



NEWHAM CARERS COMMUNITY

NEWSLETTER

SEPTEMBER 2025

WELCOME

Dear Carers,

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

Best wishes,
NCC Team

UPDATES

Newham Carers Resident Advisory Group (CRAG)

We are excited to announce the date of our next carers Resident Advisory Group meeting, all carers are welcome to share your voice and experience to help shape services in Newham!

The Carers Resident Advisory Group is a voluntary group for carers to come together to make a difference to Newham services.

Please see the meetings details:

Date: Thursday 11th September

Time: 10am-12pm

The meeting is hybrid – you can join in person or line (details below!)

Location: Elizabeth Fry Room, Canning Town Library

Online Link: [HERE](#)

We look forward to seeing you there!

If you have any questions please email: CarersQueries@newham.gov.uk



UPDATES

Free Legal Advice at Queen Mary Legal Advice Centre

Receive advice on issues including:

- Safeguarding the health, welfare, and finances of vulnerable adults;
- The process of applying for LPA or deputyship;
- Court of Protection matters;
- Disputes related to LPA or deputyship;
- Special Educational Needs (SEN) and Exclusions;
- Family Law;
- Employment issues;
- Suitable accommodations for persons with disabilities and needs-based home adaptations;
- Concerns over being detained or 'sectioned' under the Mental Health Act 1983.

and more...

Please note that they do not offer a drop-in service, and operate by appointment only. If you have any further queries, please contact the Team on 020 7882 3931, at lac@qmul.ac.uk.

The enquiry line will open on **Tuesday 2nd September 2025 at 09:00am**.

Newham Carers Community WhatsApp Announcements

We've set up a private WhatsApp group to share updates and announcements more quickly and easily with everyone.

Don't worry - your contact details will stay hidden within the group.

If you'd rather not be added, just let us know and we'll make sure to leave you out.



UPDATES

Carers' Survey 2025

Newham Council is conducting a survey to review carers' experiences of support and services, and to find out what carers think about services for the person they care for. The survey will be carried out by all local authorities and will be used to shape carers' services nationally. Locally it will be an important resource for the Council to identify what has been achieved for carers and to inform our approach to providing support to carers in the future. By carer, we mean somebody who provides 'unpaid' support or who looks after a family member, partner or friend who needs help because of their age, physical or mental illness, or disability.

The survey will be sent to a random sample of carers, 18 years and over, who have been provided with support during the year, and will run between 1st October to 30th November 2025, with the results being made available from Autumn 2026. If further support is required, staff and customers can phone the Survey Helpline on 020 3373 1520 (10.00-12.00 and 14.00-16.00, Mon-Fri) to arrange for us to help customers complete the survey or for further information. Not all carers will receive the survey, instead a random sample will be chosen.

For any other enquiries about the survey contact William Middleton on 020 3373 2531 or at William.Middleton@newham.gov.uk



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

Are you a
carer in
Newham?



Carers Emergency Card

This scheme allows carers to plan ahead and arrange alternative support for the person they care for in case they are unable to provide care due to an emergency.

Whether it's an illness, accident or other urgent situation, you can have peace of mind knowing your loved one will be supported.

- **Simple application process**
- **Free to join**

Find out more and apply now:
newham.gov.uk/health-adult-social-care/emergency-care-arrangements/2

**Be prepared for
the unexpected.**

**Don't wait for an
emergency - plan
today.**

Please contact us if you need support with accessing the form or have any questions.

Tel: 0203 9543 143

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

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

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

or email to: info@newhamcarerscommunity.org.uk

EFFECTIVE SKILLS FOR MAKING COMPLAINTS

This workshop empowers carers with the effective skills for dealing with disputes for making complaints to the statutory sector e.g. of Social Care, Education, Health, DWP. We will also discuss the legal basis, based on rights and entitlements to support services.

Includes:

- Understanding the legal basis for complaints i.e. your rights
- Examples of common disputes
- Template wording for complaints letters and emails.
- Hierarchy of complaints
- Complaining to the Ombudsman
- Effective communication skills for a productive outcome
- Barriers to effective communication
- Judicial Reviews
- When to complain to the local authority's Senior Legal Officer

IN PERSON:

TUESDAY 23RD SEPTEMBER 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

TEL: 0203 9543 143

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



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



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

Telephone: 0203 9543 143





NATIONAL CARERS DISCOUNT CARD COMPARISON CHART



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

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

Telephone: 02039 543 143





USEFUL INFORMATION

Carers Assessment

A carer's assessment is a free evaluation offered by local authorities to anyone who provides unpaid care for a friend or family member. It looks at how caring affects the carer's life and wellbeing and what support they might need-such as help with respite, finances or emotional support. The aim is to ensure carers get the assistance they need to continue their role without harming their own health or quality of life.

