: www.newham.foodbank.org.uk

Please remind people to bring shopping bags or a shopping trolley with them!



Carpenters Café

Provision: Dry food packs

Address: Carpenters TMO Community Hall
17 Doran Walk
Stratford
E15 2JL

Who can access this: Anyone, including those with no recourse to public funding.

Limits on access: Given out every week

Cost: Free

Opening times: Tuesday 10:00-12:00

Contact details: Tee Fabikun
020 8522 0840 or 07932 661089
carpenterscafe@outlook.com www.carpenterscafe.co.uk

Additional information: Best to enter from Carpenters Road.



Churches Foodbank

Provision: 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: Thursday 13:00-15:00

Contact details: 020 8555 9880
www.churchesfoodbank.org.uk



The Renewal Programme – RAMP

Provision: 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 10:00-16:00, by appointment only.

Contact details: Cath
020 8471 6954
cath@renewalprogramme.org.uk

FREE FOOD & MEALS



Alternatives Trust East London

Provision: Free food or meals

Address: Forrest House
63 Rowntree Clifford Close
Plaistow
E13 8AB

Who can access this: Vulnerable parents including those with no recourse to benefits.

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 10:00-14:00

Contact details: Jenny Jones
020 7476 8215
jenny.jones@altel.org.uk



Carpenters Café

Provision: Sandwiches, teas, coffees and other food items

Address: Carpenters TMO Community Hall
17 Doran Walk
Stratford
E15 2JL

Who can access this: Anyone, including those with no recourse to public funding.

Limits on access: Given out every week.

Cost: Free

Opening times: Tuesday 10:00-12:00

Contact details: Tee Fabikun
020 8522 0840 or 07932 661089
carpenterscafe@outlook.com www.carpenterscafe.co.uk

Additional information: Best to enter from Carpenters Road.



Garden Community Café

Provision: Meals and drinks

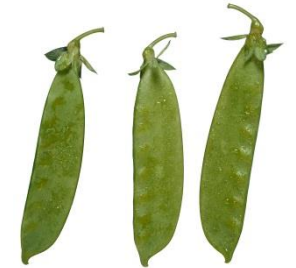
Address: Garden Community Café
7 Cundy Road
Custom House
E16 3DJ

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 8:00-15:30
Can just turn up, but bring information detailing need e.g. letter stating benefits cut/delay.

Contact details: Andrew Wheate
020 7511 1755
gardencommunitycafe@gmail.com



Helping Hands

Provision: Free sandwiches
Address: 42 Balaam Street
Plaistow
E13 8AQ

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 9:00-17:00
Limited Saturday and Sunday
Best to just turn up.

Contact details: Mrs Vera White
020 7474 1122
verawhite@hotmail.co.uk

Magpie Project



Provision: Lunch (also evening meal to take home & food bank referrals)

Address: The Froud Centre
1 Toronto Avenue
Manor Park
E12 5JF

Who can access this: Women with children under five living in temporary accommodation or at risk of homelessness.

Cost: Free

Opening times: Monday & Wednesday 10:00-14:00 during term time only.

Contact details: magpieprojectE7@gmail.com



Minhaj ul Quran

Provision: Spicy Kitchen (evening meal)

Address: 292-296 Romford Road
Forest Gate
E7 9HD

Who can access this: Anyone

Cost: Free

Opening times: Saturday from 21:00

Contact details: 020 8527 1786

OTHER FOOD

NHS Healthy Start



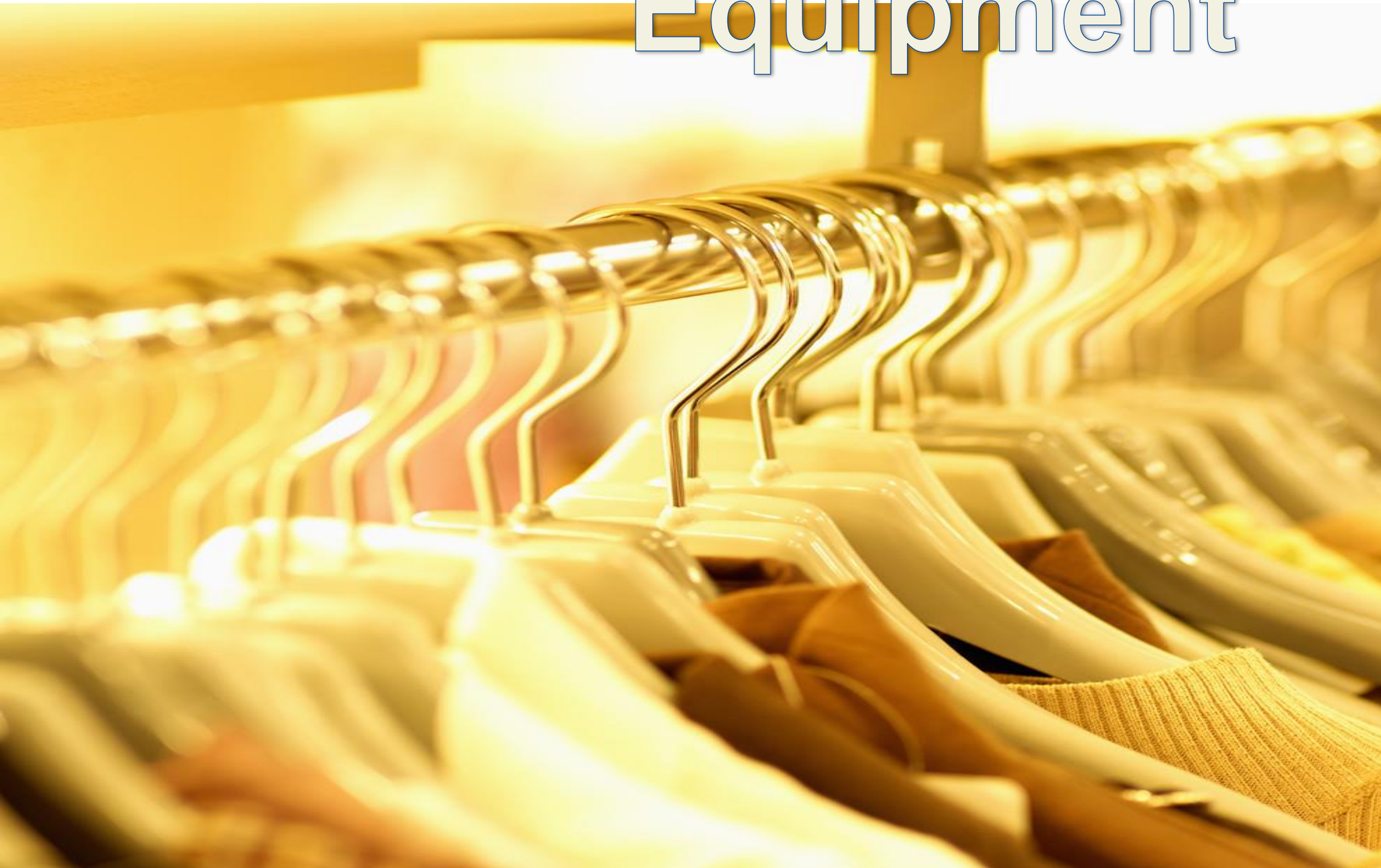
Free vouchers every week to spend on milk, plain fresh and frozen fruit and vegetables, and infant formula milk. You can also get free vitamins. You qualify for Healthy Start if you're at least 10 weeks pregnant or have children under four years old **and** you or your family get:

