



# NEWHAM CARERS COMMUNITY

## NEWSLETTER

### JULY 2025

## WELCOME

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Dear Carers,

A heartfelt welcome to the latest edition of our Carers Newsletter. Whether you're a new reader or a long-time subscriber, we're so glad to have you with us.

Best wishes,  
NCC Team

## UPDATES

### **Carers Forum**

Thank you to everyone who took part in the planning meetings. It was really helpful to hear your experiences and thoughts.

From those conversations, it became clear that setting up and running the forum would add extra pressure to carers who already have a lot on their plates. We want to make sure any new initiative supports carers, rather than adds to your workload.

The good news is that the GRAG (Group Resident Advisory Group) will be meeting again soon and we'll share more details as they become available.

### **Mary Ward Centre**

Due to recent financial cuts in adult education, the community engagement arm of the Centre is sadly due to close soon. We'd like to extend a huge thank you to Zoe, Maddy and the team for delivering such fantastic workshops over the years.

If you'd wish to say farewell to Zoe and the team, please get in touch so we can organise a small send-off event at the end of July.

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## MEET THE NCC TEAM



**Linessa Ollivierre**  
Service Manager



**Noreen Chaudhry**  
Asian Carers Specialist  
Support Worker



**Claudia St. Rose**  
Adult Carer Support Officer



**Tasnim Anjum Ullah**  
Holistic Individuals and Group  
Support Worker



**Joseph Richards**  
Young Carers Manager



**Nilakshi Kanwar**  
Carer Hospital Project Officer



**Naheed Anwar**  
Carers Co-ordinator

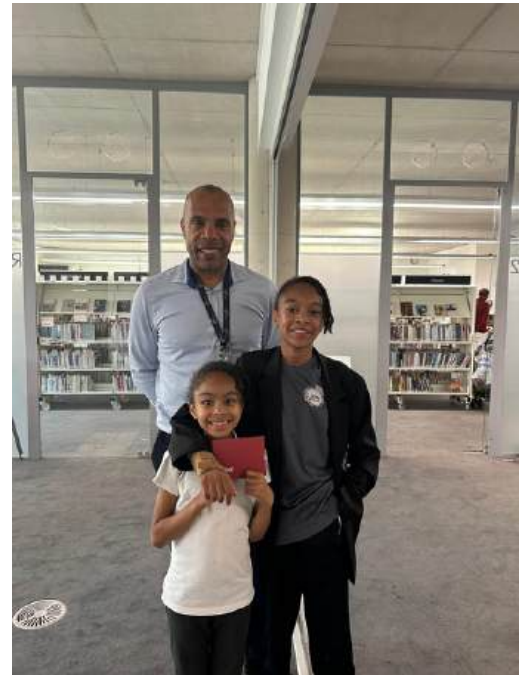


**Simon Shum**  
Head of Community Services



# CARERS WEEK

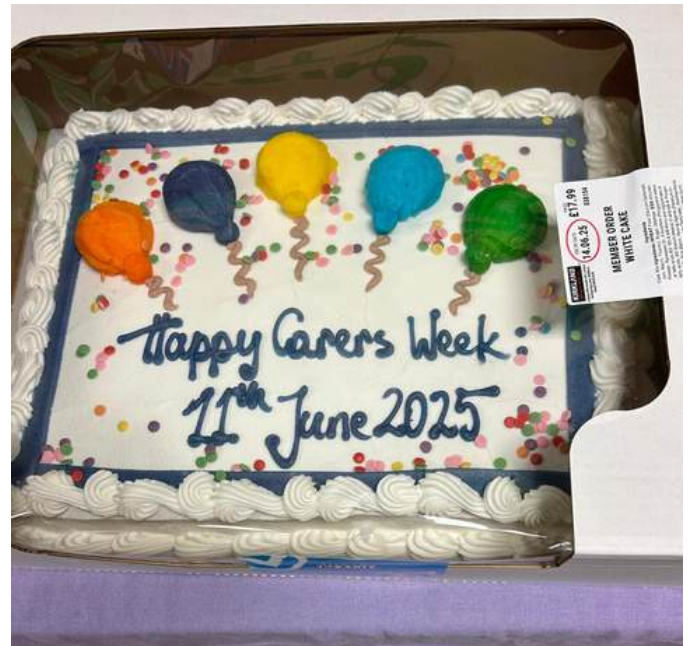
During Carers Week Young & Adult carers with partner organisations came together to celebrate and recognise the vital role carers play in our communities. The week was filled with events, activities, and shared moments of connection and support. From creative workshops and wellbeing sessions to community gatherings, carers of all ages enjoyed a well-deserved break and the chance to connect with others who understand their experiences. A big thank you to our partner organisations for their support in making the week a success.







