

# Newham Borough Information Sheet

## Local Council Information and Support

**Parks** – Newham parks are still open to enable exercise but will close if people do not practice social distancing.

**Parking permits** - Only Disabled Residents' permits will be issued. The issuing of all other parking permits is suspended until further notice. For more information go to: <https://www.newham.gov.uk/Pages/Services/Parking-permits.aspx>

**Homelessness** - Prevention and Advice Service reduced service telephone calls only 020 3373 2000 ext 57445

### **The Grove (MoneyWorks and Workplace)**

Online and telephone appointments only. Call 0208 430 2041 or email [moneyworks@newham.gov.uk](mailto:moneyworks@newham.gov.uk)

### **Deaf drop in service**

Online video appointment booking service only. To make an appointment email [info@enabledlivinghealthcare.co.uk](mailto:info@enabledlivinghealthcare.co.uk) or text 07896 664 350

### **Council tax**

If residents are having difficulty in paying they should contact Council Tax and Benefits on 020 8430 2000.

### **Business rates**

Following Government advice for clarity businesses can call 0208 430 3250 or email [business.rates@onesource.co.uk](mailto:business.rates@onesource.co.uk)

### **Family contact centre**

The centre is closed. Staff will contact each family directly or families can email [fcc@earlystartgroup.com](mailto:fcc@earlystartgroup.com)

### **NHS Shield Offer**

If you have been contacted directly by the NHS as part of their programme to shield 1.5 million people nationwide and you wish to seek support please contact us at [shieldreliefhub@newham.gov.uk](mailto:shieldreliefhub@newham.gov.uk) or call 020 3373 3798

**Childrens Health 0-19 & HeadStart Service** - Call us for support Mon to Fri 9am-5pm  
Health Visiting, Family Nurse Partnership and HeadStart: 020 3373 9983  
School Health: 07970 813 937

### **Childcare**

If you are a key worker and have recently been informed that your childcare provider in Newham has closed, please contact [Kirsty.reed@newham.gov.uk](mailto:Kirsty.reed@newham.gov.uk) to share your urgent childcare requirements.

## Supermarkets and Food Deliveries

### **Iceland** (more stores throughout Newham)

At all stores the last hour of trade will be reserved exclusively for NHS customers on production of their official NHS ID:

Forest Gate E7 0QH - Mon to Sat 10am-7pm, Sun 12am-6pm

East Ham High Street E6 2HJ - Mon to Sat 10am-7pm, Sun 11am-5pm

Canning Town E16 1EN – Mon to Sat 10am-7pm, Sun 11am-5pm

Stratford Shopping Center - Mon to Sat 10am-7pm, Sun 11am-5pm

### **Sainsbury's**

If you have got a letter from the NHS and are registered on the GOV.UK website as extremely vulnerable to coronavirus your details will be passed onto Sainsbury's and they'll be in touch.

East Ham High Street, E6 1HU - Mon to Sat 8am-8pm, Sun closed

Beckton E6 6JF- Mon to Wed, Sun 8am-8pm, Thur till 10pm, Fri till 9pm, Sun closed

Romford Rd Sainsbury's Local, E15 4JF – Mon to Fri 7am-12am

### **Tesco**

All stores, except Express stores, will be prioritising the elderly and most vulnerable for one hour between 9am-10am every Mon, Wed and Fri.

Green Street Metro E13 9AP – Tues to Thurs, Sat 6am-10pm, Mon 8am-6pm, Fri 8am-8pm

Nearest Superstore is in Barking IG11 7BS – Tues to Thurs, Sat 6am-10pm, Mon 8am-6pm, Fri 8am-8pm

### **Westfield Stratford City**

Stores offering essential services remain open:

**Waitrose & Partners** - Mon to Sat 8am-7pm, Sun 11.30am-6pm

The first hour opening of each day is dedicated solely to elderly and vulnerable customers, and those who look after them. Dedicated stock and priority checkout queues are also available to NHS workers.

**M&S** - Mon to Sat 8am-7pm, Sun 12am-6pm

The first hour opening of every Monday & Thursday is dedicated solely to elderly and vulnerable customers, and the first hour opening of every Tuesday & Friday is dedicated solely to NHS and emergency service workers.