- Income Support,
- Income-based Jobseeker's Allowance,
- Income-related Employment and Support Allowance,
- Child Tax Credit (with a family income of £16,190 or less per year (2017/18)), or
- Universal Credit (with a family take home pay of £408 or less per month).

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 **0345 607 6823** or fill in the form online at www.healthystart.nhs.uk/healthy-start-vouchers/how-to-apply/ . You must have your form countersigned by a health professional before submitting your application.

Accessories & Equipment



FURNITURE & HOME FURNISHINGS



Homestore – Project of Quaker Social Action

Provision:	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. 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. People have a one year membership and can 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 10:00-16:00 Always best to contact us on the number below before visiting.
Contact details:	020 8519 6264 homestore@qsa.org.uk



Reclaim at the Lane

Provision:	Used furniture
Address:	Cranberry Lane Community Centre 122-162 Cranberry Lane Canning Town E16 4PE
Who can access this:	Open to anyone. Discount prices available to those referred by East Thames, a partner agency, or those who can evidence being on income replacement benefits or a student.
Cost:	Low cost
Opening times:	Tuesday, Wednesday & Thursday 10:00-16:00
Contact details:	020 8471 5668 www.reclaimatthelane.co.uk

CLOTHING - FOR ADULTS



Carpenters Café

Provision:	Clothes for adults
Address:	Carpenters TMO Community Hall 17 Doran Walk Stratford E15 2JL
Who can access this:	Anyone, including those with no recourse to public funding.
Cost:	Free
Opening times:	Tuesdays 10:00-12:00
Contact details:	Tee Fabikun 020 8522 0840 or 07932 661089 carpenterscafe@outlook.com www.carpenterscafe.co.uk
Additional information:	Best to enter from Carpenters Road.



Durning Hall Charity Shop

Provision: Good Quality Clothes

Address: 55 Woodgrange Road
Forest Gate
E7 0EL

Who can access this: Anyone

Cost: Prices vary depending on conditions of items. We try to keep fairly high standards on any goods sold on the shop floor.

Opening times: Monday to Friday 9:00-18:00; Saturday 9:00-17:00

Contact details: Shop Manager: Elizabeth Menegon
Telephone: 020 3740 8129

Additional information: Some children's clothes and other second hand items also available. Books available at Durning Hall Reception.



The Renewal Programme - RAMP

Provision:	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 10:00-16:00, by appointment only.
Contact details:	Cath 020 8471 6954 cath@renewalprogramme.org.uk



We Are Family Charity Shop

Provision: Low cost clothing

Address: 66 Prince Regent Lane
Plaistow
E13 8QQ

Who can access this: Anyone

Cost: Low cost

Opening times: Tuesday to Saturday 10:00-15:00

Additional Information: All profits go to the We Are Family work at Alternatives Trust East London, supporting local vulnerable families.

CLOTHING - FOR CHILDREN



Alternatives Trust East London

Provision:	Clothes for children up to the age of five
Address:	Forrest House 63 Rowntree Clifford Close Plaistow E13 8AB
Who can access this:	Vulnerable parents, including those with no recourse to benefits.
Limits on access:	We aim for fairness – we are aware that some people’s need is greater than others – we do not have a large selection.
Cost:	Free
Opening times:	Monday to Friday 10:00-14:00 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 7476 8215 jenny.jones@altel.org.uk



Bonny Downs Community Association

Provision:	Growing Strong: Kidsbank
Address:	Bonny Downs Church Hall 18 Darwell Close East Ham E6 6BT
Who can access this:	Families with children in Newham who are at risk of hunger, including those with no recourse to public funding – by referral only.
Cost:	Free
Opening times:	Wednesday 12:00-14:00
Additional information:	School uniform, sports equipment, football boots, Christmas presents.
Contact details:	Sarah Laing or Malathy Muthu 020 8586 7070 growingstrong@bonnydowns.org



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

Provision: School Uniform Bank

Address: Britannia Village Hall
65 Evelyn Road
West Silvertown
E16 1TU

Who can access this: Newham residents, including those with no recourse to public funding.

Cost: Free

Opening times: Tuesday & Thursday 9:30-11:30 during term time only. Can just turn up.

Contact details: Sarah Laing
020 7511 6118
bridgescommunityproject@gmail.com



Carpenters Café

Provision:	Clothes for children
Address:	Carpenters TMO Community Hall 17 Doran Walk Stratford E15 2JL
Who can access this:	Anyone, including those with no recourse to public funding.
Cost:	Free
Opening times:	Tuesday 10:00-12.00
Contact details:	Tee Fabikun 020 8522 0840 or 07932 661089 carpenterscafe@outlook.com www.carpenterscafe.co.uk
Additional information:	Best to enter from Carpenters Road.



Magpie Project

Provision: Children's clothes

Address: The Froud Centre
1 Toronto Avenue
Manor Park
E12 5JF

Who can access this: Women with children under five living in temporary accommodation or at risk of homelessness.

Cost: Free

Opening times: Monday & Wednesday 10:00-14:00 during term time only.

Contact details: magpieprojectE7@gmail.com



Maryland Family Centre

Provision: 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 9:00-15:30, by appointment only. Please bring ID.