## CARERS WEEK



# CARERS AND ADVOCACY WORKSHOP

Gain a better understanding of the role as advocate when seeking support for the person you care for and appreciate the importance of your advocacy role

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Join us to learn about effective advocacy for carers in our community.

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**IN PERSON:**  
**TUESDAY 22<sup>ND</sup> JULY 10:30 AM - 12:00 PM**  
**655 BARKING RD. E13 9EX**  
**(AGE UK EAST LONDON OFFICES)**

**ONLINE:**  
**ZOOM DETAILS**  
**[HTTPS://US06WEB.ZOOM.US/J/86004636761](https://us06web.zoom.us/j/86004636761)**  
**MEETING ID: 860 0463 6761**

**0203 9543 143**  
**[INFO@NEWHAMCARERSCOMMUNITY.ORG.UK](mailto:INFO@NEWHAMCARERSCOMMUNITY.ORG.UK)**





# Newham Carers Community: Monthly Workshop Schedule 2025

The workshops will be delivered as a hybrid: in-person and Online

## ZOOM DETAILS

[HTTPS://US06WEB.ZOOM.US/J/86004636761](https://us06web.zoom.us/j/86004636761)

MEETING ID: 860 0463 6761

<b>JANUARY</b> <b>THINKING AHEAD FOR CARERS OF YOUNG PEOPLE WITH SEND</b> DATE: <b>TUESDAY 21TH JANUARY</b> TIME: <b>10:30AM - 12.00PM</b> LOCATION: <b>655 BARKING RD, E13 9EX</b>	<b>JULY</b> <b>CARERS AND ADVOCACY</b> DATE: <b>TUESDAY 22ND JULY</b> TIME: <b>10:30AM - 12.00PM</b> LOCATION: <b>655 BARKING RD, E13 9EX</b>
<b>FEBRUARY</b> <b>PERSONAL CARE AND WELL-BEING FOR CARERS</b> DATE: <b>TUESDAY 25TH FEBRUARY</b> TIME: <b>10:30 AM - 12.00PM</b> LOCATION: <b>655 BARKING RD, E13 9EX</b>	<b>AUGUST</b> <b>HEALTH CONDITIONS THAT AFFECT CARERS</b> DATE: <b>TUESDAY 19TH AUGUST</b> TIME: <b>10:30AM - 12.00PM</b> LOCATION: <b>655 BARKING RD, E13 9EX</b>
<b>MARCH</b> <b>EDUCATIONAL HEALTH AND CARE PLAN (EHCP) - AN INTRODUCTION</b> DATE: <b>TUESDAY 18TH MARCH</b> TIME: <b>10:30AM - 12.00PM</b> LOCATION: <b>655 BARKING RD, E13 9EX</b>	<b>SEPTEMBER</b> <b>EFFECTIVE SKILLS FOR MAKING COMPLAINTS</b> DATE: <b>TUESDAY 23RD SEPTEMBER</b> TIME: <b>10:30AM - 12.00PM</b> LOCATION: <b>655 BARKING RD, E13 9EX</b>
<b>APRIL</b> <b>SELF CARE FOR CARERS</b> DATE: <b>TUESDAY 29TH APRIL</b> TIME: <b>10:30AM - 12:00PM</b> LOCATION: <b>655 BARKING RD, E13 9EX</b>	<b>OCTOBER</b> <b>EFFECTIVE COMMUNICATION</b> DATE: <b>TUESDAY 21ST OCTOBER</b> TIME: <b>10:30AM - 12.00PM</b> LOCATION: <b>655 BARKING RD, E13 9EX</b>
<b>MAY</b> <b>MAKING SUCCESSFUL DLA AND PIP APPLICATIONS</b> DATE: <b>TUESDAY 20TH MAY</b> TIME: <b>10:30AM - 12.00PM</b> LOCATION: <b>655 BARKING RD, E13 9EX</b>	<b>NOVEMBER</b> <b>CARE ACT 2014 SIMPLIFIED - 10 THINGS CARERS SHOULD KNOW</b> DATE: <b>TUESDAY 18TH NOVEMBER</b> TIME: <b>10:30AM - 12.00PM</b> LOCATION: <b>655 BARKING RD, E13 9EX</b>
<b>JUNE</b> <b>UNDERSTANDING SPECIFIC HEALTH CONDITIONS</b> DATE: <b>TUESDAY 17TH JUNE</b> TIME: <b>10:30AM - 12.30PM</b> LOCATION: <b>655 BARKING RD, E13 9EX</b>	<b>DECEMBER</b> <b>MENTAL WELLNESS AND EMOTIONAL SUPPORT FOR CARERS</b> DATE: <b>TUESDAY 16TH DECEMBER</b> TIME: <b>10:30AM - 12.00PM</b> LOCATION: <b>655 BARKING RD, E13 9EX</b>