Use the link for more information and how to request an assessment.

<https://www.newham.gov.uk/health-adult-social-care/carers-2/4>

Carers Emergency Card

This scheme allows carers to prepare alternative support arrangements for the person that they care for. To be used when they are not able to carry out their caring responsibilities due to an emergency.

Use the link for more information and to make an application.

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

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

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. Find out more by following this link [Homelessness prevention and advice – Newham Council](#)



USEFUL INFORMATION

Advocacy and Benefit advice

[Speak Out Newham](#)

A voice for people with learning disabilities and autistic people in Newham.

Voiceability acts as a voice for people with a learning disability and autistic people and supports people to have their say. Please visit their webpage [here](#) or email speakoutnewham@voiceability.org for further details.

[Mary Ward Legal Centre](#)

Free legal independent advice to access legal rights and entitlements
275-285 High Street, Stratford, E15 2TF
020 78317079

[UEL Legal Advice Centre University of East London](#)

1 Salway Pl, London E15 1NF
07871 734 380
legaladvicecentre@uel.ac.uk
Open for appointments
Booked appointments take place Monday to Friday 9:30am - 2:30 pm with additional walk-ins on Wednesdays between 12:00 -2:00pm

[Age UK East London](#)

655 Barking Rd, E13 9EX
0208 9817124
Appointment only

Benefit advice & form filling

[Our Newham Money](#)

112-118 The Grove, Stratford E15 1NS
020 8430 2041

[Family Support](#) (includes housing options & welfare benefits)

Stratford Advice Arcade
107-109 The Grove, London E15 1HP

[Newham Community Project](#)

Mondays & Wednesdays 1pm to 4pm
Ascot Community Centre, Star Lane, Canning Town, E16 4PR
07 425215599
support@newhamcommunityproject.org



KEEP LEARNING

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 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 or call **020 39543143**

Newham Recovery College

Free courses available click the link below for details.

<https://linktr.ee/newhamrecoverycollege>

VOLUNTEERING OPPORTUNITIES

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
Senior Parent Learning Disabilities Carers Group Support group for all carers or parents of people with learning disabilities	Every last Wednesday of the month 12:00am - 2:30 pm	Upper-Room Foursquare Chapel 525-529 Barking Rd, London E13 9EZ	Leader: Prabhudas Tanna Prabhudastanna@gmail.com
Disability Rep Forum Support group for disabled carers including parent carers and those with disabled children	Every 2nd Tuesday of the month 11.00am - 1.00pm	Froud Community Centre, Toronto Avenue, E12 5JF	Leader: Sarifa Patel sarifa.patel84@gmail.com Tel: 07723 739221
Carers Community Mental Health Group Support group for those who are caring for loved ones and friends with mental well-being	Every 3rd Wednesday of the month 11:30 pm - 1:30 pm	Upper-Room Foursquare Chapel 525-529 Barking Rd, London E13 9EZ	Leader: Zhenreenah Muhxinga carersgroup2020@yahoo.com Tel: 07950 123 540
Moments of Joy Support Hub for those living with dementia, their families and carers. This involves a variety of activities, yoga, group singing, cognitive stimulation activities and games. In addition, carers can receive support, advocacy and advice. A cooked meal is provided. £10 per person.	Every Tuesday between 12pm and 3pm	Meets at St Mark's Community Centre, 218 Tollgate Rd, London E6 5YA.	Kim Supajirawatananon 07825182846 momentsofjoy2025@gmail.com kimsupajira@gmail.com

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
Drop in bereavement centre	Contact Group Lead for further details	Contact via phone or email	dropinbereavement@btinternet.com Tel: 07396 016523
Autistic Adult Carers Group Support group for all carers or parents of adults with autism	First Monday of the month 11:00 am - 12:30 pm	Central Park Café, inside the Park, near Bartle Avenue E6	Sue Sinton Smith carersautisticresidentsnewham@gmail.com 07968424738 (Text only) Access flyer here
Care Heart Social Club 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
Newham Carers Corner Facilitates physical activities, in particular tennis sessions, and social activities for people who are Young Carers/ Young Adult Carers	Weekly or fortnightly on Saturdays and weekdays during summer holidays	Activities take place in West Ham and Stratford parks	Khadija Farhan 07869145550 k.farhan1799@outlook.com carerscorner@hotmail.com
Subco Trust Carers Support Group	Contact Group Lead for further details	107-109 The Grove, E15 1HP	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.