Contact details: Sophia Skeen
020 8534 8351
sophia.skeen@maryland.newham.sch.uk



Oliver Thomas Children's Centre

Provision:	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 9:00-15:30 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:	020 8821 0997 info@oliverthomas.newham.sch.uk
Additional information	We accept all donations as long as the items are clean and in good condition.



The Renewal Programme – RAMP

Provision:	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 10:00-16:00, by appointment only.
Contact details:	Cath 020 8471 6954 cath@renewalprogramme.org.uk



We Are Family Charity Shop

Provision: Low cost clothing

Address: 66 Prince Regent Lane
Plaistow
E13 8QQ

Who can access this: Anyone

Cost: Low cost

Opening times: Tuesday to Saturday 10:00-15:00

Additional Information: All profits go to the We Are Family work at Alternatives Trust East London, supporting local vulnerable families.

EARLY YEARS - EQUIPMENT



Alternatives Trust East London

Provision:	Baby equipment
Address:	Forrest House 63 Rowntree Clifford Close Plaistow E13 8AB
Who can access this:	Vulnerable parents, including those with no recourse to benefits.
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 10:00-14:00 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 7476 8215 jenny.jones@altel.org.uk



Oliver Thomas Children's Centre

Provision:	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 9:00-15:30 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:	020 8821 0997 info@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

Provision:	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 10:00-16:00, by appointment only.
Contact details:	Cath 020 8471 6954 cath@renewalprogramme.org.uk

EARLY YEARS – CONSUMABLES



Alternatives Trust East London

Provision: Baby consumables (e.g. nappies)

Address: Forrest House
63 Rowntree Clifford Close
Plaistow
E13 8AB

Who can access this: Vulnerable parents, including those with no recourse to benefits.

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 10:00-14:00
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 7476 8215
jenny.jones@altel.org.uk



Magpie Project

Provision: Nappies

Address: The Froud Centre
1 Toronto Avenue
Manor Park
E12 5JF

Who can access this: Women with children under five living in temporary accommodation or at risk of homelessness.

Cost: Free

Opening times: Mondays, Wednesdays 10:00-14:00 during term time only.

Contact details: magpieprojectE7@gmail.com



The Renewal Programme – RAMP

Provision:	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 10:00-16:00, by appointment only.
Contact details:	Cath 020 8471 6954 cath@renewalprogramme.org.uk

TOYS



Carpenters Café

Provision:	Children's toys
Address:	Carpenters TMO Community Hall 17 Doran Walk Stratford E15 2JL
Who can access this:	Anyone, including those with no recourse to public funding.
Cost:	Free
Opening times:	Tuesday 10:00-12:00
Contact details:	Tee Fabikun 020 8522 0840 or 07932 661089 carpenterscafe@outlook.com www.carpenterscafe.co.uk
Additional information:	Best to enter from Carpenters Road.



Oliver Thomas Children's Centre

Provision:	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 9:00-15:30 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:	020 8821 0997 info@oliverthomas.newham.sch.uk
Additional information:	We accept all donations as long as the items are non-electrical, clean and in good condition.



The Renewal Programme – RAMP

Provision:	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 10:00-16:00, by appointment only.
Contact details:	Cath 020 8471 6954 cath@renewalprogramme.org.uk

A close-up photograph of a person's hands holding an open book. The person is wearing a dark suit jacket and a white shirt. The book is open, and the text on the pages is visible but slightly blurred. The lighting is warm, and the background is a wooden surface. Overlaid on the right page of the book is the text "Advice, Information & Advocacy" in a large, white, sans-serif font with a blue outline.

Advice, Information & 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 referrals 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.

Provision:	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 to Fri	Mon to Fri	Mon to Fri	Mon to Fri
Contact details:	Jacqui Denver 0208 472 3800 jacqui.denver@shs.org	Kim Steward 0208 534 7967 kim.steward@shs.org.uk	Sevgi Kor 0208 534 8135 sevgi.kor@shs.org.uk	Marilyn Matthews 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:	Maggie Mitchell, Head of Family Intervention School-Home Support, 3 rd Floor, Solar House, 1-9 Romford Road, Stratford, E15 4LJ enquiries@shs.org.uk Switchboard:0845 337 0850			



Praxis

Provision:	Advice and Information
Address:	Praxis Pott Street Bethnal Green E16 4PE
Who can access this:	Migrants & their families, including those with no recourse to public funding.
Cost:	Free
Opening times:	Immigration Advice: Friday 10:00-13:00 (pre-booking essential) Telephone advice service: Wednesday 14:00-16:00
Contact details:	www.praxis.org.uk 020 7729 7985 (to book immigration advice appointment) 020 7749 7608 (telephone advice service) Email: advice@praxis.org.uk
Additional information:	Telephone advice service covers: welfare benefits, housing & homelessness, asylum support, immigration, form-filling.

DEBT ADVICE



Bonny Downs Community Association

Provision: Debt Advice

Address: The Well Community Centre
49 Vicarage Lane
East Ham
E6 6DQ

Who can access this: Newham residents (particularly those in the **East Ham** area).

Cost: Free

Opening times: Monday 9:30-12:30. By prior appointment only. 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: 020 8586 7070 or 07951 688883
angie.allgood@bonnydowns.org



Capitalise

Provision:	Debt Advice
Address:	Toynbee Hall The Community Centre 52 Old Castle Street London E1 7AJ
Who can access this:	People living, working or studying in London, including those with no recourse to public funds.
Cost:	Free
Opening times:	Call Mon to Fri 9:00-17:00 to make an appointment.
Contact details:	020 7392 2953 advice@toynbeehall.org.uk



Citizens Advice Bureau: Outreach Service

Provision:	Debt Advice		
Address:	Stratford Advice Arcade 107-109 The Grove Stratford E15 1HP	1 st Floor (above Midwifery Centre) 20 Freemasons Road Canning Town E16 3PJ	Manor Park Library 685-693 Romford Road Manor Park E12 5AD
Who can access this:	Newham residents		
Cost:	Free		
Opening times:	Stratford: Tuesday 9:30-13:00 Pre-booked appointments only. Canning Town: Wednesday: Doors open 9:30-10:30. Only the first 20 people are seen. Please attend early to ensure you get a ticket. Manor Park: 2 nd , 3 rd & 4 th Monday of the month. Pre-booked appointments only.		
Contact details:	www.citizensadvice.org.uk Appointment line: 020 8525 6379 Tuesday & Thursday 10:00-12:00 only.		
Additional information:	Pre-booked specialist advice appointments (employment, welfare benefits, money advice/debt/financial inclusion) are also available at Canning Town.		