For more information, please contact us on: 02039 543 143

or email to: [info@newhamcarerscommunity.org.uk](mailto:info@newhamcarerscommunity.org.uk)



# ARE YOU A **YOUNG CARER** AGED 5-17?

## DO YOU KNOW SOMEONE WHO IS A **YOUNG CARER**?



**A Young Carer is a child who helps to look after someone in your family because of:**

**Disability**

**Mental illness**

**Long term physical illness**

**Drug or alcohol misuse**

**Young Carers  
Support Service  
can help a Young  
Carer by providing:**

- Two drop in sessions in East Ham Library between 4pm-6:30pm giving Young Carers a chance to have a break from their caring role
- Weekly youth forum, giving an opportunity to share their thoughts with other Young Carers, shaping the direction of the programme
- Information and advice, as well as accessing Young Carers Assessment
- Access to trips and activities during school holidays

Please come along to our drop in sessions held every Monday & Wednesday 4:00-6:30pm at:  
East Ham Library, 328 Barking Rd, London E6 2RT. Or

leave your contact details and we will get in touch with you:

Phone: 020 3954 3143 | Email: [info@newhamcarerscommunity.org.uk](mailto:info@newhamcarerscommunity.org.uk)



**Please turn over to find out more about what Young Carers do**



# WHAT DO YOUNG CARERS DO?

A Young Carer will usually carry out tasks because of someone else's illness or disability. These are tasks often carried out by an adult. A Young Carer may do one or more of the following types of care;



## PHYSICAL/PERSONAL

Helping someone out of bed, helping with their dressing, feeding, personal grooming, toileting, giving medication on time, interpreting

## DOMESTIC

Cooking, cleaning, washing clothes, washing up, ironing, shopping, paying bills, looking after siblings alone, taking them to school, collecting prescriptions



## EMOTIONAL

Talking to someone who is distressed, keeping them motivated, safe, spending time with them, keeping them company, making them feel wanted/needed





# SEATED EXERCISE CLASS ONLINE

Join our free gentle seated exercise class from the comfort of your home! All you need is a chair (preferably with arms) and a glass of water to stay hydrated. It's an hour of simple, low-impact movements to help you stay fit and active. Everyone is welcome—come and keep moving with us!

E.G. CHAIR SQUATS



FREE

E.G. ARM STRETCH



2nd Monday  
of each month  
from 10:30AM

E.G. WRIST AND FINGER STRETCH



Come  
join  
us!