LOCAL SUPPORT

Group	Meeting Time	Venue	Contact Info
Newham Together We Can Stroke Group	Contact Group Lead for further details	North Woolwich Library Pier Training, 5 Pier Rd E16 2LJ	Glynis Webb 07752 483446 Link to webpage
Parkinson's UK Support Group	Monthly Contact Group Lead for further details	Central Park Cafe	Karen or Oliver newham.parkinsons@gmail.com
Stroke Group 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 Shakoor newham.stroke.club@gmail.com 07852 387633
Age UK East London Older Peoples Reference Group Promotes issues for older people	Contact Group Lead for further details	Contact via phone or email	Grace Patient Grace.Patient@ageukeastlondon.org.uk 07384 511701
Chinese Group	Contact Group Lead for further details	Contact via phone or email only	Leader: Yvonne info@newhamchineseassoc.org.uk Tel: 0207 474 7715
Cerebral palsy network Newham	Contact Group Lead for further details	Contact via phone or email	Habbib Aziz cpn_newham@hotmail.com 07903955353



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](#)



- Create goodbye messages for your loved ones



- Make plans for any dependencies

We're social
MyWishes

Twitter @MyWishesApp

Instagram @MyWishesApp

Facebook MyWishesApplication



"My Vlad, family and friends... make a mission from this simple awareness: bring an authentic smile on an unknown face, as often as possible! I love you!" — Leti

This goodbye message was published by Leti using MyWishes



- Print and share your wishes

Register at
MyWishes.co.uk

MyWishes

Make plans for your future self and the people who are important to you

Our user-friendly app will empower you to write your **Last Will & Testament**, safeguard your **Digital Legacy**, plan your **Funeral**, curate a **Bucket List**, leave **Goodbye Messages** and make plans for your future health and social care within an **Advance Care Plan**.



As seen on the BBC's 'Morning Live Show'

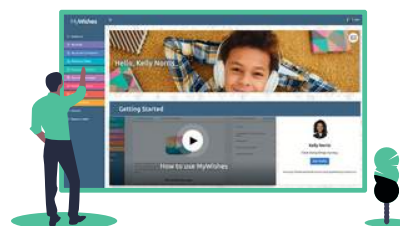
Our free and easy to use software can help you complete the following tasks:

- ✓ Write your **last will & testament**
- ✓ Make plans for your future health and care in an **advance care plan**
- ✓ Document your **funeral wishes** and curate and share your **funeral playlist**
- ✓ Write your own **obituary** and leave a video to be played at your funeral
- ✓ Make plans for your **online accounts** (social networks, photo storage etc.) within a **digital will**
- ✓ Safeguard your **digital legacy**
- ✓ Create, achieve and share items on your **bucket list**
- ✓ Leave **goodbye messages** to be published after death



Getting started

- 1 Visit **MyWishes.co.uk** and register for an account. Once registered, you can use all of the features.
- 2 Video tutorials will guide you through each feature. If you require further help our support team will be happy to assist.
- 3 Your wishes can be downloaded and shared directly with your friends, family, GP and other healthcare professionals.
- 4 If your preferences and circumstances change login and update your wishes.



MyWishes makes planning quick and easy. It will empower you to make the best decisions for you, your future care, your estate and those you care about.



1. **The Navigation:** Use the navigation to decide which tasks you would like to complete.



2. **Video Tutorial:** Click on the play buttons to watch the step-by-step tutorials.



the following address:

3. **Complete the tasks:** Document your wishes and save the task you are focusing on.

4. **Download & Print:** Download, print and share your document with those you trust.



Register at
MyWishes.co.uk

[View Hindu version here](#)

[View Arabic version here](#)



GET IN CONTACT

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

IN CASE OF AN EMERGENCY

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

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