Community Links: Thames Water Trust Programme

Provision: Help with clearing Thames Water debt or obtaining a new kitchen appliance (fridge/freezer, cooker, washing machine)

Address: 105 Barking Road
Canning Town
E16 4HQ

Who can access this: Customers of Thames Water.

Cost: Free

Opening times: By appointment.

Contact details: Nabila Hozma
Nabila.hozma@community-links.org
020 7473 9640



Magpie Project

Provision:	Debt Advice
Address:	The Froud Centre 1 Toronto Avenue Manor Park E12 5JF
Who can access this:	Women with children under five living in temporary accommodation or at risk of homelessness.
Cost:	Free
Opening times:	Monday & Wednesday 10:00-14:00 during term time only.
Contact details:	magpieprojectE7@gmail.com

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 Consolidation.

The helpline is open Monday to Friday 8:00-20:00 and Saturday 9:00-15:00 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 A+E



Money A+E is a social enterprise that provides money advice and educational services to BAME and hard to reach communities. This is achieved through 1:1 benefits and debt advice sessions, financial education workshops, and money mentoring programmes. These services are designed to enable people to increase their understanding of and ability to manage money; sustain tenancies and avoid homelessness; reduce stress, improve wellbeing, grow in confidence, and believe in a better future.

For more information visit www.moneyaande.co.uk, call 020 8616 3750, or email info@moneyaande.co.uk

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 guides and action plans or webchat with an advisor.

Visit <https://www.moneyadviceservice.org.uk> or call on **0800 138 7777** Monday-Friday 8:00-20:00 and Saturday 9:00-13:00.

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 to Friday 9:00-20:00 and Saturday 9:30-13:00; webchat with an advisor at <https://www.nationaldebtline.org/>; or visit My Money Steps for interactive advice online at <https://www.mymoneysteps.org/>.



StepChange Debt Charity

StepChange offers free expert debt advice based on your personal circumstances. You can access its 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 to Friday 8:00-20:00 and Saturday 8:00-16:00. StepChange also offers advice on bankruptcy and general advice on making the most of your money.

HOUSING ADVICE



Magpie Project

Provision:	Housing Advice
Address:	The Froud Centre 1 Toronto Avenue Manor Park E12 5JF
Who can access this:	Women with children under five living in temporary accommodation or at risk of homelessness.
Cost:	Free
Opening times:	Monday & Wednesday 10:00-14:00 during term time only.
Contact details:	magpieprojectE7@gmail.com



WHEAT Mentor Support Trust

Provision:	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 & Wednesday 9:00-17:00 Drop-in service, further visits by appointment.
Contact details:	Hailu Hagos 07847 578556 hailu@wheatmentorsupport.org.uk
Additional information:	Home visits also available.

Housing and Employment Destinations (HED)

HED is an online service that enables you to look and link into housing and employment options based on the information that you provide. 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.ellcchoicehomes.org.uk/Data/ASPPages/1/1549.aspx>



London Borough of Newham

Newham Council offers 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

Provision:	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 1:1 advice and support to those who require help to find out their welfare entitlement, apply for benefits, make mandatory reconsideration requests, or require housing advice.
Contact details:	Angela Allgood or Malathy Muthu 020 8586 7070 angie.allgood@bonnydowns.org or malathy.muthu@bonnydowns.org



Citizens Advice Bureau

Provision: General advice, including limited welfare benefits advice

Address:

Stratford Advice Arcade 107-109 The Grove Stratford E15 1HP	1 st Floor (above Midwifery Centre) 20 Freemasons Road Canning Town E16 3PJ	Manor Park Library 685-693 Romford Road Manor Park E12 5AD
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Who can access this: Newham residents

Cost: Free

Opening times:

Stratford: Tuesday 9:30-13:00. Pre-booked appointments only.

Canning Town: Wednesday: Doors open 9:30-10:30. Only the first 20 people are seen. Please attend early to ensure that you get a ticket.

Pre-booked specialist advice appointments (employment, welfare benefits, money advice/debt/financial inclusion) are also available at Canning Town.

Manor Park: 2nd, 3rd & 4th Monday of the month. Pre-booked appointments only.

Contact details: www.citizensadvice.org.uk

Appointment line: 020 8525 6379 Tuesday & Thursday 10:00-12:00 only.



Community Links

Provision:	Welfare benefit & tax credit form filling service
Address:	105 Barking Road Canning Town E16 4HQ
Who can access this:	Anyone
Cost:	Free
Opening times:	Drop-in Tuesday morning. Doors open 8:00; session runs from 9:00.
Contact details:	020 7473 2270
Additional information:	NOT Disability Living Allowance forms. This is a first come first serve service. Clients should bring all their paperwork with them.



Helping Hands

Provision: Advice on benefits and council services

Address: 42 Balaam Street
Plaistow
E13 8AQ

Who can access this: Anyone

Cost: Free

Opening times: Monday to Friday 9:00-17:00
Can just turn up – no appointment necessary.

Contact details: Mrs Vera White
020 7474 1122
verawhite@hotmail.co.uk



The Renewal Programme - RAMP

Provision:	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 10:00-16:00, by appointment only.
Contact details:	Cath Woodhall 020 8471 6954 cath@renewalprogramme.org.uk



Skills Enterprise

Provision: 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 10:00-13:00
By appointment or drop-in.

Contact details: Malathy Muthu
020 8470 9838
mala@skillsenterprise.co.uk



WHEAT Mentor Support Trust

Provision: 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 & Wednesday 9:00-17:00
Drop-in service, further visits by appointment.

Contact details: Hailu Hagos
07847 578556
hailu@wheatmentorsupport.org.uk

Additional information: Home visits also available.



Citizens Advice Bureau

Citizen's Advice Bureau provides online benefits advice and information. The website details what benefits and tax credits you may be entitled to and recent benefit changes, as well as help for those on low incomes, sick or disabled people, and those coming from abroad. The resource includes benefit fact sheets, a budgeting tool, and a bedroom calculator for social housing tenants. Visit <https://www.citizensadvice.org.uk/benefits/>



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. It also features a tax credits calculator and a Universal Credit checker. The website also has information on benefit changes and how they may affect you. Visit <https://www.entitledto.co.uk/>



London Borough of Newham

Newham Council have webpages explaining which benefits and tax credits you may be entitled to and how to claim them. This includes information for those on a low income or unable to work; starting work and in work; expecting and bringing up children; people who are disabled & their carers; young people aged 16-19; those of pensionable age; those experiencing bereavement; and Armed Forces veterans & their families. Visit <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 guides and action plans.