E.G. ANKLE ROLL



For more information, link and time of session get in touch with Emese: [emese@cityconnections.org.uk](mailto:emese@cityconnections.org.uk) or 07432736495

# **DIGITAL DROP IN SUPPORT AND DIGITAL COURSES FOR NEWHAM CARERS & 50+**

**COME ALONG AND GET HELP WITH YOUR DIGITAL NEEDS, WHETHER  
SMARTPHONE, TABLET OR LAPTOP IN OUR **DIGITAL DROP IN****



# **FREE!**



**Drop In - 2:00pm - 4.00pm**

**EVERY MONDAY**

**at Age UK East London, 655 Barking Rd,  
London, E13 9EX**

**Digital Drop in - Just turn up, first come first served basis**

## **WHAT YOU COULD LEARN OR GET HELP WITH:**

- GENERAL USE AND FUNCTION OF A DEVICE
- TAKING PHOTOS OR SHARING PHOTOS WITH FAMILY
- ONLINE PLATFORMS/DOWNLOADING APPS
- ACCESS TO HEALTH SERVICES – NHS APP
- SETTING UP EMAIL ACCOUNTS
- USE OF SOCIAL MEDIA APPS



# Newham Carers Community

**FREE**



## **FREE ONLINE TRAINING COURSES FOR NEWHAM CARERS**

**OVER 130 SOCIAL CARE COURSES VIA  
CLICK LEARNING**

**For more information, please contact**

**Newham Carers Community**

**Email:** [info@newhamcarerscommunity.org.uk](mailto:info@newhamcarerscommunity.org.uk)

**Telephone:** 0203 9543 143





# COST SAVING UPDATES

Cost-Saving on Energy Bills - Tips, hacks and advice for reducing your energy usage while taking care of your household needs including laundry, cooking, having the lights on, keeping warm in colder months and cool in hot weather. [Click here to find out more.](#)

## Access to half price electricity

**British Gas, Scottish Power, and EDF are offering half price electricity periods for households with a smart meter.**

**British Gas** 'PeakSave Sundays' half-price from 11am - 4pm; and 'PeakSave Green Flex' providing half-price during certain times when they have plenty of renewable energy available.

Go to <https://www.britishgas.co.uk/energy/guides/off-peak-electricity> for more details.

**Scottish Power** 'Power Saver' includes half-price weekends 11am - 4pm every Saturday and Sunday; and half-price at certain off-peak times during the week.

Go to <https://www.scottishpower.co.uk/support-centre/power-saver> for more details.

**EDF** 'Sunday Saver' offering discounted Sunday usage in exchange for using less electricity during the 4pm-7pm peak time on weekdays.

Go to <https://www.edfenergy.com/energy-efficiency/sunday-saver-challenge> for more details.

[Click here for answers to frequently asked questions about switching to a smart meter.](#)

[Broadband Price Savings](#)

[Cost-saving on TV viewing](#)



# Newham Deaf & Hard of Hearing Residents Engagement Event

**Friday 27<sup>th</sup> June 2025**

**10:00 AM – 12:00 PM | 2 Gerry Raffles Square,  
Stratford, E15 1BG**

A chance to speak up, connect with others, and help shape more accessible health and care services in Newham.

BSL interpreters provided.

## **Join us to:**

- Share your experiences accessing health and care services in Newham
- Learn about the new Deaf Residents Advisory Board
- Find out how you can get involved to help shape more accessible services

**Registration Link: [bit.ly/newham2706](https://bit.ly/newham2706)**

## **CONTACT US:**

 [info@healthwatchnewham.co.uk](mailto:info@healthwatchnewham.co.uk)

 [www.healthwatchnewham.co.uk](http://www.healthwatchnewham.co.uk)



# INSPECTOR OF NUISANCES

CREATIVE WORKSHOPS INSPIRED BY ALICE BILLING  
FOR NEWHAM HERITAGE MONTH



VENUE: PROJECT SPACE, ALICE BILLING HOUSE, 2-  
12 WEST HAM LANE, LONDON E15 2SF

DATES: TUESDAY 1ST, 8TH AND 15TH JULY  
TIME: 11:00AM – 1:00PM

**JOIN FRAMES OF MIND FOR A SERIES OF FREE CREATIVE  
WORKSHOPS EXPLORING WOMEN'S HEALTH AND WORKING  
CONDITIONS IN NEWHAM, PAST AND PRESENT.  
YOU'LL HAVE THE CHANCE TO:**