## Foodbanks

Food banks are designed to provide short-term, emergency support with food during a crisis. Their aim is to relieve the immediate pressure of the crisis by providing food, while also providing additional support to help people resolve the crises that they face.

### **Newham Covid-19 Community Support**

Local volunteer group helping those who are self isolating with grocery shopping, dog walking and other daily tasks. <https://www.facebook.com/groups/202303704194767/>

### **Newham Cares**

Covid-19 Newham Voluntary Support first responders for essential requests, grocery shopping, prescription collection, responding to concerned relatives, supporting NHS staff,



**PA Housing**

hot meals for those in isolation who cannot be assisted by the government, befriending service etc.

Call 020 8064 0403 or email [hello@newhamcares.com](mailto:hello@newhamcares.com)

### **Bonny Downs Foodbank**

Support for Newham residents whose income has been directly affected by Coronavirus. Make a request via the online referral form here and please expect a phone call to confirm circumstances: <https://app.upshot.org.uk/signup/dfce0994/>

### **Newham Foodbank**

For those with valid food vouchers, St Marks Centre, 218 Tollgate Rd, Beckton E6 5YA. Providing food for elderly vulnerable & NHS in and around Newham  
Call: Minal 07507 143 103, Nirmal 07415 328 015, Atul 07888 735 647, Shehnaaz 07581 457 330

When you contact a foodbank direct, inform them you are a PA Housing resident. We have agreements with many foodbanks and it may assist them in deciding whether they can help you.

The Trussell Trust covers approximately 75% of the Foodbanks across the UK. If the local numbers can't provide the help and support you need, try the Trust at <https://www.trusselltrust.org/coronavirus-food-banks/> or on 01722 580180. It may help find foodbanks near to you and give you contact details to see what they are offering local residents.

### **Local Pharmacies**

Many other pharmacies are available throughout Newham

**Royal Docks Pharmacy and Travel Clinic**, 14 Royal Crest Ave, E16 2TQ  
Mon to Fri 10am-8pm, Sun 10am-2pm

**Chapharm Pharmacy**, 357 Prince Regent Lane, E16 3JL  
Mon to Fri 9am- 6pm, Sat 9am-1pm

**Berg Pharmacy**, Unit 4 Rathbone Market, E16 1EH  
Mon to Fri 9am-6.30pm, Sat 9am-6pm

**Beckton Pharmacy**, 11 Mary Rose Hall, E6 5LX  
Mon to Fri 9am-6pm, Sat 9am-5pm

**Newmans Pharmacy**, 524-6 Barking Rd, E13 8QE  
Mon to Fri 9am-6.30pm, Sat 9am-6pm

**Beckton Pharmacy**, 11 Mary Rose Hall, E6 5LX  
Mon to Fri 9am-6pm, Sat 9am-5pm

**Newmans Pharmacy**, 524-6 Barking Rd, E13 8QE  
Mon to Fri 9am-6.30pm, Sat 9am-5.30pm

**Britannia Pharmacy**, 6 Church St, E15 3HX  
Mon to Wed & Fri 9am-7pm, Thurs 9am-5pm, Sat 9am-1pm

**Blakeberry Pharmacy London**, 9-11 High Street South, E6 6EN  
Mon to Fri 8.45am-7pm, Sat 9am-6.30pm

**Woodgrange Pharmacy and Travel Clinic**, 116 Woodgrange Rd, E7 0EW  
Sat to Thurs 9am-9pm, Fri 9am-8pm

### **Other Essential Shops and Surgeries**

#### **Specsavers – Opticians & Audiologists**

Appointments and advice is available only for essential and urgent eye or hearing care. Call first to make appt.

Beckton Sainsbury's, Mon-Sat 9am-6pm, Sat 9.30am-6pm, Sun 11am-5pm 020 8470 0800  
East Ham High St – Mon to Sat 10am-4pm 020 8470 0800

**(Call your registered Dentist for advice on urgent dental care)**

**Vets** (Essential pet care only, contact practice before travelling)

**Vets4Pets** Beckton, E6 6LG – 020 8507 3904

**Goddard Vet Practice** – now offering video consultations and online chat via Petsapp, available on Google Play and App Store on your mobiles.