Visit <https://www.moneyadviceservice.org.uk> or call on **0800 138 7777** Monday to Friday 8:00-20:00 and Saturday 9:00-13:00.



Turn2us

Turn2us is a national charity which helps people in financial hardship gain access to welfare benefits, charitable grants, and support services. The Turn2us website includes a Benefits Calculator and Grants Search tool.

Visit <https://www.turn2us.org.uk/>

LEGAL ADVICE



Community Links

Provision: FREE Law advice on employment, consumer law and debt

Address:	Stratford Advice Arcade 107-109 The Grove Stratford E15 1HP	Community Links 105 Barking Road Canning Town E16 4HQ
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Who can access this: Anyone, including those with no recourse to public funding.

Cost: Free

Opening times: Monday (Stratford Advice Arcade) and Wednesday (Community Links). Doors open at 16:45. Please arrive by 17:00 for registration. Session starts at 18:30.

Contact details: 020 7473 2270

Additional information: Clients should bring all their documents with them.



Community Links

Provision: Tribunal representations for benefit appeals

Address: 105 Barking Road
Canning Town
E16 4HQ

Who can access this: Those who are in debt.

Cost: Free

Opening times: By appointment.

Contact details: 020 7473 2270

Additional information: For Disability Living Allowance, Attendance Allowance, Personal Independence Payment, Employment & Support Allowance appeals.



Minhaj ul Quran

Provision:	Legal advice
Address:	292 Romford Road Forest Gate E7 9HD
Who can access this:	Anyone, including those with no recourse to public funding.
Cost:	Free
Opening times:	Friday 12:45-15:00, by appointment.
Contact details:	To book an appointment contact Shahid: s.mahmood@rocketmail.com or 07786 478961
Additional information:	Provided by Sajid Hussain (LLM, LLB) Professional Support Lawyer & RFL, Solicitors' Inn.



UEL Law Clinic

Provision:	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 11:00-14:00. 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



WHEAT Mentor Support Trust

Provision:	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 & Wednesday 9:00-17:00 Drop-in service, further visits by appointment.
Contact details:	Hailu Hagos 07847 578556 hailu@wheatmentorsupport.org.uk
Additional information:	Home visits also available.



Coram Children's Legal Centre

Coram Children's Legal Centre is the UK's leading children's legal charity. It provides free legal information, advice and representation to children, young people, their families, carers and professionals. This includes information pages on Child, Family and Education law, and telephone advice.

Visit www.childrenslegalcentre.com and childlawadvice.org.uk

ADVOCACY



The Renewal Programme – RAMP

Provision:	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 10:00-16:00, by appointment only.
Contact details:	Cath Woodhall 020 8471 6954 shirley@renewalprogramme.org.uk



Roma Support Group

Provision: Roma Community Advocacy Project

Address: Allan Shelley House
318 Barking Road
Plaistow
E13 8HL

Who can access this: People from an East European Roma background.

Cost: Free

Opening times: Monday, Tuesday, Thursday by appointment.

Contact details: info@romasupportgroup.org.uk 020 7511 8245 or 020 7511 0800



Roma Support Group

Provision: Roma Mental Health Advocacy Project

Address: Allan Shelley House
318 Barking Road
Plaistow
E13 8HL

Who can access this: People from an East European Roma background.

Cost: Free

Opening times: Monday, Wednesday, Friday by appointment.

Contact details: info@romasupportgroup.org.uk 020 7511 8245 or 020 7511 0800



Voice Ability Newham

Provision:	Advocacy
Address:	Stratford Advice Arcade 107-109 The Grove Stratford E15 1HP
Who can access this:	Newham residents, including people with no recourse to public funding, who meet the eligibility criteria for the relevant service.
Cost:	Free
Opening times:	Monday to Friday 9:00-17:00 by appointment only.
Contact details:	imca@voiceability.org 020 3355 7142 (office) or 0300 330 5499
Additional information:	<p>Voice Ability Newham works to ensure that people, particularly those who are most vulnerable in society, are able to: have their voice heard on issues that are important to them; defend and safeguard their rights; and have their views and wishes genuinely considered when decisions are being made about their lives.</p> <p>It offers Independent Mental Capacity Advocacy (IMCA), Relevant Person's Representative (RPR), Care Act, Professional or non-statutory advocacy, Peer and group advocacy.</p>



WHEAT Mentor Support Trust

Provision: 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 & Wednesday 9:00-17:00
Drop-in service, further visits by appointment.

Contact details: Hailu Hagos
07847 578556
hailu@wheatmentorsupport.org.uk

Additional information: Home visits also available.

OTHER ADVICE



Magpie Project

Provision: Workplace advice and parenting advice

Address: The Froud Centre
1 Toronto Avenue
Manor Park
E12 5JF

Who can access this: Women with children under five living in temporary accommodation or at risk of homelessness.

Cost: Free

Opening times: Monday & Wednesday 10:00-14:00 during term time only.

Contact details: magpieprojectE7@gmail.com



Newham Transitional Practice

Provision:	GP service	
Address:	The Centre Manor Park 30 Church Road Manor Park E12 6AQ	Vicarage Lane Health Centre 10 Vicarage Lane Stratford E15 4ES
Who can access this:	Newham residents finding it difficult to register with other GP practices, including those with no recourse to public funding, no proof of address, or those who are homeless.	
Cost:	Free	
Opening times:	Monday to Friday 8:00-18:30	
Contact details:	020 8553 7460 (Manor Park) or 020 8536 2255 (Stratford)	
Additional information:	Patients are usually registered with the Transitional Practice for 12 months, provided they have already made unsuccessful attempts to register with other local practices.	



Newham Workplace

Provision:	Job search support & advice, work experience, apprenticeships
Address:	112-118 The Grove Stratford London E15 1NS
Who can access this:	Newham residents who are allowed to work in the UK and have recourse to public funds.
Cost:	Free
Opening times:	Monday to Friday 9:00-17:00
Contact details:	020 3373 1101 www.newhamworkplace.co.uk email: workplace.engagementTeam@newham.gov.uk Twitter: @newhamWorkplace
Additional information:	Register online or in person. No appointment needed to register: please come in and ask for Engagement Team. You will need proof of ID & eligibility to work in UK, proof of address (under 3 months), proof of National Insurance number in order to register.