- SHARE YOUR OWN STORIES AND EXPERIENCES
- LEARN STOP-FRAME ANIMATION AND VOICEOVER TECHNIQUES
- CONTRIBUTE TO A PUBLIC EXHIBITION IN SEPTEMBER 2025

**SIGN UP HERE**





# Celebrating Co-Production Week

## The Future of Co-Production

**Date:** Wednesday 23<sup>rd</sup> July, 2025

**Time:** 11am to 2pm

**Venue:** Highway Vineyard Church 88a Romford Road Stratford E15 4EH



**Join us for Co-Production Week in Newham!** We're hosting a special event exploring the future of co-production in Newham, with a focus on Adults and Health. Enjoy thought-provoking talks, a panel discussion, and opportunities to connect and collaborate with others in the community. Light refreshments will be provided.

**Sign up** using the form here or scan the QR Code on the right:  
[www.forms.office.com/e/ccyPYpFmCH](http://www.forms.office.com/e/ccyPYpFmCH)

**If you need support to sign up,** contact the Co-Production Team  
[co-productionteam@newham.gov.uk](mailto:co-productionteam@newham.gov.uk) 07970406126



# Celebrating Co-Production Week

## How to get to the event

**Where:** The building is opposite the road from Stratford Fire Station and has 'Highway Church' on the front

**Buses:** 25 / 86 / 425 / 308 to Water Lane / University of East London

**Tube:** Overground, DLR, Elizabeth Line, Overground to Stratford Station

**Walk:** 15 minute walk from Stratford

**Car:** Some street parking is available in Stratford



## What is co-production?

Co-production means working together on an equal basis. It's when residents and professionals come together to influence the way that services are designed, commissioned and delivered. It should bring people with lived experience together as equals, to share power and to have influence over decisions that are made (Care Act 2014).

**Find out more** about co-production in Newham:

[www.newham.gov.uk/health-adult-social-care/co-production](http://www.newham.gov.uk/health-adult-social-care/co-production)







## NATIONAL CARERS DISCOUNT CARD COMPARISON CHART



NAME OF CARD	CARD/APP	REQUIREMENTS	BENEFITS	COST
<b>Forward Carers</b> <a href="http://forwardcarers.org.uk">forwardcarers.org.uk</a>	Card & App	Online registration Supporting evidence required and ID photograph, i.e., passport style	<ul style="list-style-type: none"><li>• Carer ID</li><li>• Stored In Case of Emergency contact details</li><li>• Access to Carer friendly community and online support</li><li>• Some national discounts</li></ul>	£15
<b>Carers Card UK</b> <a href="http://carerscarduk.co.uk">carerscarduk.co.uk</a>	Card & App	Online registration and ID photograph, i.e., passport style	<ul style="list-style-type: none"><li>• Carer ID</li><li>• Stored In Case of Emergency contact details.</li><li>• <b>My Support:</b> A catalogue of useful information, from guides to best practices.</li><li>• <b>Your Carer Circle:</b> Allows you to create a circle of care for the person you look after; add notes, tasks, appointments, medication lists as well as monitoring the wellbeing of the person you care for.</li><li>• Wellbeing Hub – A source of useful advice, videos and audiobooks to help with your wellbeing.</li><li>• Online discounts including: Days Out</li><li>• Home and Garden</li><li>• Women's Fashion</li><li>• Gifts and Occasions</li></ul>	£8.00 (valid for 2 years)

NAME OF CARD	CARD/APP	REQUIREMENTS	BENEFITS	COST
<b>Discount for Carers</b> <a href="http://discountsforcarers.com">discountsforcarers.com</a>	App Only	Online registration	<ul style="list-style-type: none"> <li>• Money-saving deals and vouchers including:</li> <li>• Savings on homeware and electricals</li> <li>• Deals on mobile phones</li> <li>• Utilities and gym memberships</li> <li>• Cashback card</li> <li>• available with over 16% cashback on purchases at 80% of retailers once registered.</li> <li>• Free membership for the first year then £2.99 per year after</li> </ul>	FREE