Plaistow – 020 8472 3004, West Ham, 020 8534 1948

### **Local Banks and Banking**

#### **HSBC**

Only call contact centre if urgent, lines open 8am-8pm, 03457 404 404, for lost or stolen cards lines are open 24/7. Services are limited to cash deposits and withdrawals, international payments, changes of address and certain other services.

Branches in Stratford Shopping Centre & East Ham are open Mon-Fri 10am-2pm

For existing customers the HSBC UK Mobile Banking app is available from the app store on your mobile or you can register for online banking here, <https://www.hsbc.co.uk/register/>

#### **Barclays**

Call centres have fewer staff working in them and so call wait times can be up to an hour, only call for urgent financial difficulties, 0345 734 5345.

East Ham High Street - Mon-Tues, Thurs-Fri 9.30am-3pm, Wed 10am-3pm.

306 Romford Road - Thurs-Fri 9.30am-2pm, Wed 10am-2pm

Stratford Shopping Centre - Thurs-Fri 9am-3pm, Wed 10am-3pm, Sat 9.30am-1pm

For existing customers The Barclays app is available from the app store on your mobile or you can register for online banking here, <https://www.barclays.co.uk/coronavirus/>

## **Lloyds Bank**

Open for ATM, counter service for cash and cheque and to give help to vulnerable customers and those in financial difficulties.

Due to a high number of calls only contact the call centre if urgent, lines are open 24/7 and you can speak to an advisor 7am-11pm on 0345 602 1997. For lost or stolen cards call 0800 096 9779.

East Ham High Street is open Mon to Fri 10am-2pm

Stratford The Broadway and Westfield – Tues to Thurs 10am-2pm

For existing customers The Barclays app is available from the app store on your mobile or you can register for online banking here, <https://www.lloydsbank.com/help-guidance/coronavirus>

## **Santander**

Only call contact centre if urgent on 0800 9 123 123.

Stratford The Broadway and East Ham branches are open Mon to Fri 10am-2pm.

Refer to website on advice and access to services including mobile and online banking, <https://www.santander.co.uk/>

## **Halifax**

Only call for urgent enquiries, 0345 720 3040

East Ham and Stratford Shopping Centre branches are open Mon to Fri 10am-2pm.

For information and support on how to bank online and from your mobile go to, <https://www.halifax.co.uk/helpcentre/coronavirus/>

## **Local Support**

### **#HelpNewham**

If you are in one of the priority groups listed below, and need support, please [email help@newham.gov.uk](mailto:help@newham.gov.uk) or call on 0208 430 2000. Depending on your need, this could include home delivery of food and essential items; delivery of prescription medication; and someone to talk to via our befriending telephone chat service.

- Residents aged over 70 who live alone and do not have the support of friends or family
- Those who receive support through adult social care and who have health conditions identified by the NHS
- Young people whom we care for or support through social services
- Families with children with special educational needs and disabilities
- Members of our street homeless community
- Families living in temporary accommodation
- Those who have been contacted directly by the NHS as part of their programme to shield 1.5 million people nationwide



### **kooth.com**

Kooth offers young people the opportunity to have a text-based conversation with a qualified counsellor. Counsellors are available from 12noon to 10pm on weekdays and 6pm to 10pm at weekends, every day of the year on a drop-in basis. It is accessible through mobile, tablet, desktop, and free at the point of use.

### **YoungMinds** - <https://youngminds.org.uk/>

Online resources and support including Young Minds Crisis Messenger text service providing free, 24/7 crisis support across the UK.

### **Childline** - [www.childline.org.uk](http://www.childline.org.uk)

Offer free advice, resources, online and phone support, **0800 1111**.

**Newham Local Offer** is updated regularly to help you find information about local services, support, activities and events for children who have special educational needs and disabilities (SEND).