Use your community

Use Your Community 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 suggestions of appropriate services that might meet their needs.

Visit www.useyourcommunity.co.uk If unable to access the internet please call 020 8555 8468 (Mon-Fri 9:00am-5:00pm) where help can be received over the phone.

Money



MONEY MANAGEMENT



Bonny Downs Community Association

Provision: Money Management Courses

Address: The Well Community Centre
49 Vicarage Lane
East Ham
E6 6DQ

Who can access this: Newham residents (particularly those in the **East Ham** area).

Cost: Free

Opening times: Three courses run per year. Contact to register your interest/book a place on the next available course.

Contact details: Angela Allgood
020 8586 7070 or 07951 688 883
angie.allgood@bonnydowns.org



Maryland Family Centre

Provision: 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 9:00-17:00.
Need to make an appointment. Please bring ID.

Contact details: Sophia Skeen
020 8534 8351
sophia.skeen@maryland.newham.sch.uk



Quaker Social Action (QSA)

Provision:	Made of Money: Financial Capability Course
Address:	17 Old Ford Road Bethnal Green E2 9PJ
Who can access this:	Anyone
Cost:	Free
Opening times:	Run at various times in venues (mainly schools & family centres) across east London. Contact for details.
Contact details:	Made of Money team: 020 8983 5043 madeofmoney@qsa.org.uk
Additional information:	Financial capability course that combines practical tips with a look at the values and attitudes that affect our behaviour around money.

Skills Enterprise



Provision: Money Advice Service

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: Tuesday 11:00, by appointment.

Contact details: Mahalakshmi Muthalou
020 8470 9838
support@skillsenterprise.co.uk

FAIR FINANCE

London Community Credit Union



Provision:	Loans and banking
Address:	1 Water Lane Stratford E15 4LU
Who can access this:	Members of LCCU – see website for eligibility details (based around those who live, work or study in certain east London boroughs including Newham).
Limits on access:	Low interest loans up to £15,000 or flexi-credit up to £1,000; current and savings accounts. Profits are shared amongst members as an annual dividend.
Opening times:	Monday, Tuesday, Wednesday & Friday 10:00-18:00 Thursday & Saturday 10:00-14:00 Can just turn up or make an appointment.
Contact details:	020 7729 9218 http://www.londoncu.com/



Budgeting Advance and Budgeting Loans

You could get a **Budgeting Advance** or **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. Repayments will be deducted automatically from your benefits if you continue to receive them.

You can apply for a **Budgeting Loan** 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. You cannot get a loan if you already owe more than £1,500 in Crisis Loans and Budgeting Loans, or if you are involved in industrial action. The loans won't affect your other benefits.

Apply online for a **Budgeting Loan** at <https://www.gov.uk/budgeting-loans/how-to-claim>. Alternatively, you can download form SF500 from the website or pick one up from your local JobCentre Plus.

You can apply for a **Budgeting Advance** if you've been getting Universal Credit, ESA, JSA, Income Support, or State Pension Credit for 6 months or more, or you need the money to help you start a new job or stay in work; you've earned less than £2,600 in the past 6 months; and you've paid off any previous Budgeting Advance loans. Contact your Jobcentre Plus coach to apply.



Newham Community and Crisis Support

You may be able to get **Community Support** for basic necessities such as furniture, white goods and clothing if you are leaving institutional care or being resettled, or if you are 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 (e.g.: fuel vouchers).

You can apply if you are aged 16 and over, are receiving a qualifying benefit and have been living in Newham for 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 020 3373 1180.

GRANTS



Community Links

Provision:	Discretionary Housing Payments
Address:	105 Barking Road Canning Town E16 4HQ
Who can access this:	Newham residents who are receiving housing benefits which don't meet the full cost of their rent.
Opening times:	By appointment.
Contact details:	020 7473 2270

National Zakat Foundation



Provision: Hardship Grants

Address: NZF Zakat Centre
41 Fieldgate Street
London
E1 1JU

Who can access this: Individuals who are poor, needy, and in debt who are resident in the UK, including those with no recourse to public funds.

Limits on access: Individuals who have applied for or received a grant in the last 3 months from National Zakat Foundation may not reapply. See <https://www.nzf.org.uk/Apply/Eligibility> for full eligibility criteria.

Opening times: Decisions are normally made within 4 weeks of receipt of full application.

Contact details: Apply online or download an application form at <https://www.nzf.org.uk/Apply> or call 03333 123123 (Mon-Fri 11:00-17:30)

Additional information: Size of grants varies depending on the person's situation. Zakat is charity that Muslims pay to other Muslims. There is another small fund called Sadaqah which is given to Muslims and non-Muslims. This fund is very limited.



South West Ham Child Welfare Society and Mary Curtis Maternity Charity

Provision:	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 families with children up to the age of 18. 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.
Additional information:	Small grants for families or pregnant women 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.
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 or to purchase energy efficient white goods. In exceptional cases the Trust can also help with other priority costs. You do not need to be a British Gas customer to apply. Applications to the British Gas Energy Trust will also be considered by other partners in 'A Shared Programme of Giving'.

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/>. Applicants are strongly advised to seek money/debt advice before applying.



Buttle UK Small Grants Programme

The Small Grants Programme is there to help children and young people facing financial hardship together with social welfare issues and suffering deprivation as a result. They, along with the BBC Children in Need's Emergency Essentials Programme, directly provide grants (usually up to £300) for critical household items that are intended to make a positive impact where a child's health or development is at risk. These include children's beds, cookers, fridges, baby equipment.

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 on behalf of children/young people/families 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 gas and electricity debts to other suppliers, purchase energy efficient white goods, and Bankruptcy deposits/Debt Relief Orders.

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, discounts and schemes available in certain circumstances that may help you with paying your energy bills or for improvements to your home to make it more energy efficient. To find out what is available and whether you are eligible to apply.

visit 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, download an application form from:

<http://www.newham.gov.uk/Pages/Services/Newham-Peoples-Trust>

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; and
- You or your partner get certain benefits (Income Support, income-based Jobseeker's Allowance, income-related Employment and Support Allowance, Pension Credit, Child Tax Credit, Working Tax Credit that includes a disability or severe disability element, Universal Credit).