**If you would like more information on Carer Discount Cards or would like some help to apply for one, please contact Newham Carers Community on:**

**Email:** [info@newhamcarerscommunity.org.uk](mailto:info@newhamcarerscommunity.org.uk)

**Telephone:** 02039 543 143







## KEEP LEARNING

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### **Want to learn something new?**

Click Learning provide up to up 130 free social care and functional skills online courses. To register your interest and receive login details please contact us:

[info@newhamcarerscommunity.org.uk](mailto:info@newhamcarerscommunity.org.uk) or call **020 39543143**

### **Techy Tea Social with kulvinder** 655 Barking Rd, E13 9EX

A chance to socialise over a cuppa and brush up on your digital skills,

Get in touch to find out when our next session is happening!

[info@newhamcarerscommunity.org.uk](mailto:info@newhamcarerscommunity.org.uk) or call **020 39543143**

### **Newham Recovery College**

<https://linktr.ee/newhamrecoverycollege>

## VOLUNTEERING OPPORTUNITIES

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**We are here to help with volunteer interests and applications. Please use the links below for volunteer opportunities available**

Newham University Hospital volunteer opportunities

<https://www.bartshealth.nhs.uk/volunteers>

Renewal volunteer opportunities

<https://www.renewalprogramme.org.uk/get-involved/volunteer-with-us/>

Age UK East London volunteer opportunities

<https://www.ageuk.org.uk/eastlondon/get-involved/volunteer/>



# RESIDENT CARER SUPPORT GROUPS

Group	Meeting Time	Venue	Contact Info
<b>Senior Parent Learning Disabilities Carers Group</b>  Support group for all carers or parents of people with learning disabilities	Every last Wednesday of the month <b>12:00am - 2:30 pm</b>	Upper-Room Foursquare Chapel 525-529 Barking Rd, London E13 9EZ	Leader: Remi Osunsanya Sanyaosun2@yahoo.com Tel: 07872 595948
<b>Disability Rep Forum</b>  Support group for disabled carers including parent carers and those with disabled children	Every 2nd Tuesday of the month <b>11.00am - 1.00pm</b>	Froud Community Centre, Toronto Avenue, E12 5JF	Leader: Sarifa Patel sarifa.patel84@gmail.com Tel: 07723 739221
<b>Carers Community Mental Health Group</b>  Support group for those who are caring for loved ones and friends with mental well-being	Every 3rd Wednesday of the month <b>11:30 pm - 1:30 pm</b>	Upper-Room Foursquare Chapel 525-529 Barking Rd, London E13 9EZ	Leader: Zhenreenah Muhxinga  carersgroup2020@yahoo.com Tel: 07950 123 540
<b>Chinese Carers Group</b>	Contact Group Lead for further details	Contact via phone or email only	Leader: Yvonne info@newhamchineseassoc.org.uk Tel: 0207 474 7715
<b>St. Joseph's Carers Group</b>  Support group for those who are caring for relative, partner or friend that has a life-limiting illness	Every 3rd Friday of the month <b>1.30pm – 3.30pm</b>	St. Joseph Hospice Mare Street Hackney E8 4SA	Jo Bedford - Carers Service Co-Ordinator  j.bedford@stjh.org.uk Tel: 020 8525 3130

Please get in touch with details of your resident carer group and we will add it to the list.





# RESIDENT CARER SUPPORT GROUPS

Group	Meeting Time	Venue	Contact Info
<b>Drop in bereavement centre</b>	Contact Group Lead for further details	Contact via phone or email	dropinbereavement@btinternet.com Tel: 07396 016523
<b>Let Us Communicate Support Group</b>	Contact group email for further details	Contact via email	letuscommunicate101@gmail.com <a href="https://youtu.be/vaLsBo8NrCo?feature=shared">https://youtu.be/vaLsBo8NrCo?feature=shared</a>
<b>Care Heart Social Club</b> Autistic Adult Carers Group	Contact Group Lead for further details	Contact via phone or email	Ying purisimasd12@gmail.com 07466 719164 or Loraine 07828841546 lorainefermin@outlook.com
<b>Age UK East London Older Peoples Reference Group</b>	Contact Group Lead for further details	Contact via phone or email	Grace Patient Grace.Patient@ageukeastlondon.org.uk 07384 511701
<b>Subco Trust</b>	Contact Group Lead for further details	Contact via phone or email	Taskin admin@subcotrust.org.uk 0208 548 0070

Please get in touch with details of your resident carer group and we will add it to the list.