[www.families.newham.gov.uk](http://www.families.newham.gov.uk)

Email: [local.offer@newham.gov.uk](mailto:local.offer@newham.gov.uk)

Telephone: **0203 373 2051**, Mon-Fri, 10am-2pm

(They will try to respond to emails or voicemails within 2 working days.)

**Newham CAMHS** will continue to provide a comprehensive Mental Health Service for young people in Newham.

**For urgent referrals and emergencies: From 5pm-9pm, Mon-Fri**, this will be offered by the East London Extended Crisis team based at the Coborn Centre and also from 10am-2.30pm over the weekend. The offer is a telephone based service but can offer face to face appointments if necessary. After 9pm emergencies are dealt with by the out of hours on all Psychiatry team from Newham University Hospital.

**Available Monday – Friday, 9-5pm**

**Newham CAMHS – call 0208 430 9000**

### **Alcoholics Anonymous**

National helpline 0800 917 7650 or email [help@aamail.org](mailto:help@aamail.org)

### **Newham Mental Health Crisis Line** - [www.elft.nhs.uk](http://www.elft.nhs.uk)

Call Newham's Mental Health Crisis Helpline as an alternative to A and E for your mental health needs. **Call: 020 7771 5888**

### **Newham Talking Therapies** - [www.newhamtalkingtherapies.nhs.uk](http://www.newhamtalkingtherapies.nhs.uk)

Newham Talking Therapies is a free and confidential NHS service for local people. If you are 18 and over or (16-17) and not in full time education, NTT can offer quick and easy access to help and support. **Tel: 0208 475 8080**. The service is available to anyone who lives in Newham or is registered with a Newham GP.

### **Newham Community Based Domestic and Sexual Violence**

Call 0808 196 1482. The line is available 24 hours a day, seven days a week.

### **Galop** – the LGBT+ anti violence charity

For advice email [advice@galop.org.uk](mailto:advice@galop.org.uk) Mon to Fri 10am-4pm

National LGBT+ Domestic Abuse helpline 0800 999 5428 Mon, Tues & Fri 10am-5pm, Wed & Thurs 10am-8pm

### **WHFS (Womens Health & Family Services)**

Maternity Mates is currently open to pregnant women living in Newham, Tower Hamlets or Waltham Forest who do not have a suitable support network, or have specific needs or healthcare issues. **Telephone: 020 7377 8725**

**Email: [maternity.mates@whfs.org.uk](mailto:maternity.mates@whfs.org.uk).**

### **Parents in Mind**

If you are feeling low, anxious, disinterested in your usual activities and are pregnant or within a year of giving birth, then our friendly welcoming support may be for you. Our trained, female peer supporters can offer time and support through the Parents in Mind groups running in the local area.

**07525 403673** or via email on [parentsinmind.newham@nct.org.uk](mailto:parentsinmind.newham@nct.org.uk).

### **Baby Feeding Support during Coronavirus:**

**Newham Health Visiting** - [healthvisiting@newham.gov.uk](mailto:healthvisiting@newham.gov.uk)

020 3373 9983

1 -1 support - 1-1 telephone, text or videocall call or text 07534249611 for a call back

Online group support

Tuesdays 2.00pm – call Newham Health Visiting for Zoom code

Thursdays 10.00am – see Newham NCT Facebook

**National Breastfeeding Helpline** - 0300 100 0212 9.30am – 9.30pm

### **Downloadable book for children about Coronavirus:**

<https://nosycrow.com/wp-content/uploads/2020/04/Coronavirus-A-Book-for-Children.pdf?fbclid=IwAR3GcZ5OE73NplDwH6lltAo-aOqB63ufmKApz6G00Q0o0s-cf4X53gptWWk>

### **Physical activity advise:**

<https://www.newham.gov.uk/Pages/ServiceChild/Physical-activity-advice-during-Coronavirus.aspx>

### **Money Management and Coronavirus:**

<https://www.newham.gov.uk/Pages/ServiceChild/Money-management-and-Coronavirus.aspx>

**Food Safety and Coronavirus:** If you or your organisation is planning to offer food to people in your community please email: [food@newham.gov.uk](mailto:food@newham.gov.uk).