You can claim the grant from 11 weeks before the baby is due until 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 but becoming responsible for a child e.g. you're adopting or becoming a surrogate parent. You must claim within 3 months of this happening. Contact: 0345 6036967 or your local Jobcentre Plus.

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 Freepost DWPSSMG (no stamp required). You must have a health professional sign your form.

Thames Water

1. **Customer Assistance Fund**

This fund can help if you are struggling to pay your water bill and owe Thames Water money on past bills. Download an application form at <https://www.thameswater.co.uk/My-Account/Billing-and-payment/Help-paying-your-bill/Customer-assistance-fund>



2. **WaterSure Scheme**

Thames Water may be able to offer financial assistance with your metered bill if anyone in your household receives specific state benefits and if anyone in your household is responsible for three or more children under 19 or has a medical condition that requires the use of extra water. See <https://www.thameswater.co.uk/My-Account/Billing-and-payment/Help-paying-your-bill/WaterSure-scheme> for eligibility and how to apply.

3. **WaterSure Plus Scheme**

Under this Thames Water scheme, eligible households receive a 50% reduction to their future water charges. To qualify, your water bill must be at least 3% of your net household income OR you must have a gross household income of £16,105 or less and someone in your household over 62 or registered disabled or with parental responsibility for someone who is 5 or under. See <https://www.thameswater.co.uk/My-Account/Billing-and-payment/Help-paying-your-bill/Watersure-Plus-scheme> for eligibility and how to apply.

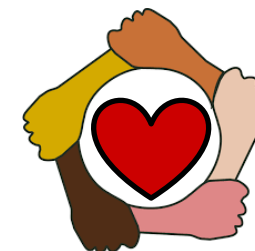
4. **Water Direct scheme**

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 allows you to combine your yearly bill with your arrears and pay weekly straight from your benefits. To qualify, you need to have an active account with Thames Water which is in debt of £50 or more and has had 2 failed payment plans. You also need to be receiving income support, Job Seekers Allowance (JSA), Pension Credit, Employment and Support Allowance (ESA), or Universal Credit. See <https://www.thameswater.co.uk/My-Account/Billing-and-payment/Help-paying-your-bill/Water-Direct-scheme> for eligibility and how to apply.

A close-up photograph of two hands, one from the left and one from the right, gently holding a white ceramic mug filled with a light brown liquid, likely tea. The hands are positioned around the mug, with fingers wrapped around it. The background is a light-colored surface with a subtle pattern of small white dots. The overall tone is warm and comforting.

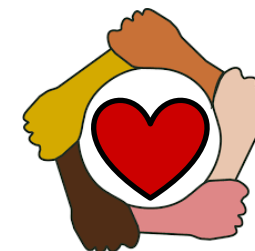
Support Groups & Other Services

SUPPORT GROUPS & OTHER SERVICES



Bonny Downs Community Association

Provision:	Growing Strong: After School Club
Address:	Bobby Moore Sports Pavilion 118 Napier Road East Ham E6 2SG
Who can access this:	Children aged 4-11 at risk of hunger resident in Newham (particularly those in the East Ham area) who have been referred. Catchment schools: Nelson, Vicarage, Langdon, Central Park, St Michaels, Brampton.
Cost:	Free
Opening times:	Monday to Friday 3:30-18:00. By referral only.
Contact details:	Sarah Laing or Malathy Muthu 020 8586 7070 growingstrong@bonnydowns.org
Additional information:	Runs alongside paid-for after school club.



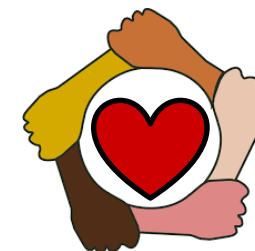
Bonny Downs Community Association

Provision:	Growing Strong: Holiday Care during Summer Holidays
Address:	Bobby Moore Sports Pavilion 118 Napier Road East Ham E6 2SG
Who can access this:	Children at risk of hunger resident in Newham (particularly those in the East Ham area) who have been referred.
Cost:	Free
Opening times:	3 weeks during the school summer holidays – please ring for details. By referral only.
Contact details:	Sarah Laing or Malathy Muthu 020 8586 7070 growingstrong@bonnydowns.org
Additional information:	Runs alongside paid-for holiday scheme.



Bonny Downs Community Association

Provision:	Growing Strong: Saturday Space
Address:	Bobby Moore Sports Pavilion 118 Napier Road East Ham E6 2SG
Who can access this:	Children aged 5-14 at risk of hunger resident in Newham (particularly those in the East Ham area) who have been referred.
Cost:	Free
Opening times:	Saturday 10:30-12:30 during term time. By referral only.
Contact details:	Sarah Laing or Malathy Muthu 020 8586 7070 growingstrong@bonnydowns.org
Additional information:	Workshops, games, sports, arts & crafts, bouncy castle, etc, with a free healthy lunch.



Bonny Downs Community Association

Provision: Growing Strong: Toddler Group with free breakfast

Address: The Well Community Centre
49 Vicarage Lane
East Ham
E6 6DQ

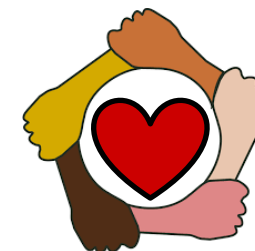
Who can access this: Children at risk of hunger resident in Newham (particularly those in the **East Ham** area) who have been referred.

Cost: Free

Opening times: 9:30-11:00

Contact details: Sarah Laing or Malathy Muthu
020 8586 7070 growingstrong@bonnydowns.org

Additional information: Runs alongside regular toddler group.



Caritas Anchor House

Provision: Your Space: Connecting Families Coffee Morning

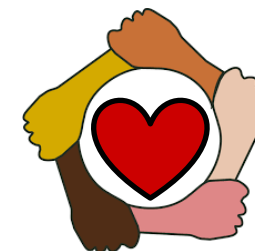
Address: Pinnacle Sheltered Housing
55 Ruscoe Road
Canning Town
E16 1JA

Who can access this: Anyone, including those with no recourse to public funding.

Cost: Free

Opening times: Alternate Wednesdays 9:00-11:00. Just turn up.