# RESIDENT CARER SUPPORT GROUPS

Group	Meeting Time	Venue	Contact Info
<b>Cerebral palsy network Newham</b>	Contact Group Lead for further details	Contact via phone or email	Habbib Aziz cpn_newham@hotmail.com 07903955353
<b>Children with special needs - Ruby's carers support group</b>	Contact Group Lead for further details		Rubina Azam Rubinaazam@hotmail.co.uk 07947158445
<b>Autistic Adult Carers Group</b> Support group for all carers or parents of adults with autism	First Wednesday of the month 11:00 am - 1:00 pm	For more information, please contact <a href="mailto:carersautisticresidentsnewham@gmail.com">carersautisticresidentsnewham@gmail.com</a>	Sue Sinton Smith carersautisticresidentsnewham@gmail.com 07968424738 (Text only) <a href="#">Access flyer here</a>

Please get in touch with details of your resident carer group and we will add it to the list.





## LOCAL SUPPORT GROUPS

Group	Meeting Time	Venue	Contact Info
<b>Newham Together We Can Stroke Group</b>	Contact Group Lead for further details	North Woolwich Library Pier Training, 5 Pier Rd E16 2LJ	Glynis Webb  07752 483446  <a href="#">Link to webpage</a>
<b>Parkinson's UK Support Group</b>	Monthly Contact Group Lead for further details	Central Park Cafe	Karen or Oliver  <a href="mailto:newham.parkinsons@gmail.com">newham.parkinsons@gmail.com</a>
<b>Stroke Group</b> Promotes the welfare of Stroke Survivors their families and carers	Every Wednesday 1:00 pm - 2:00 pm	Katherine Road Community Centre, 254 Katherine Road, E7 8PN	Abdul Shakoore <a href="mailto:newham.stroke.club@gmail.com">newham.stroke.club@gmail.com</a>  07852 387633



## USEFUL INFORMATION

### Carers Assessment

Use the link for more information

<https://www.newham.gov.uk/health-adult-social-care/carers-assessments/1>

### Carers Emergency Card

Use the link for more information

<https://www.newham.gov.uk/health-adult-social-care/emergency-care-arrangements/2>

### Form Filling Support

- Your Community Neighbourhoods (Libraries) offer PC access and basic support and guidance in every library across the borough. See Newham library services – Newham Council for more details;
- Community Links offer a free form filling service (105 Barking Road - please contact [advice@community-links.org](mailto:advice@community-links.org) or on **0207 473 9681** to book an appointment)
- Ascension Community Trust - offer free advice and form filling support. Please contact [admin@ascensioncommunitytrust.org](mailto:admin@ascensioncommunitytrust.org) Tel: **020 7511 1232** to make an appointment).
- Community Links: Chandos East Community Hub - Open for drop-in appointments on Monday between 12.30pm and 3pm. For further information, call **020 8555 0850** (go Chandos Road, Stratford, E15 1TT)

### Correspondence Support

- Voicebaility support for those most vulnerable commissioned by Newham [newham@voiceability.org](mailto:newham@voiceability.org)
- Community Links – Please contact [advice@community-links.org](mailto:advice@community-links.org), Tel: 0207 473 9681, or visit 105 Barking Road, London, E16 4HQ, for an appointment



## BENEFITS INFORMATION

Carers Allowance - [Click here for factsheet](#)

Attendance Allowance - [Click here for factsheet](#)

Disability Living Allowance (DLA) - [Click here for factsheet](#)

Grants and support schemes - [Click here for information](#)

Employment and Support Allowance (ESA) - [Click here for information](#)

[Personal Independence Payment \(PIP\)](#) - [Click here for factsheet](#)

## WORKING CARERS RIGHTS

Your Rights In Work - [Click here for factsheet](#)

