



Connecting VCS partners with #HelpNewham

If a resident needs help, who can they contact?

Please call Newham’s Customer Service Number: **0208 430 2000**. You can also email Help@newham.gov.uk If the matter is Urgent, please put “URGENT” in the title of your email. Urgent refers to residents who have less than five days of food or other supplies in their home.

Someone needs help – how should the VCS refer to Newham Council?

VCS partners should contact the customer service team, either by phone or email, using the above details.

What is the role of the Hubs?

The Hubs are supporting Category A residents, for details see: *HelpNewham Referral Pathways*.

What are the contact details for the 8 Hub Managers?

You can contact the hubs to coordinate support for individual residents in urgent need in order to avoid duplicate effort. Please do not ask the hubs for food or supplies.

Neighbourhood	School	Hub Manager	Contact Info
Canning Town	Calverton School	Sarah Dodd 07580904592 Sarah.dodd@newham.gov.uk	King George Ave, London E16 3et 020 7476 3076
Beckton	North Beckton School	Lisa Taylor 07709352400 Lisa.taylor@newham.gov.uk	North Beckton Harrier Way, London E6 5xg 020 7473 3344
East Ham	Hartley Primary School	Nicola Mackie 07891497813 Nicola.mackie@newham.gov.uk	Hartley Avenue E6 1nt 020 8472 2523
Upton Park & Forest Gate	Sandringham School	Suzannah Walker 07580486399 Suzannah.walker@newham.gov.uk	Sandringham Rd, Forest Gate, London E7 8ed 020 8472 3800
Manor Park	Sir John Heron School	Ian Martin 07580451968 Ian.martin@newham.gov.uk	Sir John Heron School Rd, Manor Park, E12 5py 020 8514 9860
Plaistow	Curwen Primary School	Syed Haque 07952818999 Syed.haque@newham.gov.uk	Curwen Atlas Rd, Plaistow, London E13 0ag 020 8472 0290
Stratford	Stratford Town Hall	Darius Baird 07790952984 Darius.baird@newham.gov.uk	29 The Broadway, London E15 4bq 020 3373 8693

I have a large number of service users who are Category A and need Hub support. What do I do?

Any VCS interested in sharing bulk data to help support residents in Category A should contact Jonathan.Cox@newham.gov.uk to discuss further.

My organisation needs help and/or my organisation has services to offer.

All support needs for the VCS sector are collated via the VCS weekly survey – [Click Here](#) to access the survey. This includes requests for food, baby supplies and other support needs.