Contact details: Tallat Bhatti (Your Space Coordinator) 020 7476 6062
t.bhatti@caritasanchorhouse.org.uk



Caritas Anchor House

Provision: Your Space: Talking Therapy

Address:	Caritas Anchor House (Mon) 81 Barking Road Canning Town E16 4HB	The Hub (Tues) 123 Star Lane Canning Town E16 4PZ
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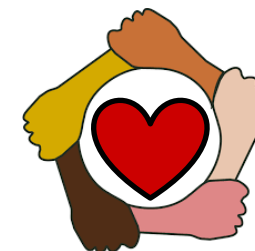
Who can access this: Anyone, including people with no recourse to public funding.

Cost: Free

Opening times: Monday & Tuesday 10:00-12:00

Contact details: info@caritasanchorhouse.org.uk 020 7476 6062

Additional information: Community conversational groups, enabling people to find the safety and space to explore their thoughts and feelings.



Caritas Anchor House

Provision: Your Space: Walk & Talk

Address: Kier Hardy Recreation Ground
3 Radland Road
Canning Town
E16 1LN

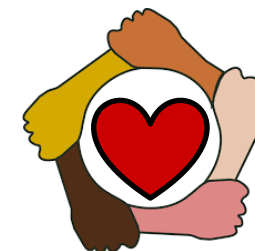
Who can access this: Anyone, including people with no recourse to public funding.

Cost: Free

Opening times: Alternate Wednesdays 10:00-11:30 (meet 10:00 at Tarling Road entrance, near the static outdoor gym).

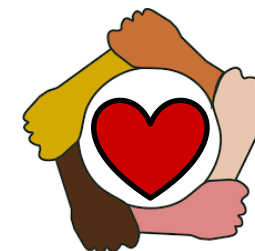
Contact details: info@caritasananchorhouse.org.uk
020 7476 6062

Additional information: Experience the freedom and wellbeing of chatting, sharing and making new friendships in the open air.



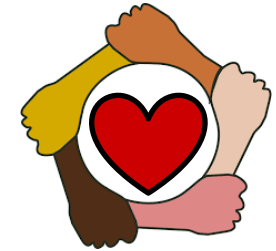
Community Links

Provision:	Create Your Future
Address:	105 Barking Road Canning Town E16 4HQ
Who can access this:	BAME women resident in Newham or Waltham Forest.
Cost:	Free
Opening times:	Contact Fahad for details of programme.
Contact details:	Fahad 020 7473 2270
Additional information:	Help finding work and training.



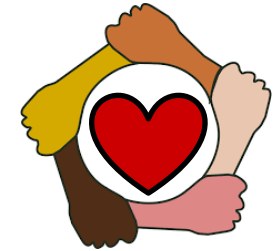
Community Links

Provision:	Talent Match
Address:	105 Barking Road Canning Town E16 4HQ
Who can access this:	Young people (18-25) not in employment, education or training, living in Newham or Barking & Dagenham.
Cost:	Free
Opening times:	Contact Sharaf for details of programme.
Contact details:	Sharaf Mahmood Sharaf.mahmood@community-links.org 020 7473 2270
Additional information:	Personal advice and support in finding a long-term, sustainable career. Offers tips, training and interview skills to those on the programme.



Just Homes

Provision:	2 shared houses (9 bed spaces total)
Address:	34 Norwich Road Forest Gate E7 9JH
Who can access this:	Women with young children with no recourse to public funds
Cost:	Free
Opening times:	Referral through Social Services or the 'No Recourse' Team
Contact details:	info@justhomes.org.uk 020 8519 1454
Additional information:	Those accommodated are also given 1:1 support, including to process Home Office applications.



Magpie Project

Provision: Stay & Play and Family Support

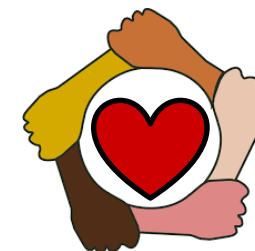
Address: The Froud Centre
1 Toronto Avenue
Manor Park
E12 5JF

Who can access this: Women with children under five living in temporary accommodation or at risk of homelessness.

Cost: Free

Opening times: Monday & Wednesday 10:00-14:00 during term time only.

Contact details: magpieprojectE7@gmail.com



Refugee Council

Provision: Destitution Services

Address: Hackney Day Centre
Red Cross Building
92 Dalston Lane
Hackney
E8 1NG

Who can access this: Refugees and asylum seekers.

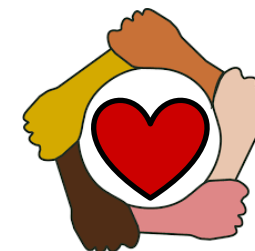
Cost: Free

Opening times: Friday 11:00-16:00

Contact details: destitution@refugeecouncil.org.uk

Additional information: Practical advice & support, pastoral care, emergency provisions, and time-limited projects.

RISE



Provision: Supporting refugees into employment

Address: Renaisi
Haggerston Community Centre
8 Lovelace Street
Haggerston
E8 4FF

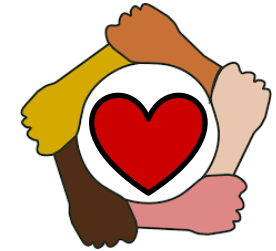
Who can access this: Adults over 18 with refugee status, or leave to remain via Humanitarian Protection, Discretionary Leave to Remain, or Family Reunion.

Cost: Free

Opening times: Monday-Friday 9:00-17:00, by appointment.

Contact details: Ellon Ninsiima e.ninsiima@renaisi.com 07739 362886

Additional information: Those joining the programme will be given an advisor who will work with them 1:1 and access to training and workshops (including ESOL, wellbeing/social activities, CV support, interview technique, job search, in-work mentor support).



St Paul's Stratford

Provision: English language class

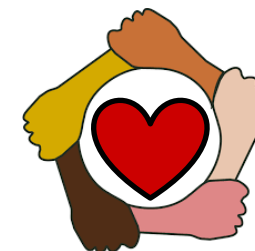
Address: 65 Maryland Road
Stratford
E15 1JL

Who can access this: Anyone, including people with no recourse to public funding.

Cost: Free

Opening times: Friday 17:30-19:00

Contact details: 020 8534 1164 or 07970 139881



Skills Enterprise

Provision: Learn My Way – free Online Network courses

Address: 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: Monday & Tuesday 9:30-13:00, by appointment or drop in.

Contact details: Malathy Muthu
020 8470 9838 support@skillsenterprise.co.uk

Additional information: Courses cover online skills, skills for job applicants, managing your money, staying healthy, and much more.