Requesting Flexible Working - [Click here details](#)

Taking Time Off When Needed - [Click here for details](#)

Support In Work - [Click here for details](#)

Thinking of Leaving Work - [Click here for details](#)

Thinking of Returning To Work - [Click here for details](#)

Boosting Your Skills - [Click here for details](#)

The Carers Leave Act 2023 - [Click here for details](#)

The Flexible Leave Act 2023 - [Click here for details](#)





## USEFUL INFORMATION

### **Benefits and Debt – [Our Newham Money](#) support with**

Debt & benefit advice - Helping residents to understand the options that are available to them, supporting them to set up repayment plans with their creditors. Undertaking a benefits assessment to establish entitlements and ensuring residents are claiming all entitlements. Support with completing forms related to benefits.

Budgeting /money management advice - Free, impartial, confidential.

Energy advice line - identifying and applying for discounts, referring to priority service registers, switching advice, supplier dispute advice, referring for wider services (fire safety checks, taxi card etc.)

Hardship Support Scheme – support with food and energy costs and other items can be considered in exceptional circumstances.

Home energy visits - arrange free home visiting service to install free small measures such as energy saving bulbs, draught excluders, radflex and more to reduce usage, as well as behavioural advice and controls advice.

Repayment plans - negotiating and agreeing Council Tax & Housing Benefit Overpayments

Emergency support - interest free loans for basic essential furniture, rent deposits and energy.

Affordable loans - loans up to £1,500 for essential purchases, household items, white goods and debt consolidation.



## USEFUL INFORMATION

### **Housing – please visit Housing, homes and homelessness – Newham Council for more information**

Council Tenants - Housing Liaison Officers based in each Neighbourhood (click here for contacts) Housing Liaison Team Housing Liaison Officers provide tenancy and leasehold management, undertaking block and estate inspections and responding and dealing with housing and tenancy related enquiries raised by tenants and leaseholders. Provide regular housing surgeries for residents, resolve general housing queries, supporting in bidding and housing applications etc.

Private tenants - Private Housing Technical Support Tel: 020 3373 1950 or Email: [privatehousing@newham.gov.uk](mailto:privatehousing@newham.gov.uk)

Homelessness prevention and advice – offers advice for people under threat of homelessness, someone who is rough sleeping or Homeless from Temporary Accommodation. The fastest way to get assistance is by completing an online application or emailing: [hpas@newham.gov.uk](mailto:hpas@newham.gov.uk). Find out more by following this link [Homelessness prevention and advice – Newham Council](#)

### **Other Useful Resident Advice Services**

UCL Integrated Legal Advice Clinic – see link for more details

[UCL Integrated Legal Advice Clinic \(UCL iLAC\) | LawWorks](#)

Age UK (Newham Office) – see link for details

[Turn2Us - Advice Finder](#) - [Age UK East London \(Newham office\) - London](#)

Plaistow South Big Local Money Matters – see link for more details [Money Matters – Plaistow South Big Local \(psbl.org.uk\)](#)

Mary Ward Legal Centre - Free legal advice in social welfare law  
<https://www.marywardlegal.org.uk/>



## GET IN CONTACT

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If you or a group would like to feature or contribute to future editions please feel free to email:

**Newham Carers Community Team** - [info@newhamcarerscommunity.org.uk](mailto:info@newhamcarerscommunity.org.uk)

## IN CASE OF AN EMERGENCY

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### **Newham Adult Social Services**

•Telephone: 020 8430 2000 Option 2  
Textphone: 18001 020 8430 2000

### **Samaritans**

•116 123

### **Cruse Bereavement Helpline**

•0808 808 1677

### **Victim Support**

•0808 689 111

•Website:

<https://www.victimsupport.org.uk/help-and-support/get-help/supportline>

### **National Domestic Violence Helpline**

• 0808 2000 247

•Website: <https://www.nationaldahelpline.org.uk>

## UNSUBSCRIBE

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If you would us to take you off our mailing list, please email: [unsubscribe@ageukeastlondon.org.uk](mailto:unsubscribe@ageukeastlondon.org.uk)