### **Health and Wellbeing**

Here are some contacts that may help with a number of health and wellbeing issues

General health: [www.nhs.uk](http://www.nhs.uk) or call 111

Support for mental health issues: [www.mind.org.uk/information-support/coronavirus](http://www.mind.org.uk/information-support/coronavirus) or [www.mind.org.uk](http://www.mind.org.uk) or call 020 8519 2122

Senior citizen's support: [www.ageuk.org.uk](http://www.ageuk.org.uk) or <https://www.ageuk.org.uk/information-advice/coronavirus/> or call **0800 678 1602**. – open 8am to 7pm, every day of the year.

Paragon Asra

**PA Housing**



Daily Meditation – online app providing support through meditation, sleep and movement exercises: [www.headspace.com](http://www.headspace.com) or [www.headspace.com/covid-19](http://www.headspace.com/covid-19)

Alzheimer's Support - advice for people living with dementia: Call 0333 150 3456 or [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

Online Counselling – Cognitive Behavioural Therapy: [www.iesohealth.com](http://www.iesohealth.com) or call 0800 074 5560

Domestic abuse advice: [www.womensaid.org.uk](http://www.womensaid.org.uk) or call 0808 2000 247 (women) 0808 801 0327 (men), [www.refuge.org.uk](http://www.refuge.org.uk) and [www.mankind.org.uk](http://www.mankind.org.uk) or call 01823 334244

Citizens Advice England [www.citizensadvice.org.uk/](http://www.citizensadvice.org.uk/) or call 03444 111 444

**Gyms, libraries, council healthy walks and fitness classes** are closed however here are some exercises you can do at home:

Over 70s Sitting exercises	<a href="https://www.nhs.uk/live-well/exercise/sitting-exercises/">https://www.nhs.uk/live-well/exercise/sitting-exercises/</a>	Home Keeping Fit - Online only
Gym free exercises	<a href="https://www.nhs.uk/live-well/exercise/gym-free-exercises/">https://www.nhs.uk/live-well/exercise/gym-free-exercises/</a>	Cheap and fun gym-free activities to improve health and fitness.
CBeebies	<a href="https://www.bbc.co.uk/cbeebies/grownups/fun-exercises-to-do-at-home-with-kids">https://www.bbc.co.uk/cbeebies/grownups/fun-exercises-to-do-at-home-with-kids</a>	Fun exercises to do at home with kids
World Stories with Kids	<a href="https://worldstories.org.uk/">https://worldstories.org.uk/</a>	Stories available in numerous languages: <a href="https://worldstories.org.uk/library">https://worldstories.org.uk/library</a>
CBBC	<a href="https://www.bbc.co.uk/cbbc">https://www.bbc.co.uk/cbbc</a>	Games, quizzes and puzzles
BBC	<a href="http://www.bbc.co.uk/scotland/brainsmart/games/">http://www.bbc.co.uk/scotland/brainsmart/games/</a>	Brain games for adults
Games online	<a href="https://www.chess.com/">https://www.chess.com/</a> <a href="https://www.roalddahl.com/shop/gifts-toys-and-games/roald-dahl-monopoly">https://www.roalddahl.com/shop/gifts-toys-and-games/roald-dahl-monopoly</a>	Chess Monopoly (for adults & kids)
Mind	<a href="https://www.mind.org.uk/need-urgent-help/how-can-i-distract-myself/games-and-puzzles/">https://www.mind.org.uk/need-urgent-help/how-can-i-distract-myself/games-and-puzzles/</a>	Distraction when you're in crisis
NHS	<a href="https://www.nhs.uk/conditions/nhs-fitness-studio/pilates-for-beginners/">https://www.nhs.uk/conditions/nhs-fitness-studio/pilates-for-beginners/</a>	Free Pilates for beginners
British Heart Foundation	<a href="https://www.bhf.org.uk/information-support/heart-matters-magazine/activity/yoga/yoga-poses">https://www.bhf.org.uk/information-support/heart-matters-magazine/activity/yoga/yoga-poses</a>	Chair based yoga